

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
ENVIRONMENTAL SERVICES DIVISION – PARKS & CEMETERIES – HAMILTON MUNICIPAL
CEMETERIES

CEMETERY SERVICES COORDINATOR –CUPE5167

SUMMARY OF DUTIES

Reporting to the Cemeteries Administrative Supervisor, co-ordinate completion of all cemetery customer contracts for services and supplies provided to the public as required by provincial legislation. Co-ordinate the arrangements, verification, recording and summarizing of all interments and dis-interments, markers and foundations. Responsible for inputting all data on cemetery management software.

GENERAL DUTIES

Receives the public, answers questions and completes cemetery customer contracts from families attending the Cemeteries Business Office.

Receives and answers all cemetery-related telephone enquiries.

Provide detailed explanation of terms and conditions of customer contracts as required by provincial legislation.

Explain all Care and Maintenance Trust Funds, Cemetery By-laws and provincial legislation.

Co-ordinate and finalize details of burials, marker and foundation installations, pre-need arrangements, prepayment plans and record any and all requests.

Accept payments for supplies and services and reconcile charges for each cemetery supply and service provided and amount of payment made by Debit, Credit or Cheque.

Interact appropriately with other Divisions (i.e., Special Income), government agencies and organizations to arrange burials, marker and foundation installations, disinterments, etc.

Provide detailed explanation of services to enquiring public.

Respond to family requests to research family history by reviewing information from records.

Receive and answer customer enquiries from public, funeral homes, other government agencies and staff.

Compiles and maintains statistical information.

Compose correspondence for both internal and external distribution.

Process and maintains all cemetery files, lot owner information, burial information, marker and monument information on computer and hard copies.

Works in accordance with the provisions of applicable Health & Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health & Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience in a customer service capacity related to duties listed above normally acquired through a combination of education and work experience.
2. Previous experience working in Cemeteries with a good understanding of Cemeteries legislation, Acts, by-laws, policies and procedures
3. Excellent people skills and experience with an emphasis on direct customer service role in a diverse bereaved environment that includes multi-racial, multi-ethnic, multi-lingual and multi-religious families
4. Demonstrated experience and understanding of accounting principles.
5. Demonstrated experience working in a computerized environment. Must possess excellent computer skills with above-average knowledge of MS Office Software with special emphasis on Access and Excel. Demonstrated ability to quickly and accurately input data.
6. Must be proficient in Business English, grammar and spelling. Must possess good organization and time management skills as well as strong verbal communication and good telephone etiquette.
7. Demonstrated ability to work well with the public in person and on the phone in a professional manner and with empathy (proven ability to deal with people facing difficult situations i.e., bereaved families).
8. Demonstrated ability to work independently and in a team environment as well as demonstrating excellent tact, judgment and responsibility in a busy bereaved environment.
9. Previous experience with HMIS (Hamilton information Management System).
10. Must be flexible in work schedules and available to work overtime and (some) Saturdays.
11. Must possess initiative, good judgement and the ability to provide guidance and take leadership role when necessary
12. Demonstrated ability to respond promptly to customer needs.