

Careers at GMCT: More than just a job

Join our diverse team dedicated to serving Melbourne's communities with integrity, respect, compassion and sustainability.



Receptionist – east

- **Location:** Lilydale
- **Region:** East
- **Casual contract – until June 2017**
- **Hourly rate – \$33.72 + super**
- **Monday to Friday, 9am-3pm**

We are looking for a receptionist to be part of our commercial services and operations team based at Lilydale.

As the receptionist you will be responsible for providing front of house administration, telephony and concierge service at Lilydale Memorial Park.

Key responsibilities include:

- Receiving inbound phone calls from the GMCT centralised customer care telephony centre and triage 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

About you:

- Demonstrated experience in a similar or comparable role
- 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

TO APPLY:

Applications must address the key selection criteria and be submitted to jobs@gmct.com.au.

Closing date:

4pm Tuesday, 14 March 2017

This position requires the successful candidate to undergo a pre-employment medical and police check and values testing.

People of Aboriginal and Torres Strait Island descent are encouraged to apply.

GMCT is an Equal Opportunity Employer.

GMCT is a Supportive Employer of Australian Defence Force Reservists.



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- 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
- Maintain integrity, trust and confidentiality at all times
- Strong commitment to providing high-level customer service to internal and external stakeholders

ABOUT GMCT

The Greater Metropolitan Cemeteries Trust (GMCT) is custodian of 21 cemetery and memorial parks located within the northern, eastern and western suburbs of metropolitan Melbourne.

Established in 2010 by the Victorian Government following major reforms to Victoria's cemeteries sector, GMCT provides a broad range of cemetery and crematoria services to Melbourne's diverse communities. GMCT is committed to providing cremation, burial and memorialisation services of the highest quality, delivered in a way that shows care for people and sensitivity to their values and beliefs.