



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Memorial Sales Consultant

Classification: Level 3

Division: Customer Sales and Support

Position Number: Generic

Directorate: Sales

Location: Metropolitan sites

FTE Managed: Nil

Leadership Context: Personal Leadership

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

About the position

The [Memorial Sales Consultant](#) is responsible for working across MCB sites and directly with clients to assist in the selection of products and services provided by the Metropolitan Cemeteries Board (MCB).

About the Metropolitan Cemeteries Board

The 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 [Memorial Sales Consultant](#) has a specific sales focus, responsible for the sale of cremation memorials, mausoleum crypts, gravesites and other MCB products to clients. Given the sensitive nature of the products and services, sales are conducted in a dignified and respectful manner.

Corporate responsibilities

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



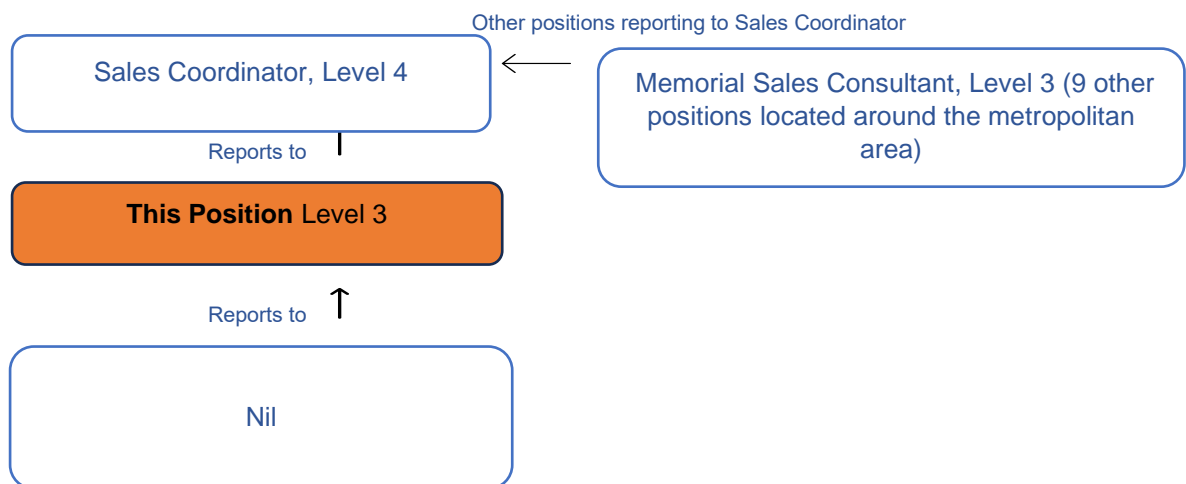
We are only as good as our people

What the position involves

Sales and Stakeholder Management

- Act as a brand ambassador by modelling the MCB values in every interaction with stakeholders, colleagues, customers and members of the general public.
- Provide advice to clients on features, benefits and options available for the purchase of memorials, plaques, graves, mausoleum crypts and memorial book entries and finalise the sale.
- Contribute to the performance of the MCB by displaying a positive and enthusiastic attitude, showing support and meeting monthly targets and goals.
- Respond and follow up on all general sales and product enquiries and orders.
- Welcome and greet all incoming visitors in a friendly, courteous and timely manner and respond to any enquiries.
- Raise orders, quotes, invoices, grants and other contract documents.
- Maintaining meticulous records using our customer database.

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 proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
- **Think through complexity:** You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Dynamically sense the environment:** You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Deliver on high leverage areas:** You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
- **Build capability:** You engage in processes and activities that grow the team's capability and effectiveness.
- **Embody the spirit of public service:** You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Lead adaptively:** You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.



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Work related requirements - matching the right person to the job

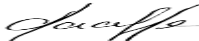
The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

1. Proven experience in a sales environment, with a focus on soft sales skills and relationship building.
2. Excellent interpersonal and communication skills with the ability to connect with diverse audiences in compassionate and respectful manner.
3. Well developed analytical and problem-solving skills to address customer concerns effectively in challenging situations.
4. Experience in identifying and implementing process improvements to enhance customer satisfaction.
5. Ability to analyse customer data and generate insightful reports.
6. Demonstrates the expected behaviours of the context for this role.

Special Requirements:

- Current C class drivers' license.

Certification:

Date Registered	Date Classified	Delegated Authority
4/1/2024		

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.



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