



Frequently Asked Questions

Metropolitan Cemeteries Board Client Liaison Officers Recruitment pool

October 2016

We understand that working for a cemetery may seem like an unusual role and that you may have some questions that can help you decide if you would like to apply.

If you joined the MCB team you will become part of a very motivated, connected and collaborative team who love to make a difference. MCB staff have a unique opportunity, responsibility and honour to impact upon people's lives during a difficult time and we find that the people in these roles gain immense satisfaction in being able to do that.

At the MCB we look after our staff and we aim to create a great working environment for them.

What kind of work do these roles do as a Client Liaison Officer?

There are three main 'groups' of roles you may fulfil as a Client Liaison Officer:

Reception – These roles are on the front counter, helping families and clients with queries on funerals, burial or memorial locations. They will also process payments for grants or memorials. Quite often families attending funerals will come into the office asking for information. At the same time we might be answering phone calls or emails from the community.

Funeral Bookings – These roles work mostly with the Funeral Directors as they come to the cemetery for the actual funeral. This involves detailed checking and cross-checking of paperwork, booking in funeral times and liaising with our team of grave-diggers and crematorium operators to ensure that all the family's needs are met and that all the important administration requirements are accurate.

Switch – These roles are on the phone, fielding calls from families with a multitude of queries on funerals, burial locations, making appointments for memorials.

All of these positions will use phones and computer databases to help search for information to help families. You will be trained in each of these areas and do get opportunities to work in the different roles.





Importantly, all of these roles are dealing directly with people who may be feeling a variety of emotions and so you will need to be able to deal with them sensitively. It's important to understand that MCB Client Liaison Officers do not play the role of grief counsellor, but we do always bear in mind the MCB values of Compassion, Respect, Understanding and Integrity.

What training support will I get?

We have a very thorough 12 week induction program to help you build up your skills and knowledge of how MCB works. We 'buddy' you up with an experienced Client Liaison Officer, who is always happy to guide you and answer questions as you learn. We have a strong focus on teamwork and so you will be well supported. We also provide technical training in our Cemetery Records System database as well as how to manage grief.

Where are these positions located?

Positions may be located at the main locations of Karrakatta, Fremantle or Pinnaroo cemeteries, where there are administrative offices.

There are no offices at Rockingham Regional Memorial Park or at Midland or Guildford cemeteries – these are managed from the main sites.

We will try to place you at your most preferred cemetery location, but depending on what vacancies are available we may ask you to work at a different location. Or, once you have spent time at one location, we can try to accommodate your request to work at a different site, although this cannot be guaranteed.

If I want to change from part-time to full time, is that possible?

Sometimes opportunities arise to work additional hours or days, either on a temporary or permanent basis. If we know you are interested in working additional hours we may be able accommodate, based on operational needs or vacancies.

The absolute minimum number of days for part time work is 2 days per week

Can I work part-time hours such as 10.30am to 2.30pm?

The MCB cemetery offices are open from 8.30am to 5.00pm weekdays and so we do need staff to be working during those core operating hours, so such shortened working hours are not feasible.





Am I going to be touching coffins or ashes?

No – as a Client Liaison Officer you will never be in contact with a coffin as it comes to the cemetery. You might see it through the window of the hearse as it drives through the cemetery.

Once a cremation has occurred, the ashes may come back to our office in a sealed container and families will come into the cemetery to collect them. You may be required to place this container in a presentation bag and sensitively provide the bag with ashes to the family member.

So...am I suitable for the role?

The current members of the Client Services team come from a diverse variety of backgrounds – there is no 'perfect' prior experience!

Our ideal Client Liaison Officer has a good balance of two sets of skills. Firstly, we would like you to have excellent interpersonal skills –an ability to deal with people in sensitive frames of mind, providing a high level of customer service and attention in a very busy working environment.

Secondly, we need you to have good administration skills – to be able to process paperwork and receipting and have a good eye for detail and appreciation for accuracy.

If you think this sounds like you, and the values of the MCB align with your own, then please put in an application, giving examples of how you feel you fit the criteria and could become part of our team.

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