

AJC is looking for one of its client:

Job Summary: The Funeral Director (Operations) at Vanuatu Funerals is responsible for managing daily funeral operations and delivering high-quality, compassionate services to families during end-of-life events. This role combines technical expertise in embalming, direct management and training of local staff, operational coordination, and direct family support, while reporting to the Managing Director who retains financial authority and final decision-making.

Key Responsibilities

1. Operational Management

- ⑩ Perform embalming and preparation of deceased persons in compliance with professional standards and company protocols.
- ⑩ Supervise, coach and train local mortuary team members to build a competent and reliable operational workforce.
- ⑩ Coordinate all aspects of funeral service logistics and operations, including use of cold tables, preparation rooms, and equipment.

2. Family Liaison and Support

- ⑩ Meet with bereaved families to understand their needs and preferences.
- ⑩ Provide clear guidance on funeral services, processes, and available options.
- ⑩ Ensure compassionate, professional communication at all times.

3. Emergency Response

- ⑩ Be available for emergency interventions, including weekends when necessary.
- ⑩ Respond promptly and professionally to first calls and urgent requests.

4. Compliance and Documentation

- ⑩ Ensure that all legal documentation related to deaths, transport, embalming, and funeral services is correctly completed and filed according to local requirements.
- ⑩ Ensure compliance with relevant safety and health practices in the workplace.

5. Operations and Team Leadership

- ⑩ Direct daily activities of local staff, assign tasks, and monitor performance.
- ⑩ Lead operational meetings and maintain internal communications.
- ⑩ Provide training to local employees to progressively transfer skills and build operational capacity.

6. Continuous Improvement

- ⑩ Recommend operational improvements informed by industry best practices.
- ⑩ Maintain up-to-date knowledge of funeral services, embalming, and end-of-life care protocols.

7. Professional Standards, Regulatory Compliance & Continuous Development

The Funeral Director (Operations) is responsible for maintaining the highest professional, technical and regulatory standards required for the operation of an internationally recognised funeral service.

The role includes the obligation to:

- ⑩ Maintain at all times a valid licence to practice and any other professional authorisations, registrations or credentials required to perform embalming and funeral directing duties, including those issued by competent authorities or professional bodies in the Philippines or other relevant jurisdictions, where applicable.
- ⑩ Remain fully up to date with the latest embalming techniques, funeral service practices, health and safety procedures, and operational standards applicable to funeral and mortuary services.
- ⑩ Monitor, understand and apply all relevant **local and international regulations**, guidelines and norms relating to embalming, funeral operations and the handling of human remains.
- ⑩ Ensure operational compliance with applicable **international standards for the transport of human remains**, including **IATA requirements**, so that all preparations performed by Vanuatu Funerals are acceptable for international air transport.
- ⑩ Undertake continuing professional development, training and technical updates as required to maintain professional competence and international credibility, subject to validation by the Managing Director.
- ⑩ Immediately inform the Managing Director of any change, suspension, lapse or loss of professional licence, certification or regulatory authorisation.

Required Skills and Experience

The Funeral Director (Operations) must meet the following mandatory requirements:

- ⑩ Hold a **recognized international qualification in thanatopraxy (embalming)**.
- ⑩ Be **licensed to practice** in accordance with applicable professional and regulatory standards.
- ⑩ Demonstrate a **strong commitment to continuous professional development**, including:
 - ⑩ Staying up to date with the **latest embalming techniques**,
 - ⑩ Maintaining knowledge of **current legislation and regulatory requirements**,
 - ⑩ Complying with **international standards** applicable to funeral services.
- ⑩ Ensure full **compliance with IATA regulations** for the preparation and transport of human remains.
- ⑩ Be **fluent in English**, both written and spoken.
- ⑩ Agree to **undertake Bislama language training**, with the objective of being able to communicate effectively in Bislama within **six months** of employment.
- ⑩ Hold a **valid driver's licence**.
- ⑩ Demonstrate professionalism, discretion, and the ability to work in a multicultural environment.
- ⑩ Be capable of operating with a high level of autonomy while respecting internal validation processes when required.

Work Conditions

- ⑩ This position will involve working on evenings, weekends, and on-call arrangements as required.
- ⑩ The Funeral Director will have authority over daily operational decisions but **financial authority and final organizational decisions remain with the Managing Director**.
- ⑩ Training and development of local staff to build operational capability is a core expectation.

Performance Measures

The Funeral Director (Operations) will be evaluated based on:

- ⑩ Operational efficiency and service quality
- ⑩ Family satisfaction and professional conduct
- ⑩ Success in training and supervising local team members
- ⑩ Accuracy and compliance of documentation

Please send your applications to director@vanuatufunerals.com before the 14/02/2026 at 3.00pm