

	Position description
Position title	Customer Experience Assistant
Fixed term contract or EBA	EBA
Status	Fixed term, full-time
Classification and remuneration (Remuneration EBA only)	Level 2.1
Hours of work	38 hours 5 days per week
Region	North
Primary location	Fawkner – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	July 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 care for the living by taking care of moments that matter.

Our vision

Lasting memories, peaceful places

Our mission

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 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

The position of a Customer Experience Assistant will form part of the Customer Experience team within the Directorate of Operations.

This role has the following organisational relationships:

Accountable to:	Senior Supervisor Customer Experience
Supervises:	Nil report
Internal Liaisons:	All GMCT staff
External Liaisons:	Funeral directors, Stonemasons, Caterers and general public

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 Customer Experience team works as the initial point of contact to educate and guide families and stakeholders through the range of GMCT products and services

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

Customer Experience Assistant

General Enquiries

- Respond to all enquiries as first point of contact
- Record and manage complaints (CRM)
- Process and administer ROI enquiry
- All administrative and clerical duties associated with customer requests, processing payments or other activities via appropriate channels.
- Permit enquiries and approvals.
- Process VMIA (insurance claims) processes.
- Book Sales Appointments
- Deceased search locations and funeral services information.
- Assist with promotional material.

Customer Experience Assistant

Reception

- Respond to all enquiries as first point of contact (walk in)
- Record and manage complaints (CRM)
- Process and administer ROI enquiry
- All administrative and clerical duties associated with customer requests, processing payments or other activities via appropriate channels.
- Permit enquiries
- Book Sales Appointments
- Deceased search locations and funeral services information.
- Assist with promotional material.
- Assist customers and clients with the collection and handover of cremated remains and administer relevant processes in line with policies and procedures of GMCT.
- Maintain a clean and presentable Cremation Room and reception – ensuring it is in order, sanitised, well stocked with GMCT brochures, price lists and general information.

5. Key capabilities

Essential capabilities

Capability	Proficiency level
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Customer centricity – Has the customer experience at the forefront of every decision and action	Foundational
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Emotional intelligence – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Foundational
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Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Foundational
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Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication	Foundational
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Accountability and results focus – Plans effectively and takes accountability for behaviour and results	Foundational
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Change agility and resilience – Maintains composure and focus under pressure and quickly adapts to change	Foundational
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Preferable capabilities

Capability

Proficiency level

Innovation – Actively seeks out to create and take advantage of opportunities to improve business performance and the customer experience

Foundational

Digital experience – Providing customers with seamless and consistent experiences, across all GMCT digital channels

Foundational

Customer centricity – Has the customer experience at the forefront of every decision and action

Foundational

Operational excellence – Drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk

Foundational

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- Qualification within the Business/Administration field or relevant experience in a similar or comparable role.

Skills / abilities

- Highly developed written and verbal communication skills and interpersonal skills.
- Strong digital capability and use of digital platforms.
- Ability to maintain a professional approach at all times.
- Attention to detail which ensures accurate and up to date records are maintained.
- Ability to work independently with minimal supervision and within a team.
- Ability to manage emotions when faced with demanding and sensitive situations on a regular basis.
- Multi lingual skills (Chinese, Italian, Greek, Arabic, etc.) strongly desirable.
- Demonstrated acceptance and understanding of cultural diversity.
- Maintains integrity, trust and confidentiality at all times.
- Personal presentation which reinforces the professionalism and commitment to GMCT.
- Ability to work well as part of a team.
- The ability to develop working relationships with internal and external stakeholders.
- Commitment to values of GMCT in all role functions.

Other requirements

Technical skills

- Proficient in Microsoft Office suite of programs.
- Expertise in the operation of a telephony system used to deliver the service.
- Current drivers licence.

7. Key selection criteria

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

- Qualification within the Business/Administration field or relevant experience in a similar or comparable role.
- Highly developed written and verbal communication skills and interpersonal skills.
- Ability to manage emotions when faced with demanding and sensitive situations on a regular basis.
- Demonstrated acceptance and understanding of cultural diversity.

8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
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"/>	
Whole body and lower limb movement					
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"/>	
Upper body and upper limb movement					
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%	
Sensory					
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"/>	
Other					

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.

Customer Experience Assistant

Signature

Print Name

Date