

Position Description – Funeral Director

Updated June 2024

Position Details	
Department	Funeral Branches
Reporting Leader	Manager – Funeral Branches
Classification	Non-Award
Employment Type	Permanent

Position Summary
<p>Funeral Directors are responsible for coordinating and overseeing all aspects of funeral services to provide compassionate support and professional care to grieving families.</p> <p>This role involves working closely with families to plan and arrange funerals, including selecting coffins and caskets, arranging transportation, and preparing obituaries. The Funeral Director ensures that all services are conducted with dignity and respect, adhering to the wishes of the deceased and their families.</p> <p>The role is responsible for managing funeral arrangements, coordinating with cemeteries, celebrants, and clergy, and handling all legal documentation and permits.</p> <p>Funeral Directors have strong interpersonal skills, a thorough understanding of funeral service practices, and the ability to manage multiple tasks under emotional circumstances. They must demonstrate empathy, organizational skills, and a commitment to providing exceptional service.</p> <p>Funeral Directors play a crucial role in helping families navigate the difficult process of saying goodbye to their loved ones with grace and care.</p>

Values	
Care	Care is at the heart of what we do and is our core purpose at every step of our journey.
Compassion	Compassion is what drives us to be the very best at what we do and gives us the freedom to serve our families and each other in every way possible.
Community	Our community is essential to our success, and we include them in all that we do.
Support	Support is what holds us together in times of grief, stress and pressure. Without support we are unable to achieve all that is necessary.
Family	Family is the most important part of life, of developing memories, experiencing moments and creating lifelong connections to one another.

Key Position Responsibilities

Client Consultation and Service Planning

- Meet with families to discuss funeral arrangements, including burial or cremation options, service details, and personalization requests.
- Provide guidance and support to families during the planning process, ensuring their wishes are honoured.

Funeral Service Coordination

- Organize and oversee all aspects of the funeral service, including scheduling, transportation, and coordination with cemeteries, celebrants, clergy, and other service providers.
- Ensure all funeral services are conducted with dignity, respect, and professionalism.

Legal and Regulatory Compliance

- Handle all necessary legal documentation, including death certificates, cremation and burial permits, and other required paperwork.
- Ensure compliance with regulations governing funeral services and practices.

Facility Management

- Maintain the cleanliness, orderliness, and functionality of the funeral home and its facilities.
- Ensure that all equipment and supplies are available and in good working order.

Public Relations and Community Engagement

- Build and maintain relationships with local community organizations, religious leaders, and other stakeholders.
- Represent the funeral home at community events and functions.

Financial Management

- Assist families with funeral service pricing, payment plans, and financial arrangements.
- Ensure accurate billing and financial record-keeping.

Grief Support

- Provide compassionate support to grieving families, offering resources and referrals to grief counselling and support groups.
- Demonstrate empathy and understanding in all interactions with clients.

Marketing and Business Development

- Develop and implement marketing strategies to promote funeral home services.
- Identify opportunities for business growth and community outreach.

Continuous Improvement

- Stay current with industry trends, best practices, and continuing education opportunities.
- Implement new technologies and methods to improve service delivery and operational efficiency.

Key Position Capabilities

Compassion and Empathy

- Strong ability to provide emotional support and comfort to grieving families.
- Sensitivity to the needs and wishes of clients during a difficult time.

Interpersonal Skills

- Excellent communication skills to interact with families, staff, clergy, and other stakeholders.
- Ability to build and maintain positive relationships within the community.

Organizational Skills

- Strong organizational abilities to manage multiple tasks and coordinate various aspects of funeral services.
- Attention to detail in planning and executing funeral arrangements.

Problem-Solving Abilities

- Strong problem-solving skills to address and resolve unexpected issues.
- Capability to make informed decisions under pressure.

Regulatory Knowledge

- Comprehensive understanding of local, state, and federal regulations related to funeral services.
- Ability to ensure compliance with all legal and regulatory requirements.

Technical Proficiency

- Ability to maintain and operate funeral home facilities and equipment effectively.

Financial Acumen

- Knowledge of funeral service pricing, financial arrangements, and billing processes.
- Capability to manage budgets and ensure accurate financial record-keeping.

Marketing and Business Development

- Skills in developing and implementing marketing strategies to promote funeral services.
- Ability to identify opportunities for business growth and community outreach.

Adaptability and Flexibility

- Ability to adapt to changing circumstances and handle unexpected challenges.
- Flexibility to work non-traditional hours, including evenings and weekends.

Ethical Standards and Integrity

- High ethical standards and integrity in all aspects of work.
- Commitment to maintaining confidentiality and respecting the deceased and their families.

Continuous Learning

- Commitment to ongoing professional development and staying current with industry trends.
- Willingness to learn new techniques and improve existing skills.

Essentials

- Participation in On-Call and After Hours Duty
- Open Drivers Licence
- Justice of the Peace Qualified
- Formal qualifications in the Funeral Industry.
- Minimum two years experience in a comparable role.

Behavioural Competencies

Competency	Level	Indicators
Customer Service Orientation	3	A demonstrated desire to help or serve customers, whether they be families or internal customers, to understand and meet their needs. Includes anticipating the needs of both actual and prospective customers and taking action to meet them.
Personal Influence	5	The ability to convince others of a view, conclusion, or position. It includes overcoming objections in a structured and persuasive manner and gaining commitment.
Problem Solving	3	The ability to break down a problem or situation into its component parts, identifying implications, time frames, sequences, and causal relationships.
Safety Orientation	3	An uncompromising commitment to the health and safety of families, fellow staff members and the public.
Relationship Building	4	Working to build or maintain friendly relationships or networks with people who are, or may someday be, useful in achieving work related goals.
Teamworking	3	The willingness and ability to work co-operatively and collaboratively with others and the versatility to take on different work roles. It includes the ability to adapt to work with a variety of situations, individuals, or groups.
Technical Expertise	2	Mastery of job-related knowledge, skills, and abilities. Includes the motivation to continually develop technical capability and pass on knowledge to others.