CATHOLIC CEMETERIES ASSOCIATION
POSITION DESCRIPTION

TITLE: Family Services Coordinator

DIVISION: Catholic Cemeteries, Rosario

IMMEDIATE SUPERVISOR: Cemetery Supervisor

STAFF SUPERVISED: None

STATUS: Non-Exempt - Full Time

WORK CONDITIONS: Some lifting of office materials not to exceed 35 lbs.; driving in inclement weather conditions; normal office environment; may be required to work overtime during peak work periods, Saturdays and holidays; may be required to work at any of the three cemetery locations.

MAJOR FUNCTIONS AND RESPONSIBILITIES: Assist the family of deceased in making preparations for interment, entombment or inurnment. Establish a bereavement program through cooperative efforts with a parish or archdiocesan level. Meets with families for pre-need sales. Duties/responsibilities will vary at each cemetery.

QUALIFICATIONS:
A. Education/Work Experience/Skills and Personal Requirements
- High school graduation is required and a college degree is preferred
- Two years in a related field with counseling experience is preferred
- Computer literate with knowledge and experience in MS Office Pro software
- Bi-lingual (Spanish) desirable
- Excellent communication skills
- Ability to develop a cooperative working relationship with cemetery personnel
- Training in a bereavement support desired
- Ability to learn a complex mapping system.
- Understanding of the concept and acceptance of death as being a part of our Christian life and a commitment to the mission and philosophy of the Catholic Church.
- Ability to project a sincere, friendly, compassionate, and professional manner at all times with families, staff and management
- Demonstrated sensitivity to a multicultural church

SPECIFIC DUTIES:
- In work situation and dealing with co-workers and public, adhere to the Mission Statement of the Catholic Cemeteries and follow policies and procedures of the Catholic Cemeteries Association.
- Assist the family of a deceased in making preparations for interment, entombment or inurnment by presenting the extensive options available to them.
- Assures that prepared gravesite is accurate, safe and overall appearance meets cemetery requirements based on policies and procedures. Follows up after cemetery services ensuring that gravesite is closed, with safety and appearance requirements met.
- Responds to all telephone calls from funeral homes or families regarding purchase of cemetery property in preparation of burial.
- Represents cemetery when attending each service at gravesite, niche/crypt site or chapel.
- Meets with families wishing to purchase pre-need property and/or merchandise.
- Maintains file of all families assisted for AN/PN follow up.
- Responsible for verifying/updating cemetery office maps to include AN and PN sales.
- Prepares and coordinates first Saturday memorial or funeral Masses to include: Priest, music and preparation of chapel.
- Help cemetery office personnel with any tasks that would enhance the overall service to families. May include but not limited to, entering data into cemetery software.
- May be called upon, at the discretion of the immediate supervisor, to perform comparable duties of a similar or related nature or to assist in other areas when Catholic Cemeteries needs require.

PAY STEP: 5 ($40,518.40 + excellent benefits package)
CONTACT: Cemetery Supervisor, 505-983-2322 or email framirez@asfcca.org
POSTING DATE: July 13, 2023
CLOSING DATE: until filled