



BROAD ARROW GROUP

Position Summary - Client Liaison

This is an opportunity to join an exciting company focused on the collector car market. Founded in 2021, Broad Arrow Group, Inc. specializes in helping its clients buy, sell, and finance collector cars. The ideal candidate for this position will work within the Client Service department with responsibilities related to the sale and auction of collector cars. They will collaborate with an experienced team of industry professionals as well as high net worth clients on title and bidder registration, invoicing, consignment management, and logistical coordination, related to the successful execution of live and online auctions, private sale transactions and more. The position reports directly to the company's Director of Client Service and is a remote position limited to the United States.

Responsibilities

- Provide exceptional customer service to Broad Arrow Group clientele
- Help develop the client experience on all levels of engagement with Client team
- Work with Specialist team to provide customer service to clients registering, consigning and buying at Broad Arrow Group auctions. This entails:
 - Helping with pre-sale outreach
 - Assisting catalog requests, bidder registrations, seat requests, and RSVPs to Broad Arrow Group events and auctions
 - Managing consignment packages and marketing fees for auction consignments
 - Helping to manage post-sale issues from both buying and selling clients
 - Acting as a point of contact to clients
- Assisting with post-sale invoicing and requisite transportation
- Working with the Client Service team to create and facilitate bidder registration for each auction ahead of the sale and onsite
- Assisting with post sale load-out onsite
- Necessary data entry and database management related to car consignments and transactions, specifically car and client-related information
- Occasional travel for onsite Client team at collector car auctions.

Ideal Qualifications

- Bachelor's degree
- Exceptional organizational skills and ability with very strong attention to detail
- Polished client-facing engagement and eagerness to interact directly with clients and problem-solve for them
- Excited about working in a startup environment with autonomy and independence.
- Excellent written and verbal communications skills
- Ability to deliver under time pressure and deadline
- High level of integrity and work ethic
- Background in client relationship management
- Knowledge in microsoft suite
- Ability to manage time in an independent work from home environment



BROAD ARROW GROUP

- Positive mindset with strong orientation for teamwork and collaboration

What We Provide

- Exciting, entrepreneurial work environment
- Opportunity to travel to major collector car events and/or auctions
- Competitive salary and bonus
- Medical, dental, and vision insurance
- 401(k) plan with employer match
- Paid vacations
- Employee Appreciation Week

About Broad Arrow Group

Broad Arrow Group, Inc. (“Broad Arrow Group”) represents the collective vision of its founders, team members, and partners — to be the best advisor, marketplace, and financier for car collectors, with integrity, trust, and innovation. Broad Arrow Group is a holding company, founded in 2021 and headquartered near Detroit, Michigan, to develop and operate a portfolio of businesses and brands that address the needs of various segments of the collector car market and to transform the collector car industry. Learn more at broadarrowgroup.com.