

## JOB DESCRIPTION

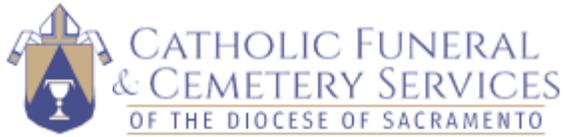
**Position:** Director of Operations, Grounds and Facilities  
**Location:** CFCS  
**Position Status:** Full Time  
**Schedule:** Monday—Friday, Some Saturdays and Evenings  
**Category:** Exempt

**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 of the Diocese of Sacramento through front facing operational supervision and leadership. The Director is to plan, organize, coordinate and manage the grounds and facility maintenance activities for cemeteries and funeral centers owned and operated by the Diocese of Sacramento. The Director ensures fiscal responsibility in the management of maintenance expenses and capital purchases and capital projects. The Director is responsible for coordinating and supporting a harmonious interaction between the sales, funeral and cemetery personnel, as well as forging strong, lasting relationships within vendors, contractors, the local community and parishes.

### 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. Leads the Grounds and Facilities Department through a front facing hands-on approach to provide exceptional experiences.
3. Develops, monitors and maximizes grounds and facility maintenance budgets ensuring the highest level of quality possible.
4. Maintains cemetery inventory and makes adjustments to increase inventory opportunities where appropriate.
5. Recruit, develop, train, evaluate and mentor Cemetery Managers, Grounds Foremen and Grounds staff.
6. Makes hiring and disciplinary decisions and termination recommendations.
7. Ensures operational and reporting compliance with all federal, state and local governance and regulatory entities.
8. Responsible for developing and implementing quality standards of care for grounds and facilities.
9. Ensures compliance with all safety standards and internal safety programs.
10. Solicits and selects contract partners and vendors through formal bid / RFP processes that identify the greatest value to CFCS.



11. Set and exhibit exceptional customer service skills including working directly with families as needed.
12. Provide written and oral responses as required to inquiries or complaints regarding operational matters in such a manner as to protect the Church's integrity and good public image.
13. Accurately review and approve contracts, invoices and other documents.
14. Develops agronomic programs specific to individual cemeteries and unique cemetery features.
15. Develops building maintenance programs specific to individual facilities and the unique features of each facility.
16. Assist in creating and implementing strategic plans, policy, procedures and protocols to achieve goals and objectives.
17. Develops, budgets, plans and overseeing of various capital maintenance projects.
18. Assist in the planning and development of new capital projects. Manages projects as assigned.
19. Oversees memorialization staff, processes and procedures focused on exceptional customer experiences.
20. Must be familiar with the SEIU labor contract and ensure management compliance with the contract.
21. Local day travel to various sites is required.
22. May directly oversee grounds operations and staff at specific locations.
23. Other duties as may be assigned

**Minimum Qualifications:**

Must have a minimum of 3 years of work experience as a Cemetery, Landscape or Grounds Manager or equivalent position in a like sized operation.

Must hold a valid California Driver's License.

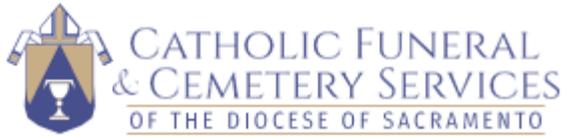
Possession of a valid California Pesticide Applicators License or Certificate preferred.

Must be a Catholic in good standing.

**Education:** Accredited Associate of Science (AS) degree. Bachelor's Degree is preferred.

**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

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date