

Job Title: Licensed Funeral Director/Embalmer

Job Requirements: Must possess education and license requirements for Licensed Funeral Director/Embalmer. Must exhibit excellent oral and written communication skills including interpersonal, organization, and telecommunications. Possession of a valid driver's license with an insurable driving record and maintenance of current funeral service licensure required.

Job Summary: This position is primarily responsible to provide professional funeral services to client families. Duties include: taking first call, making removals, embalming, dressing, cosmetology, and casketing of deceased, arranging, and directing of funeral services, transportation of personnel and equipment, vehicles and facility maintenance, while maintaining optimum levels of customer relations and satisfaction. This position description may be combined with that of an Embalmer for purposes of training and performance appraisal.

Job Duties

First Call

Commit to a standard of readiness to receive and process first call(s).

Accept on-call status as required and is able to be dispatched to first call as needed with a 10 minute respond time.

Understand that on-call status requires only carrying a pager or leaving a telephone number, assuring personal mobility during on-call time.

Skillfully take death call information providing caller with a sense of comfort, well being, and direction.

Complete funeral service first call sheet with all vital information in an accurate and timely fashion.

During day shift, contact manager providing death call information and confirms case assignment; during evening/night shift responds and acts to execute removal, per established procedure.

Ensure any questions about price, service, or product(s) information are acknowledged by providing a copy of the General Price List.

Removals

Make removal(s) of deceased from designated location according to established protocol, procedures, and standards.

Respond to removal assignment in a timely, accurate, and professional manner.

Contact caregiver staff, coroner, hospital institution, nursing home, or residence and makes removal arrangements. Obtains release from caregiver or responsible party as required prior to making removal.

Exercise universal precautions when handling deceased including wearing gloves 100% of the time and using face shields, and coveralls as appropriate.

Make removal appropriately conversing with family and other persons; seek permission to embalm from responsible party. Following removal, transport deceased in a timely fashion to funeral home. (Deceased must be removed within one hour of call.)

Place deceased in appropriate preparation room area and position body to established standards.

Affix identification on deceased and leaves information with authority or declination to embalm.

Change linens, makes up cot, and returns cot to proper area including the replacing of rubber gloves in designated location.

Apprise staff and/or company official of any extenuating, unusual, or specific circumstances involving the deceased.

Assure all work area and equipment are properly cleaned and returned to standard operating condition.

Confer with staff associates and/or managers on procedures to continue optional client family services.

Funeral Service Arrangements

Meet with family members to prepare and coordinate the funeral services of the deceased.

Accept family case assignment(s) and arranges to meet with the family as soon as practical after death call.

Confer with family assuring them of company's philosophy and commitment to meet their practical and emotional needs while also providing a sense of calmness and professionalism; listens intently to ensure arrangements made meet the family's needs and accurately reflect the life of the deceased.

Assure family representatives are given a copy of the General Price List at the onset of arrangement discussions.

Using prescribed arrangement process, assist family in selecting burial products and services that best suit/meet their needs and continues to complete balance of the funeral service work sheet.

Make suggestions on ways to personalize services and demonstrates customization of various aspects of the service when appropriate.

Introduce client family to casket and container selection room(s) and present option choices according to established protocol and procedures.

Arrange and coordinate service schedule requirements to confirm client needs and company's ability to provide.

Coordinate the preparation of the obituary and submits to the family representative(s) for final approval.

Referencing the General Price List, explains to client family financial options and terms of payment as outlined in the payment option offering.

Prepare Standard Goods and Services Agreement, summarizes family's choice of products and services, and presents to family for approval and signature.

Complete necessary service procedures (specifically on the funeral service work sheet) in a timely, complete, and accurate manner, and establishes case in process in an appropriate manner.

Coordinate funeral service arrangements to prepare for services of the deceased. (Phase 2)

After family leaves, initiate necessary processes, submit all forms completed, and order services and merchandise and staff arrangements as required including:

Clergy

Crematory

Vault Company

Shipping

Schedule Arrangements

Advising appropriate office staff of arrangements.

Coordinate the embalming services and time of visitation and funeral services including considering special requests and time frames for services.

Do his/her part to maintain all file documentation, records, and reports in an organized, accurate, legible an up-to-date condition.

Alert funeral service manager(s) of any special, logistical or unusual, problems that may hinder quality or schedules.

Exhibit efficient, sensitive, and reassuring calmness and confidence in all service-related activities.

