

JOB PROFILE

Job title	Cemetery Officer/Community Assets Administrator
Area	Community
Reporting line	Community Assets Manager
Staff responsibilities	Nil
Job purpose	To provide administrative and technical support for effective service delivery to the Parks and Property and wider Community Assets Team.
Location	Feilding

Reporting relationship



About us

Here at the Manawātū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawātū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The Cemetery Officer/Community Assets Administrator is responsible for ensuring the Parks and Property team receives the required technical and administrative support to deliver on the organisational outcomes. This includes working under the direction of the Community Assets Manager and providing all administration functions as well as cemetery administration for the team.

Key relationships

- All staff of the organisation
- Open Space contractor (Currently Recreational Services)
- Key stakeholders
- Members of the public
- Other local authorities.

Key responsibilities

Operational

- Deliver all functions, duties and powers as delegated by the Community Assets Manager applying sound judgement and good practice while consistently achieving high levels of customer service.
- Initial point of contact for Property and Parks enquiries, requests and applications. Customer enquiries, requests and applications are dealt with in a professional and timely manner.
- Ensure the Community Assets Manager is fully informed on all relevant issues that they need to be aware of and which require their attention.
- Establish and process all financial transactions for the Parks and Property team.
- General administrative support to keep records accurate and up to date.
- Appropriately resolve customer enquiries.

Cemetery Management Administration

- Process cemetery applications and all customer enquiries.
- Council records and management systems are updated in a timely manner to ensure all systems are up to date, ensure data integrity is maintained.
- Ensure internal files are updated as a result of external information.

People and Culture

- Support and build a strong quality customer service culture throughout the Community Assets group.
- Ensure a high priority is given to health and safety aspects in the workplace and effective practices are implemented.

Liaison for service delivery

- Direct liaison with contractors/customers/Council staff. Information is collected, checked for accuracy and forwarded for action.
- Researching and passing on relevant and/or instruction relating to parks and property. Enquiries are responded to in a timely and efficient manner.

Qualifications, knowledge and experience

Essential

- Ability to interpret and apply legislation.
- Ability to research, analyse, interpret and report on complex and sometimes incomplete or contradictory information.
- Competent writing skills.
- A solutions focus with an eye for detail.
- Minimum 2 years office administration experience.
- Competent computer skills in Microsoft Office Suite and database applications.
- Competent and accurate data entry skills.
- Customer service focus.
- Current driver's licence.

Preferred

- Experience with GIS applications.
- An understanding of relevant New Zealand legislation and regulations that relate to Cemetery and Cremations Act.
- Local Government experience.

Personal attributes

- Effective communicator
- Good organisational skills
- Sound judgment
- Ability to manage a number of tasks at once
- Team player
- Strong work ethic
- Initiative
- Willingness to learn
- Enthusiasm
- Display flexibility and be able to re-prioritising and re-organising work as necessary.

Other requirements

- Demonstrate our values of being professional, supportive, caring and fun
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- If we have an emergency management situation, undertake activities as directed, as part of our MDC response
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities.

Employee Name
Cemetery Officer/Community Assets Administrator

Date

Lyn Daly
General Manager – Community

Date