

## Senior Client Services Manager /Accountant

### Key Success Factors:

- Relevant technical knowledge and skills
- High performer
- Ability to develop effective relationships with clients
- Project Management Skills
- Highly developed problem solving skills
- Ability to coordinate, coach and lead a team

**Reports to:** The Partners

**Location:** Gosford

**Salary Range:** Negotiable based on prior experience

### Responsibilities:

- Managing client portfolio
- Carrying out assignments/ projects to an agreed timetable and budget
- Establishing effective relationships with clients and team members
- Identifying client needs and opportunities to cross-sell services
- Establishing work schedules
- Develop deeper knowledge and skills
- Actively pursue self-development opportunities in line with Institute requirements

### Key Performance Indicators:

- Client satisfaction
- Team satisfaction
- Meeting agreed timeframes, budgets and outcomes

### Qualification, Skills & Experience:

- Degree qualifications in accounting
- Minimum of four years working as a client services professional within a professional firm
- Ability to lead and coordinate a team
- Positive attitude
- Team player
- Strong communication skills
- Focused problem solver
- Working knowledge of current taxation legislation
- Effective ability to plan and priorities work flow for yourself and your team