



*Waverley is one of Sydney's most popular residential areas, with the world famous Bondi Beach and a diverse and involved community. Council offers generous leave provisions, flexible working hours and assistance with further study.*

## ***Cemetery Administration Officer*** ***Ref No: A11/0756***

- **Salary: \$45,720.07 - \$52,578.09 gross per annum + Super**
- **Family friendly policies and other great employee benefits**

How would you like to work by the sea at the famous Waverley Cemetery? We are seeking a highly organised and motivated team player to provide quality customer service and administrative support.

Your outstanding coordination, communication, interpersonal skills and accurate attention to detail will be called upon to provide administrative support to various functions, from administration processing, appointment coordination, to grave search /archive requests.

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

This role is 35 hours per week (Monday to Friday) with the requirement to work one Saturday per month (time in lieu provisions apply).

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

**CLOSING DATE: Friday 18 November 2011**

**How to apply:** For a job pack call 9369 8177 or visit [www.waverley.nsw.gov.au](http://www.waverley.nsw.gov.au). Completed applications must quote the Ref. No. and be emailed to [jobs@waverley.nsw.gov.au](mailto:jobs@waverley.nsw.gov.au), faxed to 9387 1820 or mailed to General Manager, PO Box 9, Bondi Junction, 1355.



# Position description

## WAVERLEY COUNCIL



### Cemetery Administration Officer

<b>Position number:</b>	CEMADM
<b>Establishment File No#:</b>	A06/1780
<b>Date of last Review:</b>	March 2007
<b>Department:</b>	Corporate and Technical Services
<b>Reports to:</b>	Cemetery Manager and Cemetery Operations Supervisor
<b>Total staff:</b>	0
<b>Salary Range:</b>	Salary Group G

### SELECTION CRITERIA

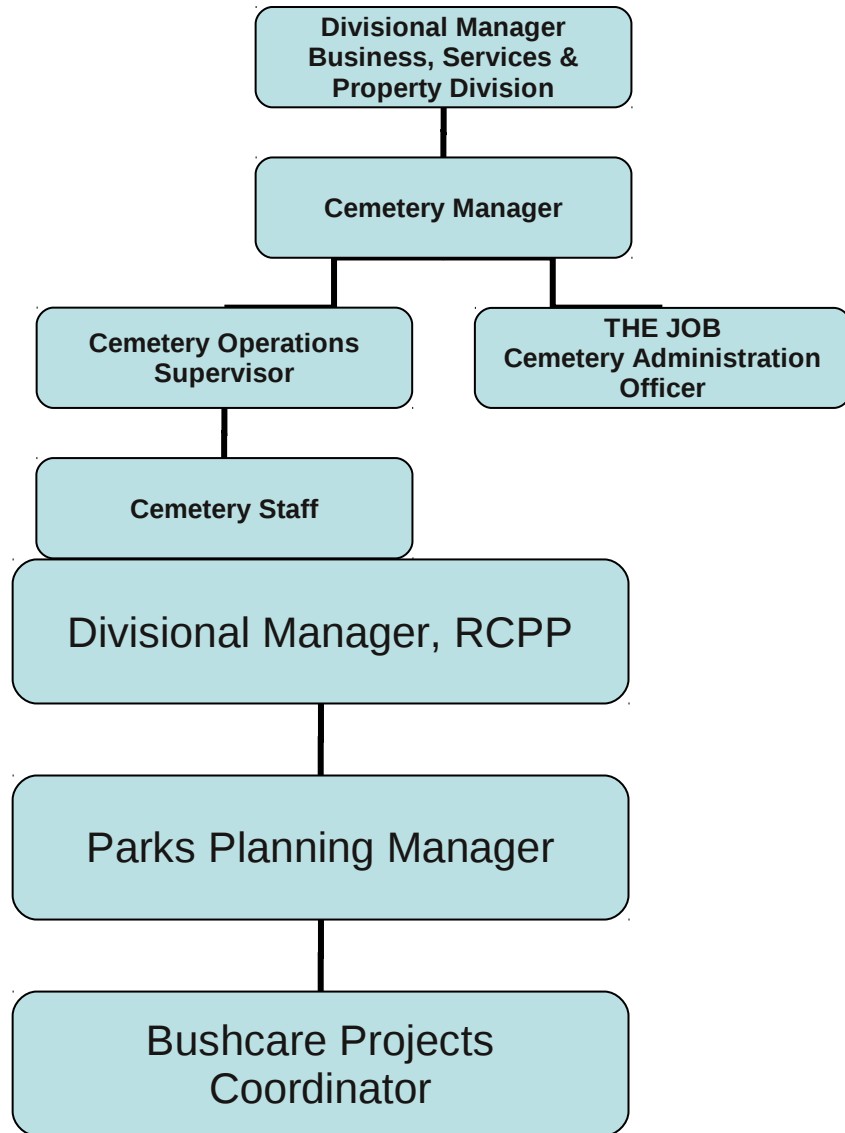
#### Essential Criteria

- NSW Higher School Certificate or equivalent
- Demonstrated high-level customer service skills, including the ability to handle sensitive situations with customers.
- Demonstrated ability to work efficiently, effectively and with accuracy in a busy small 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.
- Able to work outside normal office hours and weekends with time in lieu provisions applying
- Current Class C Driver's Licence.
- A strong commitment to delivering quality customer service.
- A positive, professional and co-operative approach to working with others.
- Commitment to equal employment opportunity, occupational health & safety, risk management, environmental protection and ethical conduct principles.

#### Desirable Criteria

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

## ORGANISATIONAL CHART



Supervisor:

## CONTACTS ARISING FROM THE POSITION

Within the Department	Outside the Department	Outside Council
All Staff	All Staff	Funeral Directors
	Councillors	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 AND DUTIES OF THE POSITION

### 1. Customer and Community Services

- 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 and photos;
  - 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.

### 2. 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 Council

### 3. Internal Processes

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

### 4. 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

### 5. 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 THE POSITION

- Complying with the requirements of Waverley Council OHS Management System.
- Following all requirements imposed by Local, State and Federal Occupational Health and Safety and Workers Compensation Legislation.
- Completing any task related pre-operational equipment checklists as instructed.
- Reporting all incidents, hazards and injuries to your direct manager immediately.
- When requested assisting the Manager/Supervisor and other workers in the risk assessment of workplace hazards.
- Where personnel protective equipment is required to be worn, wearing as requested.
- Participating in all OHS training and emergency evacuation drills as requested.
- Ensuring their work area is clean and tidy.
- Participating in the implementation of the annual OHS Plan.
- Ensuring OHS KPIs are included in all Workplans.

## 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, books, storage boxes etc,
- Moving equipment for set up and storage,
- Moving tables and chairs for meetings or training,
- Sitting and working posture when in meetings and at the workstation.

### **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

This position description may be reviewed from time to time.

I have read and understand the position description.

- Signed ..... Dated .....