



Careers at GMCT: More than just a job

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

Customer care officers x 4



- **Location: Fawkner**
- **Salary: EBA Indoor Level 3 (\$57,516+Super)**
- **Full-time, 12 month fixed term contract role**

This is an excellent opportunity for experienced customer care officers to be part of our customer care team based at Fawkner.

Core duties include consulting with families and funeral directors to guide them through the interment and memorialisation process including both pre-need and at-need sales and related matters.

Key responsibilities include:

Bookings

- Liaise directly with funeral directors to organise the daily scheduling services.
- Create manual daily sheets and system run sheets for the following day's services.

Receptionist

- Manage both inbound and outbound telephone calls.
- Maintain secure and accurate records of dealings with all customers, clients and visitors.
- Provide visitors with deceased search locations and funeral services information.

Customer Care

- Various ad hoc administrative duties as required or as requested by line manager.
- Assist with administrative and clerical duties associated with customer requests, complaints, payments or other activities undertaken by customer care.
- Provide a high quality of customer service by ensuring all enquiries by phone and email are managed promptly and deal with efficiently.

TO APPLY:

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

Closing date:

4pm Wednesday 29 November 2017

This position requires the successful candidate to undergo a pre-employment medical, 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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To be successful in this position you will require:

- a qualification within the business/administration field or relevant experience in a similar or comparable retail sales role
- knowledge and understanding of the cemetery industry (**desirable**)
- highly developed written and verbal communication skills and interpersonal skills
- ability to maintain a professional approach at all times
- attention to detail which ensures accurate and up to date records are maintained
- ability to manage emotions when faced with demanding and sensitive situations on a regular basis
- multilingual skills (Chinese, Italian, Greek, Arabic, etc.) strongly desirable
- demonstrated acceptance and understanding of cultural diversity.

ABOUT GMCT

At The Greater Metropolitan Cemeteries Trust we believe in caring for your loved ones with dignity and kindness. Our 18 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.



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