

BOWRA & O'DEA

FUNERAL DIRECTORS

TRIM SHOP COORDINATOR

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

A rare opportunity has arisen for a full-time Trim Shop Coordinator to join our Highgate team.

The Trim Shop Coordinator role includes but is not limited to: professionally trim/prepare coffins/caskets; maintain adequate stock levels; administrative tasks and assisting with transferring of deceased.

The successful candidate will have the following essential attributes:

- Exceptional attention to detail
- Physically fit, able to lift and manoeuvre heavy weight and stand for long periods of time.
- Good time management and organisational skills
- Excellent communication skills
- Critical thinking and problem-solving skills
- Be flexible and versatile
- Ability to work as part of a team
- Able to work in an enclosed environment
- Committed to maintaining a high standard of workplace hygiene and cleanliness
- Be willing to acknowledge and accommodate the practices of all religions and cultures
- Previous experience in the funeral industry or a similar role preferred but not essential

The successful applicant must have the right to work and live in Australia. 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.

The successful applicant will be required to be fully vaccinated against COVID19 as per WA Government directions for funeral industry workers.

Applications must contain your resume and a covering letter stating why you believe you are suitable for the position.

Please go to <https://bowraodea.com.au/about/employment-opportunities/> for full details on the position.

Applications close 5pm (AWST) on Monday, 29 November 2021

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DUTY STATEMENT

TRIM SHOP COORDINATOR

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

The Trim Shop Coordinator is directly responsible to the Mortuary Manager.

The Trim Shop Coordinator, whilst recognising and accepting the needs of all religions and faiths, is required to interact effectively and efficiently with all staff, suppliers and contractors to enable the Coordinator to professionally trim/prepare coffins/caskets as requested, on time in readiness for funerals. The Coordinator is also required to maintain adequate stock levels of quality materials to enable the coffin/casket and product orders to be completed as requested.

When the demands of the Mortuary permit and at the discretion of the Mortuary Manager, the Trim Shop Coordinator will assist the Operations Department with transfers.

POSITION RESPONSIBILITIES

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

1. Stock Maintenance

- (a) Liaise with the Mortuary Manager in regard to maintaining stocks of coffins and related products for the Perth Mortuary.
 - i. Order coffins and fittings (including Batesville caskets) and maintain an adequate level of stock to fulfil the daily requests.
 - ii. Order markers and name plates for Men Of The Trees (MOTT) plaques.
 - iii. Maintain a stock of flags and other funeral products as required.

- (b) Undertake stocktake of Trim Shop stocks (including overseeing and reconciling of stock held in other location/s) as per Accounts Department requirements.
- (c) Liaise with Branch Managers, and visit Branches as required, to check stock levels of coffins/caskets and that the quality of stock is suitable for display/sale.

2. Funeral Preparation

- (a) Continuously adhere to Infection Control Guidelines for the Funeral Industry and the Company's Workplace Health and Safety policies.
- (b) Prepare coffins/caskets with attention to detail that ensures all trims and fittings are included as per Casket Order Forms, family wishes, and meet Company and Metropolitan Cemeteries Board requirements.
- (c) Interact closely with funeral arrangers and/or Development Manager – Funeral Services to ensure funeral arrangers understand appropriate matching of products and the current product range.
- (d) In liaison with the Director of Finance & Administration, maintain currency of the electronic Coffin catalogue.
- (e) Engrave coffin and grave marker nameplates.
- (f) Ensure coffins are ready on time and prepared to a high standard.
- (g) Using sound interpersonal skills, work effectively and efficiently with all staff who seek Trim Shop assistance, and provide a high level of service to all staff, suppliers and contractors.
- (h) Treat all deceased with respect and dignity, and, if/when required, assist with the preparation of the deceased in readiness for viewing/funerals.
- (i) Collect and deliver special stock orders for the Perth Mortuary when required.

3. Work Area

- (a) Keep the Trim Shop clean, tidy (including storage of dry cleaning) and free from hazards. Follow safe work practices in accordance with workplace health and safety requirements.
- (b) Be committed to maintaining a high standard of mortuary hygiene and cleanliness.

4. Transfers

- (a) Sign out coffins/deceased collaboratively with transfer/road crew staff.
 - i. Ensure correct identification procedures are followed with due diligence.
 - ii. Assist to load coffins/deceased into transfer vehicle/s.
- (b) At the request of the Mortuary Manager and following due procedure -
 - i. conduct transfers of the deceased to the Mortuary;
 - ii. transfer the deceased to branches for viewings within ordinary hours.

5. 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) Using initiative and willingness, project a warm, welcoming and helpful approach to dealing with all clients, suppliers and enquiries.

- (d) 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.
- (e) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (f) Effective time management skills and management of work flow; disciplined and motivated to work autonomously, whilst also effectively working with the team; assisting to achieve the best outcome for the client.
- (g) Maintain a good standard of computer skills.
- (h) Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- (i) 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 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.
3. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the premises and the organisation to achieve the objectives of the position.
4. Be willing to acknowledge and accommodate the practices of various religions and cultures.
5. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
6. Maintain the physical fitness level required to manoeuvre and prepare deceased, and to assist with the moving of coffins.
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 (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 recognises that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.

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SELECTION CRITERIA

TRIM SHOP COORDINATOR

ESSENTIAL CRITERIA

1. Punctual and well presented.
2. Commitment to providing excellent service and with a commercial awareness.
3. Ability to demonstrate discretion, tact and diplomacy through the use of excellent communication skills, both verbal (*eg interaction with a cross section of staff and from time to time with grieving families*) and written.
4. Possess basic computer skills and be technologically adept.
5. Uses initiative and willingness to ensure work is performed with acute attention to detail and accuracy at all times (includes meeting legislative and procedural requirements, accuracy with spelling and understanding written instructions/documentation).
6. Ability to be flexible with working hours to meet work demands, when required.
7. Excellent organisational and effective time management skills which ensure that timelines are adhered to including in times of pressure.
8. A commitment to a high standard of hygiene and cleanliness.
9. An ability to work both unsupervised and as part of a team.
 - a. Self disciplined and motivated to work with a reasonable degree of autonomy.
 - b. Ability to effectively work in a team, assisting with whatever is required to be done to achieve the best outcome for the client.
 - c. Receptive to instruction and the need to adhere to protocols and standards.
10. Emotionally and physically able to perform duties (*NB: maintenance of physical fitness is essential*) including to –
 - a. manoeuvre heavy weights;
 - b. assist with carrying of coffins/caskets and transferring deceased;
 - c. stand for lengthy periods of time (*equivalent to 70%+ daily*);
 - d. have the capacity to deal with emotionally difficult situations.
11. Current Western Australian Driver's Licence, with a sound driving record.
12. Willingness to acknowledge and accommodate the practices of all religions and cultures.

DESIRABLE CRITERIA

1. Previous experience working in a Mortuary.
2. Experience in dealing with situations of grief.
3. An ability to identify a family's funeral needs and provide an appropriate service.