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| Classification Evaluation Date: | 09/02/2012 |
| Current Version Date: | 21/06/2017 |

**JOB DESCRIPTION FORM**

**Metropolitan Cemeteries Board**

**Client Services Site Co-ordinator (KCS004; KCS005; KCS305)**

**POSITION DETAILS**

**Classification/Level Level 4**

**Award/Agreement GOSAC**

**Org Unit Client Services**

**Physical Location Karrakatta, Pinnaroo, Fremantle**

**REPORTING RELATIONSHIPS**

**Number of positions Supervised: Variable according to site – up to 15**

**SUPERVISOR**

**Position Number KCS009**

**Position Title Client Services Manager**

**Classification/Level Level 6**

**KEY WORK DESCRIPTION**

*This section provides a brief summary of the key functions of the position*

The key responsibility of the Client Services Site Coordinator role is to oversee and manage the day to day activities of Client Services at either Karrakatta Cemetery, Fremantle Cemetery (including Rockingham Regional Memorial Park) and Pinnaroo Valley Memorial Park (including Midland and Guildford cemeteries).

**ORGANISATIONAL CONTEXT**

*This section provides a synopsis of the Organisation and its goals*

The Metropolitan Cemeteries Board (MCB) was created on 1 October 1988 to manage cemeteries in the Perth metropolitan area. The MCB is a fully self-supporting statutory authority within the Western Australian Public Sector. The MCB reports to the Minister for Local Government; Heritage; Culture and the Arts. Revenue is raised from the fees and charges for the services and products provided at the MCB’s cemeteries. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the MCB consists of a Chairman, Deputy Chairman and five members, all appointed by the Governor in Council and responsible to the Minister for Local Government; Heritage; Culture and the Arts.

Through the Chief Executive Officer, the MCB manages six cemeteries and memorial garden sites around Perth: Karrakatta, Pinnaroo Valley Memorial Park, Fremantle, Midland, Guildford and Rockingham Regional Memorial Park. The MCB also participates in the management of East Rockingham Pioneer Cemetery.

**WORK DESCRIPTION**

*This section outlines the results and outcomes required of an individual in this position*

**ORGANISATIONAL DUTIES**

* Participates as required in the development and implementation of the MCB’s Operational Plans and other corporate initiatives.
* Participates as required in the development and implementation of appropriate work team plans.
* Establishes and maintains effective working relationships with peers and colleagues to achieve team and Division operational objectives.
* Participates in the MCB’s performance management system.
* Undertakes all duties consistent with EEO, safety and health legislative requirements.
* Performs all aspects of the role honestly and in accordance with the MCB’s Code of Conduct and its values of Compassion, Respect, Understanding and Integrity.
* Participates on relevant internal and/or external committees and and/or working parties.
* Other duties as directed, according to organisational needs.

**CO-ORDINATION AND SUPERVISION**

* Coordinates the allocation of duties, staff rosters including leave, training and monitoring staff development and skills, supervision, workflow management, quality control of work and performance management of staff.
* Oversees and manages the day to day activities of Client Services staff at respective locations.
* Manages and where required participates in recruitment processes.
* In conjunction with the other Client Services Site Coordinator(s) ensures appropriate staffing resource management between sites and consistency in operations.
* Builds staff capability, mentors and coaches with an objective of having in place a flexible and multi-skilled workforce.
* Liaises with Planning and Operational staff to ensure seamless provision of products and services.
* Coordinates and/or undertakes purchasing and acquisition responsibilities.
* Identifies OSH issues and resolves matters.
* Coordinates and/or undertakes financial responsibilities including but not limited to reconciliations, banking, financial reporting and refunds.

**CUSTOMER SERVICE**

* Provides leadership in managing effective customer service performance and attends to complex and sensitive client issues and challenging situations.
* Build, maintains and sustains collaborative communication and working relationships with internal and external stakeholders such as senior management and other staff, industry, suppliers, service providers, other government agencies and families.
* Provides advice and assistance to staff and clients in dealing with, and as required, interpreting relevant legislation and associated MCB policies and procedures.

**PRODUCT DEVELOPMENT AND MARKETING**

* Identifies new products and service opportunities and provides input into the development of new products, services and publications.
* Works closely with the Marketing Manager on the various products and services that are available to clients.

**WORK RELATED REQUIREMENTS**

**ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

*In the context of this position, able to demonstrate:*

1. Demonstrated experience within a customer service environment where understanding, sensitivity and tact are requirements.
2. Demonstrated management experience in leading and managing in a team environment.
3. General knowledge and understanding of human resource management policies, processes and systems.
4. Demonstrated ability to interpret and apply legislative requirements.
5. Well-developed verbal, written and interpersonal communication skills together with the ability liaise and negotiate with a variety of internal and external stakeholders.
6. Well-developed conceptual and analytical skills including the ability to solve problems of a complex nature.
7. Demonstrated ability to plan, prioritise and organise workloads to ensure goals and objectives are achieved within agreed timeframes.
8. Commitment to ethical decision making.

**DESIRABLE**

1. Understanding of and experience in working in an environment requiring a balance between commercial and community obligations.
2. Completion or working towards Certificate IV Leadership and Management or equivalent.

**SPECIAL EQUIPMENT/REQUIREMENTS**

C Class Driver’s Licence required

**ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

‘Australian Permanent Residency’ status is a minimum requirement for permanent appointments to the WA Public Sector,

A 100 point identification check will be conducted by the MCB prior to recommendation for appointment.

The recommended applicant will need to provide a National Police Clearance prior to appointment that is less than six months old.

**CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Manager Client Services**

**Date:**

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager Human Resources**

**Date:**