

# SHAPIRO

## Client Services, Front of House Gallery Administrator

Shapiro Auctioneers and Gallery is an innovative auction house and art space located in Woollahra NSW, the hub of Sydney's art and antiques district. We specialise in the sale and exhibition of fine art, antiques, 20th century design and fine jewellery to clients locally and internationally.

With a busy schedule of monthly auctions and exciting events planned, we are seeking a mature-minded, well presented, highly motivated and organised full time Reception/Front of House representative to join our team.

The successful applicant will work closely with Shapiro management, support staff and the specialist team to ensure the smooth running of consignment handling and business operations. Being the first point of contact for all customers, the successful applicant will also be responsible for ensuring an enjoyable experience for all clients contacting and visiting Shapiro.

Responsibilities of the position include:

- Client liaison and customer service
- Telephone and email enquiry management
- Database management and facilitation of client mail-outs
- Administration support for the specialist team and managing director
- Co-ordination of pre and post-sale procedures
- Assistance with transport coordination
- Auction and exhibition set up and coordination
- Gallery supervision and viewing assistance
- Payment processing and sales assistance
- Diary management and casual staffing
- General administration and assistance to the accounts officer
- General office duties
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Essential Criteria:

- Previous experience in a client services or reception position
- High level customer service and communication skills
- Mature and approachable personality
- Punctuality and attention to detail
- Excellent time management skills
- Intermediate to advanced computer literacy
- Accounts receivable experience including cash handling and invoicing
- Experience in a retail or commercial sales environment
- Ability to work within a team as well as independently
- Ability to work in a fast-paced environment and to tight deadlines

The ideal applicant will possess a passion for the arts and/or auction industry, and a highly motivated, can-do attitude. Industry experience is desirable, but not essential.

This is a full-time Monday to Friday position however the successful applicant will also be required to assist during auctions which are generally held on an evening one day a month.

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