



To: Distribution

From: Human Resources

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Job Opportunity: Req.101098 Supervisor, At-Need Arrangements

Position Summary: This position is responsible for supervising all aspects of the at-need funeral arrangements process and should be adept at building high quality and high performance teams as well as empowering others to deliver outstanding customer service.

Compensation:

- Annual Supervisor Starting Salary Range \$70,000 - \$75,000
- Generous Quarterly Incentive Program

Essential Job Functions:

Must be able to perform the essential functions of the job with or without reasonable accommodations.

- Ensure that all individual and team points-of-contact with peers, customers, and coworkers are conducted positively and with a high level of professionalism
- Ensure that all funeral arrangements are done in a positive, professional, organized, and caring manner and in keeping with Company and Department Policies & Procedures
- Comply with state and federal laws, and with established company rules and regulations by ensuring that documentation to support the disposition of remains are complete and accurate
- Analyze customer service, productivity, and sales performance to identify opportunities for continuous individual and team recognition and enhancement
- Ensure a high level of job performance from each employee by clearly communicating job performance expectations, meeting with employees regularly to insure they are on target, and providing constructive feedback and positive recognition
- Resolve customer dissatisfaction issues by active listening, troubleshooting, and taking the necessary action
- Meet regularly and maintain high levels of open communication with cross functional supervisors and managers to insure smooth delivery of products and services
- Ensure arrangements area, product displays, showrooms, and offices are continuously maintained and presentable
- Maintain a fair and balanced staffing schedule that meets customer demands while considering employee's needs for PTO
- Stay updated with environmental (e.g. legal, competitive, economic, & social) changes affecting Rose Hills and the death care industry
- Ensure that the work environment is safe, and that staff are trained in appropriate work site safety.
- Any other appropriate duties as directed by Management

Experience and Education Requirements:

- 5+ years of management and/or supervisory experience preferably in the mortuary/cemetery profession and making funeral arrangements
- Licensed Funeral Director, preferred
- Bachelor's degree or equivalent, preferred
- Ability to demonstrate sound judgement and decision-making on behalf of yourself and your team
- Proven ability to coach, develop, and train individuals and high performance teams
- Proven ability to analyze data using excel
- Excellent communication and interpersonal skills
- Bilingual preferred
- Ability to positivity and proactively handle customer concerns
- High level of ownership, accountability, and initiative
- Current CA Notary
- Current CA driver's license and good driving record

If anyone is interested in this position, please apply to **Req.101098 Supervisor, At-Need Arrangements** 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.