

ESTABLISHED 1919

LEONARD JOEL

Position: Jewellery Administrator

Reporting to: Head of Fine Jewels & Timepieces, Sydney

Role Type & Location: Full-time, Sydney

Founded in 1919, Leonard Joel is Australia's most dynamic auction house, offering specialist expertise and regular, curated auctions in Fine Art, Decorative Arts, Jewels & Watches, Asian Art, Modern Design, Prints & Photography, Luxury, as well as the long-running Salon Auction. Reporting to the Head of Fine Jewels & Timepieces Sydney, the Jewellery Administrator provides support to the department and delivers customer service to clients.

Purpose

- Provide administrative support to the Fine Jewels & Timepieces Sydney Department, enabling the Head of Department to dedicate time to external business development activities.
- Act as Auction Administrator for all Fine Jewels & Timepieces Sydney Auctions
- Deliver excellent customer service to Leonard Joel clients
- Streamline and complete administrative tasks to facilitate an effectively run department

Key Responsibilities: (include but are not limited to)

- Initiate and deliver customer service solutions that exceed client expectations
- Answer incoming calls, transferring and taking messages in a timely manner
- Maintain the appointment calendar
- Assist clients with general enquires
- Generate and email Pre-sale and Results of Sale Notices to vendors when needed
- Facilitating excellent Departmental, Accounts and Front of House communication
- Maintain data integrity
- Maintenance of sydney.jewels@leonardjoel.com.au within established guidelines and response times
- Directing valuations online and in person to the appropriate specialist
- Consignment entry
- Facilitating post sale enquiries
- Postage for clients
- Maintenance of Invaluable for major auctions
- Excellent management of RTV processes between department and client
- Management of stock control as required
- Maintaining work area as a safe and tidy environment
- Assist and participate in Leonard Joel events as required
- Undertaking physical tasks as required of the position including bending, lifting and reaching
- Other duties as directed

SYDNEY OFFICE

The Bond, 36–40 Queen Street, Woollahra, NSW 2025 Australia
(02) 9362 9045 (Phone) (03) 9826 4544 (Fax)
sydney@leonardjoel.com.au
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Other Duties:

- Offsite auctions
- Be available for evening auctions and occasional weekend viewings

Key Relationships

- Head of Fine Jewels & Timepieces, Sydney
- Saleroom and Office Manager, Melbourne
- Office Manager, Sydney
- Bidders
- Vendors
- Head of Jewellery and Timepieces, Melbourne
- Jewellery Salon Manager, Melbourne
- Senior Jewellery Specialist, Melbourne
- Jewellery Administrator, Melbourne

Knowledge, Skills & Expertise

- Demonstrated literacy, numeracy, accuracy and attention to detail
- Demonstrated skills and experience in using computer technology with the ability to apply the relevant technology applications
- Proven ability to organise and prioritise workloads

To apply, please submit your CV to **Head of Fine Jewels & Timepieces, Sydney** at lauren.boustridge@leonardjoel.com.au

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