

WCP Job Description		Date Last Reviewed	2017
Personal Details			
Employee No.	Surname & Initials	Joined WCP	Contract Issued
Job Title :	Funeral Director's Assistant/Administrator		
No.	Job Description		
1	Working from any WCP branch as required to cover when the Funeral Director has appointments away from the office		
2	Meet and Greet Families		
3	Taking Instructions from Clients and give Professional Advice		
4	Reception Duties / Secretary Duties		
5	Ensure all necessary certificates including (Doctors Certificates, Cremation Forms, Coroners Certificates, Registrars Certificates) and any other certificates or forms that are necessary are Issued In Time For The Proposed Funeral		
6	Making of Appointments		
7	Telephone Answering		
8	Ordering, Receipt and Recording of Floral Tributes		
9	Funeral Administration Including Arranging Day and Time of Funeral Service		
10	Preparation of Funeral Documents Including Estimates and Accounts		
11	Preparation of Service Hymn Request Form		
12	Photocopying		
13	Ordering of Funeral Stationery		
14	Checking of Funeral Details		
15	Updating and Maintaining Funeral List		
16	Placing Obituaries with the Press and Checking Press Copy		
17	Liaise, instruct and manage Monumental Orders		
18	Removals		
19	Out of Hours On Call Removals (On Call Rota)		
20	Preparing Bodies		
21	Facilitate Doctors' Visits		
22	Placing Deceased in Coffins		
23	Placing Coffins in the Chapel of Rest		
24	Facilitate Viewings during Working Hours		
25	Out of Hours Viewing Appointments		
26	Care of the Deceased until the Day of the Funeral		
27	The Off Loading and Storage of Coffins		
28	Fitting of Coffins		
29	Plate Engraving		

30	Coffin Stock Control
31	Digging Cremated Remains Plots
32	Bearing
33	Attendance Card and Hymn Sheet Duties
34	Charitable Donations Duties
35	Grave side Preparations
36	Vehicle Cleaning
37	Checking of Vehicle Fluid levels
38	Driving Hearse/ Limousine
39	Training and Supervision of Unqualified New / Part Time Staff
40	Maintaining Vehicle Records
41	Supervision of Cremated Remains
42	Working at any Branch
43	Cleanliness and Tidiness of Personal Work Area
44	Compliance with Health and Safety Statutory Requirements
45	Any other duty as directed by a Senior Manager within Walter C. Parson Ltd. Or Director.