

JOB DESCRIPTION

CEMETARY: Calvary Catholic Cemetery

POSITION STATUS: F/T

POSITION: General Manager

CATEGORY: Exempt

SUPERVISOR: Director

JOB SUMMARY: The General Manager must be committed to meeting the goals and objectives of the Diocese of Sacramento. The General Manager is to plan, organize, coordinate and manage the sales, marketing, service, grounds and administration activities for Calvary Catholic Cemetery & Funeral Center. Additionally, the General Manager is responsible for coordinating and supporting a harmonious interaction between the sales and cemetery personnel, as well as forging strong, lasting relationships within their local community and parishes.

ESSENTIAL FUNCTIONS:

The General Manager has responsibilities such as selecting, training, supervising and evaluating the performance of the cemetery, administration and grounds staff. In doing so, they must always promote good employee relations, utilizing established policies, procedures and practices. Below are the expectations the General Manager will be measured by:

- Plan, schedule, direct and supervise the personnel, grounds, sales and office functions at Calvary Catholic Cemetery and Funeral Center.
- Select, train, supervise and evaluate the performance of cemetery staff.
- Formulate, develop and implement short and long-range plans to improve the efficiency and effectiveness of 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.
- Demonstrate conduct in a professional manner to promote a cooperative, service-oriented work environment.
- 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 gross revenue to meet or exceed monthly and yearly forecasted budget expectations.
- Direct each FSA to provide a monthly forecast of revenues. Review and manage FSA performance to maintain forecasted revenue expectations.
- Conduct 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, contract, appointment schedules, and property shown/sold, etc. for both pre-need and at-need per FSA.)
- Ensure the integrity of data entered and maintained to reconcile against manual records.
- Review customer contracts and purchase orders for acceptance and processing (including ACH, deposits, terms, etc.)
- Oversee cemetery-site record retention and archiving.
- Submit Monthly Burial Location Reports for each location reporting number of sales, burials and general operations of each cemetery.

- 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 cemetery/funeral operations.
- Oversee grounds activity and operational workflow.
- Work closely with clergy and parish, cemetery and mortuary staffs in scheduling, conducting and supporting all service activity and special events.
- Promote good employee relations, utilizing established policies, procedures and practices.
- Assure that 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.
- Analyze office and grounds activity and revise workflow and operational procedures as appropriate and manage the staff and event schedules.
- Monitor and control expenditures within the cemetery budgets.
- Resolve operation problems, patron complaints and employee disputes.

MINIMUM QUALIFICATIONS:

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

- Accredited Associate of Arts (AA) degree, or equivalent certification and experience.
- Experience in customer-service or related fields requiring direct public contact.

Skills / Knowledge: Possess a valid Driver's License and proof of insurance. Possess knowledge of Organization's policies and procedures. Interpersonal skills including tact, patience and diplomacy. Knowledge of modern office methods and technologies. High-level understanding of all competitors and the demographics patterns influencing business and market share. Possess good oral and written communication skills as well as good interpersonal skills. Must be able to work a flexible schedule. Some weekend and evening work required. Position involves sitting, standing and/or walking. Requires ability to regularly exert up to 50 pounds of force to lift or move objects. Physical agility required moving downward and/or forward by bending legs and spine. Physical ability to sustain movements especially of the fingers, wrists, hands or arms. Ability to express or exchange information by means of the spoken word. Able to work in a team-oriented environment, handle multiple assignments consecutively and prioritize workload.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE