

**Role: Art Consultant** 

**Reporting to: Gallery Manager** 

Salary: +£22,500

**Employment type: Full-time, permanent** 

# **The Company**

We are an internationally respected Art gallery with both a high street and online presence. Established for +30 years we specialise in original and limited-edition artwork; acting as art consultants to individuals and businesses with an emphasis on supporting established and new artists, unique curation, excellent product knowledge and customer service, and global events.

Our aim is to make art accessible to all; to remove the coldness of traditional gallery experiences and embrace the creative community which sits at our core.

We are looking for a methodical, diligent, communicative Art consultant driven to maximise sales whilst providing unparalleled client service.

## Purpose & Objective of the Role

You will be dealing with clients both face to face and remotely. You will provide the warm welcome to our in-gallery visitors and be able to provide authority, guidance and assistance to potential and existing clients. You will be confident to follow up sales with excellent after-care service.

You will maintain focus on your individual sales performance and wholly understand the sales journey all clients should receive; maintaining excellent client service; meeting and assisting our clients, handling high value, delicate works of art and closing & processing sales.

### Role responsibilities & requirements

- Ensure comprehensive knowledge of the Enter Gallery product, services (delivery & framing)
  and ethos in order to provide excellent assistance and guidance to clients
- Ensure knowledge of and commitment to communicate advantages of the Own Art scheme
- Ensure knowledge of Gallery sales targets and your role in meeting target(s)
- Provide follow up service to prospective clients
- Provide follow up service to existing clients (to include written and verbal communications)
- Take responsibility for building client relationships (to include ownership of your own 'new clients')
- Communicate to answer client queries (including email, telephone, WhatsApp etc)
- Contribute to increase of client database: able to obtain new client information and ensure upload to CRM
- Attend regular Gallery Artist Events (at gallery location and temporary locations nationwide)
- Ensure comprehensive understanding of POS System, Stock control and order tracking software
- Share your passion for our Art with the customers and help them make great choices
- Ensure all payment transactions are processed accurately and fully

### **Requirements:**

- Excellent communication skills; able to communciate confidently through written word and verbal
- Excellent attention to detail with ability to adhere to processes (ensuring orders and associated notes are completed accurately and in full)
- Able to work with autonomy and as part of a multi-departmental team
- Able to understand, update and report using CRM
- Sales experience
- Motivated to meet targets and generate new business
- Genuine curiousity and desire to communicate, engage and assist gallery visitors, clients, potential leads and artists
- Driven to sell and provide excellent after-sales service with focus on extending client loyalty
- An appreciation of, and a desire to learn, 'all things Art'
- Able to prioritise workload
- A postive outlook
- MS Office skills; Word, Excel & Outlook
- Reliable and punctual

#### Nice to have:

- Experience of CRM software
- Experience of Shopify POS
- Experience of stock control software
- Knowledge of contemporary art
- Gallery and/or Art-world experience