Facility Service Support

Provide designated support services in delivery of company activities and services.

Assist in setting up (and disassembly) funeral home, house of worship, or designated facility to established standards and family wishes for visitations and/or services including transportation of chairs, lecterns, and other items as required.

Assist in dressing, casketing, and/or cosmetizing the deceased according to professional standards as required and notifies staff when ready and/or transports deceased to designated location.

Before and during visitation hours, regularly monitor visitation areas to see they are properly cleaned and maintained.

Assure that all flowers are carefully documented according to established practices and specifically transported to and from designated areas in a timely fashion.

Remain in designated facility area during required times to respond to family client needs in an efficient, timely, and accurate manner including setting of lights, heating, and cooling, and general conditions of facility.

Visitation

Coordinates funeral services and arranges for visitation.

Assure that visitation site is ready to receive family and visitors as scheduled at least one hour prior to the service.

Reconfirm that all staff members will be present at visitations as required and reviews specific details, including the deceased.

Assure and/or personally confirms the condition of the deceased throughout the visitation process.

Meet family members at first viewing when appropriate and confirms that all matters, details, and arrangements meet with family's approval.

When continuity of service is not possible, arranges and notifies another designated director of all details and circumstances, and introduces to the family.

Assure that family needs are continually monitored and attended to during visitation.

Arrange to be on site for first viewing to confirm all arrangements meets with family satisfaction.

Greet family members and makes them comfortable in the visitation room and facility in general.

Offer to store personal items and effects in designated area and responds to other requests in a timely fashion, including retrieving personal items as requested.

Periodically check all facility service areas including restrooms, checking for cleanliness, and corrects to standard.

Cordially socialize and escort with all persons throughout the visitation area and is careful to acknowledge appropriate greetings such as “good day – good evening” upon entering/leaving the facility.

Funeral Service

Assist in providing funeral services at the funeral home, chapel and/or church cemetery.

Report to service area along with designated staff at least 1 hour prior to the service on the day of the funeral and addresses any final arrangements.

Confirm/personally check the condition of visitation/chapel areas and all needed vehicles to assure they are service ready.

Arrange for and/or greets family’s arrival to the funeral chapel and makes them comfortable.

Greet minister(s), provides minister card, and reviews exact procedure and reconfirms with staff.

Conduct funeral service in accordance with company policies and procedures.

Assure immediate family members are seated in proper designated area prior to commencement of the service.

Coordinate the transitioning of the service from the chapel to the church and/or the cemetery.

Coordinate direct, and conclude services at the gravesite according to established company procedure.

At conclusion of burial, administer, furnish, and complete all funeral services/procedures according to established standards of performance.

Arrange for all equipment to be returned to its rightful place and left in "ready" condition.

Complete the administrative closing of the service including providing family with final funeral service books, documents, and personal effects, and ensures all flowers are delivered as prescribed.

Driving and Escorting

Transport deceased, client family members, visitors, equipment, and staff as needed.

Coordinate and/or otherwise assist staff with transporting deceased/family guests/equipment to and from facilities and other locations as directed in a timely and professional manner.

Assist in directing others in pallbearer's activities as needed, assuring proper delivery of services.

Exhibit efficient, sensitive, and a reassuring calmness and confidence in all service-related activities.

Exhibit safe and professional driving performance at all times and executes duties in an efficient manner.

Advanced Funeral Planning

Process pre-need arrangements with family client according to prescribed procedures in professional manner.

Schedule and/or is available for pre-arrangement conference with family client and welcomes individuals to facility and at the appropriate time, makes the first order of business the providing of the General Price List.

Record pre-arrangement accurately and documents data on information sheet as required. (i.e. vital statistic, obit, etc.)

Following prescribed pre-arrangement process introduces client to options, caskets, products, services, and personalized services that best suit/meet their needs

Formulate proposal of funeral expenses and presents payment options.

Complete final documentation and forwards to Business Office.

Communicate with family on status of documents being prepared and delivers necessary forms, policies, and certificates upon completion.

Reassure individual(s) of their excellent choice of products selected.

Community Involvement

Maintain an active involvement in community and civic affairs.

Join and actively participate in at least one civic or community involvement organization.

In coordination with manager seeks and offers speaking engagements for public organizations, schools, and churches.

Provide ongoing feedback and communications to company officers and managers on status of community activities.

