

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 Level 3 (\$64,659.73+Super)**
- **Full-time, ongoing**

This is an excellent opportunity for an experienced client services consultant to be part of our business and industry team based at Altona

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 as defined in the GMCT customer service charter;
- ensure consistency across site areas for plaques, maintaining cemetery rules regarding standards for each area
- communicate with families to complete memorialisation via all appropriate

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)
- multi-lingual skills with conversational proficiency (Italian, Greek, Arabic, etc.) (highly desirable)
- highly developed written and verbal communication skills and interpersonal skills
- 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
- demonstrated acceptance and understanding of cultural diversity



TO APPLY:

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

Closing date:

4pm Friday 19 October 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 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.