

Busch Funeral and Crematory Services

POSITION: PRIMARY ARRANGER
STATUS: PART TIME – HOURLY – NON EXEMPT

General Accountabilities

A Primary Arranger reports to the Location Manager in charge of the facility in which they are assigned. The PA provides customer service in all areas of helping client families following the death of a loved one. The PA will strive to help families by providing exemplary personalized service as defined by the standards implemented and trained by the funeral home management. The Primary Arranger implements choices made by the families regarding the funeral, final disposition of the body and memorialization of the individual. The PA is the primary contact with a client family and interacts with the family to fulfill their death care needs. The Primary Arranger/Embalmer is ultimately responsible for ensuring customers' full range of needs is met or exceeded.

A Primary Arranger must be capable of establishing strong personal and business relationships with customers. The PA is accountable for servicing families in a professional and timely manner. Respectful service and attention to customer needs are integral to a continued relationship with the family. The ability to contribute as a team member, where individuals work together and share equally in the exchange of ideas, concepts and process outcomes is a necessity.

The Primary Arranger duties must be performed consistent with company mission and values and adherence to company policies and procedures.

Specific Responsibilities

- Responsible for daily delivery of goods and services to at-need families including transfer of remains, preparation of the deceased, arrangement conference, securing legal permits, coordination of services, offering merchandise, arranging for final disposition and memorialization.
- Arrange and conduct funeral and memorial ceremonies in a professional, organized and caring manner and in keeping with company policies and procedures.
- Maintain heritage and grow market share through active involvement with community, religious and other organizations
- Assume responsible custody of flowers, photos, personal effects and other keepsakes or mementos of client families; the proper care and secure storage of these items and assure the disposition of these items in accordance with the family's wishes.
- Promote and maintain a safe and healthy work environment.
- Supervise all aspects of providing funeral or memorial service which includes but are not limited to: parking of cars, ushering, funeral vehicles, assisting at chapel and church services, assisting at the cemetery, floral delivery, picking up supplies, participating in special functions and other duties, as required
- Meet with families to determine their needs and accurately and efficiently prepare all documents related to funeral services, cremations.
- Maintain a level of proficiency in all office skills related to the successful fulfillment of funeral services regardless of technological changes over time.
- Answer phones, preparing reports as necessary and participate in staff meetings

Competencies

- **Business Conduct** – Demonstrate expected standard of personal behavior and dress in the work place.
- **Accuracy** - Ensure that all completed work is accurate and correct
- **Customer Focus** - Understand the needs of others and proactively works to resolve or eliminate problems which may impact a family's or the general public's experience while attending services.
- **Presentation** - Communicate verbally in a clear and concise manner, both informally in small groups and in formal presentations
- **Creativity/Innovation** - Identify and evaluate unique ways to improve the organization (cost reductions, use of resources, policies/procedures, products); and generally work to enhance the experience of families and the general public as it relates to funeral service.
- **Relationship Building** - Develop and maintain a network of contacts, both inside and outside the organization, who may be able to supply information, assistance or support for the work-related goals.
- **Initiative** - Demonstrate self-motivation; effective performance is driven from within rather than being conditional on pressure from external factors (supervisors, peers, subordinates, deadlines, crises)
- **Ability to Learn** - The ability to change communication style to fit an audience; the ability to take values, strategies or external issues and prepare plans; the ability to continue to upgrade required skills or keep current with changes in business/legislation/technology
- **Coordinating/Scheduling** - Work with and gain the cooperation of co-worker. Handle a workload with changing priorities while still needing to meet set timetable(s)
- **Negotiation** - Demonstrate the ability to listen closely and show flexibility in verbal communication style and/or content with a customer, manager, peer or subordinate in order to influence their decisions in a positive way.
- **Safety/Health Management** - Acquire and demonstrate knowledge of safety and health procedures as they relate to the human resources of the organization.

Experience and Educational Requirements

- Completion of a diploma program at a college which meets State of Ohio standards
- Must hold a valid current State of Ohio license as a Funeral Director
- Must hold valid current driver's license for the State of Ohio
- Previous customer service and/or sales experience would be a definite asset
- Knowledge of computers and some funeral service-related software
- Above average communication skills
- High level of compassion and integrity
- Problem solving skills
- Ability to multi-task and set priorities
- Professional and team player

Working Conditions

Physical

- The job is frequently expected to lift, carry, push or pull objects weighing up to 150 lbs. (Without the assistance of mobile, powered equipment.)
- Physical effort requiring manual dexterity is occasionally required. (I.e., between 25% and 75% of time on the job.)
- Physical work pace and / or exertion bring on a limited amount of physical fatigue.

COMPENSATION

Pay

As a part-time position compensation is based on an hourly rate, which is paid to you on a bi-weekly pay period basis.

Incentive Compensation Plan

A discretionary opportunity plan has been created that can generate additional income for you. This opportunity plan is based upon your overall job performance and is purely discretionary on the part of management. This opportunity for additional income is based upon both your performance and company revenue on a quarterly basis. There is no guarantee that you will receive any payment from this opportunity plan.

Additional Duties as Required by Location or Company Staffing and Service Needs

Agreement to Job Description (including Additional Duties, if applicable):

Signature of Managing Director _____ Date _____

Signature of Employee _____ Date _____

This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job-related duties requested by his or her supervisor.

- Requirements listed may be subject to change at any time and are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities and aptitude to perform each task proficiently.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.