## Process of Sacramento Funeral Arranger Job Description

- Position: Funeral Arranger

- Location: St. Mary's Funeral Center and/or George L. Klumpp Chapel of

Flowers in Sacramento, CA - Position Status: Full Time

- Schedule: Monday—Friday 8am-4:30pm w/ ½ Hour Lunch

**Some Saturdays and Evenings** 

- Category: Non-Exempt

**Supervisor:** Funeral Center Manager or Funeral Directors or other Manager as may be assigned.

**Job Summary:** Service families at time of need and in preplanning funeral services. Assist the Funeral center Manager and/or COO. Direct Funeral Arrangers and Funeral Assistants as necessary.

## **Essential Functions:**

- 1. Exhibit exceptional customer service skills.
- 2. Meet with families and arrange funeral, memorial and cremation services.
- 3. Shall act as a liaison to coordinate desired service arrangements.
- 4. Accurately prepare and process a variety of correspondence and documents including contracts, receipts, and other forms.
- 5. Deliver and pick up Death Certificate orders at the Health Department and deliver them to appropriate funeral home following policies and procedures.
- 6. Maintain cleanliness and preparedness of vehicles (hearses & vans) and schedule maintenance repairs such as oil changes as necessary.
- 7. Transportation of deceased from hospitals, coroner's office, residences and convalescent homes, during business hours.
- 8. Assist on funeral services set up and assist with casket loading/unloading.
- 9. Transport flowers for funeral services.
- 10. Set up & clean up before and after services during business hours and evenings.
- 11. Maintain cleanliness of Funeral Home areas (bathrooms, offices, arrangement rooms, etc.)
- 12. Transportation of decedent for services.
- 13. Other duties as may be assigned.

## **Minimum Qualifications:**

**Education**: High School Diploma or equivalent. Must hold a valid California Driver's License.

**Ability:** Must be able to lift at least 50 lbs.

## Skills/Knowledge: Practicing Catholic with knowledge and understanding of the Catholic

**Church in general;** Proficient in Microsoft Office Products (Word, Excel, Access, Outlook); excellent phone skills; great organizational skills; ability to maintain strict confidentially; professional temperament and appearance; ability to communicate effectively in oral and written form using correct spelling, grammar and punctuation; 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.

03/05/17