Family Service Representative

Ministry Description

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| **Accountability:** | Reports to Cemetery Manager |
| **Supervisory Responsibility:** | None |
| **FLSA Status:** | Nonexempt |
| **Hours:** | Full-time: Forty hours per week. Occasional work on Saturdays and holidays required. |
| **General Summary:** | The cemetery ministry position assists families with grave, crypt, and memorial selections, and coordinates funerals with funeral directors. The position also fills clerical needs of the cemetery. |

**Principal Duties and Responsibilities**

* Assure that burials are completed properly in accordance with the teachings and practices of the Catholic Church.
* Meet and greet families and visitors with the dignity deserving of all God's children. Assist them personally or refer them to the appropriate staff member.
* Assist walk-in and at-need families with locating grave spaces; selecting grave, crypt, or memorial spaces; and completing the proper contractual agreements.
* Communicate with families, funeral directors, and clergy with sensitivity, tact, and discretion.
* Coordinate funerals with funeral directors and cemetery personnel, interment orders.
* Follow written policies, procedures, and guidelines for maintaining cemetery records, files, and supporting documentation.
* Provide administrative services to the manager as needed. Process at need sales, Certificates of Burial Rights, lot files, and statistics.
* Assist with data entry of cemetery records.
* Complete sales and interment records as required.
* Maintain the condition and custodial care of the cemetery office building.
* Perform all duties in a manner that reflects positively upon the Diocese of Lansing.

**Knowledge, Skills, and Abilities**

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| Education: | High school diploma or equivalent is required. |
| Experience: | Must be a practicing Catholic and have demonstrable experience with and knowledge of Catholic burial traditions. |
| Require: | Ability to use word processing and spreadsheet software with accuracy. Must be a self-starter and detail oriented. |
| Physical Demands: | While performing duties, employee has to sit for long periods of time, use hands in repetitive motion tasks, and answer telephone calls. The position also requires some standing, stooping, and bending while filing. Employee is expected to work onsite, Monday through Friday, with minimal travel. Some work on Saturdays is required as needed. Memorial Day is a mandatory work day. Must be able to safely lift 50 lbs. |

The above statements describe the general nature and level of work of the position. They are not an exhaustive list of all responsibilities, duties, and skills.