

Job Description

Position: Lead Funeral Director
Position Status: Full Time
Schedule: Monday—Friday with Rotating Saturdays and some Evenings
Category: Exempt or Non-Exempt
Salary: \$66,560

Supervisor: Funeral Center Manager or another Manager as may be assigned.

Job Summary: Work with at-need families in the arranging of Vigil, Funeral Mass and Committal Services. Provide operational supervision and leadership in the scheduling of Arrangement staff and maintain the highest standard of customer care.

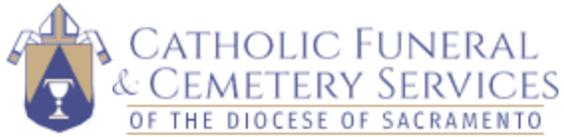
Essential Functions:

1. Deliver our ministry with the Rites of Catholic beliefs and in accordance with the Rite of Christian Funeral and Cemetery.
2. Shall act as a liaison between Funeral Arrangers, the Lead Service Director and Care Center staff to coordinate desired service arrangements.
3. Conducts funeral arrangements with families.
4. Oversees and schedules assigned Funeral Arrangers.
5. Provides initial contract and document review prior to submission to the approving manager. Returns incomplete or inaccurate work to Arrangers.
6. Trains and coaches Arrangement staff on new processes and procedures and sets expectations for success.
7. Must believe in and deliver “Servant Leadership” to staff and families.
8. Follow up on family complaints regarding the arrangement process and make recommendations to management for resolution, if warranted.
9. Meets with assigned Manager and Lead Service Director weekly.
10. Reviews and signs off on all posted files.
11. Coordinates assistance for our other locations, as needed, to ensure balanced workloads between arranging staff.
12. Be available to field/answer after hours Director Calls as necessary.
13. Other duties as may be assigned.

Minimum Qualifications:

1. Must have a minimum of 3 years of hands-on work experience as a Funeral Arranger or Director or equivalent work experience in a related field.
2. Must hold a valid California Funeral Director’s License or the ability to immediately obtain one within 6 months of employment.
3. 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 confidentiality; 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.