



METROPOLITAN  
CEMETERIES BOARD



## **JOB DESCRIPTION FORM**

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**Metropolitan Cemeteries Board  
KCS012 Senior Client Services Coordinator**

### **POSITION DETAILS**

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<b>Classification/Level</b>	<b>Level 6</b>
<b>Award/Agreement</b>	<b>Public Sector CSA Agreement 2019</b>
<b>Org Unit</b>	<b>Client Services</b>
<b>Physical Location</b>	<b>Karrakatta</b> (may work at other sites as required)

### **REPORTING RELATIONSHIPS**

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**Number of positions supervised: 4 direct and approximately 26 indirect**

#### **SUPERVISOR**

<b>Position Number</b>	<b>KCS0009</b>
<b>Position Title</b>	<b>Manager Client Services</b>
<b>Classification/Level</b>	<b>Level 7</b>

### **KEY WORK DESCRIPTION**

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

This role provides day to day operational and administrative coordination of client services and memorials staff and activities across all MCB sites, effectively deploys staff, physical and financial resources, builds team and individual capabilities to create cohesive teams, ensures exemplary customer services that meet client needs, and builds and maintains internal and external stakeholder relationships.

This role also ensures the correct and consistent application and implementation of relevant legislation, policies, procedures and processes by Client Services staff across all MCB sites.

This position has a reporting relationship with both the Managers of Client Services and Marketing and Memorials.

### **ORGANISATIONAL CONTEXT**

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*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 Chair, Deputy Chair 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 seven cemeteries and memorial garden sites around Perth: Karrakatta, Pinnaroo Valley Memorial Park, Fremantle, Midland, Guildford, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery. 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 Strategic and 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 values of Compassion, Respect, Understanding and Integrity.
- Participates on relevant internal and external committees and working parties.
- Other duties as directed, according to organisational needs.

### **COORDINATION AND SUPERVISION**

- Provides day to day operational and administrative coordination and supervision of the Client Relations Officer, and funeral services, client liaison and memorials staff and activities across all MCB sites, effectively coordinating and deploying staff, physical and financial resources to meet work requirements.
- Ensures exemplary customer services that meet client needs, and effective and consistent service delivery across all sites.
- Ensures the correct and consistent application and implementation of relevant legislation, MCB Policies, procedures, processes, and the Cemetery Record System by Client Services staff across all sites.
- Coordinates the recruitment, training and performance management of Client Services staff, ensuring high standard staff performance.
- Uses a collaborative approach to engage, mentor, motivate and empower staff, and actively encourage and provide constructive feedback.
- Builds team and individual capabilities to create cohesive, high performing, multi-skilled and agile teams.
- Coordinates purchasing and procurement and assists in the management of the annual salaries budget for Client Services.

## **TRAINING AND DEVELOPMENT**

- Identifies staff and team development needs, and develops, implements and evaluates appropriate development strategies, performance goals and standards.
- Ensures Client Services staff are well trained and capable of performing their duties to a high standard.
- Coordinates Funeral Director training and other industry stakeholders support training as required.

## **RELATIONSHIP MANAGEMENT**

- Builds and maintains effective and productive working relationships with Funeral Directors, community groups and other internal and external stakeholders.
- Manages new Funeral Directors licence applications.
- Provides information, advice and assistance to Funeral Directors, staff and clients in correctly applying relevant legislation, licence requirements and MCB Policies and procedures.
- Liaises with Planning and Operations Coordinators on funeral services matters.
- Coordinates inter-divisional collaboration to resolve issues.
- Oversees the Board's complaints management and reporting system in accordance with Australian Standards.
- Supports the Client Relations Officer and other Client Services staff in dealing with escalated complaints and issues.
- Coordinates the activities of the Client Relations Officer in relation to the Board's cemetery renewal program and complaints handling.
- Evaluates any trends or issues relating to complaints and identify processes/ procedural improvements to address these issues.
- Liaises with relevant staff and authorities on funeral services matters, enquiries, complaints, security, maintenance, and procurement issues.

## **CONTINUOUS IMPROVEMENT**

- Develops and/or coordinates the development of procedures and processes to improve service delivery and consistency across sites.
- Coordinates and manages data quality and integrity processes to ensure accurate and reliable data in the Cemetery Records System (CRS).
- Coordinates CRS Portal Administration tasks for the CRS Portal for external users.
- Scans the work environment and monitors priorities and keeps self and others informed on work issues, trends, developments and improvements.
- Thinks strategically, laterally and innovatively, and identifies and implements improvements and consistent work practices.
- Evaluates any trends or issues relating to complaints/feedback and identify processes and procedural improvements to address these issues.
- Coordinates, implements, reviews and evaluates Client Services driven projects, processes and procedures, including the Cemetery Records System, to achieve continuous improvement.
- Works with the Marketing Manager participating in the research and development of new and improved services, products, publications, fees and charges.

## **WORK RELATED REQUIREMENTS**

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### **ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

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

#### ***Essential***

1. Excellent communication (written, oral and interpersonal) skills and the ability to build productive relationships, discuss and successfully negotiate difficult matters with staff and internal and external stakeholders.
2. Excellent people management skills and experience including the ability to collaborate to resolve performance and other issues, and mentor and motivate staff to achieve a high standard of performance.
3. Demonstrated ability to coordinate the delivery of excellent customer service through the application of sound customer service principles and practices.
4. Demonstrated ability to manage projects, people and financial resources.
5. Excellent conceptual and analytical skills including the ability to resolve complex problems, review business processes, develop and implement new or improved procedures; and correctly interpret and apply legislation.
6. Ability to prioritise tasks and workload and meet deadlines, goals and objectives in an environment subject to competing priorities and change.
7. Commitment to personal integrity, ethical decision making, and MCB's Values of Respect, Understanding, Compassion and Integrity.

#### ***Desirable***

8. Understanding of and experience in working in an environment requiring a balance between commercial and community obligations.
9. Possession of or progress towards a relevant TAFE/ tertiary qualification.

## **SPECIAL EQUIPMENT/REQUIREMENTS**

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C Class Driver's Licence required (manual)

## **ESSENTIAL PRE - EMPLOYMENT REQUIREMENTS**

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'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**

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

Signature:  4/9/2020  
Manager Client Services

Date: 4/9/2020

Signature:   
Manager Human Resources

Date: 4/9/2020