



Diocese of Joliet

Job Description

<u>TITLE</u>	Family Service Counselor/Location Administrator
<u>AGENCY</u>	Catholic Cemeteries
<u>SUPERVISOR</u>	Manager of Cemetery Services & Marketing

GENERAL ACCOUNTABILITIES

The Family Service Counselor/Location Administrator is responsible for overall operations, sales, administration and service of multiple locations. This position serves families by providing exemplary personalized service and plays an essential role in generating revenue for the cemetery as well as acting as the primary contact for families. In conjunction to growing market share, he/she will also be responsible for providing administrative duties as well. The successful candidate is to be highly motivated, with strong leadership and time management skills.

SPECIFIC RESPONSIBILITIES

- Establish and maintain strong business relationships with families
- Retain heritage and grow market share
- Generate sales leads through professionally servicing at-need and pre-need families, networking and interacting in the community (parishes, funeral homes and other organizations)
- Handle situations with customers and potential client families with compassion and understanding
- Review, schedule and process all required documentation for burials
- Ensure all client needs are met or exceeded
- Effectively conduct and close sales presentations
- Effectively fulfill after-care program
- Accountable to meet sales performance criteria
- Perform day to day administrative duties
- Accurately process sales contracts
- Memorial design and ordering
- Ensures accounts receivable and collection functions are maintained effectively
- File and maintain customer information for both new business and previous customers
- Update cemetery section maps, lot cards, interment cards
- Develop and communicate information and progress to supervisors
- Other duties as directed by management

EXPERIENCE AND EDUCATIONAL REQUIREMENTS

High School Education. Ideally 2-4 years experience working in industry with customer service, office administration and sales experience. Above average communication skills with ability to multi task and set priorities. Knowledge of computers, software and clerical accounting experience is necessary. A basic understanding of the Catholic Cemetery beliefs and doctrine.

WORKING CONDITIONS

This is full-time, benefited position with base salary and commissions. Monday thru Friday with evening and weekend hours as needed. All Saints Catholic Cemetery Office, Bourbonnais, Illinois. Applicants possessing the necessary qualifications should submit a cover letter and resume with salary history to:

humanresources@dioceseofjoliet.org
Nancy Siemers, Director of Human Resource