

DRAFT NEW TRADE
ART OPERATIONS ASSOCIATE
(Time-Based)

APPENDIX A

O*NET CODE 41-9099.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

	Approximate Hours
A. Workplace Orientation	100
1. Describe workplace organizational structure.	
2. Describe workplace policies and procedures.	
3. Demonstrate an understanding of general ideas regarding workplace ethics, interpersonal communication, and general management.	
4. Practice active listening and complex problem solving when handling customer inquiries.	
5. Organize and catalog, social media or other writing on art or artists.	
B. Client Relations	700
1. Greet clients as they enter gallery.	
2. Answer client questions about the auction calendar, artworks and the company.	
3. Process payments for purchased works of art and arrange property shipments via check, wire transfer or credit card using a point of sale device.	
4. Check-in and greet attendees at the front desk, answer questions and provide assistance as needed to events team.	
5. Set up client files in software system, create purchase orders, enter data, produce bill of lading, and generate invoices.	

6. Work with clients to assist in viewing high-value watches and jewellery using velvet tray and techniques including industry best practices such as only showing one piece at a time, or whether to handle a piece with gloves or not, locking and unlocking cabinets one at a time to ensure security, etc when for handling delicate pieces.
7. Cultivate relationships with new leads by providing information on products, services, and costs.
8. Create and maintain a database of new and confirmed leads.
9. Effectively use social media to interact directly with prospects and to generate leads.

C. Assisting in Showroom

700

1. Record auction results in auction software.
2. Register telephone and absentee bids for works on sale at auction.
3. Coordinate in-room paddle registration for clients attending and participating in auctions.
4. Clearly communicate information to bidders, answer bidder questions, and be alert to new bids.
5. Usher and escort guests of auctions to their assigned seats, as well as printing tickets for any clients.

D. Inventory Oversight/Art Handling

500

1. Properly handle art, design and other properties, and safeguard the movement of pieces throughout the consignment process such as boxing and unboxing pieces of art or mounting art to the wall.
2. Move works of art, design and other properties throughout the backroom auction process, including shipping and receiving.
3. Provide assistance to a client when viewing a small item in a case or to look up an item and direct them to front desk or specialist to answer questions about the piece.

Approximate Total Hours

2000

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding

classification for purposes of Article 8 or 9 of the Labor Law, please refer to
<https://dol.ny.gov/public-work-and-prevailing-wage>

DRAFT

ART OPERATIONS ASSOCIATE

APPENDIX B

RELATED INSTRUCTION

Workplace and Safety

1. Basic Workplace Safety and Policies
2. Sexual Harassment Prevention Training – must comply with section 201-g of the Labor Law

Job Skills and Theory

1. Introduction to Business
2. Principles of Marketing
3. Interpersonal Communication
4. Business Ethics
5. Customer Service

Business Skills

1. Verbal and written communication
2. Financial Models
3. Budgets, Revenues, and Expenditures
4. Project Management
5. Risk Evaluation
6. Fine Arts Operations
7. Know Your Client
8. Anti-Money Laundering
9. Client Networking

A Minimum of 144 hours of Related Instruction Per Year for Each Apprentice.

Appendix B topics are approved by New York State Education Department.