



CATHOLIC FUNERAL & CEMETERY SERVICES

OF THE DIOCESE OF SACRAMENTO

Job Description

POSITION: Memorial Coordinator

DEPARTMENT: Cemeteries

SUPERVISOR: DIRECTOR OF OPERATIONS

LOCATION: Various

CATEGORY: HOURLY, NON-EXEMPT

JOB DESCRIPTION:

A Memorial Coordinator is committed to meeting the goals and objectives of Catholic Funeral and Cemetery Services of the Diocese of Sacramento (CFCS), which include, but are not limited to, serving families, at time of need, with memorial design for their loved ones. A Memorial Coordinator will assist families in the design of the memorial, place orders, follow up with vendors and coordinate installation of the memorial. The Memorial Coordinator must be a practicing Catholic with knowledge and understanding of the Catholic Church.

WORK SCHEDULE: Office Hours are 8:00 am to 4:30 pm M-S. Workweek may periodically change to accommodate families and business needs.

JOB SUMMARY:

1. Meet with families and provide information related to their, or their loved ones, memorial purchase and the design process.
2. Assist families with the design of their loved one's memorial.
3. Clearly communicate to the family any additional costs incurred by changes or additions during the memorial design process prior to finalizing any design.
4. Accurately complete any necessary contracts associated with changes to memorials during the design process.
5. Place orders, for memorials, with various vendors and track the memorial from order to delivery.
6. Inspect all delivered markers for accuracy of design, quality, craftsmanship and possible damage.
7. Prepare work orders and coordinate installation of memorials with the appropriate Grounds staff or Grounds manager.
8. Review and approve invoices associated with each memorial ordered and delivered.
9. Assist families and the Cemetery Department with memorial warranty issues, needed repairs and/or memorial cleaning and restoration.
10. Accurately record all activity in the designated format.
11. Other duties as may be assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Must be Catholic in good standing with knowledge of the Catholic faith, rituals, and traditions

2. Possess good oral and written communication skills as well as interpersonal skills
3. Strong Customer Service skills and experience.
4. Compassionate and Empathic.
5. Professional in appearance.
6. Understanding of modern office methods and procedures, including basic math computations.
7. Must have strong computer skills and comfort working within various applications.
8. Valid state issued driver's license, good driving record, and proof of insurance is required.
9. Ability to work weekends.
10. Pass a background and credit check.

EDUCATION AND EXPERIENCE:

1. Graduation from high school required.
2. Experience in design, customer service, funeral/cemetery services or related fields resulting in direct public contact.

PHYSICAL REQUIREMENTS:

1. Ability to lift or move objects weighing up to 50 lbs.
2. Physical agility required moving downward and/or forward by bending legs and spine.
3. Physical ability to sustain movements, especially of the fingers, wrists hands and/or arms.
4. Ability to express or exchange information by means of the spoken or written word.

These requirements are representative of minimum levels of required knowledge, skills and abilities. Responsibilities may vary according to projects, cemetery site activity, funeral home needs and size of workforce.

CFCS reserves the right to amend this job description at its discretion. A revised job description supersedes all previous job descriptions for the position as a condition for employment. Job description will be duly distributed as revised.

Employee Name (Please Print)

Employee Signature

Date

Supervisor Name (Please Print)

Supervisor Signature

Date