JOB DESCRIPTION

Job Title: Client Services Representative (6 month Fixed Term Assignment)
Department: Client Services - Front Counter, Operations
Reports to: Supervisor, Client Services – Front Counter

PRIMARY FUNCTION/POSITION SUMMARY:
The Front Counter Representative is responsible for meeting, greeting, informing, directing and educating clients visiting Christie’s. The Representative will promote Christie’s interests through skillful handling of the client interaction, grounded in an excellent understanding of Christie’s business processes and procedures. The Representative will be expected to liaise with colleagues throughout the business and to exercise judgment regarding which queries to handle independently and which to escalate to the Supervisor. The Representative needs to operate well in a highly structured environment. The Representative is expected to develop an understanding of the kinds of property that Christie’s sells, in which department and at which locations, in order to promote efficiency, ensure client satisfaction and build profitability.

Minimum time in job: 18 months

ESSENTIAL JOB FUNCTIONS (Duties include but are not limited to the following):
• Greet clients according to the standards of service.
• Facilitate appointments with accuracy. Ensure knowledge of VIP arrivals through frequent telephone and email communication with team members and other relevant colleagues.
• Provide general information on Christie’s, including information on forthcoming sales and education regarding Christie's auction practices.
• Assist with catalogue sales, including lifting of catalogue boxes and stocking the Front Counter area.
• Act as a liaison with the specialist and administrative departments on behalf of clients.
• Promote other Christie’s services, including LotFinder, Great Estates and Christies.com.
• Support consignment initiatives by assessing property for sale and directing it to proper department, including accepting or taking photographs for the Client Service Center Auction Estimates service.
• Process confirmed consignment activity by prompt and accurate receipting of incoming property.
• Support bidding activity by assisting clients with bidding.
• Perform all activities according to Christie’s Client Service Standards.
• Use Client Comments system to record interactions according to guidelines.
• Ensure that public spaces including meeting rooms and viewing rooms are well maintained at all times.
• Troubleshoot client problems or concerns, consistently sharing information with appropriate staff and entering information into the Client Comments system.
• Maintain a professional demeanor in all circumstances.
• May support auction process through telephone bidding and online bid clerking; cross train with Client Service Center to provide assistance in exceptionally busy situations.
• Other duties as assigned by Manager.

QUALIFICATION REQUIREMENTS:
• Bachelor’s degree preferred, or equivalent work experience.
• Ability and willingness to reflect the image and standards of Christie’s in all situations.
• Excellent communication skills, including superior professional written and spoken communication.
• Demonstrated superior client service and interpersonal skills, with interest in working with a wide variety of people, including good listening skills with high level of patience.
• Ability to remain calm in stressful situations.
- Demonstrated ability to multi-task and prioritize; willingness to confer with manager to clarify priorities.
- Strong follow-up skills with attention to detail.
- Willingness to work well as a team member and promote team effectiveness, including an ability to work professionally and responsibly with all departments within the client service delivery chain.
- Desire to learn and take on new challenges with willingness to accept assignments with positive, team-oriented attitude and a flexible approach to work.
- Adaptable to flexible schedule; must be able to work long hours and weekends, with some holiday work, as needed.
- Ability to perform cashier reconciliations and operate cash register (after training)
- Ability to greet clients with confidence in lobby/entrance area
- Knowledge of E-mail, Spreadsheet, and Word Processing software (Microsoft Office preferred).
- Ability to master Christie’s systems including Siebel, Property System, Client Comments, intranet and website.
- Commitment to regular and punctual attendance.
- Vacation only at off season times. (generally July/August, late December/February)
- Desirable: Internships or work experience in an art setting, hospitality or client service environment.
- Desirable: Fluency in a foreign language

**WORKING CONDITIONS:**
- Work is performed primarily in an often busy front of house reception setting.
- Noise level in the work environment is moderate; higher on sale or exhibition days.

**PHYSICAL REQUIREMENTS**
- Required to greet and sometimes escort clients within the physical premises.
- Required to stand throughout the duration of the shift, except during breaks.
- Required to hear the auctioneer and operate the conversion board during auctions.
- Required to read from a computer screen and auction catalogues.
- Required to lift boxes of auction catalogues (up to approximately 25 lbs.) several times per week.

**TOOLS & EQUIPMENT USED**
Basic office equipment including personal computer, copy machine, fax machine, scanner, office supplies, box cutter, digital camera, and cash register.

**To Apply:**
Please submit a resume & cover letter to opportunities@christies.com and indicate **Front Counter Representative** in the subject line.