

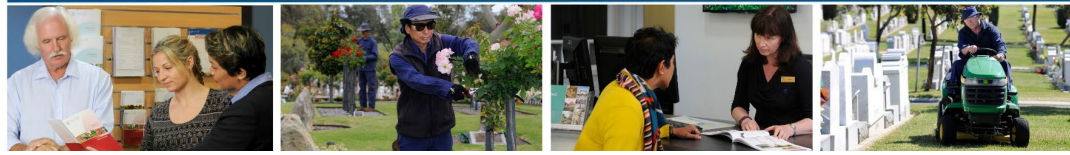


METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Customer Services Coordinator

Classification: Level 5

Division: Operations

Position Number: 1159

Directorate: Support Services

Location: Metropolitan sites

FTE Managed: 3

Leadership Context: Leading Others

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

About the position

The [Customer Services Coordinator](#) is responsible for leading and the effective supervision of the customer services team, including managing team performance and developing team capability across the metropolitan area.

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 Services Coordinator](#) contributes to the MCB by setting and realising sales results and developing customer service excellence in frontline teams by motivating and enabling them to deliver exceptional quality service.

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.
- Performs other duties as required.



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What the position involves

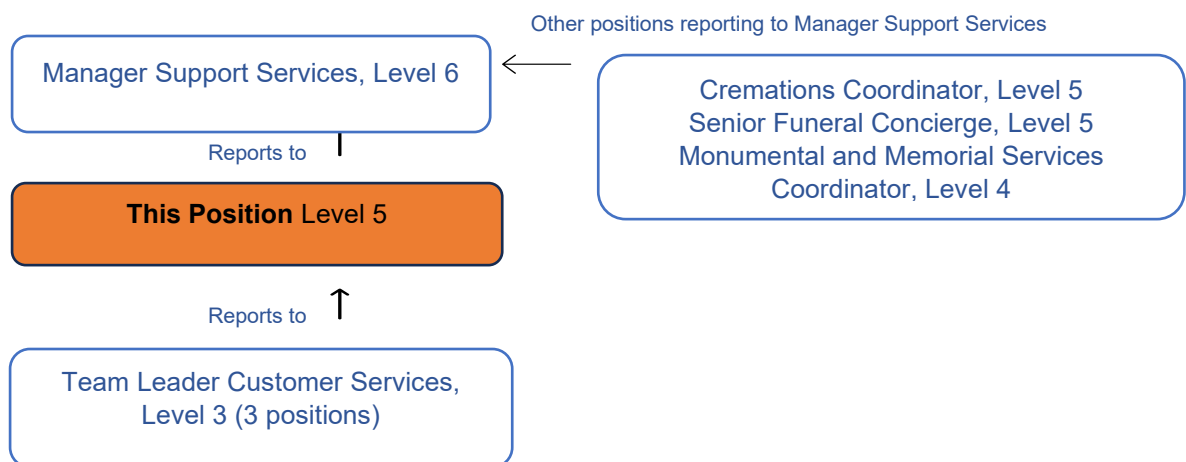
Leadership

- Responsible for leading and supervising a team of customer service officers.
- Driving excellence in customer service delivery by providing mentoring and other professional and personal development opportunities to the team.
- Responsible in coordinating and undertaking of complex operational duties.
- Provides recommendations on the formulation and implementation of relevant policies and procedures that are consistent with legislation and contemporary business practices.

Customer Service

- Achieves business development and performance targets with a focus on the quality, timely, effective and efficient delivery of relevant services and the promotion of a team culture driven by excellence.
- Develops and manages effective relationships with all relevant internal and external customers and stakeholders, to support and improve quality service delivery and optimise business outcomes.
- Contributes to the development and continuous improvement of processes, artefacts, tools and systems to deliver services and support.

Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Leading Leaders](#). The Leading Leaders context is about getting results through leaders and their teams in a single business area, and by influencing leaders in other business areas.

- **Lead collectively:** You take care to use accurate information, follow correct policy and procedures and pay attention to details.
- **Think through complexity:** You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as



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necessary. You understand and respect the need for compliance to minimise risk in your team.

- **Dynamically sense the environment:** You understand your audience and tailor your communication style and methods appropriately so your message is clear, concise and confident.
- **Deliver on high leverage areas:** You are positive and professional in your approach at all times, even when under pressure.
- **Build capability:** You actively contribute to the development of the team's capabilities and provide technical and professional support to your peers.
- **Embody the spirit of public service:** You demonstrate empathy and compassion, integrity and humility.
- **Lead adaptively:** You continuously seek to understand your personal strengths and areas for improvement.

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 people management skills including the ability to coach and mentor staff, manage performance and develop team capability.
2. Experience leading a team in a customer-focused, multi-site environment with demonstrated organisational skills to coordinate tasks and resources to support achievement of KPIs.
3. Experience in interpreting and applying legislation and policy with ability to provide guidance and recommendations on more complex or contentious issues.
4. Well-developed written, verbal and interpersonal communication skills including the ability to negotiate, collaborate, and build and maintain relationships with a range of internal and external stakeholders at all levels.
5. Conceptual, analytical and problem-solving skills with ability to develop and implement innovative solutions.
6. Demonstrates the expected behaviours of the context for this role.

Other requirements

- Current and valid Western Australian Driver's Licence
- A satisfactory National Police Clearance (no older than 6 months from date of issue) or be able to meet the requirements of a National Police Clearance prior to appointment

Certification:

Date Registered	Date Classified	Delegated Authority
31/01/2025	19/12/2023	
Ash Oliver Chief Operating Officer		

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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