



METROPOLITAN  
CEMETERIES BOARD



# JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



## Funeral Concierge

**Classification:** Level 4

**Division:** Operations

**Position Number:** Generic

**Reports to:** Senior Funeral Concierge

**Location:** Metropolitan sites

**FTE Managed:** 0

**Leadership Context:** Personal Leadership

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

### About the position

The **Funeral Concierge** is responsible for providing high quality customer service and support by establishing and building relationships with Funeral Directors and our client families, organising the schedule to ensure that the daily programme and all services provided by the Metropolitan Cemeteries Board (MCB) run efficiently and effectively through collaboration and technical support.

Flexibility is an integral part of the role, performing tasks and duties in line with the role, when required traveling between sites and attending services on the weekend with the ability to work autonomously.

### 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 **Funeral Concierge** supports the funeral services industry and works within the Operations division to provide funeral services to the community. The Funeral Concierge is the face of the MCB, representing our values and supporting the delivery of dignified and respectful services to the community.

### 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 safety and health policies and procedures and complying with applicable work health and safety legislation.



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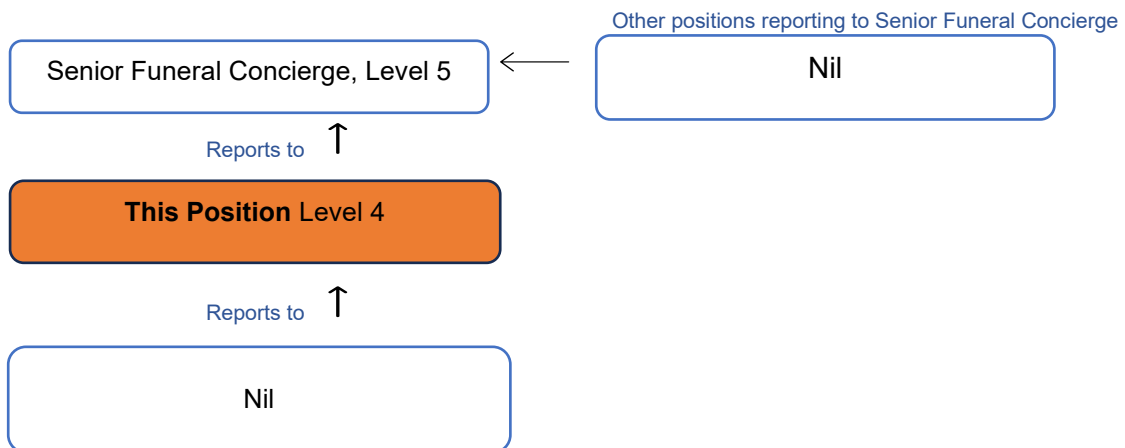
- Performs other duties as required.

## What the position involves

### Service Management

- Attend and provide high quality customer service and compassionate care to our client families and Funeral Directors during the services for both Burials and Chapels, ensuring the smooth running for the programme planned.
- Implement the funeral plan on the day, work collaboratively with the team to ensure a seamless and timely event honouring and celebrating life.
- Problem solves issues within the role's delegation, to provide a seamless service for the community.
- Provide technical support and guidance for the Funeral Director, including the operation of music, slideshows and other technology and equipment for the ceremony.
- Support service setup to ensure provision of MCB supplied equipment arranged by the Funeral Director, support smooth delivery of MCB components of the service and coordinate with the relocation of equipment, caskets and coffins.
- Greet guests and celebrants and provide any on-site support where required
- Safely operate crematorium and chapel support equipment supplied by the MCB always maintaining the highest standards of occupational health and safety
- Ensure paperwork provided by the Funeral Director complies with legislation, policy and procedures.
- Maintain cleanliness of chapel lounges, under crofts/transfer rooms, hallways and toilets before and after each chapel service

### 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 responsibility for your own work and providing quality service.
- **Think through complexity:** You use systematic thinking and common sense to solve problems.



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- **Dynamically sense the environment:** Ability to remain calm and take charge when things don't go to plan.
- **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 look to understand self - strengths, weaknesses, and potential blind spots.


## 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. Well-developed customer service or event management experience and a demonstrated commitment to service delivery, problem solving and customer satisfaction (*you lead collectively and adaptively, build capability, and embody the spirit of public service*).
2. Excellent communication skills and a high level of attention to detail (*you think through complexity*).
3. Ability to remain calm and in control when things don't go to plan to retain the dignity of the service (*you dynamically sense the environment and deliver on high leverage areas*).
4. Hold a current and valid Western Australian Driver's Licence.

*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
19/6/2024	19/6/2024	
Kathlene Oliver Chief Executive Officer		



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