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Required: Senior Administrator Client Service Coordinator

Calling all Admin Superheros! We are a reputable long established 4 partner firm based on the Sunshine Coast. We have an opportunity for an experienced Senior Administrator Client Service Coordinator who will be an integral team member supporting a team of 5-8 accountants and who is also open to having a lot of fun along the way!

Our growing team pride ourselves on providing exceptional service and advice to our clients and going the extra mile. We genuinely care for our clients and work together with them in their businesses. We are motivated, professional and work collaboratively to achieve results. We are looking for an amazing admin superhero to come on this journey with us. This is a unique opportunity for a person with a passion for customer service and a high attention to detail. Your responsibilities will include:

- Providing a high level of administrative support to our wonderful team of accountants striving to be the best in their industry
- Carry out integral duties such as client liaison which is of utmost importance to the firm

At Holmans we understand that your career is just one part of your life and aim to provide a supportive and friendly environment.



holmans
accounting & taxation

Required: Senior Administrator Client Service Coordinator

A little about us:

- A friendly and supportive team which are the backbone of our positive work culture
- A commitment to ongoing development and training including quarterly tax updates, specialised external training and networking as well as personalised career development plans – so we understand and support you to get where you want to go
- A diverse range of tasks, you will never know what each day will bring, and you will never get bored.
- The best processes, systems and workpapers you would have ever seen
- The flexibility to work from home
- Regular team events and social functions

A little about you:

- You enjoy a busy and varied role
- You've got a focus on people and you're a natural at building relationships with the team and your clients
- You excel in communication and enjoy building a bond with those you interact with
- You are self-motivated, organised and can multi-task with ease
- You are curious, driven and have a professional work ethic
- You are a problem solver and have an impeccable attention to detail
- You have initiative and previous experience working in an Accounting Practice
- Have a positive attitude and willingness to work hard and grow with our team
- Most importantly, we are looking for someone who has a personality and who does not take themselves too seriously.

This is a rare opportunity to work in a reputable long standing Sunshine Coast firm alongside an amazing team of people and clients. This is an opportunity not to be passed up.

Required: Senior Administrator Client Service Coordinator

If this role appeals to you in any way apply now, we might be the perfect match for each other. Make sure you include a cover letter with your application so that we can learn more about what you are looking for.

Position Description

- Senior administration support to a team of 5-8 accountants
- Setup of working paper files for clients for each year end job (Onenote & Excel) including generation of reports from client bookkeeping files (Xero/MYOB) and appropriate filing of client documents (bank statements etc) to do as much 'pre-work' as possible for the accountants before preparation of the year end financial statements and tax returns
- Finalising and collating year end report backs/correspondence for accountants once the client signs off on drafts, this includes a high level review of the final documents you will collate and send ensuring figures tie back to accountant summary report/letter etc
- Set up working paper files for other ad hoc reporting/jobs as required
- Preparation of quote/proposals for ad hoc jobs, sending information requests and liaising with clients on behalf of accountants
- Overview and assistance with management of the team's workflow and 'jobs' in XPM including generation of information request email automations and liaising with accountants and clients as required
- Collation of bank review documentation including drawing reports from client bookkeeping files, ATO reports etc
- Management of client profiles across numerous systems, ensuring all name/address/other changes are accurately and diligently updated across our systems as well as with the ATO, ABR, ASIC etc.
- Assistance with debtor management tasks including liaising with clients as required
- Assistance with annual fee proposal and workflow planning tasks including following up clients for responses to quotes, setting up jobs and direct debits as required
- Being pro-active in assisting the team to be as efficient and effective as possible in providing the best possible service to our clients