



CATHOLIC CEMETERIES OF THE ROMAN CATHOLIC DIOCESE OF ROCKVILLE CENTRE, INC.

POSITION TITLE: Customer Service Representative
HOURS PER WEEK: 9 am to 4:30 pm Monday to Friday
9 am to 12 noon Saturday
WORK LOCATION: Queen of All Saints Cemetery, Central Islip NY

Responsibilities

Assist the cemetery operation in carrying out responsibilities with respect to committal plots and mausoleum sales, stonework, bronze marker's, inscriptions, floral vase & 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. Includes various record keeping storage, both physical and electronic. The CSR must handle stressful situations with families, keeping calm while dealing with displaced anger. Understanding of the seasonal nature of a cemetery where not all requests may be fulfilled until a future season. This position is the first face of the Church many families will encounter.

Minimum Qualification Requirements:

Have a working knowledge of all areas of responsibility and the ability to communicate clearly with all employees, customers, peers and management members within our organization on a regular basis. High School graduate (college preferred) with at least two years of business experience. The principal duties for this position are performed in our Catholic Cemetery, striving to uphold the beliefs of the Catholic faith. Must be a self-starter and able to work independently.

Working Conditions:

Normal workweek is 35 hours per week plus overtime as required. Employees perform most of their functions indoors; however, outdoor work is necessary showing customer's committal spaces in other areas of the cemetery as well as inspecting monuments and the like.

Public Relations:

Ministers daily 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 to individuals at a very emotional time.

Essential Daily Duties

- Obtains burial orders from funeral homes while confirming the location of interment.
- Counsels family members on procedures regarding the cremated remains.
- Finalize interment process, check in funeral, and post any changes.

- Prepare burial data for the field personnel as to grave location, documenting all information regarding deed holder, deceased, heirs and all other pertinent data and reviews family folder for any affidavits filed.
- 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.
- Attends to pre-need or at need sales for all interments. Fully capable of understanding and communicating each type of interment in order to assist families in the interment selection process, while effectively communicating the necessary adherence to all rules and regulations. Documents all information pertaining to the purchase of interment space, the collection of associated fees, and the printing of all receipts.
- Practice and elevate the ability to use tact, patience, and courtesy in dealing with grieving families.
- Reaffirm ability to understand and follow oral and/or written policies, procedures, instructions.
- Responds to inquiries, 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 ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language.
- Demonstrate ability and willingness to learn quickly and put to use new skills and knowledge brought about by rapidly changing information and/or practices.