

VERTIN

JOB DESCRIPTION

Job Title: Location Manager

Department/Location Name: Operations

Reports to: General Manager/Market Director/Regional Director

FLSA Status: Exempt

Location:

Effective Date:

POSITION SUMMARY

The Location Manager provides customer service in all areas of helping client families achieve peace following the loss of a loved one by providing the highest quality services and products that support Vertin's mission, vision and core values. This position is responsible for the day-to-day operations of the funeral home and directly leads and supervises the funeral home staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Funeral Director (70%)

- Arrange and conduct funeral and memorial ceremonies in a professional, organized, and caring manner in keeping with company policies and procedures.
- Grow market share through active involvement with community, religious and other organizations.
- Maintain company and funeral home location marketing online and locally as required.
- Supervise and care for the deceased in a respectful manner and in keeping with regulatory requirements, while performing a variety of tasks which include: removals and transfers, embalming, cosmetology, hairstyling, dressing and casketing; coordinating and assisting with funeral service, and visitation, delivery of flowers, caskets, urn, photos and other personal keepsakes or mementos or client families, and the removal, proper care and storage of these items.
- Operate and maintain the crematory at certain locations, including repositioning and processing of cremated remains as per the Procedures Manual. Where location differences cause Funeral Director to serve as a Crematory Operator, specific responsibilities also include those of a Crematory Operator.
- Promote and maintain a safe and healthy work environment.
- Ensure adherence to all professional, state and federal licensing authority, regulations and rules applicable to funeral service.
- Where regulatory requirements limit pre-need sales to Funeral Directors, the Funeral Director's specific responsibilities also include those of the Preneed Specialist.
- Provide aftercare, including delivery of documents, cards, and information on insurance, pre-arrangements for next of kin.
- Ensure potential pre-need referrals are shared with Preneed Specialist.
- Supervise the parking of cars, ushering, driving 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.
- Accurately prepare all documents related to funeral services, cremations, and maintenance.
- Perform office duties and reporting.
- Clean and maintain all funeral home vehicles.
- Assist with the maintenance of vehicles, the facility and property, receive caskets and other funeral home supplies as well as place into inventory.
- Other duties as assigned.

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Location Manager (10%)

- Ensure appropriate and equitable staff schedules for call coverage, services, events, meetings etc.
- Manage employee performance using established metrics and expectations, tracking progress against the goals, ensuring timely feedback, and addressing performance problems and issues promptly. Hold staff accountable for metrics and performance goals.
- Schedule and lead regular staff meetings, as defined by the Vertin Business Model and management processes.
- Ensure active participation by all employees in the communities they serve.
- Review and enhance current activities and marketing efforts.
- Understand the budget and ensure goals are met.
- Prioritize future expenses and approving all proposed operating expenses within the limits of authorization.
- Immediately report all significant, unexpected or potential expenses that arise as part of operating a business.
- Ensure adherence by all staff to all stated policies and procedures, OSHA standards, and FTC standards. Properly report any/all incidents immediately, as required by company procedures.

SUPERVISORY RESPONSIBILITIES (20%)

Directly lead, supervise, train, and develop Funeral Home staff. Ensure roles and responsibilities are clarified. Maintain systems to measure and evaluate direct reports against established metrics. Carry out supervisory responsibilities in accordance with Vertin policies and management processes, and applicable laws. Responsibilities include but are not limited to participating in interviewing, recruiting, hiring, onboarding, assigning and directing work, evaluating performance, reward and recognition, performance management, and termination. Ensure compliance in all areas for the benefit of employee health and safety.

EDUCATION, EXPERIENCE, CERTIFICATIONS

Associate's degree (A.S.), Bachelor's degree (B.S./B.A.) or equivalent from a college or university, as required to hold the necessary Mortician License in the required State(s) of operation; plus two or more years related experience and/or training within a funeral service setting, where direct oversight/management of others was required, is preferred.

