



Job Description

Position: Memorial Coordinator
Location: Catholic Funeral and Cemetery Services
Position Status: Full Time
Schedule: Monday – Friday, Some Saturdays
Category: Non-exempt
Pay Range: \$17.00 - \$20.00 per hour

SUPERVISOR: Sales Manager or another manager as may be assigned.

JOB SUMMARY:

A Memorial Coordinator is committed to meeting the goals and objectives of Catholic Funeral and Cemetery Services of the Diocese of Sacramento (CFCS), which include, but are not limited to, serving families, at time of need, with memorial design for their loved ones. A Memorial Coordinator will assist families in the design of the memorial, place orders, follow up with vendors and coordinate installation of the memorial.

ESSENTIAL FUNCTIONS:

1. Meet with families and provide information related to their, or their loved ones, memorial purchase and the design process.
2. Assist families with the design of their loved one's memorial.
3. Clearly communicate to the family any additional costs incurred by changes or additions during the memorial design process prior to finalizing any design.
4. Accurately complete any necessary contracts associated with changes to memorials during the design process.
5. Place memorial orders with various vendors and track the memorial through delivery.
6. Inspect all delivered markers for accuracy of design, quality, craftsmanship and damage.
7. Prepare work orders and coordinate installation of memorials with the appropriate Grounds staff or Grounds manager.
8. Review and approve invoices associated with each memorial ordered and delivered.

9. Assist families and the Cemetery Department with memorial warranty issues, needed repairs and/or memorial cleaning and restoration.
10. Accurately record all activity in the designated format.
11. Other duties as may be assigned.

MINIMUM QUALIFICATIONS:

Minimum Qualifications:

1. Must hold a valid California Driver's License.
2. Ability to lift or move objects weighing up to 50 lbs.
3. Ability to express or exchange information by means of the spoken or written word.
4. Catholic in good standing.
5. Bilingual: Fluent in English and Spanish.

Education and Experience:

1. Graduation from high school required.
2. Experience in design, customer service, funeral/cemetery services or related fields resulting in direct public contact.

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.