

CEMETERY OPERATIONS COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Cemetery Operations Coordinator supervises the day-to-day operation and maintenance of the City's cemetery. Duties include: selection, training, and evaluation of maintenance and customer service staff as well as coordination of the work flow (example: scheduling services, preparation of grave sites, interments, etc.). An important component of the duties of this position involves public contact and customer service in that the employee makes decisions about granting variances (example: tree donations, markers, etc.), and handles the more difficult patron contacts (example: irate, frustrated, etc.). Administrative duties include: monitoring the City's contracts; coordinating the use of the facilities; preparing and monitoring the cemetery budget; establishing policies, rules, guidelines, and procedures for efficient and effective operation of facilities; researching and preparing cost estimates and fee structures; monitoring and controlling expenditures; and purchasing and selecting equipment and supplies for cemetery operation and maintenance. Work may also involve: performing tasks related to turf maintenance and related maintenance activities for the maintenance and repair of the cemetery grounds. This class performs related work as required.

Distinguishing Features: A Cemetery Operations Coordinator exercises considerable independent judgement in planning operation and maintenance activities and working cooperatively with staff to ensure resources are used in the most efficient manner. Duties may require weekend work in order to accommodate service schedules. Supervision is received from the Golf and Cemetery Supervisor who reviews work through conferences, meetings, reports, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with an Associate's Degree in Turf Management, Public Administration, or a related field. Considerable (3 - 5 years) experience in an administrative or customer service capacity that included some cemetery industry work experience in addition to good (1 - 3 years) supervisory experience.

Special Requirements. Must complete Department of Transportation (DOT) Reasonable Suspicion Training for supervisors within 30 days of supervisory assignment of DOT safety sensitive employees.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience working in a customer service capacity with grieving families is preferred. Familiarity with Arizona cemetery laws is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, contractors, and management in order to communicate objectives, order supplies, calm grieving families, and monitor capital improvements. Instructs and trains subordinates regarding standard operating procedures for interments, irrigation, mowing, repairs to various areas, setting markers, setting up services, etc. Prepares budget documents, project status reports, section policies, cemetery maintenance standards and procedures, cost estimates, performance appraisals, and other recordkeeping activities. Prepares written documents in order to communicate with various mortuaries, grants variances, notifies families of practices that do not meet established regulations of the cemetery, prepares press releases, and produces performance evaluations.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal and state regulations, and other guidelines relating to fuel reporting, pesticide reporting, and regulations governing burials. Detects backup warning devices when working around moving equipment. Inspects, monitors, and evaluates work-related conditions for compliance with prescribed health and safety standards and regulations. Monitors landscaped areas to determine the need for fertilization, insecticides, rodent control, aeration, trimming, and related maintenance work. Demonstrates how to perform specialized tasks related to turf management and cemetery maintenance. Conducts and attends meetings. Operates power-driven machinery such as a lawn mower and tamper to assist in services and maintenance when the need arises. Uses common hand tools such as: a hammer, saw, screwdriver, or other tools to make necessary irrigation repairs, etc. Operates a variety of standard office equipment to assist in the administration of the office responsibilities. Enters data into a personal computer (PC) in order to make entries into the computer or retrieve information for families. Performs physical inventories of vases, vaults, fertilizer, and sprinkler parts. Sets up and removes folding tables, chairs, and traffic cones to assist in service set up, control traffic during special events, and control traffic during the weekly irrigation of the flood sections. Works in variety of weather conditions while performing normal cemetery maintenance. Works in small, cramped areas while performing irrigation repairs and disinterments. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of the day-to-day operations of the City cemetery. Prepares and monitors the budget for the operation and maintenance of the City's cemetery. Performs mathematical calculations, statistical computations, and financial analyses to calibrate pesticide and fertilizer, and analyze the cost of purchasing materials, supplies, and equipment. Plans, coordinates, and prioritizes special projects to ensure that overseeding and application of herbicides, pesticides etc., do not interfere with cemetery use. Assesses and assigns priorities to problems and work assignments when confronted with several pressing demands at one time. Investigates, analyzes, evaluates, and resolves operational procedural, and personnel problems. Analyzes and evaluates information and data accurately in order to express ideas clearly and prepare written reports. Supervises and evaluates the work of subordinate personnel performing customer service and maintenance duties. Prioritizes and assigns work to staff, and prioritizes own work. Develops an irrigation schedule. Resolves work-related problems such as conflicts and complaints with patrons and family members of the deceased at the cemetery. Coordinates work activities with other agencies for completion of volunteer projects and community service work. Understands and interprets blueprints and schematic drawings to comprehend the layout of the cemetery, irrigation system and capital projects. Learns job-related material through on-the-job training regarding customer service, employee related material, Continuous Quality Improvement, pesticide certification, etc.

Knowledge and Abilities:

Knowledge of:

the principles and methods of supervision, including: scheduling, organizing, coordinating, training, and evaluation;
the techniques used in planning, budgeting, and goal setting;
the principles of office procedures and use of computers;
the procedures, materials, equipment, safety standards, and tools used in cemetery grounds maintenance;
the techniques used in the care and maintenance of turf, shrubs, trees, and other greenery; and
the regulations governing the operation of a cemetery.

Ability to:

manage cemetery operations;
write reports and proposals regarding cemetery maintenance operations;
plan, assign, and supervise the work of staff operating and maintaining the City's cemetery;
supervise, train, and evaluate assigned staff;
exercise initiative in the improvement of cemetery maintenance operations; and
establish and maintain effective working relationships with those supervised, management, the general public, other City departments and respond appropriately to members of the public who are grieving and are upset about the maintenance and appearance of grave sites and related issues.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 10/23

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EEO-S/M

JOB FCTN-ADM

INCREMENTS 44-200

PAY GRADE: 48

IND-9220

SWORN-No