

BOWRA & O'DEA

FUNERAL DIRECTORS

FUNERAL CONSULTANT

Bowra & O'Dea Pty Ltd is WA's premier family owned and operated funeral directors; its divisions include Bowra & O'Dea, Leanne O'Dea Funeral Directors (*the female funeral division*) and Pre-Paid Funerals. The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

We are currently seeking a permanent full-time Funeral Consultant to join our team in January 2021. Working Mondays to Fridays and participating in a weekend roster (one in every eight weekends) arranging funeral services, both traditional and innovative, with bereaved families whilst listening to individuals wants, beliefs and culture. You will also be required to assist at funeral services at a variety of churches and chapels and support families throughout the arrangement process.

This role requires you to have a superior level of customer care, an eye for detail, outstanding interpersonal skills and a genuine commitment to serving our community. As you will often be the first face of the Company, a high standard of personal grooming and decorum is essential.

The successful candidate will have the following essential attributes:

- A minimum of 3 years' experience in customer service or event management
- Excellent time management and organisation skills. You will also need to be flexible as no day is the same and you may need to travel to various locations
- Excellent communication skills, both verbal and written
- Exceptional attention to detail, for coordination of paperwork, contracts and legal documentation
- Able to deal calmly with emotionally difficult situations
- The ability to be flexible and multi task in a high pressure / fast paced environment
- Critical thinking and problem-solving skills
- High proficiency and comfort with Computers and other IT. Basic computer programs including the MS Office Suite, online data bases / CRM systems
- Ability to work as part of a team and autonomously
- This role requires bending, reaching and lifting. It also requires you to be able to stand, sit and walk for extended periods of time.

You will need to have a reliable vehicle and a full clean WA drivers licence.

If this role appeals to you and you have the ability to calmly deal with emotionally difficult situations in what can be a challenging position then you are encouraged to send your application to employment@bowraodea.com.au

Applications must contain your resume and a covering letter stating why you believe you are suitable for the position.

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DUTY STATEMENT

FUNERAL CONSULTANT

Our Mission

To provide quality funeral service and facilities with respect, care and understanding for the families we serve.

Our Values

- *To provide customer service excellence, through continuous staff training and development.*
- *To be professional and ethical at all times.*
- *To treat the deceased with compassion, respect and care.*
- *To provide a safe and caring workplace where people can achieve with pride.*

Our Goal

To be the leader in Funeral Services

KEY RESPONSIBILITIES

A Funeral Consultant is directly responsible to the Branch Manager of the Branch from where they are based. When a Consultant is working in another Branch, they are responsible to the Manager of that Branch whilst there, and when working on a funeral the Consultant is responsible to the Conductor for on-the-job procedures and concerns.

A Funeral Consultant is required to arrange funerals which meet the family's needs, identify and organise resources within the constraints of time, finances, religion, culture and any other individual requirements.

The Funeral Consultant may also be required to assist on or conduct funerals from time-to-time, as directed by Operations/the Branch Manager. When working in the capacity of Conductor, the Funeral Consultant is required to ensure that funerals are conducted so as to meet the family's needs as negotiated with the Funeral Consultant. An excellent standard of service in line with Company objectives is to be provided and this includes through the effective management of all staff assigned to assist on the funeral.

POSITION RESPONSIBILITIES

Duties in relation to the position include, but are not limited to, the following —

1. Arrangements

- (a) Arrange or pre-arrange funerals for all Branches and brands of the Company.
- (b) Promote the Company's products, maintaining a commercial awareness of individual circumstances.
- (c) Ensure all paper work and details relating to the arrangement of the funeral are attended to promptly.
- (d) Ensure compliance with all legislative requirements.
- (e) Provide quotes to families for the full range of funeral (and pre-paid funeral) services.
- (f) Participate in the funeral arrangers' after hours weekend roster (*except for Funeral Consultants employed as a weekend arranger*).

2. Funeral Operations

When conducting funerals -

- (a) Ensure the smooth running of a funeral, taking responsibility for all activities.
- (b) Ensure all paperwork, items and details relating to each funeral are correct and processed.
- (c) Present funeral paperwork to the cemetery.
- (d) Liaise with family members and attend to the needs of mourners.
- (e) Coordinate the funeral proceedings with the Minister/ Celebrant
- (f) Assist with the transfer of the coffin.
- (g) Operate AV equipment
- (h) Conduct and assist at after hours viewings and rosaries.
- (i) Email feedback to the funeral consultant and to Operations after the service with constructive/positive feedback on the service and staff.
- (j) Funeral Staff Management
 - i. As Conductor, manage all staff who are assigned to the funeral.
 - Lead, motivate and train staff as appropriate, creating a culture of teamwork and excellence within the Branch.
 - Performance manage staff in a supportive manner, using the clarify/coach method. Strive to have staff who are punctual, of exemplary appearance, productive, motivated and moral.
 - Keep records of matters addressed including dates and circumstances, and work collaboratively with the Operations Manager in resolving staff matters.
 - Assess and review the performance of staff, providing feedback and advice as appropriate.
 - Practice fairness and equity in all aspects of staff management.

