

Diocese of Sacramento

JOB DESCRIPTION

Dept:	Catholic Funeral & Cemetery Services (CFCS)
Position:	Sales Manager (SM)
Location:	Calvary Funeral Center & Cemetery & All Souls Funeral Center & Cemetery
Classification:	Exempt
Schedule:	Full Time

Reports To: Director of Sales of CFCS, Inc.

Job Summary: The Sales Manager (SM) must be committed to meeting the goals and objectives of Catholic Funeral and Cemetery Services of the Diocese of Sacramento (CFCS). Under the general direction of an assigned supervisor, the SM is to plan, organize, coordinate and manage location specific pre-need sales of funeral and cemetery services, at-need cemetery services and assists with the creation of new sales and pricing strategies, under the direction of the Director of Sales (DoS). The Sales Manager assists in supporting the harmonious interaction between sales, funeral and cemetery personnel, as well as forging strong, lasting relationships within local communities and Parishes in a manner that delivers exceptional experiences to the families being serviced by CFCS.

Essential Functions: The SM is responsible for working closely with the DoS, Director of Outreach and COO in establishing and promoting sales initiatives and programs to effectively increase sales, revenues and market share.

Duties included but are not limited to:

- Plan, schedule and supervise the personnel and sales functions of the assigned location(s).
- Recruit, select, train, mentor and evaluate the performance of location sales staff and provide support to location administrative and grounds staff.
- Make hiring and termination recommendations.
- Develop, recommend and implement short and long-range plans to improve the efficiency and effectiveness of local sales efforts.
- Review and approve sales contracts.
- Analyze data to establish reasonable and realistic sales goals.
- Attend Diocesan or community events to promote funeral centers, funeral services and cemetery services.
- Advise customers and families on technical or procedural issues.
- Resolve customer issues and elevate to the appropriate level if necessary.
- Ensure availability for specific burial rites prior to sale.
- Ensure compliance with all legal requirements, company policies and procedures and Church directives related to cemetery and funeral services.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education, Experience and Licensing:

- Associate's degree in business administration, marketing, mortuary science or a related field. A Bachelor's degree is preferred.
(At the discretion of the hiring manager, a minimum of five (5) years of qualified industry management experience may be considered a substitute for an Associate's Degree)
- Minimum three (3) years of experience involving customer service, sales and/or marketing. Two (2) of which in the cemetery or funeral service industry is preferred.
- Minimum two (2) years of experience supervising the sales activities of others preferred.

- Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment. (An employee moving to California must obtain a California driver's license within the first 30 days of employment.)

Skills / Knowledge / Abilities:

- Must be a practicing Catholic and in good standing with the Catholic Church.
- Ability to manage and produce results in large or multi-facility operations.
- Ability to build relationships and communicate effectively within all levels of the organization, with pre-need customers, at-need families, parishes and the public.
- Ability to prioritize competing demands of routine duties and assigned projects and programs.
- Ability to develop and monitor sales budgets and financial statements.
- Ability and knowledge to use information technology tools such as computers and applicable software applications (e.g. Microsoft Office Suite), networks, telecommunications and general back-office support technologies.
- Skill and ability to recruit, hire, supervise, delegate, discipline and mentor staff.
- Ability to work in stressful situations, under deadlines and with multiple demands.
- Understanding of the Catholic Rites of Christian Funeral and Christian Burial services.
- Ability to problem solve.
- Deliver sales results and expense controls.
- High level understanding of all competitors and demographic patterns influencing business and market share.
- Possesses excellent written and oral communication skills as well as excellent interpersonal skills.

Special Conditions:

- Periodic weekend and evening work is required.
- Must be available to participate in "on-call" duty.
- Must be able to work in all weather conditions.
- Ability to lift and move objects exerting up to 50 pounds of force.

Employee's Signature

Date

Supervisor's Signature