



Mansfield Shire

Position Description

Cemeteries Officer

High Country, Lakes and Rivers



Cemeteries Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

| Position Number | Classification | Date |
|----------------------------------|----------------------------------|--------------|
| TBC | Band 4 | Aug 2023 |
| Unit | Enquiries | Status (FTE) |
| Community & Economic Development | Community & Economic Development | Part Time |

Position Objectives

This position is responsible for facilitating cemetery services and performing customer service and administration duties for Council-managed cemeteries.

Technical Accountabilities

- ▶ Answer telephone, email and other enquiries from customers and the public, including providing information on available services, performing records searches and responding to requests.
- ▶ Process applications and bookings for services including reservations, interments and memorials.
- ▶ Meet with customers as required to identify their needs and arrange services accordingly.
- ▶ Facilitate interments and related services, including liaising with customers and instructing other Council staff and contractors as required.
- ▶ Fulfil memorial plaque orders, including liaising with customers and suppliers.
- ▶ Process invoices and card payments.
- ▶ Create and maintain records and assist with managing record systems.
- ▶ Ensure that cemetery services are delivered in compliance with current legislation, and investigate and respond to any issues that may arise relating to services and service delivery.
- ▶ Assist the Directorate Support Infrastructure & Planning with management of the cemeteries as required, including taking minutes of cemetery trust meetings.



Organisational Relationship

Reports to

Senior Coordinator Community & Economic Development

Supervises / Manages

Nil

Internal Liaisons

All other staff

External Liaisons

Cemetery customers including families and funeral directors

Contractors and suppliers

General public

Specialist Knowledge and Skills

Knowledge of, or the ability to acquire knowledge of

- ▶ Council's role and functions in managing its cemeteries.
- ▶ Relevant legislation, especially the *Cemeteries and Crematoria Act 2003*.
- ▶ Cemetery operations.
- ▶ Office and administration procedures.

Skills and Competencies

- ▶ Excellent interpersonal skills including customer relations and handling complaints, with the ability to establish friendly and professional rapport with stakeholders.
- ▶ Use of various software systems including Microsoft Office and electronic document management systems, and the ability to learn additional systems.
- ▶ Records management.

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Qualifications and Experience

Experience

- ▶ Previous experience in a similar position.

Qualifications

- ▶ Current Victorian drivers licence.

Key Selection Criteria

- ▶ Ability to perform the technical accountabilities.
- ▶ Nominated specialist knowledge and skills.
- ▶ Initiative and ability to set priorities, plan and organise workload.
- ▶ High standards of accuracy and attention to detail.

Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department
- ▶ Communications

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Infrastructure & Planning Directorate Support on (03) 5775 8531

More detailed information on how to apply is available at
mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

11/08/2023

Employee's
Name

Date: / /



Mansfield Shire