

CLIENT SUCCESS COORDINATOR

JOB DESCRIPTION

The Frank Group is the parent company of Frank Law, a corporate and commercial law firm, and Frank Advisory, a corporate advisory and consulting firm. This is a dynamic team of professionals committed to supporting our clients with expert legal and advisory services. We pride ourselves on delivering exceptional client experiences and building long-lasting relationships.

The Role:

We are looking for a friendly, proactive, and client-focused Client Success Coordinator to join our team. This role is ideal for someone who thrives in a client-facing environment, enjoys helping others, and is keen to learn. You don't need previous experience in a similar role, your attitude and willingness to learn are what matter most.

As a Client Success Coordinator, you will be the first point of contact for our clients, helping ensure they have an outstanding experience with The Frank Group. You will support our team with client communications, scheduling, and general administrative tasks.

Key Responsibilities

- Act as a friendly and professional first point of contact for clients via phone, email, and in person.
- Make outbound calls to clients when needed.
- Schedule and coordinate client meetings and appointments.
- Support the onboarding of new clients.
- Assist with general administrative tasks to support the team.
- Maintain accurate client records and follow-ups.
- Help ensure a seamless and positive client experience at every touchpoint

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What We're Looking For

- Positive, proactive, and approachable attitude.
- Comfortable in a client-facing role, not afraid to make calls or communicate with clients.
- Strong organisational skills and attention to detail.
- Willingness to learn and grow within the role.
- Ability to work independently and as part of a team.
- Professional and friendly communication skills.
- Nice to have, but not essential: Previous experience in a client-facing or administrative role

Why Join Us

- Join a supportive and collaborative team.
- Flexible part-time work hours with opportunity for work-from-home.
- Opportunity to gain experience in client relations, project coordination, and business operations.
- Be part of a company that values learning, growth, and client success.

How to Apply

If you're enthusiastic, client-focused, and ready to kickstart your career in a supportive and dynamic environment, we'd love to hear from you! Please send your resume and a short cover letter to sarahlow@franklaw.com.au