

J O B D E S C R I P T I O N

JOB TITLE:	Client Services Assistant
RESPONSIBLE TO:	Accounting Team Manager
JOB PURPOSE:	<ol style="list-style-type: none">1. Support work for the accounting team.2. Processing data on client's behalf.3. General Administration
FUNCTIONAL RELATIONSHIPS:	All other team members Clients Finance Institutions Solicitors Inland Revenue

KEY TASKS:

Support work for the accounting team

1. Calling clients to book their records in appointment.
2. Preparing work for records in appointments.
3. Liaising with clients for missing financial records and unsigned tax returns.
4. Looking for information required by the accounting team, the clients or their related advisors including copying of such information including the financial statements
5. Scanning for online work papers.
6. Completing matters relating to finalisation of financial statements.
7. Completing account lookup with IRD to obtain information for the accounting team.
8. Preparing emails for clients for draft accounts.
9. Confirming correctness of refunds received from IRD.
10. Uploading information for outsourcing.
11. Downloading information for outsourcing.
12. Completing correspondence relating to gifting.
13. Payroll for clients

14. Company administration
15. IRD applications – deregistration etc
16. Completing of client's Annual Returns

Processing data on client's behalf

1. Processing of client's debtors, creditors, bank reconciliation, inventory and general ledger information, printing the required reports and sending these to the clients.
2. Attending to client's queries on their processing.
3. Processing of data for client's general ledgers within the practice software.
4. Processing and compiling client GST and PAYE

General Administration

1. Providing backup for the administration team in their roles when necessary.
2. Photocopying, filing, scanning and general administration as requested.

PERSON SPECIFICATION

Desirable:

- Strong administration experience.
- Competency in data processing.
- Ability to type more than 40 words per minute.

Special aptitudes:

- Ability to analyse and evaluate multiple tasks and to bring together to meet many different needs.
- Ability to communicate effectively with customers, team and owners.
- Ability to perform in a demanding work environment to meet high expectations of both customers and owners.
- Ability to work on numerous assignments at the same time.
- Exercises initiative in resolving technical and other problems in assignments.
- Exercises initiative in developing new and improving existing systems and processes within the company.

Personal attributes:

- High personal standards and professional attitude.
- Excellent personal grooming.
- Ability to build rapport and trust with fellow team members and customers.
- Demonstrates effective communication skills.