

# BOWRA & O'DEA

## FUNERAL DIRECTORS

### EXPERIENCED FUNERAL CONDUCTOR

***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 full-time Experienced Funeral Conductor to join our team.

If you are an experienced Funeral Conductor who is committed to providing a high level of customer service and takes pride in presenting 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. (For example: responsible for the smooth running of the funeral as you care for families and lead your team of funeral staff; prepare and drive funeral vehicles; transfer of deceased; and assist at funerals). Good time management and organisational skills are vital.

The ordinary hours are to be worked with flexibility Mondays to Fridays within the range of 7:00am and 6:00pm. There is also opportunity for additional after hours work. It is a requirement to participate in the roster for after hours transfer weekend standby (7:00am-5:00pm) approximately every 6 weeks.

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

- A minimum of 1-2 years' experience as Funeral Conductor.
- Excellent time management and organisation skills.
- Excellent communication skills, both verbal and written
- Has team leadership skills
- Able to deal calmly with emotionally difficult situations
- Exceptional attention to detail skills
- Critical thinking and problem-solving skills
- This role requires bending, reaching and lifting. It also requires you to be able to stand, sit and walk for extended periods of time.
- discreet and maintain confidentiality;
- High proficiency and comfort with Computers and other IT.

It is also a requirement to be physically fit and possess a valid WA driver's licence, that 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 and resume inclusive of dates. Your application may be sent by email to [employment@bowraodea.com.au](mailto:employment@bowraodea.com.au).

# BOWRA & O'DEA

## FUNERAL DIRECTORS

### DUTY STATEMENT

#### CONDUCTOR / 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 Conductor/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/After Care Manager. All Conductor/FDA are directly responsible to the 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 Conductor/FDA is responsible to the Manager of that Branch whilst there.
2. When working on a funeral in the capacity of a Funeral Directors Assistant only, the Conductor/FDA is responsible to the Conductor for on-the-job procedures and concerns.

A Conductor/FDA is required 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 Conductor/FDA is also required to work on standby transfer roster. A Conductor/FDA is required to be flexible in their availability to work (additional) overtime.

When working in the capacity of Conductor, the Conductor/FDA is required to ensure that funerals are conducted so as to meet the family's needs as negotiated with the Funeral Consultant. An excellent standard of service in line with Company objectives is to be

provided and this includes through the effective management of all staff assigned to assist on the funeral.

## **POSITION RESPONSIBILITIES**

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

### **1. Road/Vehicle Duties**

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

### **2. Funeral Directors Assistant 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) Assist with / clean up catering at funerals
- (e) Maintain an awareness of and attend to the needs of funeral attendees.
- (f) Tidy/clean the facilities, preparing them prior to and/or after services and viewings (NOTE: may include attending to the dishwasher).

### **3. Conductor of Funerals Duties**

- (a) Ensure the smooth running of a funeral, taking responsibility for all activities.
- (b) Ensure all paperwork, items and details relating to each funeral are correct and processed.
- (c) Present funeral paperwork to the cemetery.
- (d) Liaise with family members and attend to the needs of mourners.
- (e) Coordinate the funeral proceedings with the minister.
- (f) Assist with the transfer of the coffin.
- (g) Conduct and assist at after hours viewings and rosaries.
- (h) Email (and convey) constructive/positive feedback on the funeral to the arranger and Operations staff after the funeral.
- (i) Funeral Staff Supervision
  - i. As Conductor, manage all staff who are assigned to the funeral.
    - Lead, motivate and train staff as appropriate, creating a culture of teamwork and excellence within the Branch.
    - Performance manage staff in a supportive manner, using the clarify/coach method. Strive to have staff who are punctual, of exemplary appearance, productive, motivated and moral.

- Keep records of matters addressed including dates and circumstances, and work collaboratively with the Operations Manager in resolving staff matters.
- Assess and review the performance of staff, providing feedback and advice as appropriate.
- Practice fairness and equity in all aspects of staff management.

#### 4. Work Standards

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

- Punctual.
- Display an excellent standard of personal presentation.
- Project a warm, welcoming and helpful approach when dealing with all clients and enquiries, using initiative and willingness to appropriately assist mourners.
- 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.
- 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.
- Maintain good time management skills.
- Deal calmly and effectively with emotionally difficult situations.
- Maintain a good standard of computer skills.
- Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- Maintain a current WA Driver's Licence and sound driving record.

#### STAFF EXPECTATIONS

- 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.
- Excellent client service; being flexible, identifying a family's funeral needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
  - Ensure that the exemplary level of customer service is also provided at every opportunity, eg including pre and post funeral activities.
- Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the Branch/Department and the organisation to achieve the objectives of the position.
- Be willing to acknowledge and accommodate the practices of all religions and cultures.
- Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
- Maintain physical fitness to be able to assist with the carrying of coffins and conducting transfers.
- Actively support and abide by the "Non-Negotiables" developed by staff.

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.*

Revised: 22.6.20

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## FUNERAL DIRECTORS

### POSITION REQUIREMENTS

#### CONDUCTOR/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).
- (b) Participate in roster for weekend after hours transfer standby (7:00am-5:00pm).

#### 2. Work Environment

- (a) Consistently meet time constraints.
- (b) Requires excellent attention to detail and organisational skills.
- (c) Calmly manage frequent interruptions.
- (d) Effectively communicate with families, mourners and staff.
- (e) Deal calmly with those who are in an emotional state.
- (f) Required to drive vehicles for hour-long periods.
- (g) On occasion may be required to stand for long periods outdoors (in all weather).
- (h) Removing deceased from private homes, nursing homes and hospitals.
- (i) 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 140kg.)
  - 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) Mobile phones.
- (f) 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.
- (e) AV Equipment / PA / IPAD / Microphone

#### **5. Protective equipment**

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

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## FUNERAL DIRECTORS

### SELECTION CRITERIA

#### CONDUCTOR/FUNERAL DIRECTORS ASSISTANT

##### ESSENTIAL CRITERIA

1. Has previous experience working as a Funeral Conductor
2. Current Western Australian Driver's Licence and good driving record.
3. Excellent personal presentation.
4. Attention to detail.
5. Ability to effectively work in and lead a team.
6. Punctuality.
7. Ability to confidently demonstrate discretion, tact and diplomacy and communicate effectively with mourners and staff (may require open-mindedness, delegation, patience, and ability to motivate).
8. Ability to evaluate, prioritise and problem solve calmly and effectively.
9. Maintain physical fitness to be able to assist with the carrying of coffins and conducting 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. Initiative and willingness to assist mourners appropriately as required.
13. 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.
14. Basic computer skills.

##### DESIRABLE CRITERIA

1. Experience in dealing with situations of grief.

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