



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Booking Consultant

Classification: Level 2

Division: Customer Sales and Support

Position Number: Generic

Directorate: Sales and Product Development

Location: Metropolitan sites

FTE Managed: Nil

Leadership Context: Personal Leadership

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

About the position

The **Booking Consultant** is responsible for establishing relationships with funeral directors, administrative processing of burial, cremation and chapel bookings and ensuring all funeral bookings comply with regulatory requirements.

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 **Booking Consultant** is part of the Customer Sales and Support division that provides administrative and liaison support to customers and the Operations division (Burials and Crematoria) branches regarding funeral logistics and providing culturally appropriate practice-related services.

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

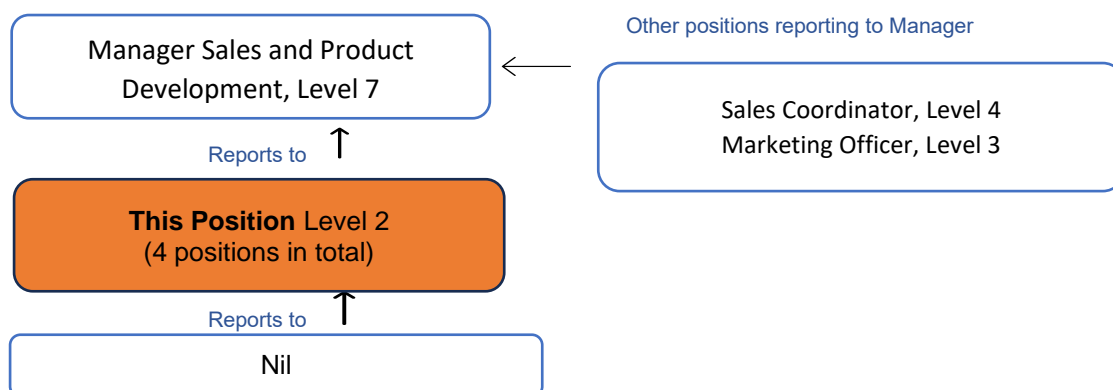
Customer Relationships

- Builds and maintains productive and supportive relationships with Funeral Directors.
- Provide support to Funeral Directors regarding MCB regulatory requirements and basic technical support for the FDPortal and follow up on access issues and technical assistance.
- Negotiating with funeral directors to ensure seamless planning and booking of funeral services that comply with MCB regulatory framework and meet the needs and expectations of our customers.
- Liaison between Funeral Directors and Operations staff about any non-standard or non-conforming requests and bookings, with a focus on ensuring services are delivered that are sensitive to the wishes, traditions and beliefs of the applicants.

Bookings and Administration

- Process burial, cremation and chapel bookings and applications, exhumations, Single Funeral Permits.
- Ensure all funeral applications and bookings comply with regulatory requirements, including provision of grants, permits, authorisations, declarations, agreements, and other documentation required.
- Coordinate with funeral directors, burials team and/or crematoria team to ensure seamless planning and booking of funeral services by approving applications in a timely manner and communicating with officers relating to special requests or late changes.
- Processing work orders, invoicing and maintenance of records relating to bookings.
- Quality assurance of all transactions to ensure regulatory compliance and financial accountability.

Reporting relationships



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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.

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. 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 organisational ability in coordinating the booking and planning required to deliver a seamless service to the customer.
3. 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.
4. Experience in managing client records and processing transactions using a Customer Relationship Management (CRM) or business system database.
5. Understanding of how to apply legislation, policies, and procedures.
6. 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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