



Position Description

Position Title:	Funeral and Memorial Services Attendant
Reports to:	Team Leader Funeral and Memorial Services
Position Level:	Team Member

Vision

Centennial Park is a place for the living; a vibrant community hub that strengthens enduring connections.

Purpose

To create a sanctuary of connection and meaning.

Guiding Principles

- Champion the importance of memorialisation
- Foster a culture of quality, kindness, respect and dignity
- Value individuality and personal choice
- Manage the Park for current and future generations

Strategic Pillars

- Information, Transparency & Choice
- Our Natural Environment
- Connections and Collaboration
- A People-First Culture

Customer Experience

Our Customer Experience team is comprised of multiple departments, which includes Funeral & Memorial Services, Customer Service & Sales and Marketing, Media & Community Engagement. The team is pivotal to the achievement of Centennial Park's strategic objectives through effective service delivery, customer engagement, and business development.

Position Description

Position Summary

The Funeral and Memorial Services team comprises of two separate customer focused teams. One is our Bookings Team and the other is our Funeral and Memorial Services Team.

The Funeral and Memorial Services Team is responsible for liaising with funeral directors, suppliers, and members of the public regarding funeral and memorial service bookings.

Position Purpose

Reporting to the Team Leader Funeral and Memorial Services, the Funeral and Memorial Services attendant is responsible for liaising with funeral directors, families and the bereaved to ensure the successful delivery of the service requirements.

Key Working Relationships

Accountable to the Team Leader Funeral and Memorial Services for providing professional and proactive service and support to achieve the vision.

Responsible to the Funeral and Memorial Services Team and the wider Centennial Park in fostering a teamwork environment based on mutual trust and respect and engendering accountability through empowerment.

Responsible to the Leadership Team for working together to deliver the strategic plan.

Key Result Areas

Client Service and Satisfaction

- In consultation with the Team Leader Funeral and Memorial Services, assist in the development and implementation of departmental plans, that include integrated strategies for driving commerciality, sales and customer satisfaction and that also position the Authority as the preeminent service provider.
- Ensure service spaces are ready prior to services (space and overall area is clean and well maintained, lights, air conditioning etc, and bottles of water are stocked) and meet funeral directors prior to service commencement, to ensure all is in order and advise of any issues or concerns.
- Receive and record coffins, and placing coffins in the correct service space. Ensuring the nameplate and paperwork match and the coffin is in good order.
- Check Audio Visual requirements, ensuring relevant materials are received, tested and ready to be set up and facilitate the audio-visual requirements during the service.
- Assist in the overall facilitation of services liaising with funeral directors throughout the service and attending to matters or issues as they arise and escalating to the Team Leader Funeral and Memorial Services if necessary.

- Assist and guide families when moving between service spaces and facilities within Centennial Park (service spaces to function rooms etc.)
- Strive to always maintain a concierge presence where possible across all elements of the funeral service experience.
- Print service reports daily and write up on boards.
- Ensure Flower trolleys are in place with correct signage.
- Assist in the post service pack down, including the removal of audio-visual materials. Cleaning service spaces to a high standard after every service.
- Liaise with the Operations team regarding the respectful and sensitive transfer of coffins to the Crematorium and assist where required.
- Liaise with the Operations team around burial requirements, communicating the service timeframes to ensure burials function are completed on time and with the utmost sensitivity.
- Assist with reception relief, including greeting visitors, responding to customer enquiries, requests, and complaints, answering phone calls – ensuring that all enquiries are dealt with in a sensitive manner.
- Establish sound relationships with key stakeholders, including funeral directors and suppliers.
- Assisting families with walkthroughs of service spaces when required.
- Undertake administrative processes that support and enhance the overall customer experience of our visitors, including systems, files, and records, along with generating and distributing correspondence.
- Contribute to the delivery of events that utilise the Jubilee Complex facility.
- Assist in stock control procedures and liaise with suppliers and contractors.
- Ensure physical asset faults or maintenance/replacement requirements are identified and reported on.
- Contribute to the Park's physical asset management and sustainability objectives including ensuring buildings, amenities and equipment are secure.
- Assist in the cleaning and maintenance of public areas, service spaces and foyers including the maintenance throughout the day and deeper cleaning at the end of each day or during down time.
- Participate and contribute in cross functional activities across the organisation including projects and tenders.

Financial

- Contribute to the achievement of sales revenue targets and departmental goals.

Operations, Systems and Processes

- Provide input into recommendations for new IT systems that improves and aid client relationship management.
- Actively participates in continuous improvement initiatives, suggesting and implementing process enhancements to improve efficiency and client satisfaction.
- Applies creative problem-solving and “outside the box” thinking to overcome challenges and improve efficiency.
- Maintain accurate and complete records in accordance with Centennial Park's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.

- Ensure all relevant policies and protocols are followed within the Customer Experience Department to ensure:
 - A safe work environment
 - Data accuracy and reliability
 - Confidentiality
 - Conformance with the Work Health and Safety Act 2012, Return To Work SA Performance Standards for Self-Insurers and the Return-to-Work Act 2014 (SA).

Culture

- Contribute to a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness. Engender an environment of trust and respect.

Competencies

- Strong communication and interpersonal skills and the ability to liaise effectively with a diverse range of stakeholders.
- Organised, self-motivated with strong attention to detail and the ability to manage multiple competing priorities and achieve timeframes.
- Demonstrated ability to handle difficult and sensitive situations professionally and achieve positive outcomes.
- Proven administration and customer service experience within a fast-paced, client-focused environment.
- Strong proficiency in windows based computerised systems and applications, including the MS Office Suite of programs and the ability to navigate multiple systems and applications

Key Performance Indicators

Client Service & Satisfaction	<ul style="list-style-type: none"> • Professional, accurate and timely customer service, reception and administration support is provided. • Demonstrated collaborative approach in the internal coordination of service delivery requirements. • Responsibilities are conducted and/or completed with Centennial Park's specified timelines and are accurate and compliant with legislation, policies and procedures. • Effective time management of specific duties and activities. • Demonstrated commitment to providing a pre-eminent experience to clients and stakeholders. • Enquiries are handled promptly, professionally and sensitively. • Cooperative and flexible attitude and willingness to undertake work in other workgroups to meet organisational objectives and projects. • Events are well coordinated and delivered in accordance with the event plans. • The Jubilee Complex and the immediate surroundings are maintained and presented to the highest standard, reflecting the preeminent service Centennial Park provides.
Financial	<ul style="list-style-type: none"> • Team revenue and financial targets are established and achieved.
Operations, Systems & Processes	<ul style="list-style-type: none"> • Demonstrated commitment to continuous improvement, measured by efficiency of operational systems.

	<ul style="list-style-type: none"> • Systems, files and records are accurately maintained. • Physical assets are secure and risks are minimised. • Adherence to organisational policies.
Culture	<ul style="list-style-type: none"> • Proven behaviours as a role model through professionalism, leadership, courtesy, respect and 'living' the organisational values, along with fostering a workplace culture reflective of these values. • Demonstrated flexibility in the approach to working hours in the context of work priorities and Centennial Park's events. • Recognises own areas for improvement, continuously seeks out new ideas and broadens own knowledge to improve personal and business effectiveness. • Professional courtesy demonstrated by ensuring timely attendance of meetings, responding promptly to emails and meeting deadlines.

A current Class C (Car) Drivers' Licence is required for this role.

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development and Opportunity Review Process.

The Employer may vary the Position Description from time to time in accordance with operational needs.

**Signed
Employee:**

Date:

**Signed
Manager:**

Date: