

JOB DESCRIPTION

Diocese of Orange, Location

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Approved By: Michael Wesner

Approved By:

POSITION TITLE: Office Coordinator

JOB CLASSIFICATION: Non-Exempt

DEPARTMENT: Cemeteries

REPORTS TO: Cemetery Manager

SUPERVISORY RESPONSIBILITY: None

INTERNAL/EXTERNAL CONTACTS:

Family Services Counselors, Advance Planning Counselors, Grounds Workers, Cemeteries Administration Staff, Pastoral Center Departments and Staff, Security, Bishops, Priests, Parish Staff, Visitors, Families, Mortuary Representatives, Vendors, Suppliers, County Health Department, Community

SUMMARY OVERVIEW:

Office Coordinators maintain a well organized and effective office administrative function

ESSENTIAL FUNCTIONS:

Office Coordinators represent the Roman Catholic Bishop of Orange and are expected to conduct themselves according to the goals and mission of the Church.

Primary duties and responsibilities include:

(List in order of importance and amount of time spent performing duties.)

1. Answering phone calls and transferring to appropriate staff
2. Greeting customers and visitors to the office
3. Assuring customers or families are directed to correct personnel
4. Monitor all office equipment, inventory, supplies, and that all family rooms are ready for use
5. Checks internment plots every morning for accuracy
6. Assist families with finding a loved ones grave
7. Assist families with payments and payoffs
8. Submits contracts to manager for posting
9. Assist cemetery manager with posting & month end
10. Deal with customer complaints and issues

11. Assist families with inscriptions and memorials
12. Performs other work related tasks.
13. Maintain a clean and organized office at all times

NON-ESSENTIAL FUNCTIONS:

1. Attend graveside services when needed
2. Assist with events
3. Assist with department invoices

QUALIFICATIONS & EXPERIENCE:

REQUIRED:

Include only things that are absolutely essential. Include educational requirements, if any.

- Strong verbal communication skills
- Excellent organizational and time management skills
- Great customer service and interpersonal skills
- Friendly and service oriented personality
- Comfortable in a fast-pace environment

DESIRED:

Include things that would be a real plus, but not essential (i.e., Bilingual English/Spanish)

- Bilingual (English/Spanish)

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Typical Working Conditions:	Typical office environment.
Equipment Used:	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.
Essential Physical Tasks:	Communicate, move, remain stationary, reach, occasionally carry materials as needed weighing up to 30 lbs.

