CATHOLIC FUNERAL & CEMETERY SERVICES
OF THE DIOCESE OF SACRAMENTO

JOB DESCRIPTION

Position: Removal Technician
Location: Catholic Funeral and Cemetery Services
Position Status: Full Time
Schedule: Varies; Days, Nights, Weekdays, Weekends
Category: Non-Exempt
Pay Range: $17-20 per hour

Supervisor: Reports to the Care Center Manager or other supervisor as assigned.

Job Summary: Provides assistance to the Care Center and Funeral Service Team with primary focus on receiving first calls from families, health care providers, etc. and the transportation of human remains and items associated with funeral services.

Essential Functions:

1. Performs the removal of human remains from hospitals, private residences, coroner's office, convalescent homes, etc. and provides transportation to the funeral home.
2. Performs answering service duties in the receiving of "first calls" and ensure all required information and releases are obtained prior to the removal.
3. Comply with professional dress code and wear personal protective equipment as needed.
4. Exhibit exceptional customer service skills, empathy, and professionalism at all times.
5. Answer phones and doors with welcoming professionalism
6. Deliver and pick up Death Certificate orders from local Health Department
7. Maintain cleanliness and fueling of transportation vehicles.
8. Assist on funeral services and with flower hauling for services
9. Assist with evening funeral services
10. Other duties as assigned

Minimum Qualifications:

1. Must hold a valid California Driver's License.
2. Must be a Catholic in good standing.

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Education:

1. High School Diploma or equivalent, preferred

Ability:

1. Must be able to lift at least 100 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 confidentially; 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.