

Client Services Coordinator: Accounting Team



When it comes to career growth our Accountants, financial professionals and business coaches are limited only by their imagination on how they build their skills and knowledge to help our clients and contribute to the wider community. Our team get to work with business owners and individuals across many industries and help solve every challenge and opportunity that you can think of.

It is exciting and inspirational to hear our client stories, how they overcome obstacles and their vision for the future. Our Client Services Coordinators are responsible for coordinating client service interactions on behalf of the team at Collins SBA. They develop, implement and refine as they learn and grow with a vision of providing remarkable experiences!



TEAM EXPERIENCE

- You will jump in regularly and attend team meetings and workshops to brainstorm with your team on how to improve a process, adopt new technology or create a better experience for our clients
- Learning and development opportunities come up all the time and most importantly you will check in with the people you work with to see how they are going
- You will help our Reception team by regularly providing support during break times or a days off. Welcoming clients and team members to the office with a big smile and warm hello is important to you. Warning: You may experience FOMO when you are not here!
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CLIENT EXPERIENCE

- With the support of your team you will be responsible for drafting client letters and emails. You will tap into your project management skills or love of organising to manage this process.
- As you start to feel more confident with the role you will project manage many varied tasks including updating our databases, managing tax file number applications, ABN and GST registrations.
- You will start to feel comfortable answering client queries about invoices, the process for their requirements or support in completing a task.
- You will gain the knowledge to liaise with the ATO and ASIC on behalf of our valued clients regarding lodgements, payment arrangements and other obligations.



LEARNING & GROWTH

- Your learning curve will include creating and maintaining Corporate Secretarial records including shareholder changes, trust deeds, and the formation of new entities. As you learn this new role, your drive for quality, service and accountable support to our clients and team members will support your curiosity to keep learning and challenge yourself to grow.
- You will support the team by collating, answering client queries, liaising with clients, your team and industry organisations regarding the formation and management of Self-Managed Super Funds (SMSF).
- We love to learn at Collins SBA, so we will encourage and support you on your own continuous learning and growth journey which may include short courses, conferences and undertaking additional study. We support you by funding these opportunities and providing paid time off to make it happen.



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What you will need:

- Ability to effectively communicate ideas verbally and in writing
- Exceptional analytical and problem-solving skills
- Love the detail because you are all about quality
- You will be approachable, committed, organised and resourceful
- You genuinely like connecting with other people

Your educational background:

- Competent in Microsoft Office is preferred
- Certificates and Diplomas in Business and/or Accounting highly desirable
- Be competent and curious about utilising technology to help you be successful in your role

Our team is made up of diverse thinkers and clever and fun people. We are absolutely convinced that teamwork fosters healthy work relationships that are based on trust, care, collaboration and innovation. Our purpose is to let your superpower shine, be curious about learning, value and feel confident about growing with us and provide important support to the team.

What we value::

