

Careers at GMCT: More than just a job

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



Client Services Consultant

- **Location: Altona**
- **Salary: EBA Indoor Level 3.1, \$57,516+super (pro-rata)**
- **Part-time (30.4 hours per week)**
- **Fixed term (12-month contract)**

This is an excellent opportunity for an experienced client services consultant to be part of our operations team based at Altona, working across The Greater Metropolitan Cemeteries Trust's western cemeteries and memorial parks.

Key responsibilities include:

- assisting clients in purchasing burial plots, cremation memorials and mausoleum crypts for their immediate (at-need) or future (pre-need) needs. This includes all associated products and services provided by the cemetery
- complete all administrative tasks associated with the purchase and delivery of all products and services
- respond to and address client and customer concerns within acceptable timeframes
- ensure consistency across site areas for plaques, maintaining cemetery rules regarding standards for each area
- communicate with families to complete memorialisation via all appropriate communication channels, including email and telephone.

To be successful in this position you will require:

- 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) **essential**
- demonstrated acceptance and understanding of cultural diversity
- current Victorian driver's licence.



TO APPLY:

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

Closing date:
4pm Friday 26 January 2018

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.

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 12,500 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.