



JOB DESCRIPTION



Job Title: Family Service Advisor

Written/Revised: 07/01/2023

Location: Resurrection Cemetery

FLSA Code: Non-Exempt (Hourly)

Responsible to: Director

Pay Range: Base + Commission

I. JOB SUMMARY

The Family Service Advisor provides administrative support to the Director and assists management as requested; Assist families with selection of grave spaces and burial arrangements and other duties as assigned. The position is expected to use personal judgment in carrying out routine duties and responsibilities of the cemetery and to provide care to grieving families in a comforting and spiritual manner.

This job description reflects management's assignment of essential job responsibilities; it does not prescribe or restrict the tasks that may be assigned. All the duties and standards within this job description will be performed according to the established Diocesan policies, procedures and guidelines.

II. ESSENTIAL JOB RESPONSIBILITIES

1. Assist families with burial arrangements, selection of crypts, niches, grave spaces and in monument or marker selection.
2. Responsible for all areas pertaining to paperwork, follow up and coordination involved in assisting vendors and families.
3. Take care of funerals, which include receiving information from the funeral director, filling out invoices and contracts, entering the data into the computer and going over funeral information with families. Updating the weekly funeral list and all other related schedules.
4. Help the general public who come to the office to locate family members, answer general questions, and assist families who are doing genealogy searches.
5. General office and operational duties; ordering supplies, inventory control and safety procedures.
6. Mailing to family members to generate pre-need sales of spaces. Mausoleum crypts, monument, markers, vaults, and vases.
7. General cleaning of office and chapel areas.
8. Assists Director with various projects as needed.
9. Regular attendance and punctuality is essential for this job. Monday thru Friday, every other Saturday morning.

III. OTHER POSITION RESPONSIBILITIES

1. Complies with federal, state and local safety laws.
2. Maintains a neat and safe work area.
3. The successful candidate should pass competencies for this position.
4. Performs other duties as assigned.

IV. POSITION QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required: Compliance with BCI&I background checks and completion of Protecting God's Children program.

Education: High School degree or equivalent is required.

Experience: Previous experience is preferred but not required.

Job Related Skills: An understanding of communications and the Catholic perspective; the ability to serve others. Knowledge of Microsoft software applications (Microsoft Word, Microsoft Outlook, Excel, and PowerPoint). Typing, data entry and 10-key calculator required.

Interpersonal Skills: The ability to work with others in a collaborative team environment.

Language skills: Ability to read and comprehend simple instructions. Ability to effectively communicate to customers, clients, and other employees of the Diocese.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Working Environment: The ability to maintain all information highly confidential.

V. PHYSICAL STRENGTH DEMANDS

The Physical Demands Strength Rating reflects the estimated overall strength requirement of the job. It represents the strength requirements, which are considered to be important for average, successful work performance.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time, but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.

ADHERENCE TO CHURCH TEACHINGS, JOB DESCRIPTION REVIEW AND ACCEPTANCE:

Employee understands that as an employee of a Catholic institution Employee is expected to abide by Catholic Church teachings, both within and outside their employment duties, and regardless of her/his religious affiliation. As such, Employee agrees to refrain from conduct or lifestyle which would be in contradiction to Catholic doctrine or morals. Employee also agrees to comply with and act consistently in accordance with the teachings of the Roman Catholic Church, and the rules, regulations, and policies of the employing agency and the Diocese of Columbus now in effect, or that may hereinafter be adopted governing this employment, including but not limited to the attached *Adherence to Church Teachings* policy. Employee understands and agrees that the Employer has the right to dismiss Employee for violation of these standards, thereby terminating any and all rights Employee may have to continued employment. Notwithstanding any of the above, volunteering while an Employee is an independent decision and action of an Employee and, as such, is not a requirement of employment at the Diocese whatsoever.

ADHERENCE TO CHURCH TEACHINGS

All personnel who serve in Catholic employment are expected to be examples of Catholic moral behavior and professionalism. All personnel, regardless of their religious affiliation, are therefore required to abide by the moral values advanced by the teachings of Christ, the tenets of the Catholic Church, and the policies and regulations of the Diocese and the employing agency or office. Personnel may be disciplined or terminated for violations of these standards, or any conduct which appears to reject or offend the teachings, doctrines, or principles of the Catholic Church. While there may be others not mentioned below, examples of conduct that may result in termination of employment include: (a) public support of activities or publicly espousing beliefs contrary to Catholic Church teaching; (b) public statements disparaging or causing contempt against religion in general or the Catholic Church in particular; (c) entry into a marriage which is not recognized by the Catholic Church; (d) having an abortion or publicly supporting abortion; (e) sexual relations (same or opposite sex) outside the institution of marriage as recognized by the Catholic Church; (f) pursuing or publicly supporting in vitro fertilization. The teachings of the Catholic Church can be found in “The Catechism of the Catholic Church” which is online at here <http://www.vatican.va/archive/ENG0015/INDEX.HTM>.

All personnel adhere to civil and ecclesial law, policy and procedure concerning the reporting of neglect, suspected abuse or when physical harm could come to the person or to a third party.

All personnel are aware they have considerable personal power because of their ministerial position. Therefore, they will sustain respectful ministerial relationships, avoiding manipulation and other abuses of power. Physical, sexual, or romantic relationships between an adult volunteer and a minor are unethical and are prohibited.

Should you have any questions, feel free to contact the Diocesan Human Resources Director at 614-228-0024. For CONFIDENTIAL questions or concerns, please e-mail your question to confidential@columbuscatholic.org.

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Employee Signature

Date

The following items marked with a “√” are the physical and mental job requirements that are **essential** for this position.

Physical

- √ Standing
- √ Walking
- √ Sitting
- √ Lifting
- √ Carrying
- √ Pushing
- √ Pulling
- √ Climbing
 - √ Stairs
 - Ladders
 - Scaffoldings
 - √ Ramps
 - Poles
 - In-Out/Vehicles, Equipment, Machinery
- √ Stooping
- √ Kneeling
- √ Crouching
- √ Crawling
- √ Reaching
- Running
- √ Head and Neck Movement
- √ Movement Across Mid-line

Coordination

- √ Balancing
- √ Handling
- √ Controls (buttons, knobs, pedals, levers, cranks)
- √ Grasp
- √ Finger Dexterity
- √ Manual Dexterity
- √ Motor Coordination
- √ Driving

Mental

- √ Alertness
- √ Precision
- √ Ingenuity
- √ Problem Solving
- √ Analytic Ability
- √ Memory
- √ Creativity
- √ Concentration

Interpersonal

- √ Talking
- √ Persuasiveness
- √ Speaking Ability
- √ Handling People
- √ Judgment
- Bilingual
- √ Imagination
- √ Initiative
- √ Patience

Perception

- √ Feeling
- √ Seeing
- √ Hearing
- √ Form Perception
- √ Clerical Perception
- √ Auditory (hearing) Discrimination
- √ Tactile (touch) Discrimination
- √ Olfactory (smell) Discrimination
- Aesthetic (artistic) Sense
- Spatial (space) Aptitude

Director's Approval

Date