

**Sotheby's Deutschland GmbH sucht einen**

**Post-Sales-Manager**

**zum nächstmöglichen Zeitpunkt am Standort Köln.**

Voraussetzungen sind hervorragende Organisations- & Administrationsfähigkeiten sowie ausgezeichnete Kommunikationsfähigkeiten. Absolute Genauigkeit und ein Interesse an Logistikprozessen sind von Vorteil.

Erwartet werden exzellente Deutschkenntnisse (Muttersprachenniveau) sowie sehr gute Englischkenntnisse.

Bitte sehen Sie untenstehend die weitere Jobbeschreibung.

Wir bitten um die Zusendung der üblichen Bewerbungsunterlagen (kurzes Anschreiben, Lebenslauf) an die nachstehende Adresse: [felicitas.kasper@sothebys.com](mailto:felicitas.kasper@sothebys.com).

## Job Descriptions

Job Title:	Post-Sales-Manager
Department:	Service Operations
Reporting to:	Head of Service Operations, Germany

## Position Summary

To oversee all pre-sale financial checks and post-sale services relating to clients participating in Germany sales: ensure the tasks are performed in an efficient a timely manner, ensuring the highestlevel of client service, across all sales channels (private sales, buy-now and auctions).

The Post-Sales-Manager is responsible for providing expertise to both external and internalclients for outbound shipments whilst ensuring compliance with internal rules and regulations andthose of all regulatory bodies.

This role also participates in helping other colleagues in the Service Operations departments as and when needed.

The job requires a strong client service focus, as well as the ability to provide guidance to team members, other key stakeholders within the business and clients throughout the post-sale journey, from invoicing to final delivery of the acquired property to the client.

## Responsibilities

- Vet clients ahead of the Germany sales and ensure that Compliance and Anti Money Laundering policies, as well as international goods circulation regulations is respected
- Issue client outputs in respect of purchases and unsold property, shipping quotes and invoices, statements, interest and storage charges
- Manage client communications, queries and resolve issues related to post-sale in a timely, professional and courteous manner
- Collaborate with business teams in the support of high priority clients and high value transactions
- Monitor payment of purchases and collect outstanding debt on accounts
- Arrange the outbound shipping and associated logistics requirements for all property, assessing and verifying the requirements of a proposed shipment, including method of transport, packing, etc.
- Responsible for all export license applications and export documentation for applicable property
- Authorise the financial release of property
- Process VAT refunds and resale certificates
- Co-ordinate extended payment terms being offered in conjunction with Business Director/Manager
- Assist clients in all their post-sale transactions both for Germany sales and clients interested in sales in other locations

- Confer with vendors and specialist departments to troubleshoot and rectify problems in a timely manner and ensure that the client is always kept up to date.
- Work in collaboration with the logistic team to contribute to efficient inventory management.
- Keep up to date on any changes to rules and regulations, internal and external, and ensure that all affected parties are informed and understand such changes. Liaise with regulatory bodies to ensure international exports are shipped in compliance with all applicable laws.
- Advise on post-sale administration structure where necessary to ensure best practice is followed and escalation/cascade is clearly defined
- Work with Post-Sale Administration teams globally to ensure processes are consistent throughout
- Drive efficiencies by identifying and implementing improvements to processes and promoting best practice to improve client service where possible

#### **Ad hoc duties:**

- As a member of Service Operations, participate in all activities of the department: reception desk, phone bidding, registering clients, sending condition reports, etc.
- Deliver change of processes/procedures where appropriate to improve efficiency, reduce costs and improve client experience.
- Provide support for sales in other locations when required.
- Provide support for IT/SAP projects. Suggest improvements and look for efficiencies.
- Ensure complex issues are resolved promptly and that they are communicated to the Head of Service Operations.
- Engage with the global post-sale team and with other Europe locations specifically to support high standards of delivery on a day to day basis and to support continuous improvement of the post-sale operating model

#### **Key Skills and Experience**

- First rate logistical skills with a good knowledge of geography, route planning and logistics vendor landscape
- Excellent understanding and ability to execute client service best practice for luxury and high net worth clients
- Working knowledge of Sotheby's systems and procedures is a plus
- IT literate and knowledge of SAP required
- Familiar with financial databases and be able to learn and understand new systems quickly
- Well organised with good attention to detail and the ability to prioritise tasks and work in a time pressured environment
- Enthusiastic and proactive with a flexible approach, stress resistant
- Problem solver
- Excellent verbal and written communication skills, good interpersonal skills
- Able to work independently and as part of a busy team
- Able to maintain the highest standards of confidentiality and discretion
- Fluent in German and English, other language a plus.
- Team player, bringing enthusiasm and energy to the team, problem solver