

My Role: Masonry Administrator (Ungraded)

My Manager: **Masonry Administration Team Leader**

My Purpose: To take Masonry orders from clients and process Masonry orders from Funeral homes, offer information and advice on Masonry to Funeral colleagues and clients ensuring the highest standards of service excellence. Reporting to the **Masonry Administration Team Leader**.

What I do

I will spend my time:

- Carry out the Masonry order with the clients completing all details accurately using the required documentation and obtain client signatures
- Offer the client the full choice of Society's Masonry products available
- Explain the full cost of Masonry products and produce accurate and prompt quotes and estimates
- Assist in coaching and training Funeral colleagues in the selling of Masonry products in order to promote and maximise the business
- Promote an open and effective working relationship with all Funeral colleagues
- Carry out visits to cemeteries and crematoriums to give advice to families and to prepare quotes
- Ensure timely and accurate information is passed to production regarding the removal of **memorials**.
- Receive and make telephone calls ensuring accurate information is given/received
- Complete all administration accurately including the input of information onto the computer
- Attend training sessions/courses as required and assist with training of new colleagues
- Act as a co-operative and supportive team member, within the Funeral and Masonry teams, ensuring the premises is kept clean and tidy
- Assist in promoting Co-op Memorial Services within the local community, building up good working relationships with burial, crematorium and church authorities
- Communicate openly and accurately with Masonry production unit
- Complete the administration returns required at Business Support Centre including the cash statement
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk
- Follow local arrangements to ensure the security of the premises and cash including opening and closing of premises i.e. alarms, safes kept locked
- Any other relevant duties as requested

How I do it

I will show the following skills and behaviours:

- **Great communication skills**
- **Desire to do and be my best**
- **Excellent Client Service**
- **Excellent listening skills**
- **Working collaboratively**
- **Positive attitude**
- **Take responsibility**

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- Both internal and external clients are fully satisfied with Masonry products and service
- Excellent attendance and time-keeping.
- Documentation is completed in full, neatly and with attention to detail **with no errors**
- 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

Who I'll interact with

- Colleagues and clients

What I need

Essential

- Computer Literate
- Full driving licence



Values

Co-operation
Self Help
Self Responsibility

Democracy
Equity
Equality