

## DENVER ROLLER, INCORPORATED

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**Position Title:** Part-time Receptionist/Visitation  
**Location:** Roller Funeral Homes  
**Reports To:** Funeral Home Manager  
**FLSA Status:** Non-exempt  
**Date:** November 2009

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### **Position Summary:**

Under the supervision of a licensed funeral director, assists with the office, greets and directs guests during a funeral/ memorial service or visitation at the funeral home.

### **Essential Functions:**

1. Responsible for greeting and directing guests at the funeral home during a service and/or visitation.
2. Responsible for answering telephone in accordance with company policy.
3. Accommodate the needs of the family during a visitation at the funeral home.
4. Assist with a family during an arrangement conference.
5. Assist with the office as needed related to a funeral service and use of computer.

### **Other Responsibilities:**

1. Assist in keeping the funeral home neat and clean.
2. Attends scheduled staff meetings.
3. Other duties deemed necessary by funeral director in charge and funeral home manager.
4. Available to work in more than one location.

### **Supervisory Responsibility:**

None

**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:**

A High school diploma is required plus additional training will be provided by the funeral home and Denver Roller Inc. Computer experience needed, level based on job requirements.

**Language Skills:**

Ability to read, analyze, and interpret technical procedures and governmental regulations. Ability to write reports and business correspondence. 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 variables in situations where only limited standardization may exist. Ability to interpret a variety of instructions furnished in written, oral diagram, or schedule form.

**Other Skills and Abilities:**

Need to have the ability to follow directives and to have an overall positive attitude toward others.

**Other Requirements:**

Good verbal and interpersonal skills; compassionate understanding and ability to deal with those that are grieving. 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 one hundred (100) pounds of force to lift, carry, push, pull or otherwise move objects. Employee uses hands to grasp, finger, handle, or feel objects, tool 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, equipment movement hazards, toxic or caustic chemicals, biological hazards.