SKILLS, QUALIFICATIONS, ABILITIES

The individual must possess these skills and abilities or explain and demonstrate that he or she can perform the essential functions, with or without reasonable accommodation, using some combination of skills and abilities.

- A strong dedication to serving the needs of others.
- Strong communicator and consensus builder with staff and the community.
- Effective oversight of individual or group meetings and objectively determine the varying levels of participation and commitment to the goals of the team.
- Able to provide management support to all employees at the location level.
- Able to understand the importance of sound business practices and how that supports the overall mission of the business.
- Solid understanding of marketing and merchandising, as well as clarity on how to utilize both to achieve stated goals.
- Able to take direction/guidance from leadership, then implement those policies into the daily operations of the business.
- Able to prioritize, multi-task and effectively delegate tasks when appropriate.

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CORE COMPETENCIES

Creativity

- Comes up with new and unique ideas
- Tends to be seen as original and value-added in brainstorming settings

Perspective

- Looks toward the broadest possible view of an issue/challenge
- Has broad-ranging personal and business interests and pursuits and proposes future scenarios

Business Acumen

- Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization

Drives for Results

- Can be counted on to exceed goals successfully
- Is constantly and consistently one of the top performers

Team Player

- Can quickly find common ground and solve problems for the good of all
- Can represent his/her own interests and yet be fair to other groups
- Can solve problems with peers, is a team player, and can be candid with peers

Sound Decision Making

- Makes good decisions based upon a mix of analysis, wisdom, experience, and judgment
- Sought out by others for advice and solutions
- Able to make quick decisions

Promotes Diversity

- Manages all kinds and classes of people equitably
- Deals effectively with all races, nationalities, cultures, disabilities, age and both sexes

Motivates Others

- Creates a climate in which people want to do their best
- Can motivate many kinds of direct reports, teams or project members
- Empowers others and pushes decisions down to the right level
- Invites input from each person and shares ownership and visibility
- Makes each individual feel his/her work is important

Communication

- Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization
- Provides individuals information so they can make accurate decisions
- Is timely with information
- Ability to speak and write clearly and succinctly in a variety of settings and styles
- Can get messages across that have the desired effect

Humility

- Quickly admits flaws and mistakes
- Is careful to make others comfortable
- Encourages the expression of viewpoints from all concerned
- Is modest and self-effacing; Respects the views of others

Develops Others

- Provides challenging and stretching tasks and assignments
- Holds frequent development discussions
- Is aware of each person's career goals
- Constructs compelling development plans and executes them
- Is a people builder

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PHYSICAL DEMANDS

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

- The job is frequently expected to lift, carry, push or pull bodies, with assistance of mobile equipment or additional personnel, from removal sites such as homes or institutions involving tight corners, stairs or other difficult to maneuver areas.
- The job is frequently expected to lift, carry, push or pull bodies or objects weighing up to 150 pounds (without 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 may bring on a limited amount of physical fatigue

WORK CONDITIONS, TRAVEL, AND ENVIRONMENT

When considering the physical environment, the job works within, the following factors may apply:

- Moderate odors, dust or fumes may cause discomfort and/or irritation to eyes or respiratory passages.
- Occupational exposure to bloodborne pathogens and to hazardous chemicals including formaldehyde or formalin.
- There is necessary exposure to dangerous chemicals, disease, carcinogens or radioactivity (even though protective clothing is worn)

Travel is variable and will generally be limited to that required in order to properly serve any/all families under the care of the business. Additional business travel will occasionally be requested in conjunction with company or industry functions. The position will work normal business hours however may need to work early mornings, evening and/or weekends to ensure goals are met and families are served.

DISCLAIMER

The above information on this job description has been designed to indicate the general nature and level of work performed by the employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of any employee assigned to this job. Nothing in this job description restricts management's right to assign duties and responsibilities to this job at any time.

I have read and understand this job description and can perform the essentials functions as described.

Employee Name (Print)

Date

Employee Signature

Supervisor Name (Print)

Date

Supervisor Signature