

# JOB DESCRIPTION

**CEMETARY:** All Souls Cemetery/Funeral Center    **POSITION STATUS:** F/T Status  
**POSITION:** Administrative Assistant    **SCHEDULE:** Monday–Friday, 8:00am-4:30pm  
**CATEGORY:** Non-Exempt

**SUPERVISOR:** General Manager or other manager as may be assigned

**JOB SUMMARY:** Responsible for overseeing the smooth running of the cemetery and funeral center office by providing secretarial and related office support services for the General Manager, Sales Manager and/or other designated individuals as needed. In addition, the Administration Assistant, under supervision, is expected to perform a wide variety of moderately difficult and complex clerical tasks, some of which may require the use of a desktop (including MS Word, Excel, PowerPoint and other tools), fax, copy and adding machines.

**ESSENTIAL FUNCTIONS:** The Administrative Assistant will perform a wide variety of duties which require the exercise of good judgment and complete discretion. This position may have very little direct supervision. The employee is expected to determine when and how tasks are accomplished.

## 1. Phones/Visitors

- Represent the Cemetery and Funeral Center to telephone callers and guests.
- Provide general information to callers and guests and direct them to appropriate person or location.
- Assist customers in any way possible; provide exceptional customer service.
- Responsible for accurate “away” message on incoming phone line.
- Route calls appropriately
- Take detailed messages that include name, date, phone number and what it is regarding
- Provide families with Certified Death Certificates and record in binder date of pick up
- Complete first call information (death call) and deliver to Funeral Director/ Arranger
- Assist with visitations and services as needed.

## 2. General Office Needs

- Prepare and have manager review contracts before submitting them to be entered.
  - Proficiency in HMIS and FACTS
- Handle marker order with families and manufacturers
- Record and process Change Orders to Corporate
- Process payments (includes writing receipt with proper procedure)
- Review Edit lists and Batch Reports
- Maintain a Daily Cash Reports for accounting
- Maintain Petty Cash with proper accounting procedures
- Scan and email to accounting checks that are listed in the Check Log
- Request, log and print checks - manager must approve and sign them
  - Keep Check Request log current and updated
- Submit Check Request's for refund's to manager with back up
- File and record at-need and pre-need files while maintaining binders
- Maintain calendar record of services

## 3. Miscellaneous

- Keep the General Manager informed on all matters needing their attention.

- Perform other tasks as will be assigned by the General Manager.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent

**Experience:** Minimum Two or more (2+) years of broad, varied and increasingly responsible clerical service including working with the public.

**Position requires some walking and light lifting.**

**Qualified candidates must pass a background check.**

**Skills / Knowledge:** Proficient in Microsoft Office Products (Word, Excel, Access, Outlook); proficiency in HMIS and FACTS; excellent phone skills; good organizational skills; ability to maintain strict confidentiality; professional temperament and appearance; ability to communicate effectively in oral and written form using correct spelling, grammar and punctuation; practicing Catholic with knowledge and understanding of the Catholic Church in general; ability to work and relate to a variety of personalities and cultures with diplomacy, friendliness and poise. Able to work in a team-oriented environment, handle multiple assignments consecutively and prioritize workload.

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR SIGNATURE

\_\_\_\_\_  
DATE