



CATHOLIC CEMETERIES

of the Roman Catholic Diocese of
Rockville Centre, Inc.

New: October 9, 2018

**POSITION TITLE: Part Time East End Customer
Service Coordinator**

HOURS PER WEEK: Flexible (Up to 24hrs)

WORK LOCATION: Sacred Heart, Cutchogue

REPORTS TO: Customer Service Manager

INCUMBENT:

Summary of Position:

Assist the cemetery operation for both Sacred Heart Cemetery in Cutchogue and St. John the Evangelist in Riverhead to carry out responsibilities of sales including committal plots, stonework and inscription applications, inscriptions, seasonal decoration programs, portrait orders, emblem purchases, price increases, affidavit processing, disinterment procedures, surrenders, and cancellations. Prepare and execute all processes and procedures in an orderly and effective manner. Includes various record keeping electronically. The coordinator must handle stressful situations with families, keeping calm while dealing with displaced anger. This position is the first face of the Church's we represent which many families will encounter.

Position Requirements:

High School graduate (college preferred) with at least two years of business experience. Strong interpersonal skills is necessary. Position involves sales of inventory, processing information in a time sensitive environment. The ability to read and interpret a sales map and price list is advantageous.

Supervision and Guidance Received:

Position reports directly to management personnel. However, must be able to act on an independent basis.

Working Conditions:

Workweek is flexible and approximately 24 hours per week plus additional hours as demand or occasions dictate. This Employee performs most functions outdoors showing customer's committal spaces in other areas of the cemetery as well as inspecting monuments and the like. A lap top computer will be provided for all record entries.

Public Relations:

Ministers to the needs of bereaved families by interacting with those who visit our cemeteries for any purpose. They must demonstrate empathy, compassion, and use a high degree of tact to convey cemetery requirements that may conflict with a family's desire to honor the memory of a loved one. By example, witnessing the Catholic faith to the public, customer service

coordinator should be competent in communicating basic knowledge of Church practices concerning the rituals and beliefs of the Roman Catholic Church.

Catholic Doctrine Requirements:

In the Creed, Roman Catholics express as part of their faith belief in the Holy Spirit...the communion of saints...the resurrection of the body and life everlasting. Our Catholic Cemeteries clearly demonstrates and symbolizes these three doctrines. The Catholic Cemetery is an expression of faith, an extension of the parish community, and a life affirming response to the universal mystery of death and resurrection.

The life of God dwells in the human person through the waters of Baptism. Catholic teaching has always presented the human body as the temple of the Holy Spirit. Consequently, the Church has concerned herself with regard for the body before and after death. We speak of treating the total human person with dignity in all the stages of existence. It is in this spirit that the Church provides cemeteries, which reflect the dignity of and reverence, for the body. Due to the religious nature of the work involved at a Catholic cemetery, it is desirable that employees have a basic knowledge of Roman Catholic Doctrine. The Roman Catholic Church teaches that our cemeteries are ‘Sacred Places.’ People gathering at our cemetery sites seek an environment of prayer, serenity, and comfort. Cemetery employees are not required to have knowledge of Catholic Doctrine but all employees are required to understand, accept, and respect those who come to our cemeteries each day as an expression of their faith.

Preferred Candidates:

Notary Publics, candidates who are bi-lingual in English and Italian/Spanish. Candidates who are Virtus Certified and those with a valid driver’s license. Familiarity with computers and Microsoft 365 is preferred. Training on company specific software will be provided.

Condition of Employment:

Employment is “at will,” meaning that employment is not for a specific period of time and that either the employee or Catholic Cemeteries of the Roman Catholic Diocese of Rockville Centre, Inc. may terminate employment at any time, with or without cause or prior notice.

Essential Customer Service Coordinator Daily Duties

- Discusses with family members procedures regarding the cremated remains.
- Maintain the ability to perform a wide variety of duties and responsibilities with accuracy, and speed under the pressure of time-sensitive deadlines.
- Responsible for the dissemination of policies, procedures, and fully answering questions, complaints, locations of the deceased.
- Sales. Attends to pre-need or at need sales for all committals. Fully capable of understanding and communicating each type of committal in order to assist families in the committal selection process, while effectively communicating the necessary adherence to all rules and regulations. Documents all information pertaining to the purchase of committal space, the collection of associated fees, and the issuing or emailing of all receipts.
- Keeps Customer Service Manager and designated others, fully and accurately apprised concerning work progress, including present and potential work problems and suggestions for new / improved methods of addressing such problems. Additionally, reports any deficiencies of grave digging and landscaping activities to the Customer Service Manager.
- Practice and elevate the ability to use tact, patience, and courtesy in dealing with grieving families.
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions
- Utilize integrity, ingenuity, and inventiveness in the performance of assigned tasks.
- Represents cemetery operations to the public, including providing information on services, investigating complaints and ensures solid public relations within the cemetery environment while being the face of Jesus Christ.
- A willingness to engage in non-competitive actions and sales processes by voluntarily and intentionally NOT engaging in the sale of: funeral home products and services, monument dealers and inscription products or services, vaults and other outer container services, florist and lot decoration services.
- Consistently refreshes knowledge of the purposes and policies of Catholic Cemeteries of the Roman Catholic Diocese of Rockville Centre, Inc.
- Responds to customers' questions or comments in a courteous and timely manner. Performs other directly related duties consistent with the role and function of this classification as designated by the Customer Service Manager.
- Strives to improve constantly the ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language.
- Demonstrate ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or practices.

