

# Senior Customer Experience Coordinator

---

KWB Chartered Professional Accountants | Edmonton, Alberta

Starting Salary: \$60,000 - \$70,000

## Why KWB?

At KWB, culture is not something we talk about once a year—it is how we work every day.

For 30 years, we have helped business owners make better decisions through trusted relationships, great advice, and a caring partnership approach. We believe our success comes from living our values: being personable, accountable, innovative, team-oriented, and committed to delivering an exceptional client experience.

Our team members are empowered to solve problems, take ownership, support one another, and continuously improve the experience we provide to clients. We value people who care deeply about helping others, communicate clearly, and take pride in doing the right thing.

If you are looking for a career where relationships matter, your contributions are valued, and you can make a meaningful impact while maintaining work-life balance, KWB will be the right fit for you.

We are a firm of approximately 30 professionals, large enough to provide opportunity and support, yet small enough that every team member has a meaningful impact.

What we offer:

- Salary of \$60,000–\$70,000 based on experience
- Three weeks vacation
- Flexible work environment, work hours and the ability to work remotely on occasion
- Free on-site parking
- Staff lounge and fitness facilities
- Ongoing learning and development
- Supportive team culture built on trust, accountability, and collaboration

## The Opportunity

Our long-serving Customer Experience Coordinator is retiring after a successful career with KWB, creating a rare opportunity for an experienced professional to join our team. We are seeking a Senior Customer Experience Coordinator to become a key member of KWB and help ensure every client interaction reflects the exceptional service standards that define us.

This role is ideal for someone who enjoys helping people, thrives on organization, takes ownership of issues, and wants to play an important role in supporting clients and our team.

## What You'll Do

- Coordinate personal and corporate tax intake processes
- Manage client onboarding and offboarding activities
- Maintain client records and workflow systems
- Liaise with CRA and Alberta Revenue on behalf of clients and the firm
- Administer CRA Represent a Client and Alberta TRACS authorizations
- Coordinate T4/T5 package administration and related processes
- Support Audit Shield administration and claims processing
- Monitor deadlines and follow up on outstanding items
- Schedule meetings and coordinate administrative workflows
- Contribute to process improvements that enhance client and team experiences

## Who You Are

You are someone who:

- Takes ownership and follows through on commitments
- Delivers exceptional client service
- Is highly organized and detail oriented
- Communicates professionally and confidently
- Enjoys working collaboratively in a team environment
- Adapts well to technology and changing priorities
- Remains calm and effective during busy periods
- Values accountability, continuous improvement, and helping others succeed

## Qualifications

- 5+ years of administrative, client service, operations, or professional services experience
- CPA firm, tax administration, or public practice experience strongly preferred
- Experience working with CRA portals and government correspondence is an asset
- Strong Microsoft 365 skills
- Experience with practice management, CRM, and tax software systems is beneficial

- Post-secondary education in Business, Office Administration, Accounting, or a related field is an asset

## **Apply**

If this opportunity aligns with your experience and values, we welcome the opportunity to speak with you. Please submit your resume and cover letter in confidence to [info@kwblp.com](mailto:info@kwblp.com), attention David Wickenberg.

At KWB, we believe great relationships start with great people.