



## Job Description

**Position:** Lead Service Director  
**Location:** Catholic Funeral and Cemetery Services  
**Position Status:** Full Time  
**Schedule:** Monday—Friday; Some Saturdays and Evenings  
**Category:** Exempt  
**Salary:** \$68,640 annually plus incentives

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

**Job Summary:** Work with at-need families in the delivery of Vigil, Funeral Mass and Committal Services. Provide operational supervision and leadership in the scheduling of Service Directors, Assistants and associated assets for funeral services and maintain 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 Service Directors, Funeral Arrangers, Care Center staff and Cemetery staff to coordinate desired service arrangements and special events.
3. Oversees and schedules Service Directors, Funeral Assistants and associated assets for all funeral related services.
4. Assists with Funeral Services such as needed.
5. Evaluates, trains and coaches Funeral staff and sets expectation levels for success.
6. Must believe in and deliver “Servant Leadership” to staff and families.
7. Set and exhibit exceptional customer service skills to families and staff.
8. Knowledge of Parish facilities and staff and familiar with location specific processes.
9. Accurately prepare and process a variety of correspondence and documents including contracts, receipts, and other forms.
10. Transport flowers for funeral services, if necessary.
11. Transportation of decedent for services, if necessary.
12. Set up & clean up before and after services, if necessary.
13. Be available to field/answer after hours Director Calls as necessary.
14. 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.