

Funeral Arranger

- Do you want to work for a local family run business with a passion for delivering high standards?
 - Are you looking for a job that is rewarding?
- Do you think you have the ability and skills to help families during a difficult time?
 - Are you committed to providing good client care?

A B Walker, a long-established, family owned and controlled Funeral Directors and Monumental Masons, has a vacancy for a full-time funeral arranger at their Reading office.

This vacancy necessitates a person of smart appearance with excellent telephone manner and written skills to help families with funeral arrangements, responsible for all actions from the first call until completion. Within the course of these arrangements you will be dealing with bereaved families, hospitals, nursing homes, crematoriums, churches, ministers, celebrants and coroners offices.

The successful applicant's general duties will include receiving instructions over the telephone, emails and in person. Interaction with the deceased may be required when showing families into chapel of rest, escorting doctors into the mortuary and completing final identity checks before a funeral.

Important criteria for this post are communication skills, organisation and time management. The ideal candidate will have a confident but quiet manner, able to work as part of a team and alone and do so with an empathetic and approachable demeanour. You will be required to cover other branches from time to time, and this will include some lone working.

A B Walker operate on Microsoft Windows along with Eulogica funeral software programme. Full training on in-house computer programmes will be given, however previous extensive experience with computers is required.

Our service must, at all times, be first class and the care and consideration of our clients' needs and requirements is of the utmost importance.

We therefore require a person with a positive attitude, with plenty of initiative to learn the procedures and quickly become a valuable member of a busy working team.

The applicant will require a full, clean, manual driving licence.

A uniform is provided.

Office hours 9.00am – 5.00pm, Monday - Friday

Six-month probationary period

Holiday – 20 days per year plus bank holidays and your birthday

Salary - £21,000.00 per annum

Employee benefits

Bike to Work scheme

Employee Assistance Programme

Private medical insurance (after 3 years of service)