

Customer Service Representative

Summary of Position:

The Catholic Cemeteries of the Roman Catholic Diocese of Rockville Centre, Inc. located in Westbury is seeking a full-time Customer Service Representative. This full-time position is 35 Hours per Week: Tuesday - Saturday 9:00 a.m. to 4:30 p.m. Individual will report to the Cemetery Manager.

Duties and Responsibilities:

- Assist the cemetery operation in carrying out responsibilities with respect to committal plots and mausoleum sales, stonework, inscriptions, floral vase and candle programs, seasonal decoration programs, portrait orders, emblem and feature purchases, bronze letters, price increases, affidavit processing, disinterment procedures, surrenders, cancellations, and crypt/niche features and inscriptions.
- Prepare and execute all processes and procedures in an orderly and effective manner.
- Handle stressful situations with families keeping calm while dealing with displaced anger.
- Minister daily to the needs of bereaved families by interacting with those who visit our cemeteries for any purpose.
- Understanding of the seasonal nature of a cemetery where not all requests may be fulfilled until future season.
- Competent to communicate basic knowledge of Church practices concerning the rituals and beliefs of the Roman Catholic Church.

Position Requirements:

- High School graduate (college preferred) with at least two years of business experience.
- Strong interpersonal skills necessary
- Able to work in a fast-paced environment
- Must be computer literate, (Word, Typing, Excel)
- Bilingual in English and Italian /Spanish preferred but not required.

Please email your cover letter and resume in word format as an email attachment. Please note Cemeteries-Customer Service Representative in subject of e-mail to our Human Resources Department: Diocese of Rockville Centre, P O Box 9023, Rockville Centre, NY 11570 - Email: employment@drvc.org - Fax: 516-678-9566.