

Client Services Administrator

- **Permanent Full-Time opportunity**
- **Join a dynamic financial services firm with a fantastic team culture**
- **'Free' leave over the festive season & great employee benefits**

We are looking for an enthusiastic administrator to join our Client Service Operations team on a full-time basis. If you're a proactive and motivated admin superstar, with experience in a financial services environment, this may be the perfect opportunity for you.

Who we are looking for:

- Someone who is passionate, highly organised and is a team player
- An administrator with experience in financial services, that is ready for a more challenging and busy role
- Someone wanting to put their amazing admin skills to good use and make an impact in a team of approximately 12 administrators

Who are we? DPM are a leading financial services firm established in Melbourne for more than 60 years.

We provide our people with:

- Free annual leave over the EOY period
- A great social calendar of internal events
- Development opportunities to grow your career
- Recognition and celebration of growth

Want to know more? A normal day in this role would include:

- Supporting the daily team workflow and various initiatives
- Liaising with external stakeholders & administering the help desk
- Preparing reporting for internal stakeholders
- Distributing all mail out requirements, accurately and on time
- Undertaking a variety of support responsibilities that makes everything just work perfectly!

But there is a catch. To be in the running for this great role, you should have:

- Previous experience in a similar level admin role (**essential – min 2+ years**)
- Knowledge of the superannuation or insurance industry (**highly desired**)
- Sound administrative and communication skills
- Demonstrated ability to plan, organise and prioritise
- Proficient in the Microsoft Office Suite i.e. Excel, Outlook, Word

Interested?

To apply for this great opportunity, please submit an application through the Seek portal.

We want to make sure you are **really** interested in joining our awesome firm! Therefore, only candidates that submit a CV **and** Cover Letter that totally 'wow' us will be considered for this amazing opportunity.

Shortlisted applicants will be contacted immediately for interview - do not hesitate, apply today!

Want more information?

Have a read of the full position description on our website and email careers@dpm.com.au if you have any questions for us!

Position Description



Position Details	
Title	Client Services Administrator
Division	Operations
Leader	Operations Manager - ISAS
Time Fraction	Full-time Permanent
Reviewed Date	April 2019
Position Overview	
The Client Services Administrator provides efficient and effective administrative services across the Insurance & Superannuation Administration Services portfolio.	
DPM Values - Everyone is expected to perform their role and conduct themselves in line with DPM's values and Code of Conduct	
Everyone at DPM is expected to perform their role and conduct themselves in line with DPM's values: Teamwork / Collaborating as one Accountability / Owning our actions Expertise / Providing innovative solutions Recognition / Valuing our people and clients Integrity / Acting with honesty, fairness and respect Passion / Enjoying everything we do!	
What does 'Good' look like for this role?	
<ul style="list-style-type: none"> • All service level agreements have been met • All Client queries received (via email, helpdesk, mail and fax) have been responded and resolved appropriately • The preparation and distribution of all mail out requirements has been delivered accurately and on time • Contributed to the broader team including assisting with the delivery of process improvements 	
Position Responsibilities	
Administer the ISAS Portfolio of Services	<ul style="list-style-type: none"> • Administer all service agreements across the superannuation and insurance portfolios • Administer the helpdesk (via phone and email) promptly • Perform all mail-out preparation requirements in a timely manner • Prepare reporting and analytics as required
Client Service	<ul style="list-style-type: none"> • Provide an efficient and effective client service experience to all clients across the portfolio • Answer client queries either by phone or email • Undertake the required claims management activities to ensure resolution • Liaise with external service providers (if and as required) • Maintain relationships with all internal and external stakeholders
General Administration	<ul style="list-style-type: none"> • Undertake all service administration activities across the portfolio • Perform ad-hoc duties as requested • Provide updates and reports (as required) • Assist, review and support various improvement initiatives within the team • Undertake any other administrative duties as required
Qualifications/Experience/Skills	
<ul style="list-style-type: none"> • Previous experience in a similar role (essential – min 2+ years) • Knowledge of the superannuation or insurance industry (highly desired) • Excellent communication skills – verbal and written • Excellent administrative/coordination skills • Team player with attention to detail • Demonstrated ability to plan, organise and prioritise • Demonstrated ability to be innovative and be flexible • Ability to problem solve problems effectively • Proficient in Microsoft Office Suite 	