

# BOWRA & O'DEA

FUNERAL DIRECTORS

## FUNERAL DIRECTORS ASSISTANT

***The compassionate staff at Bowra & O'Dea make a difference in families' lives in their time of need. Are you one of those 'special' people who can make a difference?***

Bowra & O'Dea Pty Ltd is WA's premier family owned and operated funeral directors; its divisions include Bowra & O'Dea, Leanne O'Dea Funeral Directors (*the female funeral division*) and Pre-Paid Funerals. The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

The Company wishes to appoint a casual Funeral Directors Assistant to join its team.

If you are one who is committed to providing a high level of customer service and present well as the first face of the Company you are encouraged to consider the pre-requisites for the position and peruse the Duty Statement to learn more about the role. Your duties will include assisting at funerals; preparing and driving funeral vehicles; and transfers of deceased.

The ordinary hours are to be worked with flexibility Mondays to Fridays within the range of 7:00am and 6:00pm. There is also additional after hours work assisting on weekends and weeknights, viewings, rosaries, funerals and transferring deceased into the Company's care.

The Company seeks staff with a high standard of personal grooming, and who are:

- committed to providing exceptional service with appropriate sensitivity and helpfulness;
- calm when dealing with emotionally difficult situations;
- organised with acute attention to detail;
- reliable, flexible, good natured and work cooperatively with others;
- reasonably technologically adept;
- discreet and maintain confidentiality;
- exemplary interpersonal skills; and
- must be physically fit.

Applicants must possess a valid WA driver's licence, which is not of provisional status, with excellent driving record.

A Duty Statement, Position Requirements and Selection Criteria are printed below. Applications must contain a covering letter stating why you believe you are suitable for the position, Curriculum Vitae inclusive of dates (month and year) and level of workload in your employment history, and respond to each item of the Selection Criteria. Your application may be sent by email to [employment@bowraodea.com.au](mailto:employment@bowraodea.com.au).

# BOWRA & O'DEA

## FUNERAL DIRECTORS

### DUTY STATEMENT

#### FUNERAL DIRECTORS ASSISTANT

##### Our Mission

*To provide quality funeral service and facilities with respect, care and understanding for the families we serve.*

##### Our Values

- *To provide customer service excellence, through continuous staff training and development.*
- *To be professional and ethical at all times.*
- *To treat the deceased with compassion, respect and care.*
- *To provide a safe and caring workplace where people can achieve with pride.*

##### Our Goal

*To be the leader in Funeral Services*

#### KEY RESPONSIBILITIES

A Funeral Directors Assistant (FDA) is directly responsible to the Branch Manager of the Branch from where they are based – those located at (or whilst temporarily working from) Operations for daily operational matters are directly responsible to the Operations Manager. All FDA are directly responsible to the Operations Manager/Assistant Operations Manager for logistical matters, including the assigning of required hours of work, job placement and roster-related matters.

In addition:

1. When temporarily working from another Branch, the FDA is responsible to the Manager of that Branch whilst there.
2. When working on a funeral the FDA is responsible to the Conductor for on-the-job procedures and concerns.

A Funeral Directors Assistant is to prepare and drive hearses and mourning cars for funerals, and assist at funerals (in accordance with the Drivers' Manual). In addition to the arranged ordinary hours, except for casuals, a Funeral Directors Assistant is required to work on the standby transfer roster. A Funeral Directors Assistant is also required to be flexible in their availability to work (additional) overtime.

## **POSITION RESPONSIBILITIES**

Duties in relation to the position include, but are not limited to the following —

### **1. Vehicle Responsibilities**

- (a) With pride, prepare vehicles for funerals, ensuring they are immaculate and fully equipped.
- (b) Drive hearses and limousines for funerals.
- (c) Conduct transfers of the deceased to our premises (includes entering details into the computer system).
- (d) Collect and deliver certificates, papers or any other items as required.
- (e) Report any problems experienced with the vehicles.

### **2. Funeral Duties**

- (a) Assist at funerals as directed by the Conductor.
- (b) Attend and assist at after hours viewings and rosaries.
- (c) Distribute attendance cards at funerals.
- (d) Maintain an awareness of and attend to, the needs of any funeral attendees.
- (e) Tidy/clean the facilities, preparing them prior to and/or after services and viewings (NOTE: may include attending to the dishwasher).

### **3. Work Standards**

Work collaboratively and respectfully with all staff and continually strive to fulfil the following standards and work ethics.

