

Experienced Client Services and Administration Officer

Who are we?

We are a busy accounting firm in Phillip with 13 team members. We are looking for an experienced administrator to provide admin support to the Principal of the firm and reception / office support .

Why is this position vacant?

Due to recent growth and awesome client referrals, we need an experienced client services and administration officer.

What we can offer you:

- Small and friendly team environment where everyone's input is valued,
- Honest, open, and appreciative clients who are a pleasure to deal with,
- Free parking, we are conveniently located in *Phillip*

Who do we want?

This is a full-time and permanent role (8.30-5pm Monday to Friday). We are looking for someone who is committed to a career in administration and client/customer service and support for the long term. This is not a temporary contract.

Using your admin skills, you will provide support to the accountants and principal and ensure that all tasks are completed on time.

You will also perform reception services with duties such as answering telephones, emails, greeting clients who regularly attend our office, and correspondence.

The role will also include Client Support through email and telephone calls to answer queries from clients and liaise over work flow matters and related issues.

As one of the first points of contact for our clients and colleagues, you will be well presented, pleasant, welcoming, and reassuring.

Your role is to support the remainder of the team to achieve their objectives.

Are you an Ideal Candidate?

Must have:

- Strong verbal and written communications skills (non-negotiable on this)
- Strong administration skills
- Well-developed organisational skills
- Well-developed time management skills
- Extensive reception and/or customer service experience
- High level Microsoft Word and Outlook skills, including the operation of Calendar
- Basic level Microsoft Excel skills
- Friendly and welcoming manner and professional presentation
- Experience in the private sector
- Current Driver's License (required for occasional errands).

Desirable:

- Experience in an accounting firm
- Experience using HandiSoft suite of programs
- Familiarity with Adobe and Microsoft Publisher
- Familiarity with ATO Portal, ATO forms, terminology, correspondence, and general requirements.

Expected Characteristics:

- Good attention to detail and accuracy
- Excellent verbal and written communication skills - Grammar is important to us
- Willingness to show initiative and be a proactive team player, whilst often working independently.
- Positive attitude
- An engaging personality that will see you attending to client queries rather than deferring them to others in the firm.
- Ability to defer a half completed task to attend to something more urgent and return to the original task quickly and efficiently (there are continuous interruptions in this role)
- Ability to handle multiple non negotiable deadlines and prioritise appropriately
- Excellent time management skills with the ability to multi-task
- Common sense approach to tasks, recognising the importance of both process and the outcome required

Additional Points to Note

The ability to communicate well with the team and clients is essential. We require a covering letter outlining your suitability for the role and your relevant experience. Please also include a CV/Resume with your application.

Please Note

This role is absolutely an administrative and customer service focused position. It will not suit someone studying for an alternative career. It will not suit someone looking for entry into an accounting role. Your administrative and customer service skills are what we need.

Are you interested?

We are keen for a quick start for this vital role

Please apply by sending an email to admin@kdcaccounting.com.au and be sure to include an application / covering letter along with your CV / resume.

Applications without a covering letter will not be considered.