

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 leader



- Two newly created roles
- Full-time , fixed-term contract (five years)
- Client services leader– east – based in Lilydale
- Client services leader– west – based in Altona

GMCT requires two experienced client services leaders to coach, lead and develop the customer care team members in order to deliver a consistent, positive and seamless customer experience utilising an omni-channel approach.

Our ideal candidates will provide proactive advice and support to management and staff in a changing environment both within the service and engagement team and other directorates to assist in the enhancement of employee engagement, productivity, process improvements across the business and general performance levels.

Key responsibilities include:

- provide strong leadership and direction to the client services team in the on-going development and delivery of cemetery products and services to GMCT customers and stakeholders
- implement new and emerging digital technologies to increase GMCT online sales offerings, including interactive and geo-targeted marketing collateral, social media, remote (field) sales, online web-based e-commerce sales and enhanced use of GMCT supplier e-commerce portals
- develop and implement tools which monitor and evaluate key sales performance indicators including but not limited to appointment volumes, scheduling, time per appointment, revenue per transaction, revenue per team member, and return on investment and forecast modelling
- identify and implement new revenue streams for new cemetery products and services, and increase revenue and return on investment of existing revenue streams through process improvement leading to increased productivity.

TO APPLY:

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

Closing date:
4pm Friday 13 July 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.

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To be successful in this position you will require:

- tertiary degree qualification within the business/administration field or relevant experience in a similar or comparable retail sales or commercial role at a leadership level.
- knowledge and understanding of the cemetery and/or funeral industry (desirable)
- multi-lingual with conversational proficiency (highly desirable)
- highly developed written and verbal communication skills and interpersonal skills
- ability to manage emotions when faced with demanding and sensitive situations on a regular basis
- demonstrated acceptance and understanding of cultural diversity
- maintains integrity, trust and confidentiality at all times.

ABOUT GMCT

At The Greater Metropolitan Cemeteries Trust we believe in caring for your loved ones with dignity and kindness. Our 19 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.