

# Associate Location Manager

## Catholic Funeral and Cemetery Services

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### *Job Description*

The Associate Location Manager is a new role and is treated as position in training and upon training completion assists in the leadership requirements of a funeral and/or cemetery location.

Location leaders are committed to meeting the goals and objectives of CFCS and plan, organize, coordinate and manage the sales, service, administration and grounds activities of a particular Cemetery and/or Funeral Center. The position is responsible for coordinating and supporting harmonious interaction between the Sales, Funeral, and Cemetery staff.

During the training phase (expected to be 3-6 months), the Assistant Location Manager will interact significantly with the Regional Director of our management services company, Catholic Management Services (CMS) and their team. The CMS Staff will guide the on-boarding and training of future Location Managers for CFCS.

### *Requisites*

- Location and Associate Location Managers report to the Director of CFCS for the diocese
- All Managers are required to conduct themselves in a professional manner to promote a cooperative, service-oriented work environment

### *Training Participation*

- Participate actively to develop the skills of a future location leader for CFCS
- Attend and participate in scheduled training events
- Accept mentorship while on a rotational program through a number of locations
- Develop a broad set of skills, serving – performing in each major role in a cemetery and/or funeral location as permitted by rules and regulations

### *Management and Coaching*

- Conduct Team Meetings once per week and provide coaching to the team on meeting objectives and success goals
- Participate in family arrangements twice per week
- Provide skip-level coaching to Counselors on presentation, process, goal and target success
- Participate in funeral services once per week
- Provide feedback on services and process, coach towards opportunities to improve Family satisfaction
- Observe telephone interactions of each Counselor at least once per month to provide reinforcement of desired behaviors on an informal basis
- Review facilities at least weekly taking note of conditions and preparing recommendations
- Participate regularly in Ops Team Meetings

### *Outreach / Diocesan Ambassador*

- Provide leadership serving as the face of CFCS in the diocese including leading major events
- Strive to be the ultimate point of resolution for conflicts with families
- Assist the Outreach Manager with making client connections in high-priority parishes

- Attend one or more Outreach events per quarter and provide coaching to the Outreach Manager on objectives and event success areas

*Team Development*

- Provide semi-annual performance reviews for each direct report including developmental plans
- Create and maintain a team talent assessment including promotion paths
- Maintain a routine schedule for coaching opportunities with direct reports and staff
- Coach direct reports in conducting performance reviews for their teams as appropriate
- Preside over town hall meetings and team learning events at least quarterly
- Schedule quarterly training events for staff with the assistance of CMS
- Participate actively in the hiring and on-boarding of new employees

*Administration / Operations*

- Prepare, present and maintain annual operating/capital budgets
- Contribute to developing sales targets for each commissioned employee
- Work with the CMS Client Director on maintaining a Master Schedule of major initiatives and projects
- Prepare and submit the monthly performance report to Associate Director / Client Director
- Ensure compliance with legal and safety requirements including CFCS policies and Church directives

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Assistant Location Manager

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Signature

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Date

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Director of cfcs Oakland - CMS

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Signature

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Date