# Job Description

POST TITLE: Administrator

DEPARTMENT: North Hertfordshire Memorial Park & Crematorium

HOURS: Full-time (40 hours a week)

RESPONSIBLE TO: North Hertfordshire Memorial Park Manager

SALARY: £33,000

## Job Purpose

To complete accurately and in a timely manner all operational and administrative matters relating to the crematorium, and to ensure consistent delivery of the highest levels of client service and personal performance in memorial sales.

## Responsibilities for Service Excellence

1. To ensure consistent delivery of the highest levels of client service in all dealings with members of the public and with Funeral Directors and their staff, both on the telephone and in person
2. To ensure that prospective memorial clients are contacted and appointments made at an appropriate time and in an appropriate manner, and that every effort is made to fit the right memorial product to the client’s needs, whilst respecting the requirements of the Company’s sales budget
3. To produce letters and invoices for clients as required, and to answer queries as appropriate.
4. To suggest refinements and improvements in client service to your Line Manager

## Responsibilities for Operational Efficiency

1. To carry out administrative tasks relating to the processing of memorial agreements, the ordering of memorials and subsequent quality checks, and the issuing of works instructions for placement.
2. To input all necessary information using our bespoke system.
3. To ensure credit control compliance, using periodic reminders to effect collection within Company deadlines.
4. To maintain accurate, indexed records of service arrangements, accounts, banking sheets, etc.
5. To identify unnecessary costs, and recommend necessary operational controls, to your Line Manager
6. To ensure that Company policy and procedures regarding cash handling are strictly followed.
7. To assemble and despatch all information required for submission to Head Office in a timely manner
8. To fully comply with the requirements of the Operations Manual.
9. To learn all roles within the facility and follow the Company’s interchangeable business model ensuring that all roles are covered at all times.

## Responsibilities for Business Growth

1. To behave always as an ambassador for the Company
2. To create revenue via a proactive sales approach, and to safeguard revenues through efficient credit control.
3. To meet the periodic sales budgets.

## Key Competencies

* Client focus
* Good communication skills
* Attention to detail/exceptional accuracy in data entry
* Self-management
* Team working
* Achievement focus
* Adaptability
* Problem solving
* Integrity, sensitivity and commitment

## Person Specification

* A minimum of 3 years business administration experience
* High level of IT skills to include Microsoft Excel and Word.
* Any IT experience working with bespoke administrative systems
* Accounting or book-keeping experience
* Committed to the provision of excellent service
* Good numeric and literacy skills
* At least average reasoning ability