

Job Description & Duties:

Incorporating a funeral company
Established 2007
undertaking approximately
250-300 funerals
annually and
growing!

Located at Para
Hills West with a
9 am start time
when required
at our Mortuary
and operations
facility
generally until as
required.

We are seeking
primarily, a casual
**Administrative
Assistant** with a
strong grasp of MS
Office together
with excellent
verbal
communication
skills.

Being a small
business you
would be required
to
multi-skill and
therefore will need
to be physically
able. If you fit this
position well and
are willing to assist
within a team
environment this
would translate
into more hours.

To fulfil this
role we would
expect



you to be able
to perform
the following

Data entry

- Importing and entering all funeral details on our MS Access database system, **accuracy** is a key attribute.

Telephone communication

- Speaking with "at need" and "pre need" clients on the telephone and arranging appointments for our arrangers, You will need to email, phone fax and write letters to clients, clergy, the attorney generals department and the coroner for example, everything is based on templates that makes it easy.

Ordering

- After a funeral has been arranged the work begins, you will need to publish press notices, order grave openings, book chapels, liaise with clergy, email celebrants, proof memorial cards, find and purchase music from iTunes burn to CD's and order coffins etc..

General filing

- File all prepaid funerals, and all associated internal documents accurately and systematically.

Mortuary Instructions
Doctor's certificates

- Print off and provide the mortuary with instructions and laminate name labels, You will be required to collect Doctor's certificates driving our own automatic transmission vehicles, these vehicles are fitted with GPS tracking and record driving styles.

Being fit and able to multi
skill

- We may ask you to attend funeral services occasionally providing support by collecting flowers, issuing memorial cards and obtaining signatures, therefore presentation is a key attribute.

MS Office suite

- You will need to be able to use word, excel etc.

Personal Description & pre-Requisites.

Able to be trained and follow procedures.

Punctuality & reliability are the key attributes

Have excellent customer relation skills

Must have a class C driver's licence.

Be physically fit. Assisting with logistics if required

Ability to drive a van and reverse using mirrors only, in addition to our hearses

Work in a team environment & assist beyond your call of duty to help others meet scheduled times.

Training



Procedures

note that this position needs someone that can work accurately under pressure.

We provide you with all the support and training for the right candidate.

Every task: be it a 1st call "Pre need" cover letter, funeral bond application, booking a press notice or conducting a service is supported with:

A simple step by step operational procedure manual that can be followed while you settle in, we provide you all the "on-the-job" support you require to fulfil this position.

Customer support

Correspond
clients on the 1st
anniversary of
their loss



Follow up
on
important
documents



This position is very
rewarding and your
contribution is
always valued by
our team and the
family's we care for.