

# Position Description



<b>Position title:</b>	Receptionist
<b>Department:</b>	Commercial services and operations
<b>Classification:</b>	Indoor level 2 – casual hourly rate
<b>Reports to:</b>	Indoor senior supervisor – east
<b>Region:</b>	East
<b>Primary location:</b>	Lilydale
<b>Employment type:</b>	Casual contract (until June 2017)

## ORGANISATIONAL OVERVIEW

At the Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for your loved ones with dignity and kindness. Our 21 cemeteries and memorial parks are maintained in perpetuity, giving you, your family and future generations peace of mind.

Each year, we help more than 11,000 families – of all cultures and faiths – plan and prepare for funeral, cremation, interment and memorial services.

We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

### Vision

Lasting memories, peaceful places.

### 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.

### Values

Our values underpin all that we do at GMCT. They define how we conduct our business and how our employees approach their work. GMCT's values are:

- compassion
- respect
- sustainability
- integrity

## **POSITION OVERVIEW AND PURPOSE:**

The primary responsibility of the receptionist is to provide front of house administration, telephony and concierge service at Lilydale Memorial Park.

The secondary function of the role is to provide sales support during times of peak activity or unscheduled staff absences.

## **REPORTING LINE:**

- The position reports to the senior indoor supervisor – east.
- There are no direct reports to this position.

## **KEY RESPONSIBILITIES:**

This role is responsible for a range of administrative duties and tasks that are associated with the delivery of funeral, burial, cremation and memorialisation services in GMCT's east region.

The role will be based at the eastern regional office, Lilydale Memorial Park, but will involve gaining a functional knowledge and understanding of the eight (8) cemeteries within the GMCT east region, including: Andersons Creek Cemetery, Burwood Cemetery, Emerald Cemetery, Healesville Cemetery, Lilydale Lawn Cemetery, Templestowe Cemetery and Yarra Glen Cemetery.

Functional areas of responsibility include but are not limited to:

- Receiving inbound phone calls from the GMCT centralised customer care telephony centre and triaging to east region staff as required
- Scheduling customer appointments in accordance with customer-based need (at-need or pre-need)
- Providing professional front counter reception and concierge services to visitors arriving for scheduled appointments
- Providing visitors with cemetery information, including site directions, deceased search, on-site amenities and funeral services information
- Maintaining secure and accurate records of dealings with all customers, clients and visitors
- Processing over-counter payments for service payments, graves and memorial purchases
- Assisting families with the collection of cremated remains; and
- Maintaining a clean and a presentable reception area and ensuring it is well stocked with GMCT brochures, price lists and general information.

## KEY ACCOUNTABILITES

### Build a viable and sustainable organisation:

- Ensure that reception-based services are delivered in an efficient, effective, timely manner that is consistent with GMCT strategic objectives
- Ensure that all enquiries received are recorded and managed in accordance with the GMCT customer charter
- Register customer feedback, compliments, incidents or complaints into the GMCT CRM management system
- Ensure that all documentation required for the delivery of funeral, burial, cremation and memorialisation services is received, checked and verified before services proceed
- Ensure that all documentation is scanned and entered into the GMCT digital records management system following the delivery of services
- Work proactively with supervisors to ensure effective scheduling of daily appointments

### Community, clients and stakeholders:

- Demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders
- Provide accurate information and advice to funeral directors, families and visitors
- Effectively communicate with all internal and external stakeholders

### People and workforce:

- Participate in professional development and continuing education as is made available by GMCT
- Embrace and engage with GMCT's values and mission statement of GMCT in all facets of the role
- Adopt a collaborative and consultative approach with team members and management
- Provide assistance in other areas as may be required from time to time

### Governance and accountability:

- Ensure that all documentation received is compliant with the requirements of the Cemeteries and Crematoria Act 2003 and Regulations 2015
- Maintain accurate and up-to-date records within the cemetery management system in accordance with GMCT policies and procedures

## Occupational health and safety/risk management:

All employees, contractors and service providers are responsible for effective risk management practices. This includes ensuring that management is aware of risks associated with business operations and incident reporting.

All employees are to:

- understand and adhere to GMCT's OH&S policy, risk management strategy, and other policies and procedures
- assist their manager in identification, development and maintenance of the health and safety improvement action plan
- develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy
- assist their manager in the input of risks, hazards or environmental risks into the risk register database
- implement hazard management practices in their daily activities
- report any injury, illness, asset of financial loss, hazard and near miss incident to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures
- comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority codes of practice and the GMCT Safety Management Plan 2014

## KEY SELECTION CRITERIA:

### Qualifications

- Demonstrated experience in a similar or comparable role

### Experience

- Expertise in the operation of switchboard telephone equipment used to deliver the service
- Highly developed written and verbal communication skills and interpersonal skills
- Multilingual skills (Chinese, Italian, Greek, Arabic, etc.) are essential
- Ability to maintain a professional approach at all times
- Flexibility and initiative in dealing with the unexpected
- 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
- Demonstrated acceptance and understanding of ethno-cultural and religious diversity
- Maintains integrity, trust and confidentiality at all times
- Personal presentation that reinforces the professionalism and commitment to GMCT

- Strong commitment to providing high-level customer service to internal and external stakeholders

**Technical**

- Prior cemetery and/or crematorium experience (desirable)
- Proficient in Microsoft Office suite of programs
- Current Victorian driver's license

**Verification:**

The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

***I have read and understood the requirements of this role:***

***Position holder:***

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***Signature***

***Print Name***

***Date***

***Manager:***

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***Signature***

***Print Name***

***Date***