



ARCHDIOCESE OF SAN FRANCISCO

CATHOLIC CEMETERIES

Family Service Advisor Job Posting

Purpose and Scope

A Family Service Advisor is a full-time, "non-exempt" level employee who reports directly to the Family Resources Manager. This position works collaboratively within the Family Service Department, combining ministry, sales and public relations. Working within a religious, not-for-profit environment, we offer a competitive salary and benefits package. This position is governed by a Collective Bargaining Agreement.

The Family Services Counselor is a person of faith committed to Gospel values. He or she values service to the Catholic Community and helps the Cemetery Department fulfill its mission and purposes.

Essential Duties:

- Provides exemplary personalized customer service to families planning funeral arrangements
- Educates individuals and families about burial, cremation and memorialization options within the context of Catholic teaching

Knowledge, Skills and Abilities

- Knowledge and experience in funeral home and/or cemetery practices, preferred
- Sales and Customer Service experience, preferred
- High level of compassion and integrity; detail-oriented and professional
- Excellent listening, written, oral communication, and interpersonal skills are essential
- Bilingual English/Spanish, preferred
- Position requires ability to frequently walk safely over uneven terrain, lift up to 40lbs.

Competencies and Education

- High School education + 1-2 years of college or equivalent of education and experience
- Proficiency in Microsoft Office computer applications
- Previous experience in cemetery or funeral service preferred
- Valid California Driver's License with an insurable driving record
- Active practicing Roman Catholic who understands and supports the teachings of the Roman Catholic Church, preferred.

Hours

- Full time hours: Tuesday through Saturday 8:30am – 5pm

Please submit resume and cover letter to:
Sylvia Rivera, Family Resources Manager
PO Box 1577, Colma, CA 94014-0577
Email: srivera@holycrosscemeteries.com
Fax: 650-757-0752

The Archdiocese of San Francisco employs without regard to race, color, sex, ethnic or national origin and will consider for employment qualified applicants with criminal history.