



PROGRESS. PASSION. POSSIBILITIES.

KPMG professionals are individuals who take deep personal accountability for their work, have a passion for excellence, remain driven to achieve their full potential and understand the value of building relationships with clients, future clients, their communities, the global firm and each other. A KPMG professional has a strong work ethic, thrives on challenges, and is dedicated to providing outstanding client services.

Senior Client Service Administrator

The Senior Client Service Administrator function is a vital part of the firm's services. This is a senior and important support role. The successful candidate will manage highly sensitive client data and will be required to liaise with C suite clients. This role is focused on increasing revenue through client service excellence by delivering timely, high quality administration which in turn will increase the time available for client facing staff to focus on driving the business forward. This is achieved by building dynamic, lasting relationships, being sensitive to our client needs and collaborating as part of the client service team. The Senior Client Service Administrator focus will be the provision of excellent administrative support to the Audit teams. This is an excellent opportunity for an exceptional administrator to work for a leading financial services firm in a high profile important role.

Key duties will include but not be limited to:

- Coordinate, prepare, edit and/or proofread documents such as correspondence, presentations and reports using various software to the standards required by the firm;
- Assist in the management and prioritisation of correspondence and meeting requests for senior members of the team;
- Discreet and tactful handling of confidential and sensitive material;
- Prepare and manage client acceptance documentation, including completion and submission of all pre-engagement administrative work;
- Provision of billing and collection support to the team;
- Act as the first point of call for any queries; answer internal and external calls promptly and politely and escalate complex client enquiries to appropriate parties based on knowledge of practice/structure and work process;
- Oversee and assist with other projects within the audit operations team;
- Manage the administration of the professional development programme of all staff in the firm including the maintenance of all training records;
- Provide back-up for other Administrators during vacation and absences, regardless of department; and
- Plan and coordinate cost-effective and sometimes complex travel arrangements including hotels, ground/air transportation, luncheons, meetings, conference calls etc, prepare travel itineraries and meeting briefs in advance of all trips.

Skills and Experience required for this role include:

- A high degree of competence in Advanced MS Word, Excel, PowerPoint, Outlook and Database maintenance. Audio transcription, speed typing and writing are essential;
- Meticulous attention to detail with very strong proof-reading skills;
- Superb organisational skills and the ability to manage multiple tasks and prioritise as required;
- Excellent written and oral communication skills;
- Excellent time management;
- Exceptional people skills with the ability to develop solid relationships and work with clients and staff of all levels;
- Strong research skills, using the Web;
- Educated to Degree level or above;
- Proven experience of working for C level Executives; and
- The willingness and ability to work overtime at short notice and for extended periods if necessary.

To apply for the above position, please visit our careers page at **kpmg.bm**.

KPMG | Crown House | 4 Par-la-Ville Road | Hamilton HM 08 | Bermuda

Deadline to apply is Friday, October 9, 2015.

KPMG is an equal opportunities employer.

