



## Job Description: Front of House Manager, Melbourne (Full-Time)

### **ROLE OVERVIEW**

- Front of House Manager for prestigious luxury brand located at the top end of Melbourne CBD
- Receptionist experience essential
- Sales experience preferable
- Professional, discreet and courteous approach required at all times
- Exciting position in the retail and auction industry
- Position reports to the Chief Executive Officer

### **GENERAL RESPONSIBILITIES / REQUIREMENTS**

- Answer the switchboard telephone, check message-bank, and distribute all incoming calls promptly and discretely, record messages accurately
- Immediately direct messages to relevant colleagues by email
- Filter email enquiries to relevant colleagues
- Client liaison
- Oversee the exhibition space(s) and facilitate the sales of art, jewellery, and decorative arts
- Manage galleries for exhibition-related activities including: timely opening and closing of galleries; catalogue sales; proper completion of bidding registrations; creation of new client accounts; knowledge of department specialists, sale highlights and lot locations
- Assist with client payments and collections of items acquired at auction and by private sale
- Assist clients who arrange/arrive with appraisals and notify appropriate colleagues
- Ensure that all staff and contractors are aware of their security obligations when entering and exiting the premises
- Maintain client database with current information according to house style
- Contribute to any new client initiatives as directed by management
- Oversee and maintain catalogue sales and subscriptions
- Assist with bidding registrations for auctions
- Maintain Reception and Front of House in an impeccable manner, with confidentiality maintained at all times
- Ensure all staff movements in and out of the office and staff absences are communicated to colleagues
- Oversee and assist with the events held in the Melbourne office along with managing RSVP's (including but not limited to client dinners and exhibition previews)
- Clerical assistance to Chairman, Chief Executive Officer and Senior Executive Officer by preparing correspondence and documents
- Typing, filing, allocation of invoices, mail etc.
- Receive, sort and distribute mail, and ensure outbound mail is posted daily, with express post signed and the despatch book annotated accordingly
- Maintain electronic calendar (including diary and travel management) for Chairman and Chief Executive Officer

- Work with Sydney Front of House Manager on an as needs basis
- Assistance with data entry
- Assistance with administrative tasks
- Ensure office internal contact information is current and distributed
- Accountable to demonstrate a thorough understanding of the Company's domestic and international auction process to effectively communicate with existing and potential clients
- Auction catalogues received are placed on Chairman's desk
- Stationary and equipment levels are monitored and orders are placed when needed (not ad-hoc) – liaise with Finance and Logistics & Saleroom Manager)
- Open up and prepare reception each morning, turn off answering machine, turning on lights, tidying space, checking for 'dust bunnies' etc – of an evening, turn on answering machine, if last to leave, turn off lights, lock doors and alarm building.
- Assist departmental administrators with duties as required
- Ensure Front of House (including meeting rooms) is always neat, presentable and up to date with current marketing materials (catalogues etc)
- Assist with auctions as required – under supervision of Logistics & Saleroom Manager
- Assist with special projects as required
- Act as an ambassador for Sotheby's Australia
- Other duties as requested
- Attire must be tidy and well-presented, no 'overtly branded' clothes, tracksuits, runners, thongs, denim, tank tops, midriff tops. Corporate appearance preferred
- Compliance with Sotheby's Australia policies and statutory compliance

#### **SKILLS/QUALIFICATIONS REQUIRED**

- Proven reception and clerical experience with professional telephone manner and proven client skills
- Competency with Microsoft Word, Outlook, Excel and understanding computer databases and general computer literacy.
- Friendly and helpful personality and demeanour
- High level of attention to detail
- Excellent organisational skills including ability to multi-task and prioritise
- Flexibility to work after hours and weekend hours when required
- Time management
- English language literacy (written and verbal)
- Sales experience preferred
- Appropriate tertiary education preferred
- Enthusiasm about art, jewellery and decorative arts and a willingness to broaden one's knowledge