

**NORTH COUNTY CEMETERY DISTRICT
POLICY MANUAL**

POLICY TITLE: Job Description – Family Support Coordinator

POLICY NUMBER: 2320

2320.1 Description: The Family Support Coordinator provides customer service and sales, as well as routine clerical and data entry support to families with scheduling interments.

2320.2 Duties and Responsibilities

2320.2.1 Receives calls from families and mortuaries to assist families with interment. Meets with families to schedule and prepare interments for families.

2320.2.2 Inputs interment information in the district's cemetery software. Prepares standardized sales agreements in OSIRIS.

2320.2.3 Receives and processes payments for interments.

2320.2.4 Processes Pre-Need and At-Need burial services.

2320.2.5 Generates certificates of interment rights.

2320.2.6 Communicates family's needs promptly and accurately to appropriate staff members.

2320.2.7 Responds to customer inquiries via telephone, internet and in person as needed.

2320.2.8 Assists families and visitors in locating gravesites.

2320.2.9 Maintains records of maps in connection with burial services and sale of plots.

2320.2.10 Assists the public, mortuaries, and vendors with the installation of the memorial markers.

2320.2.11 Performs clerical tasks such as answering telephones; routes messages; uses office equipment as required such as a computer workstation, calculator, photocopier, scan, and fax, and other standard office equipment.

2320.2.12 Submits burial permits to the County of San Diego Office of Vital Records and Statistics.

2320.2.13 Inputs weekly update to NCCD website with interment services.

2320.2.14 Enters interment services into the weekly calendar, and updates postings in the kiosk.

2320.2.15 Inventories Office supplies and reorders such supplies. (Purchase over certain thresholds as set by the District must be approved in advance by the District Administration Manager.).

2320.2.16 Supports payroll functions by processing, in a timely manner, edit sheets and time off requests for the cemetery where the Administrative Assistant is stationed.

2320.2.17 Facilitates repurchasing of interment rights.

2320.2.18 Other duties as assigned.

2320.3 Employment Standards; Knowledge of:

2320.3.1 Office management principles, methods and procedures.

2320.3.2 State and local laws and regulations relating to the operation of a public cemetery district, including, but not limited to the Health and Safety Code as well as the Government Code.

2320.4 Ability to:

2320.4.1 Analyze and solve problems.

2320.4.2 Make recommendations for District-wide or cemetery specific policies.

2320.4.3 Train and supervise the work of subordinate, if applicable.

2320.4.4 Utilize OSIRIS and Pontem and/or other District software.

2320.4.5 Devise and implement new and improved record-keeping procedures.

2320.4.6 Update District website to provide current information regarding interments.

2320.4.7 Support payroll functions.

2320.4.8 Have the ability to enter data at the equivalent to approximately 45 words per minute and have other keyboard skills.

2320.4.9 Operate computer, calculating, adding and duplicating machines.

2320.4.10 Conduct correspondence without review, using proper grammar, spelling and vocabulary.

2320.4.11 Analyze situations and adopt an effective course of action.

2320.4.12 Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.

2320.5 General Requirements:

2320.5.1 Must be bondable.

2320.5.2 Speak and write effectively.

2320.5.3 Must possess a valid California driver's license.

2320.5.4 Spanish speaking is not required, but encouraged.

2320.6 Physical Requirements

2320.6.1 Stand; walk (which often includes walking in uneven grass and on uneven grounds); sit (which includes sitting for long periods of time while using computers, and participating in meetings); and reach with hands and arms.

2320.6.2 Occasionally lift and/or move up to 20 pounds.

2320.6.3 Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus.

2320.6.4 The noise level in the work environment is usually low to moderate.

2320.6.5 The employee is regularly required to meet with families outside, which may include warm temperatures, and exposure to the sun and inclement weather.