

Position Description

Client Services Coordinator

A little about the role

At Belbridge Fleming Law, the client experience begins long before a solicitor sits down to discuss a matter.

It begins when the client walks through our office door.

It is the welcome they receive, the confidence in the voice answering the telephone, the care taken to understand why they have called and the feeling that, from the very first interaction, they are in capable and caring hands.

We are seeking an experienced **Client Services Coordinator** who understands that exceptional client service is not simply about being approachable. It is about being professional, attentive, organised and genuinely interested in assisting our valued clients.

This is a front-of-house role with a specific purpose. You will be one of the most visible and important representatives of the firm and will play a significant role in shaping how our clients view their experience with us.

The person behind the role

You may have worked in another professional services environment, such as hospitality, premium retail, healthcare, administration or another highly client-focused industry.

What matters most is that you understand people.

You know how to make someone feel welcome without being over-familiar. You can deal calmly with a busy reception area, a ringing telephone and competing demands. You notice the small things that others might miss.

You understand that a client contacting a law firm may be anxious, uncertain or dealing with a significant event in their life.

You know how to respond with warmth, discretion and professionalism.

Legal experience would be an advantage, but it is not essential. We can teach the legal terminology and systems. What is much harder to teach is an instinct for outstanding client service.

What your day might look like

Your day will be varied.

You may begin the morning preparing reception and the client areas so that everything presents as it should. A clean, welcoming and professional environment matters.

A client may then arrive for an appointment. You will greet them by name, make them comfortable and ensure the appropriate member of the team knows they have arrived.

The telephone may ring. You will answer confidently and professionally, determining what the caller needs and ensuring their enquiry reaches the right person.

You will also assist with appointments, correspondence, mail, scanning, document preparation, file administration, receiving client payments and other general office responsibilities.

You will communicate with solicitors, paralegals and support staff throughout the day, helping ensure that clients receive timely and consistent service.

And occasionally, something unexpected will happen...

A difficult caller. An urgent request. A client who needs a little more time and patience. This is where your judgement, maturity and experience will matter most.

What we will ask of you

You will be expected to:

- Deliver consistently exceptional client experiences.
- Manage reception and front-of-house responsibilities to a very high standard.
- Answer and manage telephone enquiries professionally and efficiently.
- Greet clients and visitors warmly and confidently.
- Develop positive relationships with clients, colleagues and professional contacts.
- Maintain confidentiality and exercise sound professional judgement.
- Assist with general administration and document management.
- Coordinate appointments, meeting rooms and client visits.
- Maintain a polished, organised and welcoming reception environment.
- Communicate clearly and confidently, both verbally and in writing.
- Remain composed and courteous when dealing with challenging situations.
- Work collaboratively with the firm's lawyers and administrative staff.
- Seek ways to continually improve the client experience rather than just simply completing tasks at hand.
- Take ownership of related issues and follow them through to resolution.

What would make you particularly well suited?

We would love to meet someone who:

Puts people first.

You genuinely enjoy interacting with people and take pride in making others feel valued.

Has exceptional presentation standards.

You understand that the way a professional environment looks, feels and operates, says something about the organisation.

Communicates with clarity, confidence and empathy.

You are articulate, approachable and confident without being imposing.

Has an eye for detail.

You notice what needs doing and often do it before someone has to ask.

Is calm under pressure.

You can manage competing priorities without allowing pressure to affect your professionalism.

Takes responsibility.

You don't simply say, "That's not my job." You look for a way to help.

Has discretion.

You understand that working in a law firm involves confidential and sometimes highly personal information.

Is comfortable with technology.

You can confidently learn and use practice management, document management, email, telephone and other office systems.

Has a natural curiosity.

You don't need to be a lawyer, but an interest in understanding the legal environment and the work we do would be highly valued.

Experience and qualifications

Essential

- Demonstrated experience in a client-facing, customer service or professional environment.
- Excellent verbal and written communication skills.
- Strong organisational and administrative skills.
- Professional presentation and manners.
- High level of attention to detail.
- Ability to manage competing priorities.
- Demonstrated discretion and confidentiality.
- Confidence using standard workplace technology.

Desirable

- Previous experience in a law firm or other professional services environment.
- Knowledge of legal terminology and processes.
- Experience with legal practice management or document management systems.
- Certificate, diploma or other relevant business/administration qualifications.

**Legal experience is an advantage, not a prerequisite.*

How success will be measured

Success in this role will not simply be measured by how many telephone calls you answer or how quickly you complete an administrative task.

We will know you are succeeding when:

- Clients feel genuinely welcomed and valued.
- The reception and client areas consistently reflect the firm's professional standards.
- Telephone and face-to-face interactions are handled with confidence and care.
- Client enquiries are followed through promptly and accurately.
- Solicitors and support staff know they can rely on you.
- Problems are identified and resolved before they become bigger problems.
- You contribute positively to the culture and atmosphere of the firm.
- Clients leave with the feeling that they have been looked after.

Why this role matters

Belbridge Fleming Law is a client-centric firm.

Our clients are not numbers. Our relationships matter. Our reputation matters. Every interaction contributes to the way our firm is perceived.

The Client Services Coordinator sits at the centre of that experience.

You will have the opportunity to become someone our clients recognise, trust and remember for the right reasons.

If you are someone who takes genuine pride in looking after people, enjoys working in a professional environment and understands that great client service is found in the details, we would like to hear from you.

The opportunity

Position: Client Services Coordinator

Employment: Full-time

Location: Albury New South Wales

Reporting to: Operations Manager

Experience: Experienced client-facing professional; legal experience desirable but not essential

Most importantly, we are looking for the right person — someone who believes that every client deserves to feel welcomed, respected and well looked after.

To apply: Send your current resume and cover letter to swood@bflaw.au