



Cemetery Office Manager

PRIMARY ROLE

Responsible for the overall administrative function of the cemetery including overseeing/coordinating the processing of all operational and accounting functions (and coordinating the transfer of such documentation to a Central Processing Center (CPC) where a CPC exists). Included in these functions are ownership, interment and inventory record keeping. Reviews reports and oversees business processes such as bank deposits, manual checks, sales contracts, accounts receivable reports and purchasing documentation to ensure accuracy and adherence to Company policies and procedures. May be requested/required to perform advanced functions such as reconciliation's, generation of reports, renewal of licenses, coordinate physical inventories and other special projects assigned by Senior Regional Management or Home Office. The Office Manager is responsible for hiring, training, and supervising cemetery clerical and administrative staff as well as assisting location personnel as needed to meet the obligations to client families. This position involves interaction with high level Regional and Home Office staff contacts, requiring the use of business vocabulary, tact, discretion and judgment.

PERFORMANCE DIMENSIONS

LEADERSHIP

Through personal actions, demonstrates commitment to the Company's goal of being the Employer of choice in the deathcare services industry.

Empower his/her employees to accomplish their position responsibilities through coaching, mentoring and performance feedback.

Assists, where appropriate, the General Manager and Sales Manager in training or correcting sales counselor paperwork and contracts.

Builds cooperation amongst sales, cemetery administration, cemetery grounds, funeral home and CPC (where applicable) personnel to promote a team atmosphere through open lines of communication, personal commitment and demonstrated actions.

Provides an atmosphere for employees to feel positive about the company, their job function, fellow employees; build team spirit.

Interviews, hires, evaluates performance and works with the General Manager regarding disciplinary action and terminations for cemetery administrative staff.

Maintains a motivated and dedicated staff with the skills necessary to serve client family needs.

Assures staff members understand Company and Location goals, policies and procedures.

LEADERSHIP

Effectively employs the Company's human resource programs and systems to maintain high morale and individual commitment.

MEASURES TO BE CONSIDERED:

- Employee turnover
- CareLine calls – frequency/seriousness of content
- Timeliness and quality of performance evaluations
- Frequency of employee meetings
- Informal feedback from employees
- Disciplinary problems are handled and proper documentation is in personnel files.
- Readiness of subordinates to assume greater responsibility.
- General Manager, AVP and HR staff observations regarding Office Manager's abilities.

OPERATING CONTROL

Assures compliance with all Company policies and procedures. Requires sound knowledge of all applicable SCI policies and procedures, including SCI Operations Manual, applicable federal and state/provincial laws, and Cemetery by-laws.

Supports the General Manager, Sales Manager, Superintendent, and Funeral Home Managers (in combo facility) to ensure their objectives are attained while maintaining a high standard to ethics and budgetary requirements.

Assures all administrative and accounting functions of the cemetery are processed accurately and in a timely manner in compliance with the Cemetery's policies and procedures and all federal, state and provincial regulations.

Promotes the entire customer service experience (conduct and appearance of staff, coordination with SCI and outside funeral homes, etc.) and assures that it reflects the standards one would expect if they were the customer.

Assures the timely and accurate processing of all sales contracts, pre-need, at-need and cremation paperwork.

Assures the completion of all internal processes including, but not limited to, all sales transactions, cancellations, payments in full, interments, transfers (property and ownership) and payroll.

Ensures generation of, and reviews, weekly, monthly and quarterly reports such as Merchandise Trust report, Endowment Care Deposit report, Board Volume reports, etc.

MEASURES TO BE CONSIDERED:

- Timeliness and quality of weekly, monthly and quarterly cemetery operations and accounting reports.
 - Frequency and severity of internal complaints from CPC, Funeral Homes and Sales.
 - Frequency and severity of client complains and Client Surveys.
 - Adequate control and inventory of markers and vaults.
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**CUSTOMER
SATISFACTION**

Provides a collaborative, productive workplace environment for employee growth and development that instills pride, a sense of ownership, and the challenge to employees to exceed expectations.

In conjunction with sales, uses customer feedback information to improve cemetery administration and strengthen individual employee's performance.

Supports General Manager to ensure all work orders are completed in a timely manner with proper documentation.

MEASURES TO BE CONSIDERED:

- Trend of client satisfaction ratings.
 - Type, frequency and severity of client complaints.
 - Corrective action taken and response time.
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FINANCIAL CONTROL

Work with General Manager to operate cemetery administrative and accounting activities within budget parameters.

Oversees the processing of all cemetery accounting functions (or transfer of such documentation to a CPC) including collection of all accounts receivable, verification and payment of all accounts payable invoices, control of receipt and deposit of cash payments by families, maintenance of cemetery's petty cash fund and reconciliation of accounts.

Coordinates the processing of orders and the control of storage inventory for vaults and markers. Also oversees the processing of installation orders to the Grounds/Maintenance Department and communication to families that the installations are complete.

MEASURES TO BE CONSIDERED:

- Timely relief of liabilities to ensure timely trust withdrawals.
 - Cemetery accounts receivable are current within acceptable ranges.
 - Verify coding accuracy.
 - Cost containment of expenses/spending.
 - Frequency and severity of errors/losses affecting Family and Location integrity.
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