



JOB DESCRIPTION

Position: Manager of Funeral Services
Position Status: Full Time
Schedule: Monday—Friday, Some Saturdays and Evenings
Category: Exempt
Salary Range: \$80K - \$105K

Supervisor: Reports to the Director of Funeral Services, Chief Operating Officer or other manager as assigned

Job Summary: Ensures complete customer satisfaction with the ministry of Catholic Funeral and Cemetery Services through front facing operational supervision and leadership. Responsible for funeral at-need revenue and expense budgets and delivery of caseload targets for assigned funeral centers.

Essential Functions:

1. Deliver our Ministerial mission of caring for the dead and providing the Catholic Funeral Rites of a Vigil, Funeral Mass and Committal Ceremony.
2. Must believe in and deliver “Servant Leadership” to staff and families.
3. Set and exhibit exceptional customer service skills to families and staff.
4. Recruit, develop, train, evaluate and mentor on-site funeral directors, arrangers and lead staff and assigned administrative staff.
5. Makes hiring, disciplinary, and termination recommendations.
6. Assists in developing operational budgets and is responsible for the profitable operation of funeral services through the management of revenues and expenses for assigned funeral centers.
7. Maintains and/or assists in updating the GPL and CPL as needed.
8. Manage the Funeral Center schedule of services and appointments.
9. Support Clergy and Parishes with an emphasis on ministry and service.
10. Accurately review, approve, prepare and process a variety of correspondence and documents including contracts, receipts, invoices and other forms.
11. Purchase supplies and goods to maintain adequate inventory for funeral home.
12. Oversee cleanliness and preparedness of Funeral Home areas (bathrooms, offices, arrangement rooms, etc.)
13. Participate in the Funeral Manager on-call rotation.



14. Meet with families to make funeral arrangements as needed.
15. Assist in creating and implementing policy, procedures and protocols.
16. Participation in community events and networking within the community.
17. Other duties as may be assigned

Minimum Qualifications:

1. Minimum 2 years Funeral Arranger or Director experience.
2. Minimum 2 years supervisory experience.
3. Must hold a valid California Funeral Director's License.
4. Must hold a valid California Driver's License.
5. Must be a Catholic in good standing.

Education: Accredited Associate of Arts (AA) degree, or equivalent experience.

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

Skills/Knowledge:

Practicing Catholic with knowledge and understanding of the Catholic Church;

Proficient in Microsoft Office Products (Word, Excel, Access, Outlook); excellent interpersonal and 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.

Employee Signature

Date

Employer Signature

Date