

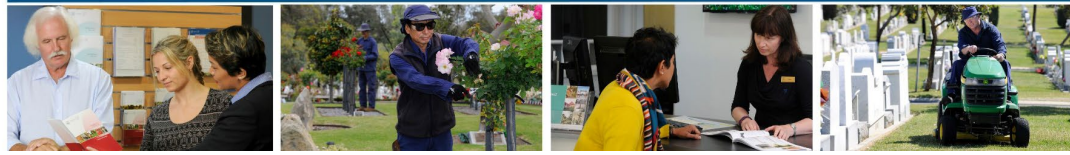


METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Monumental & Memorial Services Coordinator

Classification: Level 4

Division: Operations

Position Number: 1175

Directorate: Support Services

Location: Metropolitan sites

FTE Managed: 3

Leadership Context: Leading Others

Award/Agreement: GOSAC/PSCSA Agreement 2024

About the position

The [Monumental & Memorial Services Coordinator](#) is responsible for effective coordination of Monumental Applications which includes compliance checking against the Board's By-laws and the *Cemeteries Act 1986*.

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 [Monumental & Memorial Services Coordinator](#) contributes to the MCB by providing leadership and guidance to the Monumental and Memorial Services Team and developing customer service excellence 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 in accordance with the MCB Code of Conduct.
- Takes reasonable care to protect your own health and safety 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

Leadership

- Responsible for leading and supervising a team of Memorial Services 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 complex operational duties.
- Provides recommendations on the formulation and implementation of relevant policies and procedures.

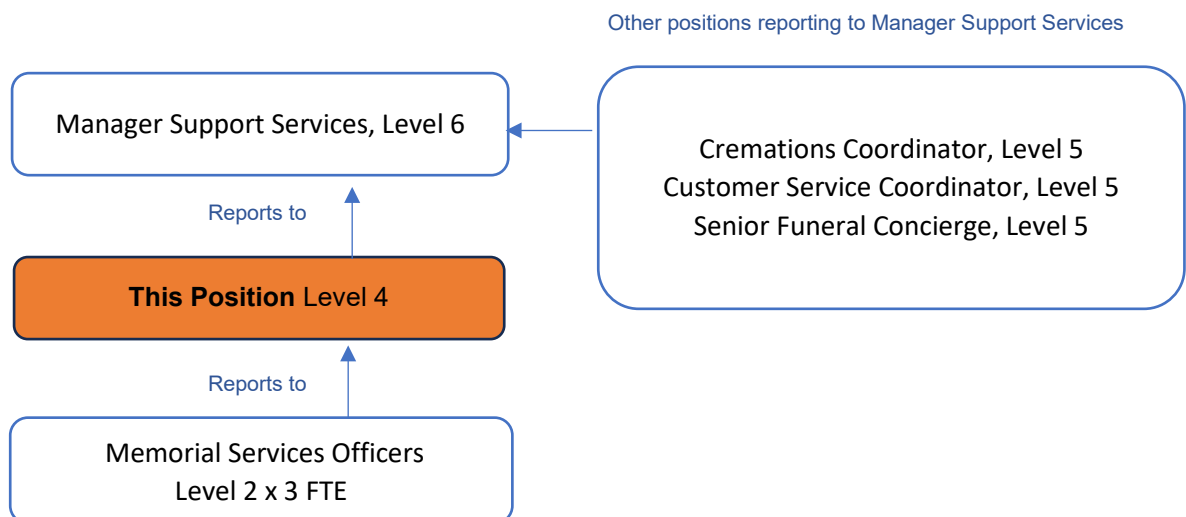
Customer Service

- 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.
- Conduct memorial and ashes placements with families in attendance according to a customer's wishes and undertake the administration relevant to the completion of these tasks, as required.

Monumental Works

- Processing of monumental applications against approved technical specifications through to final inspection.
- Undertakes reviews, liaising with internal and external stakeholders on technical issues and non-compliance.
- Participates with Customer Services and Operational teams with the planning of cemetery monumental area maintenance in relation to unauthorised monuments and temporary grave markers.
- Inspects new and monitors the reinstatement of monumental work, ensuring construction, position accuracy and compliance.
- Participates in project works, investigations and provide recommendations and project overview until completion.

Reporting relationships



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Capabilities required – the behaviours necessary to perform the role

We consider all our people leaders and as such we expect our people to adopt the expected behaviours and associated mindsets outlined in Building Leadership Impact and Leadership Expectations. For this role the expected behaviours are demonstrated in the context of [Leading Others](#). The Leading Others context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively:** you seek to build and maintain effective working relationships with others, and are mindful of the partnerships that support your efforts to deliver value for your team and work area.
- **Think through complexity:** you draw on information from an array of sources, applying your judgement and technical expertise to identify what is relevant and important.
- **Dynamically sense the environment:** your approach is to seek a shared understanding among your team and peers and your own leaders.
- **Deliver on high leverage areas:** you identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- **Build capability:** you clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
- **Embody the spirit of public service:** you ensure your work practices and those of your team or work area are in accordance with the policies and procedures of your agency.
- **Lead adaptively:** you seek feedback from a range of sources and use it to enhance your personal effectiveness.

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. Excellent interpersonal skills to liaise and negotiate with Monumental Masons, contractors and officers at all levels and to undertake MCB staff training in monumental assessments.
2. Well-developed conceptual, analytical and problem solving skills.
3. Excellent verbal and written communication skills, including technical and procedural report writing.
4. Well-developed ability to apply, understand, interpret, and review relevant technical documents, specifications, Australian Standards and legislation (e.g., Construction By-laws).
5. Good organisational and time management skills along with the ability to work autonomously in the field to personally undertake construction inspections and assessments, and be self-motivated and demonstrate a high level of initiative.
6. Understanding of project management principles, including financial and expenditure monitoring.

Other requirements


- Current and valid Western Australian driver's licence, or equivalent.
- A satisfactory National Police Clearance check.

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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Certification:

Date Registered	Date Classified	Delegated Authority
07/03/2025	21/05/2013	
Janine Fox Chief Human Resources Officer		



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