

Role	
Position	Funeral Director & Embalmer
Reports to	Operations Manager Richard Martin
Employment Status	Full-time, Permanent
Purpose	
<ul style="list-style-type: none"> To manage and coordinate all funeral service activities, ensuring that all service commitments are carried out to the highest standard and in line with the needs of the family To undertake all Embalming procedures in line with the needs of the family and consistent with the best practice standards of the Company. 	
Key Responsibility Areas	
Funeral Direction Manage and Coordinate all funeral service activities, including but not limited to; <ul style="list-style-type: none"> Ascertain the needs and requirements of the family (in line with ethnic, cultural and religious beliefs and practices) Complete all relevant paperwork and ensure it is appropriately processed and disseminated Manage and coordinate all outside contractors (eg. catering, florist, transportation and venue arrangements) Manage all newspaper (and or other) notifications. Liaise with other organisations (eg. RSA's) as required. Prepare caskets and workshop sheets Schedule viewings Manage and coordinate all agreed funeral services proceedings in line with the needs of the family Ensure the Order of Service is produced in line with the requests of the family Arrange all audio/audio visual requirements requested by the family for the service (eg. CD, video, etc) Welcome all family and friends to services, ensuring recognition as first point of contact for all queries Distribute services sheets and undertake all service coordination activities Ensure that the service runs to schedule and that all commitments are met Troubleshoot and resolve any issues as they arise to ensure the best possible service and experience Follow up duties ashes placement, return, plaques etc Review accounts to ensure accuracy Assist with the preparation of vehicles Assist other Funeral Directors with service requirements Work to the on-call roster as required Undertake and as required direct pro-active activities to ensure the maintenance and continuous improvement of company standards and practices 	
Embalming <ul style="list-style-type: none"> Ensure all Health and Safety requirements are met Undertake all embalming procedures in line with the needs of the family and embalming best practice Undertake all housekeeping and hygiene maintenance duties Handle embalming and cleaning chemicals in line with Health and Safety requirements Assist with the preparation of caskets Prepare embalming reports if required Produce embalming certificates and complete the mortuary register Maintain stock levels and order embalming supplies Liaise with medical professionals as required Assist with transfer arrangements with families Remain up to date with the latest embalming practices and medical developments (eg. information about infectious diseases, etc) Work to the on-call roster 	
Relationships	
Internal	<ul style="list-style-type: none"> All Staff
External	<ul style="list-style-type: none"> Client Families Other Funeral Homes Clergy/Celebrants Rest Homes Suppliers Clubs and Associations Cemeteries Caterers, florist, venues
Supervisors	<ul style="list-style-type: none">
Knowledge, Skills and Competencies	
Knowledge	<ul style="list-style-type: none"> Knowledge of religious, ethnic and cultural beliefs and practices (desirable by not essential) Awareness of Acts and regulations that impact on funeral service practices

Skills and Competency	<ul style="list-style-type: none"> Communication skills Approachability Empathy Problem solving Ability to work under pressure Teamwork 	<ul style="list-style-type: none"> ▪ Flexibility ▪ Time management ▪ Attention to detail ▪ Initiative ▪ Technologically savvy
Experience		
Essential	<ul style="list-style-type: none"> • Experience organising and coordinating 'events' 	
Desirable	<ul style="list-style-type: none"> ▪ Funeral direction and event management experience would be desirable 	
Qualifications		
Essential	<ul style="list-style-type: none"> ▪ 	
Desirable	<ul style="list-style-type: none"> ▪ Diploma in Funeral Directing and/or Embalming 	