

BOWRA & O'DEA

FUNERAL DIRECTORS

AFTER HOURS TRANSFER OFFICER

Are you a 'night person' ready for the satisfaction of working in the funeral industry?

The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

We are currently seeking a well presented, physically fit team member to work as part of a two person team, staffing our after hours transfer service.

The **hours of duty** will be **4 nights on, 4 nights off (including weekends)** during the hours of **5:00pm to 7:00am**. The team will commence work daily from our premises in Highgate from 5.00pm to approximately 8.00pm. The transfer officers will then be on call (ie standby) from their homes. They will be required to conduct all transfers of the deceased to our premises during their hours of duty.

As you will often be the first face of the Company, **a high standard of personal grooming and decorum is essential**. The duties require you to: be **physically fit**; have an **excellent driving record**; be **flexible**; take a **caring approach** with the discretion and diplomacy to **communicate effectively** with grieving families.

Applicants who live within a 20km radius of Highgate will be favourably considered.

A Duty Statement, Selection Criteria and a list of Position Requirements is printed below. Applications must contain your resume and a covering letter stating why you believe you are suitable for the position. Please send your applications by email to employment@bowraodea.com.au.

Applications close 5pm (AWST) on 19.02.2020

BOWRA & O'DEA

FUNERAL DIRECTORS

DUTY STATEMENT

AFTER HOURS TRANSFER OFFICER

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 OBJECTIVES

An After Hours Transfer Officer is directly responsible to the Assistant Operations Manager for roster and work schedule related matters, the After Hours Coordinator for work schedule related matters which have arisen outside of normal business hours.

An After Hours Transfer Officer is required to conduct transfers of the deceased from private homes, nursing homes and hospitals to the Bowra & O'Dea Pty Ltd Mortuary, and from the mortuary for funeral placement. The Officer will work in accordance with the Drivers' Manual and will at all times be respectful of the needs and expectations of the client, the deceased and the Company.

POSITION RESPONSIBILITIES

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

1. From the Operations Department

The following duties will be worked over fifteen hours per week from the Operations Department —

- (a) Transfer prepared and encoffined persons to branches and churches.
- (b) Assist at after hours viewings and rosaries.
- (c) Liaise with the After Hours Coordinator and Operations staff as required.

- (d) Vehicle Responsibilities
 - i. Maintain vehicles and ensure they are clean and fully equipped.
 - ii. Drive hearses and limousines for funerals, if required.
 - iii. Collect and deliver certificates, papers or any other items as required.
 - iv. Report any problems experienced with the vehicles.

2. Balance of Nightly Shift, Working From Home

The number of callouts each night will vary significantly.

- (a) Conduct all transfers of deceased clients from homes, nursing homes and hospitals into Bowra & O'Dea care, responding promptly to callouts (includes entering details into the computer system).
- (b) Check the deceased into the Bowra & O'Dea Mortuary, completing all admission requirements.
- (c) Return the transfer vehicle daily to Operations by the end of the shift.
- (d) Liaise with the After Hours Coordinator as required.
- (e) Perform other duties as designated by the After Hours Coordinators, eg resetting of alarms.

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 to dealing with all clients and enquiries, using initiative and willingness to appropriately assist mourners.
- (d) Take a flexible approach to working hours and available to work overtime as reasonably required.
- (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.
- 2. Excellent client service; being flexible, identifying a family's funeral needs, including an 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”.
8. Accept and work in accordance with the Company’s policies and procedures, current and future. Health and safety is the responsibility of all (and as described in 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 recognizes that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.

Revised: 07.02.2020

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FUNERAL DIRECTORS

POSITION REQUIREMENTS

AFTER HOURS TRANSFER OFFICER

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

1. Work Arrangements

- (a) 5:00pm to 7:00am, 15 hours of which will be through the Operations Department, and the balance working from home on an 'as required' basis.

2. Working environment

- (a) Requires 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) Carrying heavy weights ie coffins and / or the deceased.
- (b) Pushing trolleys.
- (c) Loading stretchers into vehicles.
- (d) Carrying stretchers up and down stairs.
- (e) Bending, stretching, crouching.
- (f) Lifting and, on occasion, lowering coffins.
- (g) Computer work.
- (h) Handwriting.

4. Equipment Operated

- (a) Hearses, limousines and cars.
- (b) Mobile telephone and land line phone.
- (c) Computer.

5. Protective equipment

- (a) Raincoat.
- (b) Overalls.
- (c) Gloves.

Revised: 07.02.20

SELECTION CRITERIA

AFTER HOURS TRANSFER OFFICER

ESSENTIAL CRITERIA

1. Current Western Australian Driver's Licence and an excellent driving record.
2. Excellent personal presentation.
3. A very high standard of attention to detail.
4. A flexible and willing approach to work.
5. Ability to consistently work nights on call, with interrupted sleep.
6. Ability to effectively work in a team.
7. Punctuality and timeliness.
8. An outstanding commitment to customer service, with a caring and considerate approach, using discretion, tact and diplomacy and to communicate effectively with distressed families and staff.
9. Physically able to assist in carrying coffins and conduct transfers.
10. Receptive to instruction and the need to adhere to protocols and standards.
11. Willingness to acknowledge and accommodate the practices and funeral requirements of all religions and cultures.
12. Resident within 20km of Highgate.
13. Basic computer skills.

DESIRABLE CRITERIA

1. Experience in dealing with situations of grief.

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