

METROPOLITAN
CEMETERIES BOARD

JOB DESCRIPTION FORM

Metropolitan Cemeteries Board
Memorials Services Officer (FCS406; KCS601; PCS504)

POSITION DETAILS

Classification/Level	Level 2
Award/Agreement	Public Sector and Government Officers CSA General Agreement 2017
Org Unit	Client Services
Physical Location	Karrakatta, Fremantle and Pinnaroo

REPORTING RELATIONSHIPS

Number of positions supervised: NIL

SUPERVISOR

Position Number	KCS004, KCS305, KCS005
Position Title	Client Services Site Coordinator
Classification/Level	Level 4

KEY WORK DESCRIPTION

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

The position of Memorials Services Officer undertakes the preparation of memorial sites and arranges for placement of plaques and ashes in these memorial locations. The role will conduct memorial and ashes placements with families in attendance according to client's wishes and will undertake the administration relevant to completion of these tasks.

The role may be required to work at other sites and on rostered weekends.

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.
- Participates in ICT transformation and change management processes.
- 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.

CUSTOMER AND STAKEHOLDER MANAGEMENT AND LIAISON

- Delivers excellent customer service, in line with the MCB's Customer Service Charter.
- Prepares and presents urns and documentation for the collection of cremated remains by clients.
- Provides information and consults with clients in the selection of locations and positions for memorials.
- Handles and resolves where appropriate queries and complaints, and reports to the Client Services Site Coordinator as appropriate.
- Responds to public enquiries on any aspects of the MCB's services, products, programs, policies, legislation and regulations.

PLACEMENT OF MEMORIALS AND ASHES

- Prepares sites for the placement of plaques and ashes in memorial locations and family graves.
- Conducts memorials placements at grave and placements of ashes with families in attendance according to client's wishes.
- Checks memorial plaques against client orders and supplier invoices.
- Transfers ashes into decorative urns and lockets.
- Conducts regular audits of memorial positions to ensure sufficient numbers to satisfy demand.
- Liaises with Planning and Operations Division to ensure that memorial areas are well maintained.
- Accurately maintains data using the Cemetery Records System.
- Marks and pegs memorial gardens and sections in preparation for sales.
- Removes and packages plaques for returning to engravers for refurbishment or correction.
- Maintains stocks of supplies and products related to memorials.

CONTINUOUS IMPROVEMENT

- Contributes to new product and service development and the continuous improvement of marketing approaches, processes, systems and work tools.
- Provides feedback to Marketing Manager on sales/marketing opportunities and client responses relating to the MCB's range of products and services.

TEAM WORK AND PLANNING

- Participates as a member of the Client Services team in the setting and monitoring of team goals.
- Assists with the training and coaching of other staff within the team.
- Undertakes duties in other teams as necessary when staff are absent or on leave.
- Liaises with other teams and divisions as necessary.

WORK RELATED REQUIREMENTS

ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS

In the context of this position, demonstrate:

1. Ability to work and maintain a high level of accuracy and excellent customer focus in a high volume work environment.
2. Excellent verbal and written communication skills, including a demonstrated ability to communicate sensitively with people and customers at all levels.
3. Physical ability to undertake digging and manual handling work efficiently without direct supervision.
4. Experience in handling sensitive and complex issues.
5. Computer literacy, including skills in word processing packages, email and internet use.
6. Ability to interpret and apply legislation, policies and procedures.
7. Commitment to ethical decision making and MCB's Values of Respect, Understanding, Compassion and Integrity.

DESIRABLE

1. Understanding of and experience in working in an environment requiring a balance between commercial and community obligations.

SPECIAL EQUIPMENT/REQUIREMENTS

A Class Driver's Licence required (manual).

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.

CERTIFICATION

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

Signature: 
Director Client Services

Date: 24/09/19

Signature: 
Manager Human Resources

Date: 24/9/19