



Receptionist - Client Services Officer

Full Time

Brisbane CBD

We are seeking a warm, professional Receptionist / Client Services Officer. This dual role combines front-of-house reception duties with client service coordination, ensuring our clients receive exceptional support and service from the first moment they connect with us. You will be the first point of contact for clients, responsible for creating a welcoming environment and delivering high quality administrative and client service support to our legal team.

This position is ideal for someone who instinctively balances warmth and professionalism, maintains absolute discretion and confidentiality, and can manage multiple priorities with ease.

Who are we?

We are a dynamic specialist boutique family law practice dedicated to supporting clients through some of life's most challenging and emotionally sensitive moments. Our approach is compassionate, respectful, and client centred, and we pride ourselves on creating a calm, supportive environment for both our clients and our team.

Our clients are exclusively private and come from diverse backgrounds, including professional executives, entrepreneurs, small business owners and more. The work we do is interesting and varied, encompassing everything from collaborative matters to trial work.

About the Role

In family law, first impressions matter. As receptionist/ client services officer, you will be the first point of contact for clients during what is often one of the most challenging periods of their lives. Your ability to create a safe, reassuring and professional experience is essential, whilst also ensuring the smooth day-to-day operation of the front office.

In addition to reception duties, you will assist with client onboarding, and administrative support for our family lawyers.

Key Responsibilities

Reception & Client Welcome

- Greet clients with warmth and professionalism
- Manage calls and email enquiries with discretion, compassion and clarity
- Prepare meeting rooms for conferences, mediations, online Court events, and sensitive client discussions
- Maintain a calm, welcoming and organised reception area

Client Services

- Assist with client onboarding
- Guide clients through onboarding forms, processes and next steps
- Maintain accurate client/file records in our practice management system
- Handle confidential and sensitive information respectfully
- Liaise with solicitors to ensure seamless service delivery
- Coordinate appointments, mediations and follow ups

Administrative & Practice Support

- Assist with data entry, filing and scanning of documents
- Support solicitors with diary management, scheduling and client coordination
- Organise mail, couriers and secure document handling

About you

The ideal candidate will be a highly professional and compassionate individual, who:

- Has a warm, calm and mature approach to client interactions
- Can communicate clearly with clients under emotional strain
- Always maintains the utmost discretion and absolute confidentiality and professionalism
- Is organised, reliable and able to multitask in a fast-paced environment
- Shows strong attention to detail in all administrative tasks
- A team player with a proactive, client centred approach
- Proficient in MS Office suite and ideally familiar with legal software (desirable)
- Has experience legal administration (family law is an advantage) or in other professional services/high-end client services roles

Above all, you are someone who genuinely cares about people, client service, and the team around you.

Previous experience in a law firm or professional services environment is highly regarded, but candidates with strong client service and administrative backgrounds are encouraged to apply.

Why join us

We offer supportive and respectful workplace culture, the opportunity to work in a meaningful area of law, a stable long-term role, and a competitive salary commensurate with experience.

How to apply?

Please submit your resume and cover letter outlining your role suitability via SEEK or our website today

All applications will be treated with strict confidentiality.