

Chapel Door Attendant – Grade C

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Company: Plymouth City Council

Location: Plymouth

Category: personal-care-and-service

Job Category : Commercial

Location : Weston Mill Cemetery & Crematorium, Plymouth City Council

Hours Per Week : 37.00

Start Date : Immediate start

Start Time : 09:00

End Time : 17:30

Salary: £12.18

The role holder will provide ceremonial front of house funeral duties which will be of a high quality, customer focused, flexible and with an attention to detail. These duties will include Chapel Door attendant, attending interments, scatterings and linked services.

Role outcomes

Ceremonial duties to include receiving the funeral cortege, family and mourners and usher into the chapel. This also includes traffic management.

(50%)

Members of the public, funeral directors, clergy, celebrants and contractors are assisted with

their enquiries and activities.

(30%)

Sites and buildings are open and available during operating hours

(5%)

Audio visual equipment is checked on a regular basis throughout the day (5%)

Chapel, Waiting Room, Toilets and Book of Remembrance

Rooms are well maintained and safe for mourners and other visitors throughout the day. (5%)

Displaying floral tributes in the flower viewing area throughout the day. (5%)

Essential qualifications/ knowledge

Either 2 GCSE's Grades A* – C (9-4) in English and Maths or equivalent in literacy and numeracy commensurate with the grading of the post.

Customer service knowledge

Essential experience

Demonstrable experience of working in a sensitive and compassionate service

Experience of giving information and signposting customers in a sensitive and professional manner on an individual or group basis.

Experience of providing excellent customer service

Essential skills

Communication skills required to exchange information verbally and ability to signpost customers and tactfully respond to their enquiries and complaints.

Judgement skills are required for identifying straightforward solutions to simple problems.

Customer care skills are required to deliver an excellent service to customers

Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.

Time management skills to prioritise demand appropriately, be punctual and meet deadlines

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