

Role Profile - Masonry Administrator

Role Levelling	N/a
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Purpose		Key Relationships
<p>To provide an industry leading masonry service which conforms with all aspects of health & safety and local authority regulations. To provide an industry leading service to clients and funeral homes while offering advice and information on all aspects of a masonry product while offering maximum value & choice, being active in the local community and maximizing the use of all available channels.</p>		<ul style="list-style-type: none"> • Internal and External Stakeholders • Regulatory Bodies (NAMM, Local Authorities, etc.)
Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> • Carry out the masonry order with the client, offering the full range of products and services while completing all details accurately using the required documentation and obtaining client signature. • Explain the full cost of masonry products and produce accurate and prompt quotes and estimates. • Receive and make telephone calls ensuring accurate information is given/received • Complete all administration accurately including the input of information onto our Masonry Management system. • Communicate openly and accurately with masonry production colleagues and to ensure timely and accurate information is passed to masonry production. • Promote an open and effective working relationship with all Funeral colleagues. • Assist in coaching and training Funeral colleagues in the selling of masonry products in order to promote and maximise our business. • 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, • Assist in promoting Central Co-op memorial services within the local community, building up good working relationships with burial, crematorium and church authorities. • Comply with all statutory and Society Health, Safety and Fire Regulations and take all necessary 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. • Ensure our premises is always kept clean and tidy. • Any other duties that may be required in supporting with the operation of Masonry. 	<ul style="list-style-type: none"> • Both internal and external clients are fully satisfied with masonry products and service. • Documentation is completed in full, neatly and with attention to detail. • Duties are carried out in a compassionate manner in keeping with the nature of the Funeral profession. • Achievement of KPI's – (as per score card and P&L). • Develops knowledge and attends available training. • Lack of customer complaints. 	<ul style="list-style-type: none"> • Previous Funeral Experience would be an advantage but not essential. • Excellent communication skills. • Maths and English qualification would be an advantage but not essential.



We are the *difference* makers