Client Services Officer – Financial Planning

Our Vision
To be the most prominent Financial Advisory Firm in Regional Queensland, with a full service offering that supports our Clients goals

Our Values
Family values of care & support
Performance focused, outcome driven
Client centric

About Us
Carey Group are an integrated accounting and financial services firm, well established in North Queensland to deliver outcomes for clients across our region, a commitment the Partners and team share.

Since 1951 starting out as a small accounting firm in Ingham, Carey Group has continued to evolve, transforming into a multi-disciplinary company with a team of over 75 professional staff across five locations – Townsville, Ingham, Cairns, Malanda and Brisbane.

At Carey Group our focus has always been to grow with our clients. Based on reputation of quality business, accounting and tax solutions, our service offering has grown to include Financial Advice, Self Managed Superannuation, Bookkeeping, Auditing, Business Advisory and Marketing services.

Purpose
Provide administrative and office support to financial planners in the delivery of financial planning services to the firm's clients ensuring work tasks are completed with attention to detail and accuracy, while maintaining productivity and compliance.

Key Responsibilities

- Assisting financial planners with processing new investment and insurance business by:
    - Compiling Statements of Advice (SOA's) and Product Disclosure Statement (PDS)
    - Completing application forms
    - Following up clients for return of documents and funds, and then attend to the lodgement of these items with platform and insurance providers
    - Liaising with fund managers/platform providers to ensure lodgements are received and completed and information is collected within a timely manner
    - Coordination and completion of underwriting process by following up clients and insurance providers to ensure that underwriting is completed in a timely manner
    - Implementation of advice by placing investments/transactions online where required
    - Final correspondence with clients to confirm transaction completion.
- Ensure practice obligations are met surrounding FDS and OASA requirements
- Adhere to licensee requirements in regard to client contact and the implementation of client advice
- Provide general administrative support to the financial planning team including:
    - Scheduling client appointments and responding to enquiries
    - Capture and maintain client details/data
- Ensuring the "Client Review" process is administered and kept within the guidelines of the practice
- Work as part of a highly functioning team, assisting Partners and other team members in completion of work assignments

- Produce work within agreed timeframes and in line with company policy, procedures and protocols
- Liaise with clients in a manner that builds and / or maintains effective client relationships ensuring timely responses to enquiries and a positive client experience
- Assist in the review and development of administrative procedures
- Provide reception relief as required
- Undertake other duties as directed, commensurate with current level of skills and classification

Key Selection Criteria

Essential

- Previous experience in an administration role
- Proficient use of software systems including Microsoft Office suite of products
- Sound level of problem solving skills with a continuous improvement approach
- Demonstrated sound level of interpersonal, oral and written communication skills
- Commitment to customer service with an understanding of the importance of client privacy and confidentiality
- Demonstrated ability to work both autonomously and as part of a high performing team to achieve team objectives
- Adaptable to change with a solution focused approach
- Sound level of organisation skills with proven ability to set priorities and manage workloads to meet deadlines
- Exceptional attention to detail

Desirable

- Basic knowledge of financial planning software including Xplan
- Experience with systems and databases
- Previous experience in financial planning or insurance industry
- A strong commitment to continuous professional development

Employee Obligations

Work Health and Safety

Carey Group aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is a responsibility of all. All employees are accountable for complying with WH&S policies and identifying, assessing and reporting workplace hazards.

Respect in the Workplace

Carey Group values and respects diversity of its workforce and believes that all employees should be treated fairly and with dignity and respect. All employees must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial and religious vilification, victimisation and bullying. Carey Group is an equal opportunity employer.

Policies and Procedures

Comply with all relevant Carey Group Policies and Procedures relevant to your position

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Employee Acknowledgement: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. All team members are required to act at all times with integrity and professionalism and within reason can be asked to undertake tasks within their current level of competence and ability. I have read and understand the position description and agree to carry out the duties and responsibilities outlined above. I note that position descriptions are reviewed periodically and may be changed, after consultation, at any time.		
Name:	Signature:	Date: