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|  <p>ST PAUL'S ROCK CREEK Episcopal Parish</p> | JOB DESCRIPTION | |
| | Position Title: | Cemetery Office Manager |
| | Classification: | Hourly NON EXEMPT |
| | Salary Range: | 55,000-65,000 |
| | Reports To: | Cemetery Manager |
| JOB DESCRIPTION | | |
| <p>Summary/Objective</p> <p>The Cemetery Office Manager will serve families with care and compassion, educating and leading them through the process of making informed decisions for burial arrangements, advance planning, memorialization, and other needs. The incumbent will also manage the administrative operation and assist the cemetery manager with their role and responsibility.</p> | | |
| <p>Essential Functions</p> <ol style="list-style-type: none"> 1. Assist with selling cemetery goods and services. 2. Accurately research files and make updates as needed. 3. Accurately verify gravesites for burial and advance planning. 4. Lead and Stand Funeral Processions 5. Research Surviving Heirs of Mausoleum and Estate Owners to Update Records 6. Create Burial Certificates for gravesite purchases 7. Reconcile Preneed Accounts and send monthly statements 8. Tracking and Reporting of Sales Activity 9. Quality Control new client files or transactions for accuracy. 10. Assist and oversee grave inventory/file audit. 11. Collects data and details from Family Service Specialist, Receptionist, Grounds Team Members, and other St. Paul's Staff to develop schedules, reports, and special projects. 12. Take lead in absence of Cemetery Manager 13. Other duties or special projects as assigned by the Cemetery Manager. <p>60% Family Services</p> <p>40% Administrative</p> | | |
| <p>Competencies</p> <ol style="list-style-type: none"> 1. Communication proficiency 2. Ethical Conduct 3. Flexibility 4. Initiative 5. Time Management 6. Technical Skills 7. Customer Service Skills | | |
| Supervisory Responsibility | | |

This position does not directly supervise others but does engage with Family Service Specialist, receptionist to ensure smooth running of the office on a daily basis.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, 9:00 a.m. to 5 p.m., as well as Saturdays, as needed.

Travel

Travel is required during the business day.

Required Education and Experience

H.S. Diploma or equivalent. (5 - 7 years of related experience may be substituted for education.)

Previous experience in cemetery environment (preferred).

Two years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Work Authorization/Security Clearance

Must be authorized to work in the United States without sponsorship.

AAP/EEO Statement

St. Paul's provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

DRAFT