

Position advertisement

Position: **Client Service Administrator**

Date prepared: **April 2021**

We are seeking a self-directed, authentic and focused Client Service Administrator to join our Dubbo team.

PrincipleFocus is a regional accounting & advisory business that has a big vision, for ourselves and for our clients. We listen, develop possibilities, focus on outcomes and inspire growth - growth in profits, growth in business and growth in people. PrincipleFocus differs from other accounting firms, in that we deliver outcomes and value, focusing on developing client relationships and partnering with our clients to achieve their personal aspirations & goals.

Our clients are regionally based families, largely comprising 'proactive & dynamic' individuals involved in agribusiness and investment (HNW), all looking to develop and grow. To achieve that vision our team must also grow - in excellence and innovation, through our collective and varied experiences and our knowledge; and now in size, to meet a growing demand for our services. We offer:

- Genuine client focus & client involvement.
- Broad range of services & specialist opportunities.
- A commitment to outcomes, value, learning and excellence.
- Vibrant, innovative, team culture.
- Great workplace flexibility.

Your role will be to enable the accounting team to be accountants by owning and continually improving client service coordination and to deliver a positive experience for our clients.

Success is observed by, response times to customers, customer satisfaction, the adherence of PrincipleFocus to its client commitments and the satisfaction of internal customers (the accountants).

Responsibilities include:

- Coordinating, managing, and reporting workflow.
- Coordinating, managing, and reporting tax office lodgment requirements.
- Client information coordination including preparing and obtaining client checklists, reviewing documentation received for completeness, scanning, and saving documentation and liaison with accounting team members.



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- Implementation of existing systems to achieve the maximum efficiency within the business, which includes continuing to drive the implementation of systems, to investigate and implement all possible efficiencies in process.
 - Maintain associated systems in compliance with documented procedures and as directed by supervising Accountant.
 - Lodgment of tax returns, IAS & BAS
 - Preparation of correspondence and communications with clients advising them of tax registrations, assessments, and tax liabilities.
 - Prepare company, partnership, and trust minutes.

Essential skills:

- Demonstrated skills in business communication and teamwork.
- Demonstrated strong customer service skills.
- Demonstrated skills in high levels of organisation and problem solving.
- Proven experience in a professional office environment
- Advanced level of skill with Microsoft Office Suite of Applications

Your opportunity:

You will be an integral part of a high performing and professional team, in a people-focused business. We believe and are motivated by support for each other, service to clients, and “making a difference”.

An attractive remuneration package is on offer for the right candidate.

To apply, please submit your resume and a cover letter outlining what you will bring to the position. For further information contact Elizabeth Mitchell or Pete Debus on 02 6885 5788 for a confidential initial discussion.