



Job Description

Position:	Family Service Advisor
Location:	Catholic Funeral and Cemetery Services
Position Status:	Full Time
Schedule:	Monday – Saturday; Days and Evenings
Category:	Non-Exempt
Pay Rate:	\$25.00 per hour + Commission

Supervisor: Manager of Funeral Services or another manager as may be assigned

Position Summary: Catholic Funeral and Cemetery Services (CFCS) are committed to serving all members of our community in a dignified and compassionate manner. We strive to live up to our mission by being an open resource and providing exemplary service. Employees of Catholic Funeral and Cemetery Services are expected to act in accordance with the values and goals of CFCS.

A Family Service Advisor (FSA) is committed to meeting the goals and objectives of Catholic Funeral and Cemetery Services, which include, but are not limited to, serving families that come to or contact the funeral home to arrange “pre-need” funerals; make follow up calls and contacts providing assistance to families; generating sales leads and referrals; completing sales to meet sales goals; and establishing and maintaining effective communication and coordination of efforts within the funeral home and other funeral staff.

Advisors are required to conduct themselves in a professional manner to promote a cooperative, service-oriented work environment. The FSA reports to the Manager of Funeral Services (or other managers as may be assigned). Performance evaluations will be completed by the supervising manager with input from other managers.

Duties and Responsibilities:

1. Counsel families making “pre-need” funeral arrangements.
2. Develop a rapport with families with an emphasis on ministry and service. Provide information to families allowing them to make well informed “pre-need” funeral arrangements.
3. May need to meet the funeral cortege at the place of internment and remain throughout the Committal Service to offer assistance and support to the family.

4. Address any family complaints and advise their supervisor on all family complaints immediately.
5. Coordinate, manage and attend “pre-need” seminars, lunch & learn events or community events directed by CFCS.
6. Comply with all CFCS policies, instructions and directives.
7. Attend scheduled training and sales meetings.
8. Participate in Outreach events.
9. Seek opportunities in non-traditional Community Outreach activities that reach out to CFCS targeted demographics.
10. Accurately prepare and process a variety of documents including contracts, change orders, receipts and other funeral related forms.
11. Assist in the training of fellow Family Service Advisors as required.
12. Meet and exceed minimum standards as listed in the Commission Policy.
13. Utilize FACTS (or other assigned database management software) for lead and other assignments.
14. Follow up on all leads in a timely manner with the focus on setting appointments for Advanced Planning.
15. Perform other duties as may be assigned.

Education and Experience:

1. Graduation from high school required; college graduate preferred.
2. Experience in sales, customer service or related fields resulting in direct public contact.
3. A successful documented track record.

Knowledge, Skills and Abilities:

1. Possess a valid California Driver’s License and proof of insurance.
2. Pass a background check.
3. Possess knowledge of Catholic Cemeteries and Family Services Program policy and procedure.
4. Interpersonal skills including tact, patience and diplomacy.
5. Understanding of modern office methods and procedure.
6. Basic math computations.
7. Possess good oral and written communication skills as well as interpersonal skills.
8. Bi-lingual (Chinese, Japanese, Spanish or Tagalog, preferred)

Physical Requirements:

1. Involves sitting, standing, and walking, plus some occasionally exert up to 30 pounds of force to move objects.

2. Physical agility required moving downward and/or forward by bending legs and spine.
3. Physical ability to sustain movements, especially of the fingers, wrists hands and/or arms.
4. Ability to express or exchange information by means of the spoken or written word.

These requirements are representative of minimum levels of required knowledge, skills and abilities. Responsibilities may vary according to projects, cemetery site activity and size of workforce.

CFCS & Catholic Funeral and Cemetery Services reserves the right to amend this job description at its discretion. A revised job description supersedes all previous job descriptions for the position as a condition for employment. Job description will be duly distributed as revised.