



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Customer Service Officer

Classification: Level 2

Division: Operations

Position Number: Generic

Directorate: Support Services

Location: Metropolitan sites

FTE Managed: Nil

Leadership Context: Personal Leadership

Award/Agreement: GOSAC/PSCSA Agreement 2022 (as amended)

About the position

The **Customer Service Officer** is responsible for providing excellence in frontline customer service and supporting them through general enquiries including accurate and timely information on the Metropolitan Cemeteries Board (MCB)'s role, services, policies and procedures.

About the Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (MCB) is a statutory authority responsible for the sustainable management of cemeteries in the Perth metropolitan area: Fremantle, Guildford, Karrakatta, Midland, Pinnaroo Valley Memorial Park, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery.

The MCB is a leader in cemetery management, delivering caring and sensitive experience with burial, cremation, memorialisation, community engagement and record keeping services, and is responsible for the licensing of Funeral Directors and Monumental Masons operating at MCB cemeteries.

The **Customer Service Officer** is part of a team that provide front desk customer service, sales and ashes processing.

Corporate responsibilities

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours with the MCB Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the health and safety policies and procedures and complying with applicable work health and safety legislation.
- Performs other duties as required.



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What the position involves

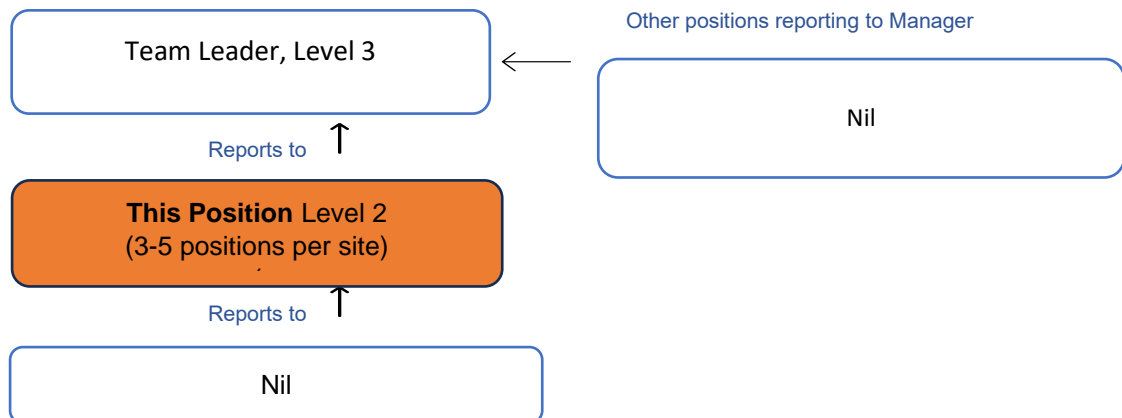
Customer Support

- Responds to customer enquiries at the front counter, phone and email.
- Maintaining client interactions in the Customer Relationship System database.
- Processing grant applications and maintenance requests and complaints.
- Responding to complex enquiries including grants, cemetery renewal and other technical questions.
- Sales processing and accounts receivable including refunds.

Ashes Processing

- Process incoming ashes, preparing for collection, audit and transferring to storage.
- Receive ashes for memorialisation including the transfer of ashes to urns or splitting ashes for posting, dispersal or storage.
- Attending family attended services.

Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Personal Leadership](#). The Personal Leadership context is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the agency.

- **Lead collectively:** You take care to use accurate information, follow correct policy and procedure and pay attention to detail.
- **Think through complexity:** You use a commonsense approach to before you make evidence based recommendations to customers.
- **Dynamically sense the environment:** You listen to, understand and recognise the needs of others in a work environment that can be emotionally challenging.
- **Deliver on high leverage areas:** You have personal resilience and perseverance.
- **Build capability:** You accept individual differences and value diversity.
- **Embody the spirit of public service:** You display empathy and compassion, integrity and humility.
- **Lead adaptively:** You recognise your impact on others and act to model appropriate and suitable behaviours.



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Work related requirements - matching the right person to the job

The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

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1. Ability to work productively and flexibly in a team environment, resolve issues and maintain a high level of accuracy, confidentiality, and a sense of calm.
2. Sound verbal and written communication skills, including a demonstrated ability to provide excellent customer service in a high-volume work environment and communicate sensitively and calmly with a diverse range of people.
3. Experience in managing client records and process transactions using a Customer Relationship Management (CRM) or business system database.
4. Understanding of how to interpret and apply legislation, policies and procedures.
5. Demonstrates the expected behaviours of the context for this role.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Certification:

Date Registered	Date Classified	Delegated Authority
19/01/2024	19/01/2024	
Kathlene Oliver Chief Executive Officer		



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