



**To:** Distribution

**From:** Human Resources

**Date:** September 21, 2021

## **Job Opportunity: Req.102699 Manager of At-Need Operations**

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### **Position Summary:**

Manage the Mortuary Office, Interment Office, Marker Department, Crematory and Memorial Products Department in accordance with Company policy, and state and federal regulations; as well as using skills and experience in business management, leadership, risk management, human resources development, and professional development to provide excellent service to every customer.

**Essential Job Functions:** Must be able to perform the essential functions of the job with or without reasonable accommodations.

#### **A. Business Management**

- ***Process Management*** – Analyze business trends in relationship to memorial product, Electronic Death Registration, and Contract Review productivity. Recommend changes to products or services to guarantee customer satisfaction, and change processes and/or policies to improve productivity.
- ***Budget*** – Monitor expenses and capital expenditures for assigned cost centers & capital projects within approved guidelines and provide detailed information for analysis as necessary. Establish safeguards against fraud, waste, and inefficiency.
- ***Customer service*** – Monitor areas of responsibility to assist in providing a high level of customer service necessary to achieve a JD Power rating that is in line with targeted goals. Assist leadership team in the development of tools to proactively assist in the identification of service performance trends and assist in the development of enhancement measures as necessary.
- ***Policies & Procedures*** – Ensure that written policies and procedures are current for all key business processes, and that staff are well informed and trained in them; ensure that any new policies and procedures comply with the SCI Health & Safety manual.
- ***Goods & Services*** – Ensure that the goods and services the Offices provide align with customer needs and support the Company strategic initiatives.
- ***Goals*** – Understand and achieve annual SMART goals applied to each area.

## **B. Leadership**

- Provide leadership to all departments in the Manager of At-Need Operations areas of responsibility by setting the example, providing encouragement and support, and insuring that the staff is trained at regular intervals.
- Ensure that open two-way communication occurs daily with all the staff; schedule monthly staff meetings with written agendas and action items; maintain written records of the meetings.
- Champion the Company's strategic goals by understanding them, articulating them, and partner with Operations Management to achieve those goals.
- Consistently model Company values of integrity, teamwork, communication, compassion, and creativity.
- Align department goals and activities with the Company goals.
- Actively participate and contribute in cross-functional dialogue to improve customer service, increase productivity and profitability.
- Actively participate in and promote Town Hall meetings for improved employee communications.
- Consistently demonstrate a high level of critical thinking when providing solutions to business issues.
- Maintain a positive working relationship with co-workers.
- Promote a safe work environment for all employees.
- Establish and maintain clear written job expectations, procedures, and quality service guidelines for At-Need Operations as necessary.
- Provide constructive feedback and positive recognition when appropriate.
- Take appropriate written corrective action when required.
- Demonstrate active support for senior management and the Company in meetings, in training, and in one-on-ones.

## **C. Risk Management**

- Ensure that all Office activities are conducted in accordance with the rules and regulations of the Company and with state and federal regulatory agencies so that no fines or citations are issued for noncompliance.
- Ensure that regular Health & Safety Meetings are held and documented, and that all staff are fully trained in every health & safety regulation.

## **D. Human Resources Development**

- Provide regular training, cross training, skill enhancement, and educational opportunities for all staff; ensure that all these efforts are documented and that records are placed in the Offices' training files and in the Employee Personnel File in Human Resources.
- Ensure that the Offices' human resource development plans are aligned with the Company business strategy.
- Actively promote Town Hall Meetings to encourage open employee communication, and encourage contributions to and reading of the Buzz Newsletter to foster teamwork and unity.
- Work with staff to set periodic attainable goals in each area of their responsibilities; regularly monitor progress to stay on track; and ensure that goals align with Company strategy.

## **E. Professional Development**

- Work with the Vice President of Mortuary Operations to set professional development goals and schedules.
- Ensure that seminars, classes, and other professional development opportunities align with Company strategy; and that they contribute to job satisfaction and personal growth.
- Participate in community organizations and events that promote Rose Hills and that align with the Company community relations plan.

## **Experience and Education Requirements:**

- Five years or more of experience within the funeral and cemetery services industry required
- Five years or more of previous supervisory experience preferred
- BS degree in Business Administration, or equivalent preferred
- Valid CA Driver's License required
- CA Funeral Director's License preferred
- CA Cemetery Manager's License preferred
- CA Crematory Manager's License preferred

## **Special Skills:**

- Advanced level skill using MS Office including Excel, PowerPoint, & Word
- Advanced proficiency in HMIS
- Public speaking skills
- Demonstrated skill in achieving operation goals
- Knowledge of policy development, EEO, and Cal OSHA regulations
- Ability to successfully direct at-need arrangements
- Networking throughout the community
- Excellent oral and written English communications skills
- High level of critical thinking and problem solving
- Knowledge of Rose Hills Park Rules & Regulations
- Good interpersonal skills to relate well with people at all levels
- Ability to train others
- Excellent interpersonal relations skills
- Detail-mindedness
- Problem solving skills
- Self-motivated and flexible
- Warmth, compassion, empathy
- Diplomacy under pressure
- Ability to multi-task, prioritize tasks, and differentiate level of importance

### **Key Competencies:**

As a critical member of the management team, incumbent is expected to meet the Key Competency requirements of Customer Focus, Open Communication, Building Relationships, Personal Leadership, Commitment to Quality, and Business Focus. Meeting the behavior standards in each Competency links directly to the annual Performance Review.

### **Working Environment:**

Ability to handle leadership, employee and community relations, and stressful situations with grace and dignity. Manage the performance of employees engaged in area of responsibility within a normal office environment, and occasionally perform the same work; cope with a high volume of work and with constantly changing priorities and interruptions; and flexible availability is required to work occasional overtime and outside of normally scheduled work hours. Lead and teach other employees on the job as well as in the classroom.

### **Physical Requirements:**

Ability to manage the performance of employees engaged in area of responsibility, and occasionally perform the same work; cope with a high volume of work; ability to lead and teach groups of employees using speaking and presentation skills. Must be able to drive Company vehicles throughout the community to conduct business and represent the Company in a variety of events and organizations. Must be able to pass a lift test with the ability to lift a minimum of 50 lbs and occasionally lift 100+ lbs. Must be able to physically bend, reach, kneel, stoop, lift, carry, push or pull up to seven bodies/caskets per day weighting up to 200 lbs. out of refrigerated storage.

### **Equipment / Machines / Programs Operated:**

- Personal Protective Equipment
- PC with MS Office Suite software
- HMIS
- Company vehicles
- Cremation Equipment

Associates interested in applying to this job opportunity must submit an application to **Req.102699 Manager of At-Need Operations** in the My Careers section of Workday.

*Rose Hills is an Equal Opportunity Employer. The company's hiring procedures do not discriminate against any person on the basis of race, color, national origin, religion, ethnicity, age, sex, sexual-orientation, veteran's status or disability, or any other legally protected status.*