- (a) Punctual.
- (b) Display an excellent standard of personal presentation.
- (c) Project a warm, welcoming and helpful approach when dealing with all clients and enquiries, using initiative and willingness to appropriately assist mourners.
- (d) Participate fully in the after hours rosters. Available to work overtime rosters and additional overtime as reasonably required, for full-time and part-time staff, and available to work variable hours during the day, night and weekend for casual staff.
- (e) Careful, accurate and thorough approach to documentation (electronic and/or hard copy). Prepare and present all documents in a professional format, with particular attention to detail including compliance with legislative requirements.
- (f) Maintain good time management skills.
- (g) Deal calmly and effectively with emotionally difficult situations.
- (h) Maintain a good standard of computer skills.
- (i) Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- (j) Maintain a current WA Driver's Licence and sound driving record.

## **STAFF EXPECTATIONS**

1. Maintain a commercial awareness appropriate to the industry and promote the Company at every opportunity. Develop and maintain a high profile for the Company within the community.
2. Excellent client service; being flexible, identifying a family's funeral needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
  - (a) Ensure that the exemplary level of customer service is also provided at every opportunity, eg including pre and post funeral activities.
3. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the department and the organisation to achieve the objectives of the position.
4. Be willing to acknowledge and accommodate the practices of all religions and cultures.
5. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
6. Maintain physical fitness to be able to assist with the carrying of coffins and conducting transfers.
7. Actively support and abide by the “Non-Negotiables” developed by staff in 2014.
8. Accept and work in accordance with the Company's policies and procedures, current and future. Health and safety is the responsibility of all. *(Also refer to the Workplace Health & Safety Manual).*
9. Attend and actively participate in meetings, and training and development, as required.
10. Strive to implement productivity, quality and service improvements on a continual basis.
11. Operate effectively as a ‘team player’ at all times and fully support the management and staff internally and between Branches/Departments.

*Bowra & O'Dea recognises that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.*

# BOWRA & O'DEA

## FUNERAL DIRECTORS

### POSITION REQUIREMENTS

#### FUNERAL DIRECTORS ASSISTANT

*For a description of duties, please refer to the attached Selection Criteria and Duty Statement.*

#### 1. Work Arrangements

- (a) Flexible hours within the range of 7:00am and 6:00pm (30 minute lunch break).

#### 2. Working environment

- (a) Requires hour-long periods driving vehicles.
- (b) On occasion may be required to stand for long periods outdoors (in all weather).
- (c) Removing the deceased from private homes, nursing homes and hospitals.
- (d) Required to deal calmly with those who are in an emotional state.
- (e) Cleaning vehicles when required.

#### 3. Physical Demands

- (a) Maintain the physical fitness level required to manoeuvre or assist with the moving/lifting/carrying of coffins/caskets; push trolleys; and load/unload stretchers into/out of vehicles. (NB: Coffins/caskets may weigh between 35kg and 120kg.)
  - i. Manoeuvre heavy weights, eg coffins/caskets, deceased, stretchers and push trolleys.
  - ii. Carrying heavy weights ie coffins/caskets and/or the deceased, sometimes over varied and uneven surfaces.
  - iii. Carrying stretchers up and down stairs.
- (b) Bending, stretching, crouching.
- (c) Wash hands regularly (in accordance with the Infection Control Procedures) and use disinfectant hand wash and other skin cleaning substances).
- (d) Computer work.
- (e) Handwriting.

#### 4. Equipment Operated

- (a) Hearses, limousines, transfer vehicles and cars.
- (b) Mobile telephone and land line phone.
- (c) Catering equipment including coffee machines, dishwashers, kettles.
- (d) Computer.

**5. Protective equipment**

- (a) Raincoat.
- (b) Overalls.
- (c) Gloves (*leather and disposable - vinyl, latex*).

Revised 5.10.17

# BOWRA & O'DEA

FUNERAL DIRECTORS

## SELECTION CRITERIA

### FUNERAL DIRECTORS ASSISTANT

#### ESSENTIAL CRITERIA

1. Current Western Australian Driver's Licence and good driving record.
2. Excellent personal presentation.
3. Attention to detail.
4. Ability to effectively work in a team.
5. Punctuality.
6. Ability to demonstrate discretion, tact and diplomacy and communicate effectively with mourners and staff.
7. Maintain physical fitness to be able to assist with the carrying of coffins and conducting transfers.
8. Receptive to instruction and the need to adhere to protocols and standards.
9. Willingness to acknowledge and accommodate the practices and funeral requirements of all religions and cultures.
10. Initiative and willingness to assist mourners appropriately as required.
11. Available to work overtime rosters and additional overtime as reasonably required, for full time and part-time staff. Available to work variable hours during the day, night and weekend for casual staff.
12. Basic computer skills.

#### DESIRABLE CRITERIA

1. Experience in dealing with situations of grief.