**JOB DESCRIPTION**

**JOB TITLE:** Client services administrator

**EMPLOYEE:**

**REPORTS TO:** Compliance Manager

**DATED: March 2021**

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**POSITION SUMMARY**

Working as part of a team to:-

* Ensure our clients receive their financial statements in a timely manner.
* Maintain the client database in an accurate state at all times.
* Provide administrative support.

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| **Key Responsibilities** | **Tasks** | **KPIs** |
| Client Service | * Collating of clients financial statements. * Extraction of tax returns. * E filing of income tax returns. * Tax administration – including refunds, assessments, overdue payments, credit balances, disputed assessments, provisional tax notices, transfers, secure mail * IRD registrations and de-registrations. * Companies office administration, including incorporation of companies, filing annual returns for companies, limited partnerships and incorporated societies as required. * Maintaining share registers. * Following up clients for the return of signed documents. * Preparation of various client correspondence – sending accounts to banks, sending back client records, forwarding closed client records to new accountant. | * Tasks are completed within agreed timeframes. * Work is completed without significant errors. * All company annual returns filed on time. * Acknowledgement of receipt of email and phone messages within 24 hours. (Working days) * No clients receive incorrect client correspondence. |
| Team administrative support | * Client database management. * Set up of client files. * Client deletions. * Client fee preparation support – annual companies office billing. * General administrative support to the team. * Any other duties as may reasonably be required of you. | * Database is maintained without errors. * Invoicing is completed in accordance with billing processes. |
| Workflow | * Completion of assignment information sheet and receiving client annual information. * Inputting budgets, updating workflows and weekly workflow reports. | * Budgets entered in by the second business day of each week. |
| Team leadership and development | * Understanding of work delegated to you. * Learn more difficult and complex jobs. * Actively participate at coffee catch ups and internal training sessions. |  |

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| **Qualifications, Experience and Competencies** | |
| Qualifications & Experience | * Preferably administrative experience in commercial office environment. * High degree of skill, knowledge and experience in Microsoft Office suite. |
| Core competencies | * Problem solving skills * Verbal, listening and writing skills * Internal communication * Planning and organisation skills * Timeliness, accuracy, responsibility, attention to detail * Adherence to internal procedures |
| What MDP expects from you | * Jobs completed on time and accurately * Able to manage workload, establish priorities * Responsible for all CSA tasks collectively and work within the team to achieve desired outcomes * Meet KPI’s * Communicate clearly and in a timely manner with clients and team members |
| What MDP wants from you | * Able to relate to others, understanding their needs |
| Personal attributes | * Able to work under pressure * Ability to meet deadlines * Flexibility * Helping other team members when appropriate * Excellent time management skills * Excellent communication and interpersonal skills * Being part of a team * Work in a focused manner and with attention to detail * Willingness to continue learning * Displays each of the following attributes – excellent work ethic/dedication/punctual/initiative/personality/   pro-active/attention to detail/organised/professional |
| Demonstrate MDP core values | * Vibrant * People focused * Driven |

This job description is intended to form part of your employment agreement and replaces all previous job descriptions.