

**POSITION DESCRIPTION
CEMETERY OFFICE MANAGER**

PARKS, RECREATION & CULTURAL SERVICES DEPARTMENT

POSITION PURPOSE:

Performs general office and service functions of the cemetery. Assists the Labor Supervisor 1 – Cemetery and Parks Maintenance Operations as needed. Varied working hours, totaling 35 hours per week, are Monday through Friday, 8:30 AM to 4:30 PM with a scheduled one (1) hour lunch and some Saturdays as needed. Reports directly to the Director of Parks, Recreation and Cultural Services Department.

ESSENTIAL DUTIES:

Schedule, arrange and conduct meetings and presentations to families and organizations to make sales, provide burial information and make burial arrangements.

Prepares correspondence, inter-office forms, reports, requisitions, contracts, and similar papers, which may require some knowledge of specialized terminology.

Processes and coordinates the issuance of various reports, deeds, permits, orders, and schedules.

Maintains records and makes reports related to expenditures, sales, inventory and other operations; develops and updates office forms and procedures.

Handles complaints and supplies information to the public pertaining to the departmental operations, interprets rules and regulations according to established standards, and applies rules to a variety of work situations.

Establish and maintain a good working relationship with other City departments, Funeral Directors, monument dealers and vault companies, plus responds to citizen complaints and suggestions with tact and courtesy.

Assists with the cemeteries, short and long range, advertising and promotional drive to ensure a profit growth and expansion of products and/or service.

Assists in the preparation of the annual Cemetery operating budget.

Administer the operations of the Perpetual Care Fund and supervises the related services provided.

Assists in the set-up and department coordination of special events throughout the year.

Answers phone calls and greets visitors.

Maintains a consistent and reliable attendance record.

ASSOCIATED DUTIES:

Training will also include how to function in the absence of the Labor Supervisor I – Cemetery and Parks Maintenance Operations

Performs other duties as assigned on an as need basis.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

High school diploma or its equivalent.

Proficient on a personal computer, including Microsoft Office 2007 or newer (Word, Excel and Outlook), e-mail and telecommunications equipment.

Ability to pass skills tests in Data Entry, Microsoft Word and Excel. Data entry skill of 6,200 KPH with 95% accuracy

Knowledge of business English, grammar and spelling.

Interest and ability to perform business transactions with knowledge and appreciation for accuracy and accountability.

Ability to exercise good judgment, courtesy, and tact in receiving office callers and the general public.

Experience in the performance of clerical operations, including use of proper judgment in accordance with established regulations or procedures.

Ability to create and maintain effective working relationships with employees, governmental officials, other departments, civic organizations, contractors and the general public.

Ability to communicate, supervise and work effectively with diverse ethnic groups.

Ability to understand the operations of the cemeteries, including burial procedures, the layout of graves, lots, blocks and crypts, and perpetual care services. Ability to mark graves based on the thorough understanding of the cemetery layout.

Know and understands the methods, procedures and process involved in operating and maintaining a cemetery.

Ability to deal with customers, public officials and the general public using diplomacy, tact and courtesy

Ability to establish a working understanding of the record keeping system and the layout of the cemeteries.

Excellent driving record and the ability to operate city vehicles in a safe, defensive driving posture. Must have a valid Wisconsin Driver's License.

PHYSICAL DEMANDS OF POSITION:

Standing, walking, sitting, reaching, crouching, stooping, climbing, balancing, feeling, talking, hearing, lifting, carrying, pushing/pulling, grasping, fingering, filing, keyboarding, data entry, writing, etc.

ENVIRONMENTAL CONDITIONS:

Air-conditioned office environment. All outdoor conditions, sitting and keyboarding/keyboard for long periods of time. Requires ability to change duties/responsibilities quickly. Exposure to noise from various office machines. Exposure to various odors and noises from office equipment and supplies.

EQUIPMENT USED:

Computer, monitor, typewriter, copy machine, fax machine, telephone, voice mail, calculator, telecommunications equipment, and miscellaneous office equipment, Cemetery vehicle. Small tools and equipment to mark and locate graves.