



Office of Human Resources Position Description

Position: Customer Service Representative – Holy Cross Cemetery
Department: Catholic Cemeteries
Reports To: Superintendent
Classification: Non-Exempt

General Description

Perform assigned duties and functions for the cemetery office. Assist our Catholic families, the public, funeral directors and vendors with their needs as they relate to Catholic Cemeteries' office. Perform assigned duties and functions for the Cemetery consistent with the Mission, Vision and Values of the Catholic Church.

Specific Duties/Responsibilities

The following specific responsibilities are representative of duties required in this position. They may be unilaterally but reasonably changed based on the working environment and departmental needs.

- Answer telephones and direct call to appropriate level, or respond to call inquiries when possible.
- Assist our Catholic families with the step by step process for interment.
- Process and follow-up of incoming funeral orders from funeral directors in adherence to existing policy and procedures.
- Scan and process interments into prescribed cemetery HMIS computer software program.
- Process monument paperwork, i.e., permits, size, location.
- Process memorialization paperwork, i.e. lettering, emblems and floral and import photos.
- Provide superintendent with requested reporting regarding any and all cemetery tracking data and information.
- Maintain office filing, create Mass Remembrance booklet, create candle labels, create all work orders, etc.
- Process work orders as it relates to gravesites/crypts and general property.
- Process yearly vendor permits and insurance coverage's for same.
- Provide excellent customer service to our Catholic families as it pertains to inquiring about grave/crypt locations or problems, direction to site, genealogy, emails, etc.
- Process daily bank deposits through mechanized recording system and banking web-site.
- Input data for record keeping of all interments/entombments.
- Assist the Superintendent with the processing of invoices and accounts payable.
- All other duties as assigned.
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Qualifications/Skills

- Superior communication skills with sensitivity to the needs of our Catholic families.
- Strong attention to detail.
- The ability to work in a fast paced environment; must be able to multitask.
- Solid background in computer skills a must. i.e. Word, Excel and Microsoft Office.

Education and/or Experience

- Associate degree preferred. A high school diploma with at least three (3) years of administrative/secretarial experiences required.

Physical Demands

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job in a normal office environment. Extended periods of sitting and computer work. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.