

Waverley Council

A GREAT PLACE TO WORK Waverley is one of Sydney's most popular residential areas, with the world famous Bondi Beach, great public transport, the vibrant Bondi Junction shopping centre and a diverse and involved community.

Waverley Council is a major employer and service provider and is committed to working closely with the local community, environmental sustainability, efficiency and continual improvement.

Before applying for a position you must obtain a Job Information Pack.

CEMETERY ADMINISTRATION OFFICER

Salary Range: \$39,690 to \$45,643 p.a.

File No: A06/1917

Waverley Council has an excellent career opportunity available for a customer focused and organised Cemetery Administration Officer. You will be located in one of Sydney's pre-eminent cemetery sites. The Administration Officer is an integral member of the team providing cemetery services to Council and its customers.

You must possess a NSW Higher School Certificate or equivalent and be competent in Microsoft Office Computer Applications. It is essential that you have excellent communication and interpersonal skills with the ability to handle sensitive situations with customers.

For more information contact Martin Forrester-Reid on (02) 9665 4938.

CLOSING DATE: 18 December 2006

HOW TO APPLY: To obtain a job package (including the selection criteria) for the above position(s), please contact our Job Line on 9369 8177 or download direct from our website at www.waverley.nsw.gov.au

You **MUST** address the selection criteria and quote the relevant file number in your application. Send written applications to **The General Manager, PO Box 9, Bondi Junction NSW 2022. Alternatively, applications may be submitted via fax or email to 9387 1820 or waver@waverley.nsw.gov.au**

POSITION DESCRIPTION

Cemetery Administration Officer

Date of Last Review: N/A

POSITION NUMBER:

DEPARTMENT:

Corporate and Technical Services

REPORTS TO:

Cemetery Manager and Cemetery Operations Supervisor

HOURS:

35 hours per week

LOCATION

Waverley and South Head Cemeteries

SALARY RANGE:

\$39,690 to \$45,643 p.a + Super

SELECTION CRITERIA

ESSENTIAL CRITERIA

- HSC or equivalent experience.
- Demonstrated high-level customer service skills, including the ability to handle sensitive situations with customers.
- Demonstrated ability to work effectively in a busy team environment.
- Excellent communication and interpersonal skills to enable the provision of quality customer service.
- Sound administrative and organisational skills with the ability to manage competing priorities and deadlines.
- Excellent computer skills in a range of packages including Word, Excel and Access.
- High level of numeracy, attention to detail and problem solving ability.
- Ability to learn new things quickly.
- Commitment to EEO, OH&S, risk management, environmental protection and ethical principles.
- Able to work outside normal office hours and weekends with time in lieu provisions applying
- Current Class C Driver's Licence.

DESIRABLE CRITERIA

- Web publishing skills.
- Cemetery/Crematorium/Memorial Park experience.

Supervisor:



Immediate Supervisor:

Others Reporting to Same Supervisor

Immediate Subordinates: Nil.

CONTACTS ARISING FROM THE POSITION

	Within Council	Outside Council
	All staff	Funeral Directors
	Councilors	Monumental Masons
		Cemetery Users
		Clients
		Members of the Public

OBJECTIVES OF THE POSITION

- To provide effective administrative support and assistance to the Cemetery Manager and Cemetery Operations Supervisor.
- Provide excellent Customer Service to all Cemetery Clients.
- Support to Funeral Directors, Monumental Masons and other cemetery contractors.

PRINCIPAL RESPONSIBILITIES & DUTIES OF THE POSITION

Customer Service

- Provide administrative support to the Cemetery Business Unit including:
 - Administrative processing – including staff time sheets, all cemetery applications, funeral bookings, making appointments
 - Appointment coordination – booking/preparing rooms and catering, greeting participants;
 - Providing administrative support to cemetery management;
 - Carryout grave search archive/requests;
 - Processing of invoices and applications;
 - Records management and filing;
 - Word processing, form letter production;
 - Handling enquiries from the public and the cemetery team;
 - Draft correspondence;
 - Maintaining stationery supplies.

Financial and Asset Management

- Handling sale and payment transactions including cash handling, credit card / EFTPOS and cheque transactions.
- Receipting payments.
- Identify opportunities to minimise costs and risks to Cemetery.

Internal Processes

- Contribute to the review and development of Cemetery policies and procedures.
- Provide support to develop the Cemetery Unit Internet site.

People and Organisational Development

- Contribute to the culture of customer service and organisational efficiency and effectiveness by acting ethically, honestly and fairly at all times.
- Contribute to the development of a climate of continuous improvement in the Division.

General

- Any other duties that may be reasonably determined from time to time by the Cemetery Manager and Cemetery Operations Supervisor.

SPECIFIC SAFETY OBLIGATIONS OF POSITION

- Awareness of Workplace Occupation, Health and Safety procedures in regard to:
 - prevention and improvement of all OH&S and risk management measures in the work place;
 - identification and reporting of hazards, accidents or injuries; and
- To take reasonable care for own safety and safety of others in the workplace.

MANUAL HANDLING INVOLVED IN THE POSITION

To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:

- Lifting/moving files, storage boxes etc,
- Moving equipment, plaques, marker stones, boxes of ashes for set up, installation, interment and storage,
- Moving tables and chairs for meetings or training,
- Sitting and working posture when in meetings and at the workstation.

9 SPECIFIC RESPONSIBILITIES FOR RECORDS IN THE POSITION

- Comply with Council's Records Management Policy including:
 - ensure creation of appropriate records in Council's records management system;
 - proper custodianship of records to ensure against loss, removal or destruction.

Signed -

DATE

Signed – Divisional Manager

DATE

This position description may be reviewed from time to time.