- (k) Road Duties
 - i. With pride, prepare vehicles for funerals, ensuring they are immaculate and fully equipped.
 - ii. Drive hearses and limousines for funerals.
 - iii. Conduct transfers of the deceased to our premises (includes entering details into the computer system).
 - iv. Collect and deliver certificates, papers or any other items as required.
 - v. Report any problems experienced with the vehicles.
 - vi. Assist on funerals when required.

3. Work Standards

Work collaboratively and respectfully with all staff and continually strive to fulfil the following standards and work ethics.

- (a) Punctual.
- (b) Display an excellent standard of personal presentation.
- (c) Project a warm, welcoming and helpful approach when dealing with all clients and enquiries, using initiative and willingness to appropriately assist mourners.
- (d) Participate fully in the afterhours rosters. Be available to work overtime rosters and additional overtime as reasonably required.
- (e) Careful, accurate and thorough approach to documentation (electronic and/or hard copy). Prepare and present all documents in a professional format, with particular attention to detail including compliance with legislative requirements.
- (f) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (g) Deal calmly and effectively with emotionally difficult situations.
- (h) Maintain a good standard of computer skills.
- (i) Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- (j) Maintain a current WA Driver's Licence and sound driving record.

Staff Expectations

1. Maintain a commercial awareness appropriate to the industry and promote the Company at every opportunity. Develop and maintain a high profile for the Company within the community.
2. Excellent client service; being flexible, identifying a family's funeral needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
 - (a) Ensure that the exemplary level of customer service is also provided at every opportunity, eg including pre and post funeral activities.
3. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the Branch and the organisation to achieve the objectives of the position.
4. Be willing to acknowledge and accommodate the practices of all religions and cultures.
5. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.

6. Maintain physical fitness to be able to assist with the carrying of coffins and conducting transfers.
7. Actively support and abide by the “Non-Negotiables” developed by staff.
8. Accept and work in accordance with the Company’s policies and procedures, current and future. Health and safety is the responsibility of all. *(Also refer to the Workplace Health & Safety Manual).*
9. Attend and actively participate in meetings, and training and development, as required.
10. Strive to implement productivity, quality and service improvements on a continual basis.
11. Operate effectively as a ‘team player’ at all times and fully support the management and staff internally and between Branches/Departments.

Bowra & O’Dea recognises that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.

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POSITION REQUIREMENTS

FUNERAL CONSULTANT

On commencement of employment a Funeral Consultant will participate in a six month probation program which includes Funeral Directors Assistant training combined with funeral arranging training.

12. Working environment

- (a) Requires long periods driving/riding in vehicles.
- (b) Requires long periods standing, often outdoors in all weather.
- (c) Removing the deceased from private homes, nursing homes and hospitals.
- (d) Cleaning vehicles.
- (e) Constant interruptions.
- (f) Requires long periods sitting.
- (g) Air conditioning.
- (h) Required to deal calmly with those who are in an emotional state.

13. Physical Demands

- (a) Maintain the physical fitness level required to manoeuvre or assist with the moving/lifting/carrying of coffins/caskets; push trolleys; and load/unload stretchers into/out of vehicles. (NB: Coffins/caskets may weigh between 35kg and 140kg.)
 - i. Manoeuvre heavy weights, eg coffins/caskets, deceased, stretchers and push trolleys and lowering of coffins/caskets.
 - ii. Carrying heavy weights ie coffins/caskets and/or the deceased, sometimes over varied and uneven surfaces.
 - iii. On occasion may be required to carry stretchers up and down stairs.
 - iv. Carrying, manoeuvring of arranger's case.
- (b) Bending, stretching, crouching.
- (c) Telephone work, including mobile phones.
- (d) Computer work, including use of a laptop with portable printer, and use of an iPad.
- (e) Handwriting.
- (f) Wash hands regularly (in accordance with the Infection Control Procedures) and use disinfectant hand wash and other skin cleaning substances).

14. Equipment Operated

- (a) Hearses, limousines and cars.
- (b) Mobile telephone and land line phone.
- (c) Photocopier, Computer, iPad and Calculator, printers.
- (d) Audio equipment.
- (e) Tea and coffee making equipment.

15. Protective equipment

- (a) Raincoat.
- (b) Overalls.
- (c) Gloves.