



Job Title	Cemetery Division Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	12 Months
Zone	2	Job Code	14016

Class Specification - Cemetery Division Manager

Summary Statement: The purpose of this position is to manage the operational, financial, and staffing of the City Cemeteries. This is accomplished by managing the annual budget; supervising staff; overseeing maintenance of the grounds and landscape of the cemeteries; performing administrative duties including records management, sales and marketing, and public relations; and responding appropriately to changes in the industry.	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
25%	Manages operations and maintenance by supervising all aspects of grounds and turf; oversees care of buildings, trees, roads, historical architecture, and irrigation systems; coordinates all cemetery activities; manages staff requirements; assures effective coordination between cemeteries and various organizations and businesses; assures adequate inventory and tools for maintenance projects; delegates and assigns tasks as needed; and resolves any customer issues and concerns.
20%	Manages finances by selling and scheduling burial services. Prepares budgets and monitors expenses and revenues; engages in future planning; responds to changes in trends or markets. Manages and controls inventory supply; analyzes future supply needs; manages contractors; prioritizes improvements; creates and increases funding; oversees the handling of cash deposits; and recording sales.
15%	Manages records and administration by overseeing all cemetery records, historical data and archiving of artifacts; ensures accuracy of all interments and cemetery burial information; follows all federal, state, and local laws and regulations pertaining to interments; provides records and data as requested by public; and oversees additions and changes to permanent files.
15%	Coordinates public relations by working on image and branding of cemetery; acts as contact for media and public events; serves as a board member for the Evergreen Cemetery Benevolent Society; assists in raising funds and awareness for historical repairs and renovations; and plans yearly cemetery events and tours.



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15%	Coordinates customer relations by providing customers with a compassionate experience; meeting the needs of families in a helpful and respectful manner; assisting families in the pre-planning of future burials; continuing relationships with families and friends after the burial process; balancing the cemeteries rules and regulations with providing a safe environment for workers and visitors; and ensuring maintenance of the burial sites; considering the desires and wishes of family members and friends.
10%	Manages marketing by analyzing and creating the cemetery's pricing structure; overseeing direct marketing process from budgeting to implementation; striving to create effective advertising; managing all indirect marketing such as tours, talks, and community events; and overseeing short and long-term marketing strategies while staying within budget constraints.

Competencies Required:	
Human Collaboration Skills: Communications are highly sophisticated and involve final decisions or recommendations regarding policy development and implementation. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.	
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	

Technical Skills Required:	
Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.	



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in public administration, business administration, or related field.

Experience: Five years of full-time cemetery maintenance and operations experience including three years of administrative and/or lead supervisory experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certified Cemetery Executive	Within one year of start date
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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:

Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:

This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands: Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Daily
Wetness and Humidity	Several Times per Week
Respiratory Hazards	Never
Noise and Vibrations	Several Times per Month
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: September 2014