

Job Description

Job Title:	Funeral Arranger/Branch Managers		
Name:		Location:	
Reports to:	Operations Manager	Date started:	

Company Values:

TRUST ♦ EXCELLENT SERVICE ♦ LIFE LONG LEARNING ♦ DILIGENCE ♦ SKILLS ♦ DIGNITY

Key Tasks:	• Arrange Funerals, when required • Answer the phone and welcome clients • Manage the branch efficiently, i.e. keep clean, well stocked and ensure it is welcoming • Receive, record and store flowers for funerals • Receive and record effectively all clothing and property of the deceased • Follow and adhere to all company guidelines, processes and practices
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Key Skills (technical):	• Familiarity with company management information systems, e.g. Funeral Manager, and/or willingness to learn (training provided, where necessary) • Good general IT skills, e.g. word processing and other relevant packages and systems • Full and clean Driving license • Thorough understanding of requirements for funerals, repatriations etc •
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Key Skills (people):	• To be sensitive with client and company confidential information • Treat all clients, colleagues and suppliers with respect • Work equally well as part of the team as you do as an individual • Good literacy • Professional, calm and empathetic telephone manner • Good communication skills, internal and external • Excellent timekeeping and diary management • Familiarity with company ethos, procedures and policies •
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