

DENVER ROLLER, INCORPORATED

Position Title: Office Manager
Location: Roller Funeral Homes
Reports To: Funeral Home Manager
FLSA Status: Hourly
Date: September 2007

Position Summary:

Assists families directly and by handling the clerical and administrative tasks generated by their business transaction with the funeral home.

Essential Functions:

1. Handles clerical aspects of a funeral such as:
 - a. Complete and file the death certificates
 - b. Complete and file the insurance claim forms
 - c. Prepare and submit obituaries
 - d. Prepare all service related memorial items (memorial products, videos, etc.)
 - e. Complete Family Survey Reports
 - f. Contact funeral service participants
 - g. Submit appropriate paperwork to central office
 - h. Send paid-in-full Assured Peace Contract and letter
 - i. Prepare all other service related paperwork required on a periodic basis
 - j. Assist with the production of DVD's
2. Receptionist-meets customers and others at front desk if appropriate.
3. Responsible for phone, incoming and outgoing.
4. Makes deposits at bank, collect payments.
5. Purchase office supplies and maintains a proper inventory of same.
6. Operates the computer, experience required with Microsoft Office Software as well as general knowledge of the Windows Operating System.
7. Handle all typing and word processing.
8. Maintain funeral home files.

Other Responsibilities:

1. Oversee the clean and appropriate operation of the garden room area.
2. Maintain cleanliness of office.
3. Assist in answering all customer inquiries.
4. Assist with daily operations of the funeral home as directed by management.

Supervisory Responsibility:

As directed by Funeral Home Manager.

Qualification 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 training as provided by the funeral home and Denver Roller Incorporated.

Language Skills:

Ability to read and interpret general business periodicals, or governmental regulations. Ability to compose original correspondence and business correspondence. Ability to effectively present information and respond to questions from the managers, customers, and the general public.

Mathematical Skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percents.

Reasoning Ability:

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

Other Skills and Abilities:

Knowledge of all aspects of the business dimension of the funeral profession, including bookkeeping, accounts payable, accounts receivable and purchasing. A sound knowledge of accepted business procedures and operation of office equipment. Ability to organize and prioritize work.

Other Requirements:

Exceptional verbal and interpersonal skills; compassionate understanding and ability to deal with all aspects of grief. 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 heavy work requiring exertion of more than forty (40) 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.