

Receptionist – London | Customer Services

Fellows Auctioneers are excited to announce we are looking for a **Receptionist** to join our team on a permanent full time basis. Working 35 Hours M-F in our Mayfair office. This is a key role within our small and busy London office, as a standalone receptionist who will be front of house, and support the business functionality.

What the role entails

- Office set up is at a high standard.
- Greeting customers.
- Dealing with customer enquires over phone in person, email and chat.
- Registering customers for viewing and valuations (Checking the relevant ID, ensuring details are up to date and correct – gathering viewing numbers and updating spreadsheet and informing relevant department).
- Assisting of viewings.
- Processing Sage Payments.
- ID3 Checking customers.
- Liaising with post on what items to be posted out – arranging for items to be sent to London office/Birmingham office.
- Arranging and completing collection of items.
- Putting bids on Navision (Internal System)– assisting with customers to bid live/ and in timed auctions.
- The approving of online registrations and asking for relevant forms of ID.
- Responding to trust pilot and google reviews in a timely manner.
- Keeping the valuation rooms tidy and stocked up with up-to-date catalogues.
- Assist departments with any help they may need in organisation.
- Support events.
- Arrange and oversee building maintenance and works with external contractors e.g. fire alarm testing, service of fire extinguishers, PAT testing.
- Oversee cleaner and contractor presence.
- Proactively thinking of cost saving initiatives.
- Order office supplies and equipment.

Your personal qualities:

- Ability to multi-task.
- High level of accuracy.
- Trustworthy.
- Smart, presentable appearance.
- Effective organisational skills.
- Good communication skills.
- Ability to work independently.
- Ability to work in a team to achieve tight deadlines and a cooperative approach to work.
- Demonstrates a positive approach to work and a can-do attitude.
- Computer literacy, conversant with Microsoft Word, Excel and Outlook (further Microsoft Dynamics training will be provided).

The experience you would need:

- Experience of working in a fast-paced environment.
- Receptionist/Front of House experience 3 years.
- Jewellery and watch knowledge/experience is an advantage but not essential.

Benefits of joining us include but aren't limited to:

- Discretionary adhoc team rewards.
- Compensation for overtime and working events.
- Additional days of annual leave awarded for length of employment.
- A collaborative, inspiring, work environment.
- Accessible learning resources.
- Continued professional development at all levels, including auction clerking training.
- Working in a technologically forward environment with access to the latest auction management systems and hardware.
- Free 24/7 access to employee wellbeing support.
- Access to an employee discount platform.
- Electric car scheme.
- Paid for Parking Permit upon completion of probation.
- Paid for travel between our Birmingham and London offices, or any external event.
- Companywide, full Christmas closure.

About Us:

Founded in Birmingham in 1876, Fellows is a family-run firm of auctioneers and valuers based in Birmingham's Jewellery Quarter and Mayfair in London. We are one of the UK's most established auction houses, with a focus on luxury watches, designer brands and unique pieces of jewellery. We hold regular specialist auctions, around 6 every month.

We take pride in our friendly manner and excellent customer service. Our aim is to provide our customers with the ultimate auction experience. We must be doing a good job as we are rated Excellent on Trustpilot!

No agencies please. Unfortunately, we are only accepting applications from those with the right to work in the UK and are not offering sponsorship at this present moment.

To apply, please email your CV to Hira Eden Ilyas at Hira@fellows.co.uk.