



Saleroom Porter
H&H Auction Rooms

Job Title: Saleroom Porter (H&H Auction Rooms)

Reporting to: Auction House Manager

Overall Job Purpose:

To provide an effective and efficient service to all H&H Auction Room customers and clients.

Job Description

Primary Accountabilities

1. To accept goods and chattels for sale, observing agreed standards of professionalism and confidentiality and in line with agreed best practice and statutory regulations.
2. To ensure that all information in relation to the securing of instructions and subsequent sale procedure is recorded, and that all parties including vendors, purchasers and other members of the auction house team are kept informed of current status.
3. To maintain the auction room in accordance with agreed standards of merchandising, housekeeping and security.
4. To assist customers as appropriate during public viewing.
5. To assist in the presentation and handling of goods during auction days.
6. To deal with enquiries and provide effective responses to all client and customer requests.
7. To build and enhance customer loyalty and promote the auction house appropriately whenever possible.
8. To maintain the company profile in the marketplace by ensuring that vendors and purchasers are welcomed both personally and over the phone and that the auction house provides a high level of customer service and satisfaction.

Secondary Accountabilities

1. To ensure the Health and safety of all staff, clients and customers during the pursuance of business
2. Carry out other ad hoc duties that the employer from time to time determines fall within the job-holders capabilities.