



LEAVITT

INTERNSHIP Funeral Service



Business Administration - This would be for those students in a business program or related degree looking to gain experience and skills working with our Management, Office Manager or Administrative Staff in areas such as Accounts Receivables, Accounts Payable, General Accounting, Marketing, HR and other areas of our business operations.

Funeral Service - This would be for those students in a Social Work, Psychology or general business program that have desire to serve others and be a leader in developing their interpersonal skills and relationships with our clients and within the community. Each intern must become proficient in the effective use of the LFH Cycle of Excellence for 100% client satisfaction and will learn from our Funeral Directors, funeral personnel and support staff for a comprehensive overview. A career in Funeral Service might be something an intern may consider following College.

Embalmer's Assistant - This would be for those students in a Science program, Nursing Program or anyone interested in working with our Embalmers to gain knowledge and understanding of the human anatomy, chemistry and procedures used. This would be hands on experience that could open up a new career path that you might not have considered.

The purpose of this internship is to allow students interested in working in a multi-faceted business, such that funeral service provides, to gain work experience and skills needed for a career. There are 3 areas of focus that and intern can choose to pursue within this internship:

1. Business Administration
2. Funeral Services
3. Embalmer's Assistant

The job description covers four key areas of your position; Core Competencies, Job Responsibilities, Job Requirements and Physical Requirements.



POSITION DESCRIPTION

Core Competencies

Leavitt Funeral Home (LFH) Interns should excel in four primary areas of competency: *(more detail and training will be provided)*:

- **Leadership Ability:** Customer Focus, Integrity/Credibility
- **Results Orientation:** Self-Motivation, Achieving Results
- **Communication and Empathy:** Empathy, Communication and Teamwork
- **Managing Change, Resources & Details:** Managing Resources and Change, Attention to Detail

Job Responsibilities

The primary responsibility of the Intern will be to reach high standards of excellence in service and options to the families we serve while working with and assisting the current staff with the many areas of skills and roles. Experience will also be given and learned in the other support roles that we offer our families by our staff. It is critical to display active listening skills to help plan personalized funerals for each family and to execute them. The LFH intern's job responsibilities fall into four categories and will vary depending on area of focus:

- **Family/Client Satisfaction**
- **Personnel Development/Training/Partnering**
- **Internal Roles & Duties**
- **Embalming** – For those interested or studying an applicable field (Sciences, RN or similar field)

Highlights: Depending on Focus Selected

- Learn and carefully follow the LFH&C Cycle of Excellence.
- Learn, Understand and work with all areas of the business (Funeral Service, Prearrangement Services, Crematory, and Pet Services).
- Assist Funeral Directors with arrangements and executing and supporting our families, including Funerals, Visitation and all needed details to carry out these roles.
- Learn and understand the terminology and processes involved in funeral arrangements.

- Learn the features and benefits of the product offerings: including funeral home services, merchandise, and other related items.
- Learn and use proprietary software for funeral service as well as general software.
- Learn and be knowledgeable about the many Laws, Procedures and Compliance Agencies governing our businesses.
- Work with Managers on projects or unique areas of interest of the student.
- Work with the Office Manager in learning administrative functions and assist in caring them out (Accounts Receivables, Accounts Payable, Inventory, Accounting, etc.)
- Work with our Prearrangements Staff in understanding this unique service in the funeral home industry.
- Will understand and gain experience working with Health Care facilities and Hospitals for transferring deceased from the location of death.
- Follow funeral professional dress code.
- **Embalming/Preparation-**
 - This is for those students interested in this area of service.
 - A general understating will be gained for each intern through education with only the practical experience gained for those desiring this experience.
 - For those students interested, hands-on experience will be gained by working directly with our Embalmers in the techniques, procedures and chemistry used.

Job Requirements

- Must be in good standing and enrolled in the local school system or higher education institution.
- Must exhibit excellent oral and written communication skills including legible handwriting
- Must be proficient in the use of email, Microsoft Office applications, internet browsers, funeral management software and computerized financial reporting systems
- Must exhibit strong interpersonal skills
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community
- Ability to speak effectively before groups of customers or LFH&C team members in the execution of funeral-related services
- Ability to read, analyze, and interpret documents/periodicals such as safety rules, operating and maintenance instructions, procedure manuals, technical journals, financial reports, and legal documents
- Ability to write routine reports and correspondence
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Possession of a valid driver's license with an insurable driving record

Physical Requirements

- Ability to stand for extended periods of time
- Ability to use hands to finger, handle, or feel; ability to maneuver (pinch or pick) small objects with control and dexterity
- Ability to extend out (reach) and retrieve objects outside immediate range
- Ability to communicate by means of the spoken word both face-to-face and over the telephone
- Ability to exert up to fifty pounds of force occasionally and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly in order to move or carry objects
- Ability to perceive depth and field of vision

Time Period

- Semester Internship Program for up to 2 consecutive semesters with an option to extend for the summer.
- 10-15 hours per week for active students or up to 32 hours per week for graduated students or Summer Interns.

Hourly Rate

An Hourly Rate pay for this position has been established at \$12.00 hour, which is paid to you on a bi-weekly pay period basis.

This position description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other position related duties requested by his or her supervisor. • Requirements listed may be subject to change at any time and are representative minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee must possess the abilities and aptitude to perform each task proficiently. • Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time. • All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other team members. • This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. • Leavitt Funeral Home is an Equal Opportunity Employer.

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JDS100322

Contact:
Jonathan Leavitt
403 Seventh Street, Parkersburg, WV 26101
304-422-6459
jon@leavittfuneralhome.com

 [LeavittFuneralHome.com](https://www.LeavittFuneralHome.com)