

POSITION DESCRIPTION	
<b>Title:</b>	<b>Cemetery Services Officer</b>
<b>Group</b>	<b>Services</b>
<b>Reports to:</b>	<b>Team Leader Depot Administration</b>
<b>Grade:</b>	<b>12</b>
<b>Hours:</b>	<b>35 hours per week</b>
<b>Vehicle:</b>	<b>No</b>
<b>Position Code:</b>	<b>83006</b>
<b>Pre-placement Medical:</b>	<b>Low Risk – Not required</b>
<b>National Criminal Check:</b>	<b>Not Required</b>
<b>WCCC Check:</b>	<b>Not Required</b>
<b>Date Developed:</b>	<b>April 2019</b>
Position Purpose	
To provide cemetery management services to Council's customers including administrative services to Council's cemetery operations and other Services areas including providing technical advice and support to systems, planning and processes whilst displaying excellent customer service in an emotionally charged environment.	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Certificate III in Office Administration or equivalent discipline.</li> <li>• Demonstrated strong customer service skills to communicate and negotiate effectively with a wide range of people including internal and external customers particularly in the area of cemetery management.</li> <li>• Ability to work in emotionally charged environments with an understanding of the impacts of the grieving process on work activities in cemetery environments.</li> </ul>	

- Ability to lead the planning and implementation of the administration of cemetery management plans, policies and procedures within legislative requirements and ability to solve complex problems as they arise.
- Ability to work independently without supervision and contribute to a team environment in order to meet the sections goals and objectives.
- Demonstrated high level written and verbal interpersonal skills with the ability to provide sensitivity to circumstances involving grieving people and their values and beliefs.
- Ability to multitask, organise and prioritise work activities in a high volume environment.
- Excellent working knowledge of the Microsoft Office suite of software and the ability to adapt to new computer software applications.
- Demonstrated working knowledge of a records management and database system; eg Technology One Suite, Intramaps, ECM.
- Experience in contributing to improvements to a quality management system or suggestions for other business improvements.
- Current C Drivers Licence.

**Desirable:**

- Local Government experience and understanding of the delivery of operational activities.
- Certificate III in Cemetery and Crematorium Operations.

## **Main Activities/Tasks**

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

- To provide efficient administrative services for Cemetery operations and as required other sections of the Services group including Admin Office, Workshop, Building, Civil, Fleet, Fabricators, Nursery, Trees, Parks, Mowing, Waste Depot, Stadium, Beaches, Pools.
- Act as Council's business interface with professionals such as funeral director and contracted stone masons and respond to specific requests within tight timeframes as required.
- Provide technical advice and support to systems and processes relating to cemetery operations and management including an understanding of legislative requirements.
- Support and assist a diverse range of grieving customers through the bereavement process and resolve complex application enquiries, transactions and complaints in a professional, timely and accurate manner whilst being sensitive to circumstances and to grieving customers values and beliefs.
- Respond to application enquiries, submission and registration with a focus on achieving excellent service and the highest level of courtesy and professionalism whilst meeting service standards and key performance indicators.

- Meet customers on site to discuss interment and / or memorialisation options and provide specific examples and locations.
- Assisting the Construction and Maintenance Manager in providing information into Cemetery Management plans, policies and procedures and other business improvements within legislative requirements and lead their administration requirements.
- Assist in forward planning of Council's bereavement services and the implementation of Council's Strategic Business Plan including providing feedback to customer needs. .
- Provide quality customer service to internal and external customers in an emotionally charged environment.
- To provide basic IT support to all sections of the Services Group.
- To provide timely and courteous delivery of customer service to both internal and external customers through, telephone, over the counter and written enquiries including those going through the bereavement process.
- Maintain Cemetery burial registers and administer relevant policies, procedures and manuals associated with cemetery operations as per relevant legislation.
- Maintain the Works Depot's Customer Request from task list in Council's records management system for area of responsibility.
- Word Processing, spreadsheets and Investigative work using Councils property systems as required.
- General administrative duties including distribution of incoming mail and office duties
- Record management of Services digital images as required.
- Accurate and timely maintenance of Council records, using various computer based information systems including the Technology One Suite of programs.
- Provide proactive support to Service's staff on the management of the Quality Management System.

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

### **Accountability and Behaviours**

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.

- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

**Organisational Values**

Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.

Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councilors, Customer and Council.