

Job Description and Person Profile

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| Business/Support service | Funeral |
| Job Title | Funeral Administrator |
| Grade | N/A |
| Job Family | Funeral |
| Reporting to (Job Title) | Funeral Director |
| Number of direct reports | Nil |
| Number of indirect reports | Nil |
| Budget Responsibility | N/A |
| Contacts | Clients and Colleagues |

a) Job purpose

To carry out funeral arrangements for clients within the funeral home or at the client's premises, offer information on the services the business provides and ensure the highest standards of service excellence.

b) Main responsibilities

- Carry out the funeral arrangement with the clients completing all details accurately using the required documentation and obtain client signatures.
- Offer the client the full choice of Society's services and range of coffins available.
- Encourage and assist clients to select from our floral and masonry services achieving targets set.
- Explain the full cost of funeral disbursements completing the estimate and obtaining a deposit.
- Keep the client and the funeral director informed of arrangements, playing a key role in ensuring that arrangements are communicated clearly and accurately.
- Carry out viewing room duties, supporting families and the bereaved as required.
- Advise families of pre-payment funeral bonds and arrange funeral bonds as required.
- Receive and make telephone calls ensuring accurate information is given/received.
- Complete all administration accurately including the input of information onto the computer.
- Complete the administration returns required at Central House including the cash statement.

- Attend training sessions/courses as required and assist with training of new colleagues.
- Act as a co-operative and supportive team member including ensuring that the funeral home is kept clean and tidy.
- Follow local arrangements to ensure the security of the premises and cash including opening and closing of funeral home i.e. alarms, safes kept locked.
- Assist in promoting Funeral Services within the local community, building up good working relationships with hospitals, nursing homes, local clergy and doctors.
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk.
- Cover other branches as required.
- Any other relevant duties as requested.

C) Measures of performance

- Clients are fully satisfied with funeral arrangements.
- Excellent attendance and time-keeping.
- Documentation is completed in full, neatly and with attention to detail keeping errors in administration at a minimum.
- Procedures for funeral arrangements are followed.
- Coffin/floral/masonry targets are met.
- Develops knowledge and attends training.
- Personal presentation is smart and in accordance with required standards.
- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.

d) Person profile

| Essential qualifications | Desired qualifications |
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| Essential experience required | Desired experience required |
| <ul style="list-style-type: none"> • Basic numeracy • Good telephone manner • Basic computer skills • Effective communication skills | <ul style="list-style-type: none"> • Basic administration experience to include filing |

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| <ul style="list-style-type: none">• Caring manner and nature | |
| e) Competencies / behaviours | |
| <ul style="list-style-type: none">• Customer focus• Teamwork• Passion for the brand• Drive for results | |