Detailed Responsibilities by Duties

Stonework Applications

- Examines requests for inscriptions on an existing stone, approval, and/or follow up with vendor and family for discrepancies.
- Confirms foundation is installed or fabricated at the desired location. If not, alert Customer Service Manager for installation before monument can be placed.
- Prior to placement of monument, manually confirms all actual measurements (lettering, symbols, etc.) while still on the delivery truck, compares to application print, and after placement on the gravesite, double checks to ensure proper setting, location, and the monument is secure and free from damages.
- Checks any reported damage to stone, documents damage and takes a photograph for our internal records. Prepares for needed repairs with vendor. When repairs are complete, the Coordinator follows up for final inspection. In the event of repaired damage, post repair photos are taken and entered into the file for complete documentation.

New Available Inventory

- For the selected burial space, confirm pricing, availability in Rbase Field Book software application. Confirm all available plots against CMS computer application. Updates availability on all forms, handouts, and rules/regulations with new inventory. Contacts families who have placed reservation for a new area and then solicit a point of sale. If the purchase does not take place, remove the expired non-desired entry from the inventory.

Portrait Program

- Review the portrait program with the customer and obtain all necessary information such as location, original certificate, address, and submitted picture. Ensure photograph is a quality picture or, if not, provide “quality photo” affidavit. Portraits may be emailed to portraits@ccdrvcinc.org. Scan all pictures/documents to Smart Search Software Application Program . Enter all information into program; confirm attire, background, color, size, etc. Collect the fee and print (email or mail) receipt for family to sign as an authorization to complete the order. If the portrait is for a monument, check the stone to determine correct size and location of the portrait to be placed. Scan photo to program, bring the documents to the Customer Service Manager where it will be approved and sent to the vendor for production. Follow up periodically on the order. Upon receipt of the finished portrait, print setting report for Customer Service Manager to assign a field staff to place. Physically check to ensure portrait was set correctly. Post placement date on computer program record for lot. Send installment letter, warranty, and original picture to customer. Enter the date of completion and return of items and close out the order. Finally, enter all data in CMS program and send completed file to Customer Service Manager at the main cemetery location (Holy Sepulchre).

Veteran's Emblem Program

- Review the emblem program with the customer. Confirm deceased is a veteran. Obtain proper information including location, name of deceased, address, copy of military discharge and/or DD214. Fill out VA40-1330M form provided by the government. Enter the order into Emblem Application Software , collect fee and print (email or mail) receipt. Send to Customer Service Manager who will Refer to family folder for monument sketch an image will be sent to you on the email of the laptop or the phone to advise family where the emblem will be placed. The monument must be physically checked for proper placement and size. Forward the VA40-1330M form and discharge papers to the office in Coram where they will send it to the Veteran's Administration. Upon receipt of the emblem, and the printed setting report from the manager along with a copy of the headstone sketch designating where to place the emblem on the stone. Afterwards, physically check that the emblem was properly placed and then post the setting date into the computer program. Finally call the family and close out the order and return all documentation to the Coram office.

Price Increases: Notify public and all outstanding reservations that there will be a price increase effective on the appropriate date. Post signs showing prices are increasing. Update all field books, handouts, etc. of price increase. Solicit and encourage parish advance notice to create purpose and sales from the parishes.

Affidavits: Notify Holy Sepulchre Customer Service Representatives for any required affidavits, verify owner, certificate holder, heirs, relationships, and confirm designated next of kin. They will advise the required information you need to gather to complete the affidavit.

Disinterment: Requests all disinterment procedures. Provide "Disinterment Procedures/Protocol" for the family to examine for questions and concerns. Discuss with the family and the procedure we follow at Catholic Cemeteries. Obtain all necessary information regarding "Heirs to Owner," "Heirs to Deceased," deed holder, funeral home, etc. as noted on the Disinterment Work Sheet (available in the program) . Record all information gathered onto computer program; print all affidavits for Director to sign and approve. Upon final approval from Director, contact the Funeral Home, discuss fees, and then schedule the disinterment paperwork to be sent for family members notarized signatures and allow the document to be reviewed and approved by management before scheduling the service date and time.

Surrenders / Cancellations: Request the necessary affidavits for the customer to review, complete, and have the customer sign it in the presence of a notary public. Finalize the process adding the surrender record to the application program and pass along the surrender/cancellation document printed and the receipts/contract/and/or original cemetery certificate (deed) to Holy Sepulchre Cemetery office. Ensure all documents, including the Original Deed are filed with the surrender affidavit. Review all documents, previous affidavits, family folder, for pertinent information for the surrender. Examine the plot history, owner

and/or heirs, potential stone placement, etc. The cemetery requires the remains to be removed and the monument to be removed before it allows the surrender paperwork to be accepted. The CSR records the record as inactive all owner information from inventory records. They then sign off, give to Cemetery Manager for sign off before forwarding to accounting for refund process. Advise the family that payment will arrive in 4 to 6 weeks' time in the US Mail from the central office in Westbury. Continue to follow up with accounts payable on status until completion. Update Smart Search with Surrender / Cancellation documents and ensure family folder is archived. The surrender or Cancellation inventory must NOT be resold until we have confirmation that the customer has received all monies due.