

## **JOB DESCRIPTION: OFFICE MANAGER**

**OVERVIEW:** The office manager performs a variety of general administrative and supervisory duties related to planning, coordinating and directing all phases of cemetery operations.

**AIM:** All clients' needs must be met with respect, compassion and dignity. All laws and regulations must be followed without bias.

### **KEY DUTIES:**

- Acting as receptionist.
- Greeting, directing and assisting clients.
- Communicating with clients face-to-face, telephone, mail or email.
- Giving correct information to clients on available services.
- Helping clients locate graves, niches, crypts, vaults, urns and markers.
- Arranging, supervising and assisting with memorials.
- Performing basic clerical tasks such as filing, handling mail, using copier, etc.
- Picking up the mail and directing it to the appropriate recipients.
- Responding to any correspondence in a timely manner.
- Maintaining relevant documentation.
- Scheduling funerals, burials and other services. Selling burial plots & receiving accounts for payments. Making receipts and maintaining payment balances in cooperation with board members, grounds manager and insuring all appropriate paper work is completed.
- Completing warrants and deposits for delivery to the county auditor.
- Coordinating and properly completing of all necessary paperwork.
- Performing computer procedures such as daily backup, software maintenance, financial receipts, and inputting any other relevant and correct data.
- Using software system and completing, maintaining other relevant records.
- Working with the medical examiners, funeral directors and other individuals who may be involved in a burial.
- Coordinating the scheduling and arrangements for funeral services with the funeral homes; monitoring outstanding accounts and executing actions necessary to collect earned revenues.
- Interpreting guidelines, procedures, policies and practices and conveying messages to board members and associates in a clear and concise manner.
- Complying with all Health and Safety requirements.
- Coordinating activities with the grounds manager.
- Adhering to all data privacy laws.
- Maintaining building security.
- Performing light custodial work (dusting, vacuuming, sweeping, cleaning).
- Performing related duties as required.

TYPICAL WORKING RELATIONS: Bereft family members of the deceased, funeral directors, board members, clergy, bereavement services personnel, general public, coroner's office, registrar's office, EPA, environmental groups, facility employees, and others.

SUPERVISION RECEIVED: Works under the supervision of the board members.

ESSENTIAL FUNCTIONS:

- Manages the day-to-day operations of the cemetery office; determines and performs general administrative duties; maintains comprehensive work records, maintenance records, accident records, vehicle maintenance records, equipment and labor costs; collects information and data for various reports; prepares reports and statistical analysis to aid and plan an evaluation of cemetery operations. Prepares and reviews billings for accuracy; manages purchasing processes; initiates programs to secure adequate revenues and achieve fiscal goals.
- Establishes and maintains a system of records, files and maps for the cemetery; prepares burial records for county and state.
- Responds to public questions, explains cemetery procedures and policies; assists with funerals by directing processions and coordinating cemetery activities;

PREREQUISITES:

- High School Graduate or equivalent is required; associate's degree is a plus.
- Minimum 5 years administrative experience.
- Experience overseeing the activities of others in an office setting would be ideal.
- Proficient in Microsoft Office applications (Outlook, Word, Excel).
- Ability to work proactively and positively with board members and associates.
- Excellent communication and organizational skills.
- Customer service oriented.
- Must be able to demonstrate a high level of initiative and independent judgment.
- Must possess a valid driver's license and provide copy of California Division of Motor Vehicles driving record (obtained within 30 days of the first day of work) prior to the hire date.

WORK ENVIRONMENT:

Tasks require a variety of physical activities generally involving muscular strain such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing and seeing are essential to the performance of the job. Common eye, hand and finger dexterity are required. Mental application involves memory for details, verbal instructions and discriminating thinking. Frequent local travel (driving) is required in the normal course of job performance.

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