

**VACANCY ANNOUNCEMENT**

The College of Medicine (COM) is a constituent college of the University of Malawi. Its main campus is in Blantyre and it has satellite campuses in Lilongwe and Mangochi. As a leading academic institution of excellence, which is responsive to the current and emerging national and global health needs, COM has aspirations to become a world class innovative university committed to scholarly and professional excellence to enhance sustainable health, wellbeing and equity in Malawi. In fulfillment of its vision of being relevant to the community but also as part of its income generating strategy, the College is providing Funeral Parlour services on commercial basis. The College is currently inviting applications from well qualified Malawians to fill the post of **Funeral Parlour Administrator**, **Funeral Parlour Administrative Assistant** and **Funeral Parlour Drivers**.

1. **Funeral Parlour Administrator**

**Position Description**

The position holder will coordinate activities necessary for the growth, competitive, efficient and effective operation of the Funeral Parlour.

**Duties and Responsibilities**

Customer Relations

* To market products and services
* To ensure that set-up for the memorial service, wake, and funeral adheres to families’ wishes.
* To meet with families of the deceased to discuss funeral arrangements and requests.
* To communicate pricing and product information to clients.
* To assist families in selecting a grave stone if necessary or put them in touch with cemetery personnel

Procurement and Logistics

* To coordinate the procurement of facilities, merchandise and supplies
* To make logistical arrangements for pallbearers, readers, and other participants in the business
* To oversee transportation of caskets to church and cemetery.

Human Resource Management

* To coordinate recruitment of staff
* To handle staff welfare matters including pension and medical cover
* To monitor general performance of staff
* To prepare leave roster and monitor its implementation
* To coordinate staff training and development activities

General Administration

* To ensure all facilities are available, in good working condition for staff and clients
* To ensure safety standards are in place and adhered to by all staff and clients
* To report on operational and financial performance

**Required Knowledge, Skills and Abilities**

* Demonstrable strong organizational skills.
* Close attention to detail.
* Exhibits ability to properly manage and oversee a budget.
* Computer literate.
* Familiarity with applicable laws, regulations, practices, etiquette and procedures

**Education and Experience**

* A minimum of a Bachelor’s Degree in Business or Management, with at least five years of administrative experience preferably in the funeral home industry.
1. **Funeral Parlour Administrative Assistants (1)**

**Duties and Responsibilities**

* + Always demonstrate core value of excellence, trust, compassion, care and growth in performing all aspects of position.
	+ Provides first point of contact with the general public. Answers telephones in a professional manner; greet families and ensure their comfort.
	+ Works with the deceased family by making bookings for all funeral services and ensure that services are offered timely.
	+ Ensures that the Funeral Parlour is clean at all times
	+ Assists in administrative side of completing, checking for accuracy and filling of the necessary forms and documents associated with death and ensure that all office supplies are available at all times

**Education and Experience**

* A minimum of a Diploma in Business or Management, with at least two years of experience preferably in the funeral home industry.

**Required Knowledge, Skills and Abilities**

* Training in Customer Care is a must
* Have excellent intercommunication skills and able to relate a wide range of people
* Have compassion to help families during difficult time in their lives.
* Able to work under pressure and during odd hours
* Ability to respect different cultural believes
1. **Funeral Parlour Drivers (3)**

**Duties and Responsibilities**

* + Drives all mortuary vehicles including hearses
	+ Drives hearses to transport dead bodies from homes or health facilities to mortuary for embalming, storage, body wash or autopsy.
	+ Helps pallbearers to move caskets from mortuary into hearses from hearses to destination.
	+ Assists in arranging flowers in hearses
	+ Assists in electing tents and arranging chairs in chapels, homes or graveyard
	+ Assists passengers entering or leaving the hearses
	+ Drives hearses in funeral possession, following prearranged schedule to transport
	+ Makes sure all Funeral Parlour vehicles are clean at all times
	+ Assists a variety of tasks during funerals and to ensure that services run smoothly and as planned.

**Education and Experience**

* A minimum of Malawi School Certificate of Education, must have a valid driving license those with Motor Vehicle Mechanics Certificate will have added advantage and must have at least two years of experience preferably in the funeral home industry.

**Required Knowledge, Skills and Abilities**

* Must have a minimum of Malawi School Certificate of Education
* Must have a valid Driving license
* Those with Customer Care training will have added advantage
* Those with Motor Vehicle Mechanics Certificate will have added advantage
* A minimum of 2 year’s-experience in similar position is a must
* Must be willing to work during odd hours and travel to remote areas
* Ability to respect different cultural beliefs

**Application Procedure**

Candidates fulfilling the requirements for the position above should submit applications together with copies of certificates and detailed Curriculum Vitae, including names, contacts and emails of at least three traceable referees to:

The Registrar
College of Medicine
P/Bag 360
Chichiri
Blantyre 3

Or

Email:hr@medcol.mw

Applications should be submitted by 22nd May, 2021. Those submitting via email should indicate the title of the post in the subject line.