



Diocese of Santa Rosa – Catholic Cemeteries TEMPORARY Family Services Advisor (6 months)

Our Temporary Family Services Advisor provides a professional and welcoming atmosphere to efficiently and effectively serve those who are in need of our services. For customer service and sales, this position is the first point of contact representing the Catholic Cemeteries by telephone or greeting in person for families and mortuaries. This position explains procedures and policies for Catholic interment, explains cemetery fees and options, and makes arrangements for services both pre-need and at time of need. Family Service Advisors will be working outside daily, working in heat, rain, or cold weather, walking and working on sloping hills and paths.

Title: Temporary Family Services Advisor

Reporting to: Associate Director, Catholic Cemeteries, Diocese of Santa Rosa

Supervisory Responsibilities: None

Status: Temporary, Non-Exempt

Hours/Schedule: 30+ hours/week; 6 months; Monday-Friday 9:00AM-3:00PM; Some weekends and holidays may be required

Benefits: 24 hours of paid sick time

Starting Pay: Hourly wage *this position does not include commission

Essential Functions

- Greets and serves all families and visitors who come to our cemetery office. Compassionate care and respect for deceased and their loved ones is crucial, including discretion and a sensitivity to dealing with discussion of death and related circumstances.
- Responsible for the scheduling (and sales if not pre-purchased) of “at need” cemetery services including paperwork, setting up the sequence of events for an interment, the scheduling of preparations with groundskeepers and mortuary staff as well as working with any other outside vendors who may be required for special services.
- Responsible for the sale of “pre-need” cemetery services including explanation of options and expectations, requirements and policies, paperwork, collection of fees, distribution of appropriate forms and information, mapping, etc.
- Responsible for participating in extensive training program for FSAs on ongoing basis (see below addendum).
- Accurately and completely prepares preliminary information, invoices, docket, memos, memorial information, mapping and checks for completeness of information to satisfy any legal requirements or policies (such as signatures from next of kin, power of attorney, burial permits, etc. that may be needed for the individual circumstance).
- Assists in maintaining cemetery security with vigilance and awareness of inappropriate behavior. Assists in maintaining security of records and keys, gates and alarm system codes, and security codes.
- Must maintain confidentiality and professional discretion at all times, including awareness and support of protection of privacy.
- Interfaces with cemetery staff, sales staff, parish staff, vendors, public and clients.
- Maintains safe, clean, well-organized work environment.

Knowledge, Skills, and Abilities

1. Completion of high school or GED equivalent. A minimum of two years of experience in a business customer service capacity. Business courses or business experience in non-profit organization are desirable.
2. Able to provide a welcoming and professional atmosphere for visitors coming to our cemetery office. Strong interpersonal skills, problem solving skills, and written and verbal communication skills. Spanish bilingual skills helpful.
3. Understanding, appreciation, and respect for the Catholic Church and its teachings, especially dealing with death and burial practices.
4. Strong working knowledge of computer (Excel, Word, QuickBooks and experience with internet access and email).
5. Attention to detail and accuracy are required, as well as analytical, and organizational skills. Ability to prioritize and handle multiple deadlines with interruptions is essential.
6. Ability to work successfully independently and respectfully as a team member. Must maintain a supportive and positive outlook. Must maintain confidentiality and professional discretion at all times.
7. Ability to use telephone, fax machine, computer, scanner, typewriter, adding machine, copier, postage meter, shredder and drive a vehicle.
8. Valid California driver's license and vehicle insurance required (Diocese requires \$100,000/\$300,000) and access to a vehicle.

Essential Physical Functions

- Performs tasks requiring sitting/standing for an extended period of time, squatting, bending, stooping, using a step ladder, and/or walking.
- Sustain frequent movement of the fingers, wrists, hands and arms.
- Will be working outside daily, working in heat, rain, or cold weather, walking and working on sloping hills and paths.
- Occasionally may be required to lift up to 25 pounds to a height of 3-4 feet.
- Occasionally may be required to carry items up to 25 pounds for distances up to 20 feet.

This job description is provided as a general summary of common duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and the Diocese of Santa Rosa, nor does it in any way alter the employment-at-will relationship that exists between employees and the Diocese of Santa Rosa. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

Review date: _____

Supervisor Signature: _____

Employee's Signature: _____

(My signature above indicates that I have received a copy of this job description, the contents of which have been discussed with me by my supervisor or a Human Resources Department representative)