

# DENVER ROLLER, INCORPORATED

**POSITION: Funeral Home Manager**  
**LOCATION: Conway/Greenbrier**  
**REPORTS TO: Regional Manager**  
**FLSA STATUS: Exempt**  
**DATE: June 2014**

# of Employees	30+
Revenue	>2 mil.
# of Operations	2 F.H-Cem.+ Crem
# of Services	>350
Prox. to Major Oper.	Above Average
Competition	One competitor
Community Role	Very Important
Salary Range: Base	\$42,000-50,000 1615-1923

Position Summary: The Funeral Home Manager is responsible for all facets of two funeral home operations in the higher volume sized Roller operations. Supervisory responsibilities related to Crestlawn Memorial Park Cemetery and Crematory.

## **ESSENTIAL FUNCTIONS:**

1. Manages the day-to-day operations of two funeral homes and supervises a cemetery and crematory; assures that all staff members are fully trained in assigned responsibilities, and that operations are in compliance with local, state, and federal regulations.
2. Meets with bereaved families to make funeral arrangements and to select merchandise for the funeral service.
3. Assures that funerals services and / or other arrangements are conducted in a compassionate and professional manner.
4. Assures that the building, equipment and vehicle are properly maintained.
5. Prepares routine and special reports for the home office.
6. Purchases and maintains adequate stock of quality merchandise, equipment and supplies; negotiations with certain vendor contacts not handled by upper management and assist in resolving disputes.
7. Participates in community functions and activities, represents the organization in the community. Involved in the advertising, promotion and gaining of market share.

8. Keeps abreast of changes in regulations and procedures affecting the company's operations; attends appropriate seminars and business meetings.
9. Serves as primary liaison with local, state or federal regulatory agencies including the Policy Department and Health Department; provides reports and information; investigates complaints; resolves problems.
10. Trains, supervises and motivates all funeral home personnel.
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 related to pre-arrangements.
4. Performs similar job-related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

As directed by Regional 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 licensed funeral director in the state in which funeral home exists. Must have a minimum of 5 years experience as a licensed funeral director, with 3 years of

management experience or completed the Denver Roller Inc. managers training program.

\* 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.