

JOB DESCRIPTION

Position: Senior Manager of Funeral Services
Location: St. Mary Cemetery and Funeral Center
Position Status: Full Time
Schedule: Monday—Friday, Some Saturdays and Evenings
Category: Exempt

Supervisor: Reports to the Chief Operating Officer or other manager as assigned

Job Summary: Ensures complete customer satisfaction with the ministry of Catholic Funeral and Cemetery Services through front facing operational supervision and leadership. Responsible for revenue and expense budgets and delivery of cash flow and caseload targets. Responsible for recruiting, hiring, training and scheduling of staff.

Essential Functions:

1. Deliver our Ministerial mission of caring for the dead and providing the Catholic Funeral Rites of a Vigil, Funeral Mass and Committal Ceremony.
2. Responsible for the profitable operation of St. Mary Funeral Center by increasing revenue and managing expenses.
3. Assists in developing operational budgets and is responsible for the profitable operation of St. Mary Funeral Center through the management of revenues and expenses.
4. Maintains and assists in updating the GPL and CPL as needed.
5. Recruit, develop, train, evaluate and mentor on-site funeral directors, arrangers and funeral attendants.
6. Manage the Funeral Home schedule of services and appointments, assigning staff duties as required.
7. Makes hiring and disciplinary decision and termination recommendations.
8. Support Clergy and Parishes with an emphasis on ministry and service.
9. Set and exhibit exceptional customer service skills to families and staff.
10. Accurately review, approve, prepare and process a variety of correspondence and documents including contracts, receipts, invoices and other forms.
11. Purchase supplies and goods to maintain adequate inventory for funeral home.
12. Oversee cleanliness and preparedness of Funeral Home areas (bathrooms, offices, arrangement rooms, etc.)
13. Be available to periodically answer after hours Director Calls as necessary.
14. Assist in creating strategic plans and implement policy, procedures and protocols to achieve goals and objectives associated with strategic planning.
15. Participation in community events and networking within the community required.
16. May be assigned to oversee Care Center Operations which includes Transportation and Preparation of decedents and Crematory operations.
17. Other duties as may be assigned

Minimum Qualifications:

Must have a minimum of 4 – 5 years of work experience as a Funeral Home Manager or equivalent position in a like sized funeral home. (500+ annual cases)

Must hold a valid California Funeral Director’s License

Must hold a valid California Driver’s License.

Must be a Catholic in good standing.

Education: Accredited Associate of Arts (AA) degree, or equivalent experience.

Ability: Must be able to lift at least 50 lbs.

Skills/Knowledge: Practicing Catholic with knowledge and understanding of the Catholic Church; Proficient in Microsoft Office Products (Word, Excel, Access, Outlook); excellent interpersonal and phone skills; great organizational skills; ability to maintain strict confidentiality; professional temperament and appearance; ability to communicate effectively in oral and written form using correct spelling, grammar and punctuation; ability to work and relate to a variety of personalities and cultures with diplomacy, friendliness and poise; able to work in a team-oriented environment; handle multiple assignments consecutively and prioritize workload.

Employee Signature

Date

Employee Signature

Date