



TITLE: **LOCATION/GENERAL MANAGER**

EMPLOYER: **CATHOLIC FUNERAL & CEMETERY SERVICES**

SUPERVISED BY: **Associate Director**

EMPLOYMENT STATUS: **Exempt**

CFCS is committed to serving all members of our community in a dignified and compassionate manner. As an organization we strive to live our mission by being an open resource and providing exemplary service. Employees of CFCS are expected to act in accordance with the values and goals of the organization.

POSITION SUMMARY

The Location/General Manager is committed to meeting the goals and objectives of CFCS. They are to plan, organize, coordinate and manage the sales, service, administration and grounds activities of the Cemetery and Funeral Center. Additionally, they are responsible for coordinating and supporting a harmonious interaction between the Sales, Funeral and Cemetery personnel. Location/General Managers are required to conduct themselves in a professional manner to promote a cooperative, service-oriented work environment. The Location/General Manager reports to the Associate Director.

DUTIES AND RESPONSIBILITIES

- Plan, schedule, direct and supervise the personnel, grounds, sales and office functions at the funeral/cemetery location.
- Select, train, supervise and evaluate the performance of assigned funeral and cemetery staff.
- Formulate, develop and implement short and long-range plans to improve the efficiency and effectiveness of funeral and cemetery operations with the Associate Director.
- Maintain inventory control of graves, crypts and niche locations and products.
- Promote good employee relations, utilizing established policies, procedures and practices.
- Prepare, reconcile, balance and review a variety of financial and statistical records and reports for submission to central administration in a timely fashion.
 - Oversee cemetery and funeral gross revenues to meet or exceed monthly and yearly forecasted budget expectations.

- Provide a MTD/YTD forecast of Gross PNC, PNF, ANC, ANF revenue to Associate Director/support staff. (Overall forecasted budget approved by Director)
 - Direct each FSC to provide a monthly forecast of revenues. Review and manage FSC performance to maintain forecasted revenue expectations.
 - Hold regular staff meetings to review MTD revenue production, contract activity, appointments scheduled, property shown and lead activity.
 - Develop and maintain inner office activity tracking board on a daily basis (This will track revenues, contracts, appointments schedules, property shown and sold, etc. for both PNC, PNF and At-need Cemetery per FSC)
 - Review and direct all contract issues. (ACH, Deposits, terms, etc.) Consult Associate Director on appropriate concerns needing support.
- Ensure the integrity of data entered and maintained in the computerized operating system and reconcile as needed to manual records.
 - Review customer contracts and purchase orders for acceptance and processing.
 - Oversee funeral/cemetery-site record retention and archiving.
 - Communicate with administrators and other Diocesan personnel to coordinate activities, resolve issues and exchange information.
 - Provide written and oral responses as required to inquiries or complaints regarding operational or administrative matters in such a manner as to protect the Church's integrity and good public image.
 - Assure compliance with legal and safety requirements, department policies and Church directives related to funeral/cemetery operations.
 - Attend and conduct weekly or bi-weekly staff meetings and counsel staff on an individual basis as needed.
 - Assure that funeral/cemetery buildings and grounds are properly prepared, secured and maintained.
 - Initiate requests and recommendations concerning the purchase, repair or replacement of office and grounds equipment, including funeral vehicles.
 - Advise and assist families making pre-need and at-need funeral and/or cemetery arrangements.
 - Analyze office and grounds activity and revise workflow and operational procedures as appropriate and manage the staff and event schedules for funeral services and receptions within the facilities.
 - Monitor and control expenditures within the funeral/cemetery budgets.
 - Interface with clergy, parish staff and regional support personnel on a regular basis.

- Work closely with clergy and parish, mortuary and cemetery staffs in scheduling, conducting and supporting all service activity and special events.
- Formulate regional specific marketing ideas for the communities around their funeral center/cemetery.
- Provide specialized information to personnel, patrons and others regarding funeral/cemetery rules, regulations and procedures.
- Resolve operational problems, patron complaints and employee disputes.
- Perform related duties as required.

Education and Experience

Any combination of experience and education likely to provide the required knowledge, skills and abilities, typically:

- A bachelor's degree from an accredited college or university with a major in Business Administration preferred. In the absence of a degree, candidates are required to have completed necessary college-level courses and have the appropriate managerial, supervisory and administrative work experience.
- At least five years' experience in all phases of business management, office administration and supervision.
- A valid California Funeral Director's License.

Knowledge, Skills and Abilities

Knowledge of:

- Cemetery operations, including grounds and office activities.
- Direction of funeral and cremation services.
- Principles and practices of management, supervision and training.
- Accounting and budgeting practices and techniques.
- Diocesan organization, objectives and policies.
- Interpersonal skills, including tact, courtesy and diplomacy.
- Understanding of basic sales principles.

Skill in:

- Preparing, reviewing and analyzing financial and statistical data.
- Coordinating and supervising a variety of diverse activities concurrently.
- Preparing and controlling budgets.

Ability to:

- Plan, organize, coordinate and manage grounds operations and office activities at the funeral center/cemetery.
- Select, supervise and train assigned personnel.
- Communicate and relate to others effectively in written and oral form.
- Prepare, review and analyze financial statements and reports.
- Develop and implement long- and short-term plans to improve the effectiveness and efficiency of funeral/cemetery operations.
- Assure compliance with established funeral/cemetery policies, regulations, directives and requirements.
- Sit, stand or walk for long periods of time, including walking of cemetery grounds. Frequently exert up to ten pounds of force to move objects and occasionally exert up to fifty pounds.
- File and retrieve documents from four-drawer cabinets, five feet high. Must reach above shoulders for two drawers or crouch to reach lower drawers.

These requirements are representative of minimum levels of knowledge, skills and/or abilities.

CFCS reserves the right to amend this job description at its discretion. A revised Job Description supersedes all previous descriptions for the position as a condition for employment. Job Descriptions will be duly distributed as revised.

Employee

Date

Manager

Date