

Role Profile

Role	
Position	Administrator & Funeral Director Support
Reports to	Operations Manager – Richard Martin
Employment Status	Full-time, Permanent
Purpose	
<ul style="list-style-type: none"> ▪ To manage office administrative functions ▪ To provide administrative support to funeral directors 	
Key Responsibility Areas	
Administration Responsibilities Including but not limited to: <ul style="list-style-type: none"> • First response with telephone and face to face calls • Ensure all documentation is completed and emailed to various authorities • Assist families with service sheet information • Scanning and photo manipulation for slideshow presentations, finalising slideshows including full test • Co-ordinate viewing times and readiness for families • Deal with walk-in enquiries if no Funeral Director available • Assist with accounts preparation • Ensuring information is passed onto the correct Funeral Directors • Keep front of house clean and tidy 	
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
Knowledge, Skills and Competencies	
Knowledge	<ul style="list-style-type: none"> ▪ Publisher ▪ Administration skills ▪ Adobe Photoshop ▪ Xero
Skills and Competency	<ul style="list-style-type: none"> • Communication skills • Approachability • Empathy • Problem solving • Ability to work under pressure • Teamwork ▪ Flexibility ▪ Time management ▪ Attention to detail ▪ Initiative ▪ Technologically savvy
Experience	
Essential	<ul style="list-style-type: none"> • Ability to listen to and interrupt peoples wants • Able to work under time pressure and autonomously
Desirable	<ul style="list-style-type: none"> ▪ Event management experience ▪ Photo manipulation experience ▪ Accounts administration
Qualifications	
Essential	▪
Desirable	▪