

## ▶ MISSION

Honoring lives and enriching caregivers.

## ▶ VISION

Provider of choice for creating meaningful experiences.

## ▶ CORE VALUES

### COMMITMENT TO CUSTOMERS

We **treat all with care and empathy**, support our **communities**, and value our **relationships**.

### QUALITY

We provide **exceptional service** and **outstanding products** that together, **deliver premium value**.

### INTEGRITY & RESPECT

We **honor our commitments** and treat customers, partners, and each other with **dignity**.

### COURAGE & COMPASSION

We have the **strength** to **do what is right** for our customer, the business, and one another.

### EXCELLENCE IN EXECUTION

We are **accountable for our actions**, always **strive for excellence**, and **deliver positive results**.

### CONTINUOUS IMPROVEMENT

We have a spirit of **learning & development** to **foster innovation** and an **on-going pursuit of excellence**.



affiliates of  
**WAUSAU** AREA FUNERAL CARE  
BURIALS • CREMATIONS • GATHERINGS

## POSITION PROFILE:

# Office Manager

**Helke Funeral Home and Cremation Service  
Wausau, Wisconsin**

The role of Office Manager is critical to our success in serving families. At Helke Funeral Home and Cremation Service, we're looking for an individual whose strongest attributes are empathy, organization, and professionalism. In this position, you'll need to be self-motivated and manage a variety of tasks simultaneously and seamlessly, while providing friendly, compassionate support to those who call on us during times of need.

You must also possess strong written & verbal communication skills, must illustrate attention-to-detail, analytical abilities and consistent follow-through. This position requires complete confidentiality.

The ideal candidate for this position will possess graphic design skills, Microsoft Office Suite knowledge, an organizational skill set, and 2 or more years of customer service experience.

### TO APPLY:

If you are interested, please send your resume and cover to [careers@vertin.com](mailto:careers@vertin.com).

## OUR FAMILY SERVING YOUR FAMILY

At Helke Funeral Home and Cremation Service, our family's goal is to provide a warm, comfortable environment where families may say good-bye to their loved one, with the respect that they deserve. We care about our communities and we are committed to making a difference in people's lives.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage the reception area and responds to families, funeral home staff, and public inquiries by phone, email, and in-person.
- Greet families and guests, handling inquiries and directing them according to their specific needs.
- Maintain daily incoming and outgoing mail, postal deliveries, and package pickup.
- Support the funeral home staff administration tasks pertaining to arrangements, obituaries, death certificates, etc.
- Assist in the creation of memorial bookmarks, folders, videos, social media posts, and the funeral home website as needed.
- Oversee billing processes that include accounts receivable and accounts payable.
- Maintain distribution lists and process mailings for customer satisfaction surveys, aftercare, and preneed initiatives.
- Support administration tasks and facility set-up for memorial, community, and special events.
- Maintain and purchase office supply and product inventories.
- Supervise the maintenance of office areas, public rooms, equipment, and provide occasional assistance with vehicles.
- Lead funeral home staff in housekeeping duties to ensure the funeral home displays a clean, organized, and professional environment.
- Perform other duties as assigned.

## EDUCATION, EXPERIENCE, CERTIFICATIONS

High School Diploma or equivalent, plus one to three years related office management, reception, or customer service experience preferred.

## SKILLS, QUALIFICATIONS, ABILITIES

The individual must possess these skills and abilities or explain and demonstrate that he or she can perform the essential functions, with or without reasonable accommodation, using some combination of skills and abilities.

- Possess a high level of compassion, integrity, and confidentiality for the families served
- Excellent customer service skills
- Strong written and verbal communication skills
- Organizational skills with attention to detail
- Microsoft Office, databases, and Internet skills
- Ability to multi-task, set priorities, make decisions, and delegate when appropriate
- Ability to display flexibility and adapt to change
- Ability to take direction/guidance from leadership to adhere to or improve policies and processes
- Ability to work independently
- Ability to monitor the work of others to ensure tasks are completed