

DENVER ROLLER, INCORPORATED

Position Title: Office Receptionist-Front Desk
Location: Conway – Roller McNutt
Reports To: Funeral Home Manager
FLSA Status: Hourly
Date: August 2014

Position Summary:

Assists the Funeral Home Manager as directed in the day to day operations of the administrative functions of the funeral home and cemetery.

Essential Functions:

1. Assists with clerical aspects of a funeral such as: funeral information, family survey forms, and assist funeral directors.
2. Submit paperwork to central office: CFI deposits, Assured Peace Contracts/letters.
3. Assist with NFDA Pursuit of Excellence program.
4. Assist Regional Account with recordkeeping as needed.
5. Receptionist-meets customers and others at front desk when appropriate.
6. Answers phone, incoming and outgoing as needed.
7. Purchase office supplies and maintain a proper inventory of same.
8. Operate computer software programs related to job requirements.
9. Assist with maintaining funeral home files.
10. Writing receipts for insurance and/or funeral service contracts.

Other Responsibilities:

1. Oversee the clean and appropriate operation of the break room.
2. Maintains cleanliness of office.
3. Other duties as deemed necessary by management.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education or Experience:

High school diploma plus additional training as provided by the funeral home and Denver Roller Incorporated.

Language Skills:

Ability to read and interpret general business document or governmental regulations. Ability to effectively present information and respond to questions from the managers, customers, and the general public.

Mathematical Skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to interpret a variety of instructions furnished in written, oral or schedule form.

Other Skills and Abilities:

Knowledge of all aspects of the business dimension of the funeral profession, including bookkeeping, accounts payable, accounts receivable and purchasing. A sound knowledge of accepted business procedures and operation of office equipment. Ability to organize and prioritize work.

Other Requirements:

Good verbal and interpersonal skills; compassionate understanding and ability to deal with all aspects of grief.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Occasional heavy work requiring exertion of more than forty (40) pounds of force to lift, carry, push, pull or otherwise move objects. Employee uses hands to grasp, finger, handle, or feel objects, tools or controls. The employee reaches with arms and hands, and is frequently required to walk, stand, bend or stoop, and is occasionally required to kneel, climb, balance, crouch or crawl.

Ability to clearly express or exchange ideas by means of the spoken word, and to receive detailed information through verbal communications with or without correction.

Clarity of vision at distances of 20 inches or less, more than 20 inches and less than 20 feet, and more than 20 feet, with or without correction; color vision, depth perception, and peripheral vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderately undesirable conditions due to frequent exposure to one or more disagreeable elements, such as dust, temperature extremes, weather fluctuations, and equipment movement hazards. In contact with families that have lost a loved one and will deal with different levels of their emotions and sometimes anger.