

## Position Description – Funeral Operations Assistant

Updated June 2024

| Position Details        |                              |
|-------------------------|------------------------------|
| <b>Department</b>       | Funeral Operations           |
| <b>Reporting Leader</b> | Manager – Funeral Operations |
| <b>Classification</b>   | Non-Award                    |
| <b>Employment Type</b>  | Permanent                    |

| Position Summary   |
|--|
| <p>The Funeral Operations Assistant provides essential support to funeral directors in all aspects of funeral service operations, ensuring smooth and respectful execution of funeral services.</p> <p>This role involves assisting with the preparation of the deceased, setting up for viewings and services, and handling logistical tasks such as transportation and coordination with cemeteries. The Assistant also supports administrative duties, including maintaining records, processing documentation, and managing correspondence.</p> <p>Funeral Operations Assistants provide compassionate support to grieving families, ensuring the funeral home is well-maintained, and upholding the highest standards of service. They possess strong organizational skills, attention to detail, and a respectful, empathetic approach. They must be able to work effectively under pressure and as part of a team.</p> <p>The Funeral Operations Assistant plays a vital role in ensuring that funeral services are conducted with dignity, professionalism, and care, providing comfort and support to families during their time of need.</p> |

| Values            |   |
|-------------------|---|
| <b>Care</b>       | Care is at the heart of what we do and is our core purpose at every step of our journey.  |
| <b>Compassion</b> | Compassion is what drives us to be the very best at what we do and gives us the freedom to serve our families and each other in every way possible. |
| <b>Community</b>  | Our community is essential to our success, and we include them in all that we do.   |
| <b>Support</b>    | Support is what holds us together in times of grief, stress and pressure. Without support we are unable to achieve all that is necessary.           |
| <b>Family</b>     | Family is the most important part of life, of developing memories, experiencing moments and creating lifelong connections to one another.           |

## **Key Position Responsibilities**

### **Preparation and Support**

- Assist in the preparation of the deceased, including dressing, casketing, and cosmetology.
- Set up for viewings, visitations, and funeral services, including arranging flowers, setting up chairs, and ensuring all necessary materials are in place.

### **Logistical Coordination**

- Coordinate transportation of the deceased to and from the funeral home, place of service, and cemetery.
- Ensure timely and respectful handling of the deceased throughout all processes.

### **Administrative Duties**

- Maintain accurate records and documentation related to funeral services and client interactions.
- Process necessary legal and administrative paperwork, including death certificates and permits.

### **Client Support**

- Provide compassionate support and assistance to grieving families, addressing their needs and concerns with empathy.
- Assist families with funeral arrangements, including selection of caskets, urns, and other funeral products.

### **Facility Maintenance**

- Ensure the funeral home, chapel, and other facilities are clean, organized, and presentable at all times.
- Manage inventory of funeral supplies and ensure necessary items are stocked.

### **Service Execution**

- Assist in directing and managing funeral services, ensuring they proceed according to the planned schedule.
- Coordinate with clergy, musicians, and other service providers as needed.

### **Compliance and Ethical Standards**

- Adhere to all local, state, and federal regulations related to funeral services.
- Uphold the highest standards of ethical conduct, confidentiality, and respect for the deceased and their families.

### **Team Collaboration**

- Work closely with funeral directors and other staff to ensure seamless service delivery.
- Assist with any other tasks or duties as needed to support the funeral home operations.

### **Community Engagement**

- Represent the funeral home in a professional manner at community events and functions.
- Build and maintain positive relationships with community members and organizations.

## **Key Position Capabilities**

### **Compassion and Empathy**

- Strong ability to provide emotional support and comfort to grieving families.
- Sensitivity to the needs and feelings of clients during a difficult time.

### **Attention to Detail**

- Meticulous attention to detail in preparing the deceased, setting up for services, and maintaining records.
- Ensuring all aspects of funeral services are executed with precision and respect.

### **Organizational Skills**

- Excellent organizational skills to manage multiple tasks and coordinate various aspects of funeral services.
- Ability to maintain cleanliness and orderliness in the funeral home and related facilities.

### **Communication Skills**

- Effective verbal and written communication skills to interact with families, staff, and service providers.
- Ability to convey information clearly and handle sensitive conversations with empathy and professionalism.

### **Team Collaboration**

- Strong interpersonal skills to work effectively with funeral directors, staff, and external partners.
- Ability to contribute to a supportive and collaborative work environment.

### **Technical Proficiency**

- Basic understanding of mortuary science and funeral service practices.
- Ability to use relevant software and tools for record-keeping, documentation, and communication.

### **Physical Stamina**

- Physical ability to perform tasks such as lifting, moving caskets, and setting up for services.
- Capability to work long hours, including evenings and weekends, as needed.

### **Problem-Solving Skills**

- Strong problem-solving abilities to address and resolve issues that may arise during funeral preparations and services.
- Ability to think quickly and make informed decisions under pressure.

### **Professionalism and Integrity**

- High ethical standards and integrity in all aspects of work.
- Commitment to maintaining confidentiality and respecting the privacy of families and the deceased.

### **Adaptability and Flexibility**

- Ability to adapt to changing circumstances and handle unexpected challenges with ease.
- Flexibility to assist with various tasks and responsibilities as needed.

**Customer Service Orientation**

- Strong focus on providing exceptional service to families and ensuring their needs are met.
- Ability to handle client requests and concerns with care and efficiency.

**Grief Support Knowledge**

- Understanding of grief and the grieving process to better support families.
- Ability to provide resources and referrals for additional support as needed.

**Essentials**

- Participation in On-Call and After Hours Duty
- Open Drivers Licence
- High level of Physical Fitness
- Minimum two years experience in a comparable role.

**Behavioural Competencies**

| Competency                | Level | Indicators   |
|---------------------------|-------|--|
| <b>Achievement Drive</b>  | 2     | The desire to set and achieve challenging goals based on a dissatisfaction with the status quo. Individuals with Achievement Drive do what they say they will do and deliver the goods.  |
| <b>Adaptability</b>       | 2     | The ability to adapt to and work effectively with a variety of situations and individuals, and to easily adapt to changes in job requirements.   |
| <b>Confidence</b>         | 2     | A demonstrated belief in one's capability to select an appropriate approach to a problem or situation or to accomplish an objective. It includes confidence in one's judgement or opinion, expressed in increasingly challenging circumstances and the ability to handle setbacks effectively                      |
| <b>Proactivity</b>        | 3     | A bias for taking action, doing more than required, doing it before it is required. Proactivity involves doing things, not just thinking about them. It includes being innovative and persistent, and looking to the future. Anticipates operational or customer requirements and adjusts own actions accordingly. |
| <b>Safety Orientation</b> | 2     | An uncompromising commitment to the health and safety of families, fellow staff members and the public.  |
| <b>Teamworking</b>        | 3     | The willingness and ability to work co-operatively and collaboratively with others and the versatility to take on different work roles. It includes the ability to adapt to work with a variety of situations, individuals, or groups.   |