

	<b>Position description</b>
<b>Position title</b>	Funeral Services Assistant
<b>Status</b>	Permanent, full-time
<b>Classification and remuneration (Remuneration EBA only)</b>	Level 2.1
<b>Hours of work</b>	38 hours 5 days per week
<b>Region</b>	North
<b>Primary location</b>	Fawkner – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
<b>Date PD adopted</b>	March 2022

### Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

### Our purpose

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

### Our vision

Our peaceful places and compassionate support provide solace and belonging so families and friends can cherish and preserve the lasting memories of their loved ones.

## Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.



We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.



We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

We hold ourselves and each other to the highest standards of professionalism and compliance.



Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

## 1. Position organisational relationships

This position will form part of the north region operational team, rotating between Memorialisation, Crematorium and Gatehouse (funeral escorting) services. This position has the following organisational relationships:

Accountable to:	Senior Supervisor Funeral Services
Supervises:	No direct reports
Internal Liaisons:	Executive team, managers, supervisors, other GMCT staff
External Liaisons:	Funeral directors, members of the public, stonemasons, general public, other stakeholders

## 2. Position context

The Operations Directorate provides the first point of contact for families and stakeholders and supports and guides them through a range of services, delivered with certainty in an environment representing care and compassion. Each role within the directorate has an opportunity to positively impact the community.

## 3. Position objectives

In particular, the Funeral Services team support families & stakeholders, through the delivery of a range of services related to funeral activity, predominantly with the family present.

Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

You may be asked to reasonably support other areas of the business which you have been trained in.

## 4. Key responsibilities

This role is the entry level for the Funeral Services Officer role (Memorialisation/Crematorium/Gatehouse). New staff will undertake training in all disciplines within their first 12 months of employment. At 12 months if staff are competent in all three disciplines, they can progress to Level 3 on a rotating roster with a primary role of Memorialisation.

**\*Please note:** It is a mandatory requirement of the role that the staff member must be able to perform all the disciplines (Memorialisation/Crematorium/Gatehouse) once they have completed their training.

The responsibility of this role is as follows:

### Funeral Services Assistant

#### Level 2 Duties

- Memorialisation options (including plaque management)
- No-family in attendance CR Interments, retrieval or scattering
- General crematorium duties – processing and CR storage and handling
- Data administration of deceased and cremated remains
- Perform gatehouse duties such as escort for funeral services and families for to burial site
- Receive deliveries from funeral directors and confirm paperwork is correct and meets the requirements of the Cemeteries and Crematoria Act.

### Funeral Services Officer

#### Level 3 Duties

- Preparing and conduction family in attendance CR Interments or retrieval

- Safe use and operation of Cremators
- Day to day scheduling of cremation activities
- Direct and manage attendees and Funeral Directors
- Authorise paperwork as required by the Cemeteries and Crematoria Act

## 5. Key capabilities

### Essential capabilities

Capability	Proficiency level
<p><b>Customer centricity</b> – Has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> <li>• The customer is at the heart of every decision and action</li> <li>• Clearly understands who the customer is (internal and external)</li> <li>• Identifies and meets customer needs</li> <li>• Understands the drivers of GMCT customer satisfaction and how to positively influence these</li> </ul>	Foundational
<p><b>Emotional intelligence</b> – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect</p> <ul style="list-style-type: none"> <li>• Demonstrates awareness and understanding of own emotions and mood</li> <li>• Understands the impact that emotions can have on thinking, decision making and behavior</li> <li>• Demonstrates awareness of the impact own emotions can have on how interact with others</li> <li>• Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders</li> </ul>	Foundational
<p><b>Collaboration</b> – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> <li>• Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results</li> <li>• Forms strong relationships with immediate team</li> <li>• Works effectively as part of a team</li> <li>• Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives</li> <li>• Understands the importance of teamwork in achieving individual and team objectives</li> </ul>	Foundational

<p><b>Change agility and resilience</b> – Maintains composure and focus under pressure and quickly adapts to change</p> <ul style="list-style-type: none"> <li>• Embraces change with patience, an open mind, and maintains a positive attitude during times of change</li> <li>• Works effectively even when faced with disruption and uncertainty</li> <li>• Understands how self and others manage health &amp; wellbeing</li> <li>• Uses effective strategies to stay calm and composed under pressure</li> <li>• Maintains health and vitality to enable 'bounce-back' from setbacks</li> </ul>	Foundational
<p><b>Accountability and results focus</b> – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> <li>• Completes goals and activities that are aligned to team, business and GMCT strategic objectives</li> <li>• Understands the GMCT Strategic Objectives and GMCT Values</li> <li>• Follows GMCT process and completes work in a timely manner to expected standards</li> <li>• Identifies issues or roadblocks and escalates appropriately</li> <li>• Holds self to account for results and behaviour and accepts responsibility for outcomes</li> </ul>	Foundational
<p><b>Digital experience</b> – Providing customers with seamless and consistent experiences, across all GMCT digital channels</p> <ul style="list-style-type: none"> <li>• Uses appropriate questioning techniques to understand the underlying issue/need for a customer</li> <li>• Draws on knowledge to provide accurate and appropriate information to customers</li> <li>• Clearly articulates how a product or service meets customers' needs</li> <li>• Knows where and how to find additional resources to help the customer</li> <li>• Always acknowledges and engages the customer</li> <li>• Understands and respects varying cultural, religious, demographic (and other) backgrounds of customers</li> <li>• Understands how to drive and close sales</li> </ul>	Foundational

***\*PLEASE NOTE: The key capabilities will be further explored in the interview process***

## **6. Qualification, Relevant Skills and Experience**

### **Qualifications and experience**

- Experience in the provision of customer service and support, with attention to detail, a calm and professional demeanor, as well as flexibility and initiative in dealing with the unexpected.

### Skills / abilities

- High level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.
- Demonstrates a capacity to manage emotions and maintain professionalism.
- Display commitment to meeting the expectations and requirements of customers in a supportive and thoughtful manner.
- Displays sensitivity and maintains confidentiality in dealing with the family and friends of the bereaved.
- Display commitment to working cooperatively with all staff involved in both the planning and execution of funeral services.
- Demonstrates acceptance of, and behaviours which reflects an embracing of cultural diversity when faced with demanding and sensitive situations.
- Multi lingual skills (Chinese, Italian, Greek, Arabic, etc.) is highly desirable.

### Other requirements

- You will be required to work on weekend and/or public holidays from time to time
- Supplied uniform and PPE must be worn at all times when dealing with our clients and customers.

### Technical skills

- Proficient in Microsoft Office suite of programs.
- Current Driver's license (mandatory)
- Mechanical qualifications or demonstrated mechanical aptitude.
- Training in the standard operating procedure (SOP) use of cremators.
- Understanding/experience in the operation of Audio/Visual/DVD equipment (desirable).

## 7. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position. All selection criteria are essential.

- Experience in the provision of customer service and support, with attention to detail, a calm and professional demeanor, as well as flexibility and initiative in dealing with the unexpected.
- High level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.
- Personal presentation which reinforces the dignity of the occasion, as well as the maturity and aptitude to treat the deceased with dignity and respect at all times.
- Displays sensitivity and maintains confidentiality in dealing with the family and friends of the bereaved.

## 8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)	Comments
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	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
<b>Weights and forces</b>					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Whole body and lower limb movement</b>					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Upper body and upper limb movement</b>					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
<b>Sensory</b>					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Other</b>					

## 9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

**I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.**

**Funeral Services Assistant**

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**Signature**

**Print Name**

**Date**