

Cemetery Officer

Position Description

| | | | |
|---|--|--|--------------------------|
| Directorate | Community and Environmental Services | Department | Customer Response |
| Reports To | Cemetery Services Team Leader | Direct Reports | No |
| Queensland Local Government Industry Award - State 2017 - Stream | Stream B - Division 2, Section 5 - Operational Services. | Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level | Schedule 2, Wage Level 5 |

Position Purpose

To provide quality cemetery service operations to ensure Council's residents, ratepayers and the broader needs of the Community, are met.

Key Responsibilities and Outcomes

As a Cemetery Officer you will:

- Undertake the operations of a range of cemetery services and associated operations.
- Undertake the preparation of gravesites for burials, the placement of ashes in columbarium walls and memorial gardens and the installation of headstones and plaques.
- Engaging with a range of diverse stakeholders to ensure optimal service delivery outcomes.
- Ensure the correct use and maintenance of plant and equipment, including all personal protective equipment, in accordance with manufacturer's instructions, council's safety policy and work procedures.
- Maintain contemporary knowledge of all procedures and work instructions relevant to the delivery of Cemetery Services.
- Participate in actively contributing to a work environment that encourages participation, teamwork and innovation, communicating regularly with the team and building commitment to service excellence.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

| | |
|------------------------|--|
| Decision Making | |
| <i>Budget</i> | N/A |
| <i>Delegations</i> | Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register |

| |
|---|
| Knowledge & Experience |
| <ul style="list-style-type: none"> • Sound skills and technical knowledge in relation to the operation of cemeteries. • Strong level of experience in working as part of a broader team, where members work independently across various work sites. • Sound level of experience in customer service, including the ability to communicate with grieving members of the public in a sensitive and courteous manner. • Sound experience in undertaking manual tasks in a safe, conscientious manner. |

| |
|---|
| Qualifications |
| <ul style="list-style-type: none"> • Current C class driver's licence. • Construction Induction Card competency that has been used or obtained within the past 2 years. |

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.