Health and Safety

Adhere to all OSHA standards and other appropriate safety standards.

Demonstrate knowledge and understanding of corporate policies and procedures including “right to know” and other applicable safety practices including universal precautions, where applicable.

Seek clarification on interpretation or questions concerning policies/procedures from appropriate corporate sources.

Comply with all OSHA standards and other applicable safety practices and universal precautions.

Exhibit overall performance and behavior that is consistent with safe and efficient workplace practices.

Ethics and Confidentiality

Maintain highest standards of ethics, morality, and confidentiality at all times.

Assure that complete confidentiality is kept and maintained on all company-related processes, techniques, and services.

Pledge that complete silence and confidentiality is maintained perpetually relative to any information, circumstances, or facts concerning any deceased, client family, or account.

Exhibit total and complete moral standards, respect, and reverence in the handling, processing, or service of any deceased individual.

Working Relationships

Interact with other associates to facilitate positive, productive, working relationship(s).

Work well with others; as a team member, is cooperative, supportive, participative; responds positively to confrontation or suggestions.

Offer to help out in emergencies. Be readily adaptable to new tasks or changing conditions.

Treat others with fairness, consideration, and nondiscrimination; inspiring others in being courteous and pleasant.

Manifest honesty and trustworthiness in working relationships; show respect for privacy of others.

Performance and Professionalism

Consistently exhibit satisfactory levels of performance.

Satisfactorily perform assignments as deemed necessary and/or directed to achieve goals and objectives.

Assure that customer service satisfaction is of paramount consideration in all client family contacts and services.

Exhibit professional presence, consistent with company's ideals and values, at all times.

Interact with co-worker(s) to facilitate a positive, productive, working relationship(s).

Wear appropriate clothing and attire consistent with established company policy and standards.

Demonstrate knowledge and understanding of corporate policies and procedures.

Respond to supervisor in a timely manner to requested and/or follow-up information.

Maintain high standards of ethics and confidentiality covering corporate affairs.

General

Perform other duties as assigned and directed to satisfaction of your supervisor.

Willingly performs additional job duties as assigned and directed.

Perform necessary duties in a manner which is satisfactory to supervision.

Keep absence and tardiness occurrences within acceptable and/or prescribed company guidelines

Display continuing interest and initiative in all job assignments.

Continue to seek new skills, expertise, and knowledge of job assignments.

NOTE: This job description is not intended to be all-inclusive. An employee will also perform other reasonably-related job responsibilities as assigned by management as required. We reserve the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities. This job description does not constitute a written or implied contract of employment.

**Summary of Physical, Sensory, and
Environmental Requirements
Needed to Perform Essential Job Duties**

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A. Physical Requirements

Explanation

1. Lifting: Up to 100 lbs.
2. Carrying: Up to 100 lbs.
3. Pushing/Pulling: Up to 300 lbs.
4. Use of Equipment: (Machines, tools)

	Continuously	Frequently	Occasionally	Not At All	Explanation
5. Sitting			X		
6. Standing	X				
7. Walking	X				
8. Bending		X			
9. Stooping		X			
10. Crawling			X		
11. Climbing			X		
12. Reaching Above Head			X		
13. Grasping: a. One Hand	X				
B. Both Hands	X				
14. Fine Manipulating: a. One Hand	X				
b. Two Hands			X		

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B. Environmental Requirements **Explanation**

	Continuously	Frequently	Occasionally	Not At All	Explanation
1. Exposed to Marked Changes in Temperature					
2. Outside Work			X		
3. Exposure to dust, fumes, odors, water, etc.			X		
4. Exposure to biological, mechanical, electrical, and/or chemical hazards		X			
5. Normal (inside) environment	X				

C. Sensory Requirements

1. Eyesight	X			Not Necessary	Explanation
a. Normal/Corrected		Necessary			
b. Close eye work	X				
c. Other					
2. Hearing	X				
a. Normal tones					
b. Soft tones			X		
c. Other					
3. Distinguish Temperatures By:	X				
a. Touch					
b. Proximity	X				

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Page 3

D. Other Comments:

This position will be required to perform a wide variety of functions from a sedentary position to those requiring heavy physical effort – on a moment's notice – in a wide variety of environmental conditions and temperatures.

This position requires the regular contact with unembalmed human remains and/or the contact or proximity of hazardous chemicals. Regular and consistent use of universal precautions is essential.