

BOWRA & O'DEA

FUNERAL DIRECTORS

RELIEF ADMINISTRATION OFFICER

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 Relief Administration Officer to work Mondays to Fridays, relieving Branch Administration Officers when they are on leave. You will be required to work between our different branches located around Perth.

As you will often be the first face of the Company, **a high standard of personal grooming and decorum is essential**. The duties require you to: be a **team player**, have **excellent customer service skills**; be **flexible**; take a **caring approach** with the discretion and diplomacy to **communicate effectively** with grieving families as the first point of call and as the face of the business.

The successful candidate will have the following essential attributes:

- A minimum of 2 years' experience in an administration/accounts role
- Exceptional attention to detail
- Good time management and ability to multi- task
- Excellent communication skills, both verbal and written.
- Excellent computer skills including Microsoft Office in particular Excel
- Methodical and task focused
- Critical thinking and problem-solving skills
- Organisation skills, phone manner and presentation
- Willing to learn and apply new skills including new software applications
- Ability to complete your work without constant supervision.

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 visit <https://bowraodea.com.au/about/employment-opportunities/> for full details on the position and instructions on how to apply.

You will need to have a reliable vehicle (a fuel allowance is paid to cover travel to branches) and a full clean drivers licence.

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

Applications close 5pm (AWST) on Monday 12 April 2021.

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FUNERAL DIRECTORS

DUTY STATEMENT

ADMINISTRATION OFFICER

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

An Administration Officer is directly responsible to the Branch Manager for providing receptionist, secretarial and administrative support to operate the Branch including assisting with funeral arrangements and the electronic or hard copy documentation for funerals. Administration Officers are required to liaise effectively with one another, their Branch Manager and all other staff working in or interacting with the Branch, to ensure the smooth operation of the Branch.

POSITION RESPONSIBILITIES

Where more than one staff member is employed to perform Administration Officer duties in a single Branch, each of those staff members is to fulfil their Administration Officer role collaboratively with the other member/s, ie the duties are shared proportionately according to their classified level of their responsibilities and the demands of the day. Duties in relation to the position include, but are not limited to, the following —

1. **Receptionist/Administration**

- (a) Welcome visitors to the Branch and assist them with their enquiries in a professional and efficient manner.
- (b) Receive incoming calls, assisting the caller where possible or directing the call appropriately.
- (c) Show prospective clients and families through the Branch facilities.
- (d) Forward enquiries for prepaid funerals to the Prepaid Division.

- (e) Open and/or distribute Branch mail.
- (f) Administrative Support
 - i. prepare and despatch correspondence (for example, correspondence accompanying accounts, Grants of Right of Burial and Certified Copies of Death Certificates, urn inscriptions/prices);
 - ii. maintain adequate levels of all supplies, including stationery, client catering needs and urns;
 - iii. maintain the currency and accuracy of the filing system.
- (g) Ensure the lounge, foyer and kitchen facilities are always clean and well presented, including coffee machine area and general office areas.
- (h) Receipt and record in data base clothes, jewellery, multimedia, personal memorabilia and/or other items delivered by families.
- (i) With attention to detail, check the received floral tributes are correct.
- (j) Print and distribute and/or forward Men of the Trees Certificates relevant to assigned Branch and arrange pedestal plaques and duplicate certificates.
- (k) Assist in maintaining the Company archives.
- (l) Monitor and maintain the internal plants/floral arrangements.
- (m) Open office (eg front of building) at the start of the working day if/when the circumstance arises.
- (n) Secure the office at the end of the working day if/when the circumstance arises.
- (o) Ensure the rubbish bins are/have been left on the verge, and returned, for weekly rubbish removal.

2. Accounts Administration

- (a) Receive, receipt and process payments.
- (b) Manage the Petty Cash for the Branch.
- (c) Process EFTPOS transactions.
- (d) Process and forward all invoices promptly.
- (e) Forward all invoices for work arranged by the Branch Manager to the Branch Manager for approval.
- (f) Prepare the banking receipts and process the banking.
- (g) Ensure all suppliers' invoices are accurate and tax compliant, including accuracy and detail of lineage and prices for press inserts when invoicing.
- (h) Requisition and monitor cheques for payments due by the Branch.
- (i) Assist the Branch Manager, as required, with the control of debt collection procedures, ensuring accounts are sent out as soon as possible, paid on time, reminders sent on time and an accurate record of all procedures maintained.

3. Funeral Arrangements

Provide general and follow-through assistance to families and for the Funeral Consultant, for example —

- (a) Provide verbal and written quotes to families for at need funerals.
- (b) Notify the Pre-Paid Funeral Division of enquiries for Fixed Price Funeral Plans.

- (c) Process documentation and **check/verify accuracy** —
 - i. follow up Doctors' papers (NOTE: on behalf of Funeral Consultant if required);
 - ii. registration papers as required; iii. forward prepared newspaper notices if the Funeral Consultant is unable to do so;
 - iv. record/store/release ashes as required; v. prepare Cemetery documentation;
 - vi. collect/check cremation papers, ensuring complete and followed up as necessary;
 - vii. forward cremation papers to the Medical Referee and arrange payment;
 - viii. advise trustees (or other organisation with the client's permission), coronial and/or Police departments of next of kin details.
- (d) Administration Officers located at Perth, Cannington and Midland are required to correlate and check all Cremation Permits for the designated Medical Referee and their account.
- (e) On behalf of all Branches, the Administration Officer for Perth is required to —
 - i. check and collate Coroner's Orders and Medical Certificates (re cause of death);
 - ii. forward Medical Certificates, Coroner's Orders and Death Information Papers to the Registrar General; iii. collect and distribute Certified Copies of Registration of Death and arrange all corrections with the Registrar General; and
 - iv. check monthly invoices from the Registrar General before authorising payment.
- (f) Prepare the Branch Chapel and facilities for rosaries and viewings.
- (g) Conduct viewings as required.
- (h) When necessary, assist FDAs with the tidying/cleaning of the facilities after services and viewings.

4. 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) 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.
- (e) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (f) Deal calmly and effectively with emotionally difficult situations.
- (g) Maintain a good standard of computer skills.
- (h) Be willing and flexible to adapt to changed situations at short notice.
- (i) 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.
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. Actively support and abide by the “Non-Negotiables” developed by staff in 2014.
7. 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.)*
8. Attend and actively participate in meetings, and training and development, as required.
9. Strive to implement productivity, quality and service improvements on a continual basis.
10. 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.