

# Funeral Arranging and Administration colleagues



C.P.J. Field.

More than a funeral director since 1690.

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## Funeral Arranger/Administrator (FAA)

Working with Funeral Directors of all levels our Funeral Arranger/Administrators provide great service for CPJ Field customers. They provide support to their Funeral Directors and assist with the administration of funeral arrangements from time to time, arranging and planning funeral services with client families themselves. FAAs are involved in every aspect of funeral home life and will ensure bereaved families get the care they need. In addition they perform various administrative duties to ensure the efficient and effective running of the funeral home, as well as meeting and liaising with families, doctors and other external colleagues with care, compassion and professionalism. As the first point of contact for bereaved people, FAAs are responsible for the first impression clients have of the company. They offer a warm, welcoming and friendly greeting to every visitor, work flexibly in a tight knit team environment and from time to time at other Company funeral homes.

## Memorial Administrator (MA)

Our Memorial Administrators will oversee all memorial work for funeral homes in their area. An effective member of the local team, they will provide expertise and organisational skills to achieve excellence in memorial administration. A MA will liaise with third party suppliers and funeral homes, offering guidance as required to assist with the maintenance of computerised and paper office systems, all in accordance with Company procedures. They will maintain our Company's unique culture and attitude to the provision of memorial masonry.

## Community Champion

Our Community Champions are responsible for co-ordinating and facilitating local marketing and promotional activity for the funeral homes in their area. Working with the area's leadership team they enable the Company to project its unique approach to the communities in which we live and work. An additional area of responsibility for a Funeral Arranger/Administrator, these duties require additional hours to the FAA rôle.

## Memorial Champion (MC)

Our Memorial Champions are Funeral Arranger/Administrators with additional responsibility for assisting colleagues in their area in the administration and sale of memorial items, most frequently stone memorials. An effective member of the local team, they provide expertise and organisational skills to achieve excellence in memorial administration. A MC will liaise with third party suppliers and funeral homes offering guidance as required and assist with the maintenance of computerised and paper office systems all in accordance with Company procedures. They maintain our Company's unique culture and attitude to the provision of memorial masonry. Unlike the Memorial Administrator, the Memorial Champion is an additional area of responsibility for a Funeral Arranger/Administrator, these duties require additional hours to the FAA rôle.