



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Sales Coordinator

Classification: Level 4

Division: Customer Sales and Support

Position Number: 1050

Directorate: Sales

Location: Metropolitan sites

FTE Managed: 10

Leadership Context: Leading Other

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

About the position

The [Sales Coordinator](#) leads a team of Sales Consultants across multiple Perth metropolitan sites, who engage 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 [Sales Coordinator](#) leads a team with 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 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.



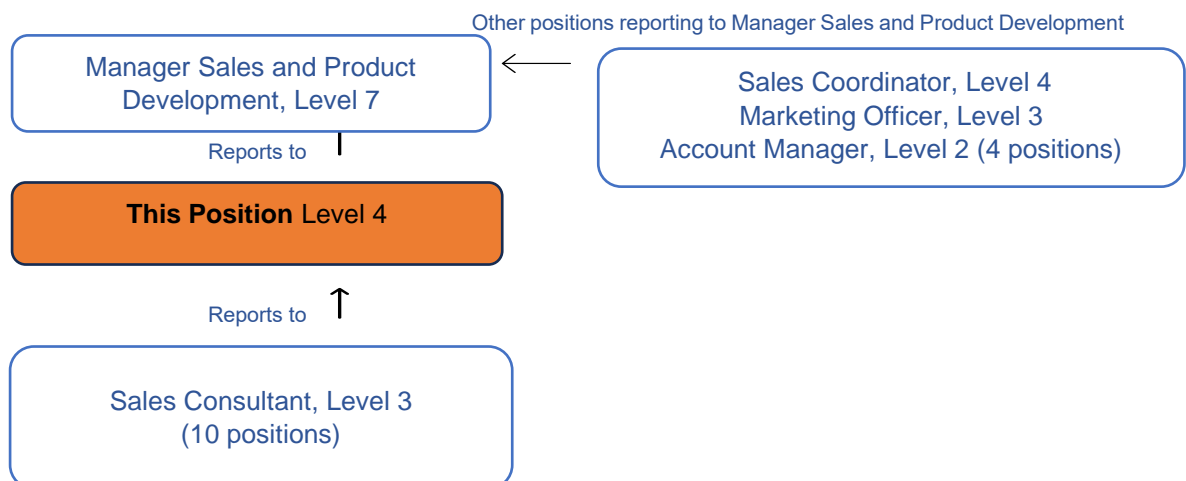
We are only as good as our people

What the position involves

Sales and Stakeholder Management

- Leads the memorial sales function across all MCB locations, and coordinates workloads and standards for Sales Consultants.
- 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 inquiries 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 [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 understand the MCB's objectives and can express how your work relates and contributes to achieving operational excellence for the MCB.
- **Think through complexity:** You understand and respect the need for compliance to minimise risk in your team.
- **Dynamically sense the environment:** You are in tune with the market and political, social and environmental trends that impact the team, and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** you work to meet specified targets and priorities, completing your work to a high standard.
- **Build capability:** You actively contribute to the development of your team's capability ensuring you support your team members.



We are only as good as our people

- **Embody the spirit of public service:** You are excellence orientated and deliver results for your team.
- **Lead adaptively:** You are continually learning and adjusting your approach to be effective in the changing work environment.

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 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
08/01/2024	08/01/2024	
Kathlene Oliver Chief Executive 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.



We are only as good as our people