

DENVER ROLLER, INCORPORATED

POSITION: Assistant Manager
LOCATION: Roller-Chenal
REPORTS TO: Manager
FLSA STATUS: Exempt
DATE: December 2009

Position Summary: Under the direction of the Location Manager, assisting with the daily operations of the funeral home in accordance with company policies and applicable local, state, and federal regulations. Counsels and comforts bereaved family members; provides assistance in making funeral arrangements. Is responsible for compliance and enforcement of all federal OSHA regulations, and the supervision and training of all personnel in this area. Assist the local funeral home manager in funeral services, training and supervision of all personnel. Perform other services as needed.

ESSENTIAL FUNCTIONS:

1. Will be responsible for all areas of local management in the absence of the funeral home manager.
2. Assist with the day-to-day operations of the funeral home; helping with monthly reports, assistance with the operations of the Insurance office, responsible for funeral schedules and employee work schedules.
3. Meets with bereaved families to make funeral arrangements and to select merchandise for the funeral service.
4. Assist with funerals services and / or other arrangements to ensure that they are conducted in a compassionate and professional manner.
5. Assist with the building, equipment and vehicle maintenance.
6. Assist with the routine and special reports for the local manager and the home office.
7. Purchases and maintains adequate stock of quality merchandise, equipment and supplies; assist in the negotiations with certain vendor contacts not handled by upper management and assist in resolving disputes.
8. Participates in community functions and activities, represents the organization in the community.
9. Keeps abreast of changes in regulations and procedures affecting the company's operations; attends appropriate seminars and business meetings.

10. Chief Safety Officer responsible for compliance and enforcement of all federal OSHA regulations, training of employees in this area, and responsible for the preparation room functions and supplies.
11. Driving of funeral service and transfer vehicles as required.

OTHER RESPONSIBILITIES

1. Obtains vital information for preparation of the obituary , and for insurance, Veterans Administration and Social Security claims. Assists with financial arrangements and claims filing
2. Performs removals, embalming and cosmetology services(if dual licensed), performs all duties of the funeral director; attends funerals and graveside services.
3. Counsels with clients and family members on pre-need arrangements.
4. Performs similar job-related duties as assigned.
5. Under the direction of the Funeral Home Manager will direct and assist with the apprenticeship program.

SUPERVISORY RESPONSIBILITIES:

As directed by the Funeral Home Manager.

QUALIFICATIONS REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION or EXPERIENCE:

High school diploma plus additional experience in mechanical and maintenance tasks. Must be a dual licensed funeral director/embalmer within state(s) where regional locations exist. Must have a minimum of 5 years experience as a dual licensed funeral director/embalmer.

* Management reserves the right to waive any of the educational or experience requirements as listed above.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general technical procedures. Ability to effectively present information and respond to questions from the manager, customers and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure using whole numbers.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

OTHER SKILLS AND ABILITIES:

Knowledge of all aspects of maintenance and ground keeping. Basic knowledge of operation of maintenance equipment. Ability to organize and prioritize work.

OTHER REQUIREMENTS:

Acceptable verbal and interpersonal skills. Valid driver's license.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Occasional very heavy work requiring exertion of more than three hundred (300) pounds of force to lift, carry, push, pull or otherwise move objects. Employee uses hands to grasp, finger, handle or feel objects, tools or controls. The employee reaches with arms and hands, and is frequently required to walk, stand, bend or stoop, and is occasionally required to kneel, climb, balance, crouch or crawl.

Ability to clearly express or exchange ideas by means of the spoken word, and to receive detailed information through verbal communications, with or without correction.

Clarity of vision at distances of 20 inches or less, more than 20 inches and less than 20 feet, and more than 20 feet, with or without correction; color vision, depth perception and peripheral vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderately undesirable conditions due to frequent exposure to one or more disagreeable elements, such as dirt, dust, temperature extremes, weather fluctuations, and equipment movement hazards.