

Funeral Home Administrative Assistant

Job Description

Position Overview:

This vital administrative position provides essential support services for multiple supervisors within the funeral home by implementing systems, procedures and policies that ensure the efficient operation of the company. Duties may include fielding telephone calls, making funeral and event arrangements, receiving and directing visitors, word processing, filing and oversight of various assigned functions. This position requires the application of strong communication, computer, adaptability, and excellent interpersonal skills.

Desired Levels of Commitment:

- Possess an innate ability to want to be of service to our families in their time of need and to always be willing to go the extra mile.
- A genuine want and desire to be a part of the bigger picture of growth and sustainability by providing unconditional support, healing, and comfort to grieving families.
- Possess the ability to assess and to calm chaotic situations.
- Possess the ability to be organized, focused, and impactful.
- Desire to be available and ever present.
- This role requires an individual looking for longevity and permanency in their career.
- This position is looking for someone seasoned, wise, and sophisticated.

Specific Tasks and Responsibilities:

- First contact with families to schedule arrangements with the Funeral Director and to prepare the families for what is needed in making the arrangements.
- Telephone Management: Answering phone, fielding calls, delivering messages.
- Enter cases into internal software, filing of appropriate paperwork in a timely manner.
- Write Obituaries: Draft/create newspaper notices for the family to review and send to the appropriate newspaper.
- Funeral Service Staffing: Schedule staff and volunteers for each service by calling/emailing employees and confirming assignments/schedules.
- Post payments to open contracts.
- Assist all departments as needed, Funeral Directors, Office Manager, internal staff & part time staff in clerical duties, support, backup, etc.
- Responsible for the overall flow/organization of the office between the various departments.
- Other duties as assigned.

Core Competencies:

- **10 Years of on-the-job administrative assistant experience**
- **Demonstrates a Commitment to Service Excellence, Integrity, Empathy and Respect**
 - Strong customer focused approach to timely service delivery.
 - Positive and flexible attitude.
 - Shows consistency between principles, values, ethical standards and personal behavior.
 - Trusted by management and staff to keep one's word and handle confidential materials and information.
 - Maintains composure under difficult circumstances.
 - Honors differences with kindness and thoughtfulness.
 - Shows a caring love of mankind.
 - Is professional in presentation, paying great attention to detail.
 - Exemplifies Accountability and Commitment.
 - Demonstrates ownership of job functions and assigned projects.
 - Actively supports change initiatives.
 - Manages conflict appropriately promoting team development.
 - Excels in clear communication – developing an environment of honest and open communication, conveys information clearly and concisely in written and spoken communications, listens effectively and provides valuable feedback.
- **Teamwork**
 - Works collaboratively to achieve team goals and objectives.
 - Demonstrates a cooperative spirit and contributes to a positive work environment.
 - Continually strives to improve team effectiveness.
- **Promote Innovation**
 - Encourages and generates new ways to look at processes and problems.
 - Identifies cost savings and revenue opportunities.
 - Generates new ideas and initiatives.
- **Achieve Results**
 - Balances time, resources and quality requirements to achieve business goals.
 - Sets high standards of performance for self and others.

Qualifications:

Education:

- Completion of a diploma training program at a college or technical school or equivalent work experience

- Associate or bachelor's degree preferred.

Experience:

- Minimum 3-5 years administrative assistant office experience with clerical and customer service components
- A Notary License is an asset, but not essential.

Knowledge, Skills & Abilities:

- Knowledge of computers, MS Office, e-mail, and internet required.
- Above average communication skills
- High level of business acumen and business etiquette
- Extremely high coordination and project management skills
- Problem solving skills.
- Ability to multi-task, set priorities and shift in a changing environment.
- Detail oriented
- Team player
- Well groomed, well dressed, with an overall neat appearance.

Work Hours:

- 30 hours per week, Monday through Friday. Work hours may include occasional evening and weekend hours as necessary.

Reports To:

Human Resource Manager, Funeral Director & Owner

Job Type: Part-time

Salary: \$25.00 - \$27.00 per hour

Schedule:

- 6-hour shift
- Day shift
- Monday to Friday
- Weekend availability

COVID-19 considerations:

In order to keep our employees, our patrons and our communities safe we provide PPE, face masks, face shields as needed, hand sanitizer, CV19 screening questions in addition to Ultraviolet light systems installed in 2 of our funeral homes.

Application Question(s):

- What community-based affiliations and experience do you have?
- Do you have any funeral home experience?

Experience:

- Microsoft Office: 7 years (Preferred)
- Customer Service: 10 years (Preferred)

Work Location: In person

Requirement:

This position requires a high level of actual administrative assistant and or executive administrative assistant experience with a high level of experienced work accomplished. Are you able to meet this requirement for a fast-paced office environment?