

Memorial Sales Consultant

JOB SPECIFICATION

1 BROAD PURPOSE OF POSITION

The Memorial Consultant supports the achievement of Adelaide Cemeteries' business goals through the sale and delivery of cemetery products and services, providing a high standard of customer service in a sensitive environment.

The Memorial Consultant assists in meeting the needs of the public, funeral directors, and other service providers by providing efficient and effective face to face, telephone and counter services as required.

2 OUR VALUES

Adelaide Cemeteries fulfils a special role within our communities. At our heart, we provide essential services and information to help people navigate one of life's most significant and challenging events, death. Our Organisational Values express what Adelaide Cemeteries stands for, the way we present ourselves and our cemeteries, how we work together, make decisions and most importantly, how we treat our customers. It is important that every Adelaide Cemeteries employee "lives and breathes" our Organisational Values.

Our Values are:

Courageous: Say what we believe in and be willing to challenge and be challenged.

Honest: Be open, transparent and invite constructive feedback.

Accountable: Own our actions.

Respectful: Feel empathy, be considerate and willing to help.

Trusting: Have confidence in the ability of others.

3 REPORTING/WORKING RELATIONSHIPS

The Memorial Consultant reports to the Memorial Sales Manager and has direct contact with families, members of the public, funeral directors, and other external service providers.

The Memorial Consultant interfaces with members of the team and other Adelaide Cemeteries' work units as required.

4 KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

- 4.1 Ensure customer needs are supported, and business objectives are met through the sale of cemetery and memorialisation products and services.
- 4.2 Provision of exceptional customer experience through pro-active and consultative sales processes.
- 4.3 Assist with meeting the needs of the public, funeral directors, monumental masons, and co-workers by providing effective and efficient telephone and counter services to clients. Prepare written replies to correspondence as required.
- 4.4 Process funeral director bookings for burial, cremation, memorial, and transfer services.
- 4.5 Contribute to the team commitment to maintaining to ensure up to date renewals programs are achieved.
- 4.6 Support provision of information in complex records.
- 4.7 Determine client feedback needs and create appropriate system work cases to address issues.
- 4.8 Represent Adelaide Cemeteries in the delivery of committal services at the time clients are present for the placement of cremated remains, as required.
- 4.9 Ensure client's memorial plaque requirements are provided as expediently as possible by raising and checking plaque orders in a timely manner and incoming memorial plaques for accuracy.
- 4.10 Checking cash amounts and processing invoices.
- 4.11 Participate in team meetings and be involved with input into proposed new memorial areas, styles of memorialisation and other sales initiatives.
- 4.12 Support team members and relieve other team member positions as directed by the Memorial Sales Manager.

5 ADDITIONAL ORGANISATIONAL REQUIREMENTS

- 5.1 Commitment to working flexibly with some out of hours work required
- 5.2 Ability to communicate effectively, interact with co-workers, managers, and public.
- 5.3 Will be required to participate in an approved performance management program
- 5.4 Will be required to participate in relevant trainings to satisfy compliance and health and safety requirements
- 5.5 Will be required to submit police history checks

- 5.6 Commitment to the principles and practices of ethical conduct, equity, and respectful behaviour within the workplace
- 5.7 Continuous improvement and quality assurance
- 5.8 High quality, sensitive customer service delivery standards
- 5.9 A flexible approach to the taking of leave is required
- 5.10 The ability to work calmly under pressure.
- 5.11 Attendance at key events will be required, including weekends and public holidays, unless advised otherwise.
- 5.12 May be required to participate in Adelaide Cemeteries' After-Hours Booking Service for funeral directors. (An allowance is applicable).
- 5.13 A current South Australian driver's licence is essential.
- 5.14 May be required to occasionally use own vehicle for which reimbursement will be made in accordance with prescribed rates. It is preferable to use the pool car.

6 WORK HEALTH SAFETY REQUIREMENTS

- 6.1 Take reasonable care of the health and safety of yourself and others. You must cooperate with Adelaide Cemeteries in their efforts to comply with Work Health & Safety requirements
- 6.2 You should not undertake any task unless you have been adequately trained and are qualified in accordance with Work Cover and other requirements to undertake the task
- 6.3 Always ensure that you and your fellow employees utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This obligation applies to each aspect of work to be carried out by all employees and contractors
- 6.4 Immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public
- 6.5 Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to the appropriate worker to ensure that the situation does not recur.

7 ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of Adelaide Cemeteries’ Environmental Management System by complying with Adelaide Cemeteries’ environmental policies and obligations to ISO140001 Environmental Management Systems by taking appropriate action in areas such as:

- 7.1 Supporting Adelaide Cemeteries to fulfil its compliance obligations to protect the environment by preventing or mitigating adverse environmental impacts
- 7.2 Have an awareness and understanding of the requirements of the Environmental Management System
- 7.3 Actively participate in environment awareness training
- 7.4 Make suggestions to Top Management or the EMSC regarding opportunities for continual improvement
- 7.5 Demonstrate commitment with respect to the Environmental Management System and all activities associated with the reduction of Adelaide Cemeteries’ greenhouse gas emissions, including but not limited to:
 - 7.5.1 Maximising the diversion of waste from landfill from business operations
 - 7.5.2 Encourage the efficient use of water
 - 7.5.3 Consider the lifecycle perspective of an activity, product, or service
 - 7.5.4 Protection of Adelaide Cemeteries environmental assets
 - 7.5.5 Minimise power requirements whenever possible

8 PROCUREMENT

Officers such as administrative staff, team leaders, and senior decision makers with a requirement to procure goods and services, manage contracts and budgets on behalf of Adelaide Cemeteries are required to discharge procurement and contract management duties in accordance with Adelaide Cemeteries’ Procurement Framework.

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Employee

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Manager

PERSON SPECIFICATION

QUALIFICATIONS

- **Essential** – Nil
- **Desirable** – Cert III or above in Business Administration, Human Services or Allied Health.

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Experience working in an in-bound contact centre or customer service environment.
- Experience in face-to-face sales experience
- Ability to demonstrate empathy while supporting clients effectively who may be suffering grief.
- Understanding of and a commitment to client service and the achievement of service delivery standards.
- Ability to communicate effectively both orally and in writing with internal and external customers.
- Ability to maintain confidentiality.
- Ability to demonstrate empathy in meeting customers' diverse cultural and religious needs.
- Demonstrated experience in meeting sales targets.
- Ability to confidently meet with and help and administrative support to a diverse range of groups and individuals.
- Experience in the practical application of policies, procedures, and legislation in the work environment.
- Skills in Microsoft Office, Outlook, Excel, and Word.
- Ability to interpret and accurately maintain manual and computerised records.
- Ability to prioritise tasks in a flexible manner within agreed timelines
- Willingness to undertake training modules relevant to the business needs

Desirable

- Broad understanding of the functions and services of the Authority.
- Knowledge of relevant legislation governing cemetery operations.
- Experience in the use of mapping systems or equivalent.
- Fluency in a second language and experience dealing with CALD clients.