



## JOB DESCRIPTION

**Position:** Service Director

**Position Status:** Full Time or Part Time

**Schedule:** Monday—Friday, Some Saturdays and Evenings

**Category:** Non-Exempt

**Supervisor:** Reports to the Lead Service Director or other supervisor as may be assigned.

**Job Summary:** Work with at-need families in the delivery of Vigil, Funeral Masses and Committal Services as per the instructions provided by the funeral arranger and/or Lead Service Director, while maintaining the highest standard of customer care.

### Essential Functions:

1. Deliver our ministry in accordance with the Rites of Christian Burial, assisting clergy as needed.
2. Exhibit exceptional customer service skills, empathy, and respect.
3. Have a working knowledge of Catholic traditions and other cultural traditions as applicable.
4. Ability to speak clearly in front of large groups; indoors and outdoors.
5. Transportation of decedent for funeral and cemetery services via hearses and vans.
6. Transportation of flowers and memorabilia via hearses and vans.
7. Adjusts decedent, in casket, as needed for proper and respectful presentation.
8. Have a working knowledge of Parish facilities and staff and be familiar with location specific processes.
9. Set up and clean up CFCS facilities before and after services.
10. Maintain cleanliness and preparedness, including fueling, of vehicles and report any operational or cosmetic issues to the Lead Service Director upon discovery.
11. Maintain general cleanliness of Funeral Center/ Home areas including Chapels, bathrooms, reception rooms, etc.)
12. Other duties as may be assigned.

### Minimum Qualifications:

1. Licensed Funeral Director, preferred



2. Must hold a valid California Driver's License.
3. Must be a Catholic in good standing.

**Education:**

1. High School Diploma or equivalent.
2. Associate Degree, preferred

**Ability:**

1. Must be able to lift at least 50 lbs.
2. Must be able to spend up to 3 consecutive hours standing, indoors and outdoors, in all weather conditions.

**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.

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Employee Signature

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Date

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Employer Signature

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Date