Heart of England
Co-op Funerals

We're Recruiting

Fleeting Coordinator Coventry

At the Heart of England Co-operative Funeralcare we are a small, independent, regional business operating through 15 funeral homes in Coventry, Warwickshire, South Leicestershire, and Northamptonshire serving our client families to the very highest standards with our committed team of experienced professionals. 2021 will be an exciting year for us as we further develop and strengthen our client focussed team and we currently have a few roles that are key to those developments.

We are looking for a part time Fleeting Co-ordinator to work at our Support Services function on Foleshill Road, Coventry, working 20 hours per week.
The successful candidate will be able to work well as part of a team as well as working to their own initiative. We require someone who can work well under pressure whilst maintaining a sympathetic manner and being sensitive to the needs of others.
The main duties and responsibilities for this role will include planning the logistics associated with a funeral, liaising with branches and third parties, computerised administration, dealing with the deceased and other associated tasks. Candidates must be caring and compassionate with a committed approach to excellent client service. You will also require a mature tactful approach, possess a good telephone manner, be computer literate and have the ability to solve problems.

The ideal candidate will have previous experience within a similar role, although this is not essential, as full training will be given. You will put your Clients best interests at the heart of everything you do and have a genuine passion for building lasting relationships. You will have excellent communication skills and be confident in communicating with people at all levels.

In return for their hard work, we offer our staff a comprehensive range of benefits such as:
Staff discount in our 35 Food Stores and 15 Funeral branches.
Discounts for Co-operative Travel and AHF Furniture stores.
Enhanced annual leave (rising with service).
A competitive pension with up to 10% employer contributions
Great promotion opportunities with most of our vacancies being recruited for from within the Society