

Receptionist/Client Experience Coordinator

Partners Wealth Group

At Partners Wealth Group (PWG) we are proud of our dynamic culture. We have and will continue to invest a lot in our people, systems and facilities and have seen exciting growth in all areas to make us one of Australia's leading providers of business and financial advisory services for high net worth individuals, business owners and organisations.

We currently have an exciting opportunity for a Receptionist/Client Experience Coordinator to join our progressive and innovative team in Melbourne.

Our purpose

We passionately believe that personalised advice leads to superior financial outcomes and peace of mind and our purpose is to empower people to navigate life's financial decisions. We have experienced impressive growth over the last few years, through our unique positioning in being able to provide clients and referral partners with a seamless broad-based service offering which meets their financial and business needs – whether it be a financial advice, superannuation, legal, estate planning or lending matters. We are always interested in enthusiastic professionals keen to make a difference in their clients' lives.

What is the job responsible for:

The purpose of this role is to ensure every interaction our client experiences in the office is professional, engaging and standardised in a manner that sets us apart. These tasks include:

- Delivering an exceptional client experience from the moment the client steps out of the lift into the PWG office to the moment they leave the office, including the preparation of meeting rooms and presentation equipment.
- Effectively managing the Client Experience Assistant, their daily tasks and workflow in line with Client Experience area and broader business needs.
- Answering the switchboard in a timely and professional manner.
- Taking responsibility for the design and delivery of client experience initiatives that taps into our clients' preferences.
- Managing the office facilities and ensuring they are maintained appropriately.
- General administration such as catering management and office stationery orders etc.
- Assisting the Executive Assistant to the Managing Director including staff and client events and various projects and initiatives.

To be successful in this role you will have:

- Extensive reception experience in a corporate environment – in a Financial Services environment desirable but not essential.
- A client-centric approach.

- Strong communication skills
- Exceptional interpersonal skills
- Exceptional organisational skills
- A flexible and adaptable nature
- A neat and tidy personal presentation
- A friendly and helpful manner
- Positive and bright personality
- High attention to detail
- Staff management experience

To apply for this exciting opportunity please email your cover letter and CV to:

Lyn Mellsop – People & Culture, Partners Wealth Group: lmellsop@pwg.com.au

Please note, only shortlisted applicants will be contacted.