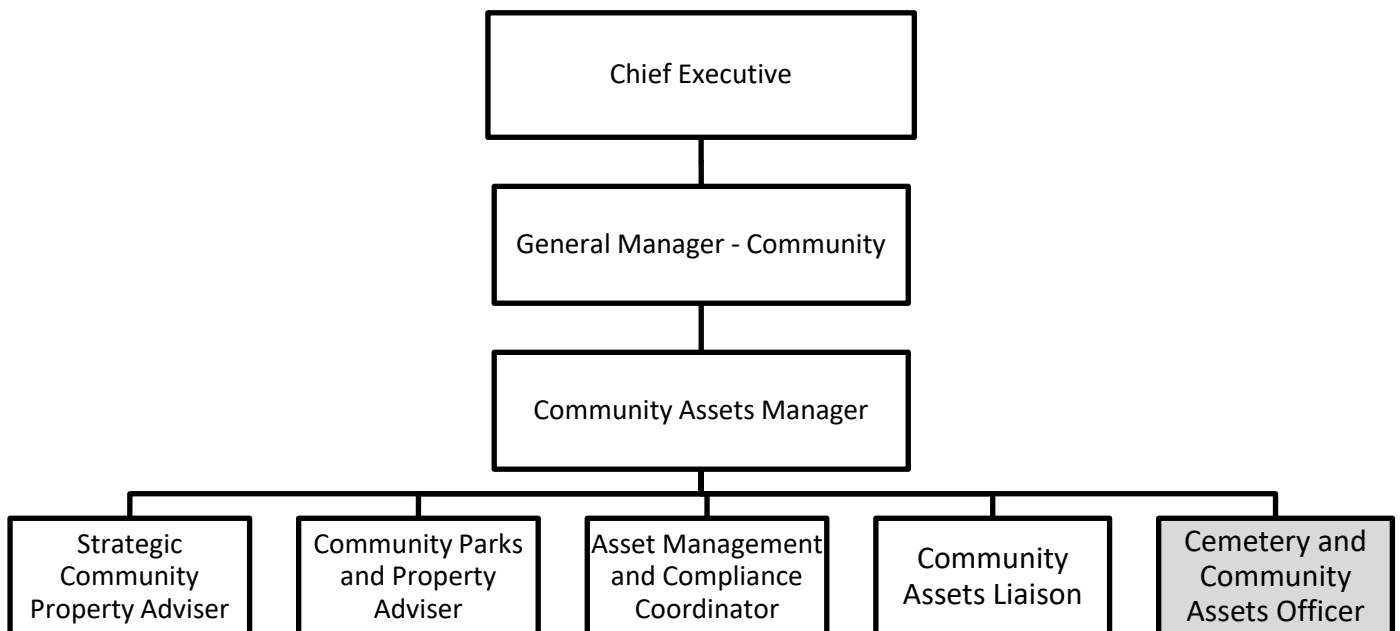


## JOB PROFILE

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<b>Job title</b>	<b>Cemetery and Community Assets Officer</b>
<b>Area</b>	Community
<b>Reporting line</b>	Community Assets Manager
<b>Staff responsibilities</b>	Nil
<b>Job purpose</b>	To provide administrative and technical support for effective service delivery to the Community Assets Team. Ensure all statutory requirements for cemeteries are met and maintain high standards of care and service. Stay attuned to evolving social attitudes towards death and burial and meet the diverse needs of the community.
<b>Location</b>	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 and Community Assets Officer is responsible for ensuring the Community Assets team receives the required administrative support to deliver on the teams organisational outcomes. This includes working closely with the Community Assets team to provide agreed administration functions and financial processing support; having oversight of internal infrastructure tasks in the Council's Administration Building and delivering cemetery management services to the Manawātū community for Council-owned cemeteries.

## **Key relationships**

- Members of the public
- All staff
- Green By Nature staff
- Contractors and service providers.
- Local funeral directors
- Other local authorities.

## **Key responsibilities**

### *Customer Services*

- Act as an initial point of contact for Community Assets enquiries, requests and applications from internal and external customers.
- Resolve customer enquiries in a professional manner, and within agreed timeframes.
- Apply sound judgement and good practice while consistently achieving high levels of customer service.

### *Operational*

- Ensure a high priority is given to health and safety in the workplace and effective practices are implemented.
- Develop strong working relationships with contractors and other Council staff to ensure Community Assets information is collected, checked for accuracy and forwarded for action.
- Provide administrative support to the Community Assets team that includes:
  - Processing agreed financial transactions following internal procedures
  - General administrative support to keep records accurate and up to date
- Ensure the Community Assets team is made aware of relevant issues that require their attention.
- Manage internal infrastructure tasks, including meeting room setup e.g. tables and chairs etc, pest control, proactive procurement of consumables inventory, maintaining the community property key register and serving first designated contact on the security response list.
- Deliver all functions, duties and powers as delegated by the Community Assets Manager.

### *Cemetery Management*

- Process cemetery applications and all customer enquiries in a professional and compassionate manner.
- Council cemetery records and management systems are updated in a timely manner to ensure all systems are up to date and so that data integrity is maintained.
- Manage service maintenance contracts and minor capital project for cemetery grounds and associated infrastructure and facilities within agreed budgets
- Build strong relationships with internal and external stakeholders such as funeral directors and monument masons, community groups and other sector partners.
- Lead the planning and budget development for cemetery-related projects to ensure they remain safe and accessible and meet evolving burial trends
- Ensure all standards set out in the Burial and Cremation Act 1964 and other relevant regulations are met and reflected in cemetery policies and procedures.

## **Qualifications, knowledge and experience**

### *Essential*

- Local Government experience.
- Minimum 5 years office administration experience.
- Minimum 2 years cemeteries experience.
- 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.
- Competent computer skills in Microsoft Office Suite and database applications.
- Competent and accurate data entry skills.
- Customer service focus.
- Current driver's licence.

### *Preferred*

- Minimum 2 years project management experience.
- Experience with GIS applications.
- An understanding of relevant New Zealand legislation and regulations that relate to Cemetery and Cremations Act.

## **Personal attributes**

- Excellent communication skills.
- Strong organisational abilities.
- Sound judgment and decision making.
- Flexible and able to reprioritise tasks as needed.
- Effective multitasking.
- Resilient under pressure.
- Collaborative team player.
- Strong work ethic and initiative.
- Eager to learn and adapt.
- Enthusiastic and proactive.

## **Emergency Management**

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

**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
- 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

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Employee Name  
Cemetery and Community Assets Officer

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Date

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Lyn Daly  
General Manager – Community

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Date