

Office and Family Service Manager

Job Description:

Reports to: Board of Trustees

FSLA Status: Exempt, Full - Time

Salary Range: \$50,000 - \$75,000

Job Summary:

The Office and Family Service Manager is a full time position that reports to the Board of Trustees with an overall responsibility for assisting in the administration and operation of the cemetery. The Office and Family Service Manager is responsible for assisting to ensure the quality of customer service, cemetery appearance and the efficiency and effectiveness of all cemetery operations are being met. The Office and Family Service Manager will assist in implementing a cemetery master plan, formulate maintenance and equipment replacement plans and ensure that financial records are adequately maintained, financial controls are established and funds are properly handled. The Office and Family Service Manager will also assist in ensuring all grounds personnel have been instructed in and follow proper operating procedures, and assist in handling all employment issues of cemetery employees, including discipline and making recommendations to the Board of Trustees on hiring and staffing levels.

Primary Duties:

- Assists in overseeing the overall operations and assists the cemetery staff in the areas of burials, grounds care, landscaping, headstone installation, office operations and overall appearance of the cemetery grounds.
- Assists in Hiring, disciplining, and dismissing employees.
- Assists in Training new employees, evaluates work.
- Provides courteous and expeditious customer service to the general public.
- Assists in preparing and implementing procedures to be used for the sale of cemetery lots; participates in funeral interment, inurnment and disinterment arrangements with families and funeral directors; assists families regarding the size and type of memorials allowed in the cemetery.
- Monitor and report changes in Ohio Revised Codes as they pertain to the operations of the cemetery.
- Assists in reviewing and recommends cemetery fees.
- Working together with the Office Administrator assists with purchase of services, graves, monuments and all misc. office sales.
- Answering incoming phone calls
- Ordering office supplies
- Prepares monthly, quarterly and yearly financial reports for the Board of Trustees to review.
- Presents budget recommendations to the Board of Trustees with input from other departments.
- Attends all Board of Trustees meetings and Joint Council Meetings.
- Monitors monthly expenditures, revenues and maintenance projects.
- Oversees adherence to Company policies and procedures along with others.
- Assist in processing payroll and other HR functions.

- Monitors and updates website as needed.
- Preserve historical documents associated with Woodvale Union Cemetery.
- Obtains certifications as directed by the Board of Trustees.
- Assists in managing IT environment.
- Prepares annual budget with input from Cemetery Superintendent and Office Administrator, as directed by the Board of Trustees for Joint Council approval.
- May be required to perform other related duties as assigned by the Board of Trustees.

Education, Experience

- High school diploma or equivalent preferred.
- Minimum of five years of experience in cemetery maintenance and operations with progressively increased responsibilities.
- Must have valid Ohio driver's license and appropriate training to operate large equipment.
- Experience in Microsoft Office and QuickBooks preferred.
- Any combination of education, training or experience that would qualify for the position as determined by the Board of Trustees.

Knowledge, Skills & Abilities

- At all-time exhibit respectable and professional appearance and behavior.
- Be accommodating and respectful to all who come in contact with the Cemetery.
- Must be punctual, efficient and able to work independently or as a team.
- Ability to understand oral and written communications.
- Knowledge of safety precautions.
- Knowledge of maintenance of motor vehicles and equipment and the ability to perform maintenance or services if required.
- Skilled in the operation of a wide variety of medium to heavy equipment.
- Manual dexterity, overall coordination, and good balance are required. Ability to stand, walk and move rapidly for entire work shift. Ability to bend, stoop, twist, turn frequently and climb stairs.
- Knowledge in understanding cemetery mapping and burial management software (PlotBox).
- Mental alertness is necessary to ensure safe and accurate completion of work activities.
- Ability to perform heavy manual work for extended periods of time and in inclement weather. Able to lift up to 80 lbs.
- Ability to learn computer procedures and safe operating techniques of equipment.

This job description is not intended to be a complete list of all responsibilities, duties, or skills required for the job and is subject to review and change at any time, with or without notice. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.