



## POSITION DESCRIPTION

Position title:	Client Services Officer – Financial Planning
Incumbent/s:	Vacant
Position Status:	Full-time role.
Direct Reports:	Advice Services Manager
Prepared By:	Human Resource Manager
Approved By:	Compliance Manager
Date Reviewed:	+12 months

### DMG Purpose

To empower our clients and team members to achieve their aspirations.

### DMG Core Values

Integrity	To always act in the best interest of our clients and team members without compromise
United	Working together to achieve our Core Purpose
Progressive	Aspiring to improve ourselves, our services, our standards and capabilities
Community Focus	Supporting our communities through our actions and involvement

### Position Primary Purpose

The role of the Client Services Officer is to provide administrative assistance to the Financial Planning team and clients. This includes assisting with the establishment and maintenance of client records and preparation of client reviews.

### The Environment

Professional environment working closely with the Financial Planning team, you will strive to provide a high level of advice and customer service to clients.

## Key Responsibility Areas

Key Result Area	Major Activities	Approx. % of time
Administration	<ul style="list-style-type: none"> <li>• Client record maintenance on the database</li> <li>• Scheduling client appointments</li> <li>• Manage the client authority process in relation to funds and insurers etc.</li> <li>• Prepare client documents for the lodgement process and follow through</li> <li>• Liaise with fund managers and insurance providers</li> <li>• Complete various application forms</li> <li>• Collating documents</li> <li>• Assist the accounting team with mutual client information</li> <li>• Complete Fee Disclosure Statements</li> <li>• AML</li> <li>• Centrelink management (applications and general liaison)</li> </ul>	55%
Customer Service	<ul style="list-style-type: none"> <li>• Answering incoming calls and addressing or redirecting as appropriate</li> <li>• Managing incoming client emails and the general Financial Planning email traffic</li> <li>• Liaising with clients and responding to queries</li> </ul>	35%
General	<ul style="list-style-type: none"> <li>• Attending internal team meetings</li> <li>• Back up Reception as required</li> <li>• Other duties as required</li> </ul>	10%

## Organisational Relationships

Reports to:	Administration Manager
Supervises:	N/A
Internal liaisons:	All DMG team members
External liaisons:	Clients, Industry Funds, Fund Managers, Insurers, Government Agencies, Retrac Business Solutions

## Key Systems and Equipment Usage

- Microsoft Office 365 & Suite programs
- Industry related software
- Internet browsing

## Selection Criteria

Criteria	Mandatory	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience communicating with a variety of people</li> <li>• Experience working in a team</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office 365</li> <li>• Experience using Fin365 software</li> <li>• Worked in an office environment</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Current Victorian Drivers Licence</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualification</li> </ul>
Skills, abilities and knowledge	<ul style="list-style-type: none"> <li>• High attention to detail</li> <li>• Time management skills</li> <li>• Focus on customer service</li> <li>• Verbal and written communication skills</li> <li>• Great phone manner</li> </ul>	<ul style="list-style-type: none"> <li>• Experience completing forms</li> <li>• Knowledge of the financial planning industry</li> <li>• Ability to prioritise</li> </ul>
Personal qualities and behaviours	<ul style="list-style-type: none"> <li>• Ethical and honest</li> <li>• Willingness to support the DMG Purpose and Core Values</li> <li>• Organised</li> <li>• Team player</li> <li>• Willingness to continually improve services, standards and skills</li> <li>• Ability to handle a busy workload with multiple priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to listen</li> <li>• Flexible approach</li> <li>• Follow up capability</li> <li>• Confident</li> </ul>

## Physical Requirements of the Position

This is an office-based position that requires periods of sitting at a desk operating office equipment and computers.

## Other Relevant Information

Other related duties may be required from time to time.  
Current driver's licence and access to a motor vehicle for work may be required.

## Authority Limits

This position needs to obtain approval on all purchases.

<b>Position Description Acknowledgement</b>
I have read, understood and agree to comply with the above position description

<insert Employee name>

<insert Manager name>

Date:

Date: