



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

**Metropolitan Cemeteries Board
Memorial Sales Consultant
(FCS403; FCS412; KCS306; KCS312; KCS307; PCS501; PCS502; PCS506;
PCS507; PCS512)**

POSITION DETAILS

Classification/Level	Level 3
Award/Agreement	Public Service and Government Officers CSA General Agreement
Org Unit	Client Services Directorate
Physical Location	Karrakatta, Fremantle, Pinnaroo, Rockingham

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 Memorials Sales Consultant provides customer focused service in promoting the Metropolitan Cemeteries Board (MCB) products and services to clients. This service is characterised by a high level of awareness of the MCB's role and business needs, its services, products, policies and procedures. In addition this position has a specific sales focus, responsible for the sale of cremation memorials, mausoleum crypts, gravesites and other MCB products to clients. Attention to detail, timeliness, adherence to policies and processes is critical.

The Consultant uses excellent communications skills to ascertain client needs and assist in the selection of the appropriate products and services. Given the sensitive nature of the products and services, the sales must be conducted in a dignified and respectful manner. The sales processes include specific administration processes which require data entry, designing plaques online via custom software, forms processing, and client account management.

The Memorial Sales Consultant interprets, understands and applies legislation, policies and procedures.

The Memorial Sales Consultant may be required to work at any of the MCB's locations, and some weekend work may be required.

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 Housing and Local Government. 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 Chairperson, Deputy Chairperson and five members, all appointed by the Governor in Council and responsible to the Minister for Housing and Local Government.

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 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.
- Responds to public enquiries on any aspects of the MCB's services, products, programs, policies, legislation and regulations.
- Handles and resolves where appropriate queries and complaints, and reports to the Client Services Site Coordinator as appropriate.
- Provides information to industry, individuals and community groups.
- Prepares and presents urns and documentation for the collection of cremated remains by clients.

PROMOTION AND SALES OF PRODUCTS AND SERVICES

- Markets the MCB's products and services including memorials, gravesites, mausoleum and pre-need agreements to individual clients.
- Maintains a high level of participation to actively implement sales and marketing activities as directed.
- Assists families in selecting memorials and mausoleum options.
- Assists clients with design of memorial plaques via custom plaque design software
- Coordinates all administrative arrangements as required with respect to memorials, mausoleum, gravesite selection, including processing payments and correspondence.
- Liaises with suppliers as necessary
- Uses online ordering systems, Customer Relationship Management software (Dynamics 365 based) and other databases as required

CLIENT SERVICES AND GENERAL INFORMATION

- Accurately maintains data using the Microsoft Dynamics 365 Cemetery Records System (CRS) as required in accordance with legislation, policies and procedures.
- Assists with the accurate preparation of relevant paperwork at the time of the funeral arrangements.
- Accurately prepares and processes applications and paperwork and receipts payments for the MCB's services & products
- Works with funeral directors to ensure services run in a timely manner in accordance with the MCB legislation, policies and procedures.
- Researches client information and produces correspondence
- Undertakes the duties of Client Services Officer as required to provide relief when staff are absent or on leave.

CONTINUOUS IMPROVEMENT

- Maintains and compiles statistics on public enquiries, memorial sales and correspondence
- Contributes to new product and service development and the continuous improvement or marketing approaches, processes, systems and work tools.
- Provides feedback to Marketing Manager on sales/marketing opportunities, trends in funerals and client responses relating to the MCB's range of products and services
- Participate as a member of the Marketing and Memorials Team in business planning to ensure memorial requirements are planned and budgeted for.

TEAM WORK AND PLANNING

- Participates as a member of the Client Services team in the setting and monitoring of team goals and contributes positively to team coordination and performance.
- Assists with the training and coaching of other staff within the team.
- Liaises with other teams and directorates as necessary.

WORK RELATED REQUIREMENTS

ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS

In the context of this position, demonstrate:

1. Demonstrated ability to exercise appropriate levels of initiative and to work efficiently and accurately in an environment of competing priorities without direct supervision.
2. Demonstrated ability to accurately process paperwork, receipting, ordering, and managing sales in a high volume administration environment.
3. Experience in the promotion and sale of products and services.
4. Excellent verbal and written communication skills with an ability to communicate sensitively with people in handling complex situations.
5. Demonstrated skills in the use of a Customer Relationship Management (CRM) IT business system to process transactions and manage records, Microsoft Office general software, internet and email.
6. Ability to interpret and apply legislation, policies and procedures.
7. Commitment to personal integrity, 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.
2. Experience in the use of Microsoft Dynamics 365, and graphic design software or custom design software.

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.

C-Class drivers licence

CERTIFICATION

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

Signature: 
Manager/Supervisor

Date: 19/3/21

Signature: 
Manager Human Resources

Date: 19/3/2021