



Employii | Position Description

Client Experience Coordinator

Position Details

Position Title	Client Experience Coordinator
Hours and Flexibility	Eligible employees may work their hours between 7.30am – 6.30pm AWST by agreement with the Director. Our standard office hours considered 9.00am – 5.00pm. One set WFH day is permitted. Please see our policy for more information on hours, including TOIL.
Reporting to	Director
Key Internal Stakeholders	All of the Employii team
Key External Stakeholders	Clients, Business Owners, Referral Partners, Sponsors
Location	Mt Hawthorn and within the Perth Metropolitan region
Industrial Framework	Clerks–Private Sector Award 2020, Level 3. <i>The Fair Work Act 2009</i> – Ch 2.2 National Employment Standards
Position Purpose	This role takes ownership of, and coordinates Employii's client communications, engagement activities and sales pipeline processes so leads, clients, partnerships and internal projects receive timely, organised customer service, resulting in client retention and growth.
Career Progression Opportunities	This role is brand new for Employii and has the potential to increase to a full time role and in seniority over time, subject to demonstrated performance and value.

Our Purpose & Values

Simplifying People & Culture, so teams thrive and business succeeds.

Authenticity. Accountability. Growth. Connection.

We are honest, transparent and self-aware. Inclusive and accepting; we build internal and external relationships based on respect and genuine connection. We are responsible for the opportunities we do and do not take. Always open to new ways of doing, thinking and being.

Commitment to High Quality Service (CHQS)

At Employii, we commit to providing High Quality Service, and is how we measure success across everything we do.

Approachable. Responsive. Considered. Accurate. Efficient.

Commitment to Community

At Employii we recognise the impact employment has on personal and societal levels. By supporting the causes we care about, we can achieve our purpose on a social scale.

Work Rights. Mental Health. Economic Independence.

Key Duties & Responsibilities

SALES & CRM

1. Manage Employii's CRM, sales and deals board, in accordance with established work methods.
2. Take an active role in seeking and procuring new leads.
3. Attend approved networking events.
4. Manage, monitor and nurture leads through the sales pipeline, including active and inactive clients and the communications required at each stage.

CLIENT LIASON

1. Act as a key customer liaison throughout the client lifecycle (i.e. potential client proposals, onboarding, check-ins, continuous engagement, renewal and offboarding).
2. Maintain a high standard of customer service in all client-facing interactions.
3. Coordinate client CHQS feedback cadences.
4. Monitor client service usage and service agreement end dates, working with the broader Team to maximise High Quality Service, client retention and positive brand reputation for Employii.

COMMUNICATIONS, INITIATIVES & PARTNERSHIPS

1. Coordinate Employii's communications, including blogs, newsletters, sales and marketing communications, and social media activity.
2. Coordinate the annual subscription service and communications.
3. Coordinate and maintain company initiatives, including Learn*ing*, Health*ii* and Recogn*ise* under the direction of the Director. This includes but is not limited to:
 - Marketing and promotion
 - Ticketing
 - Ensuring ongoing momentum and client engagement
4. In liaison with the Director, develop and coordinate a referral partnership strategy, establishing and leveraging relationships with key referral partners (e.g. bookkeepers, business coaches, employment lawyers, accountants and others).

INTERNAL COORDINATION

1. Coordinate Employii's Document Management System, maintaining organised, accurate and accessible records, consistent file naming and version control, and coordinating document updates and archiving in accordance with established policies and procedures.
2. Own and maintain Employii's social, events and training calendars, under the direction of the Director.
3. Coordinate internal tasks and projects as assigned by the Director.

TEAMWORK

1. Support the Director and other team members as required, applying a one-team approach. This may include assisting with HR Administrative client tasks.
2. Contribute to internal and external projects as designated, including but not limited to our Working Groups and Company OKRs.
3. Engage relevant Employii team members and approved subject matter experts to obtain required contributions and expertise, whilst retaining accountability for coordination and follow-through.
4. Collaborate effectively with the broader team.
5. Contribute to a continuous feedback culture and commitment to learning, taking accountability for your professional growth and demonstrating self-leadership.

INDIVIDUAL

1. Plan and prioritise multiple workstreams, maintain strong attention to detail and provide required updates on progress, risks and decisions.
2. Stay up to date with the latest industrial relations and industry changes.
3. Pro-actively demonstrate and promote physical and psychological safety within the workplace, always demonstrating our values and CHQS.
4. Contribute ideas, identify areas for improvement and pro-actively support the service delivery and operational growth of Employii.
5. Use technology and AI within established procedures to leverage, but not replace, high-quality work.
6. Support with any other tasks related to Employii, as reasonably directed.

Selection Criteria

ESSENTIAL

1. Values alignment with Employii; with a genuine commitment to delivering High Quality Service.
2. Exceptional organisation, attention to detail, time management and administrative skills.
3. Demonstrated ability to manage multiple fast-paced projects and workstreams, set priorities, monitor progress and follow actions through to completion. You are a do-er; a multi-tasker.
4. Strong written and verbal communication and interpersonal skills, with diverse stakeholders. You have a professional tone aligned to the context and build rapport with senior leaders easily.
5. Ability to work autonomously within clear boundaries, exercise sound judgement and seek input or escalate matters when required.
6. Excellent computer and Microsoft Office skills, with sound and demonstrated knowledge of AI (e.g., Claude).
7. Pro-active team player who is motivated by supporting the growth of our business, team and clients.

DESIRABLE

1. Experience using AI to leverage, not override, performance and output.
2. Experience coordinating business communications, campaigns, newsletters, social media activity and events.
3. Experience supporting client onboarding and offboarding, subscription and membership services.
4. Experience coordinating corporate partnerships and business development activities.
5. Experience using CRM and document management systems and platforms.

Qualifications, Registrations & Other

ESSENTIAL

1. Minimum 2 years' experience in a customer facing coordination role.
2. Satisfactory National Police Clearance obtained within the last 3 months, or the willingness to obtain one upon appointment.

DESIRABLE

1. Relevant certificate in administration, business management, project management or events management.

Additional Information

We use the below-mentioned platforms. Whilst not essential, please let us know if you have experience using any of the following:

- Outlook, Teams and Microsoft 365
- CRM platforms
- Canva
- PandaDoc
- Claude

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www.employii.com.au

www.linkedin.com/company/employii-au

www.instagram.com/employii.au / www.facebook.com/employii.au