

Job Description

Job title:	Funeral Arranger
Place of employment:	J. Worley Funeral Directors, Hemel Hempstead & Berkhamsted
Hours of work:	Monday – Friday inclusive, 9:00am – 5:00pm
Starting salary:	£9.00/hr, negotiable. Overtime at time and a half. Paid monthly.
Holiday entitlement:	28 days per year, including compulsory public holidays.
Sick pay:	Statutory sick pay.
Pension scheme:	Employee/Employer contributing scheme

Duties and responsibilities:

General clerical work, to include:-

- Arranging funerals
- Dealing with viewings of deceased persons by mourners and doctors
- Telephone liaison with doctors' surgeries, crematoria, cemeteries, hospitals, clients and other parties involved in making funeral arrangements
- Processing donations to charities
- Dealing with memorial enquiries and orders
- Liaison with stonemason, local authorities, parish offices, religious bodies and other parties involved in arranging memorials
- Handling petty cash
- Participation in out-of-hours telephone rota
- General office and administrative duties as required

Essential attributes:

The successful applicant will demonstrate:

- Good communication skills, both face to face and via telephone or other electronic media
- Excellent numeracy and literacy skills, including neat, legible handwriting
- Excellent attention to detail
- Good computer literacy, particularly in regard to use of email, databases and word processing
- Ability to work under pressure of time or workload and to recognise time-critical work and deliver on time
- Good team skills, but ability to work on own initiative
- Smart personal presentation

Desirable attributes:

Additional preference may be given to candidates who have:

- Previous experience in the funeral industry
- Demonstrated sympathetic/empathetic manner in previous employment
- Good sense of humour and positive outlook

Employment terms:

The job will be offered to the successful candidate on a three month trial basis, during which regular assessments will be held, and which may be extended upon review. During trial, one week's notice is required on either side, which will be extended to four weeks on successful completion of trial.