



Cemetery Goods and Services Counsellor / Hope Cemetery

Title

Cemetery Goods and Services Counsellor

Reports to

Director of Cemeteries

General Statement

The purpose of this position is to provide a welcome to families, to make sales of interment rights, cemetery and funeral services and supplies, to ensure that the administrative follow-up of the sales as well as the document management of the sales is also guaranteed.

Specific Duties

Customer Relations

- Greet clients and families who come to the Hope Cemetery
- Make sales and prepare required contracts
- Make appointments and organize schedules
- Coordinate cemetery services with the maintenance team
- Answer the phone and correspondence and follow up on them
- Participate in the updating of the computerized data system to ensure efficient follow-up of sales
- Answer the phone in support of the reception if needed
- Occasionally occupy the front desk position

Required Skills

- High school diploma; post-secondary education in a related field is an asset
- Good knowledge of accounting
- Ability to communicate orally and in writing in both official languages (English and French)
- Proficiency in Microsoft Office
- Knowledge of Simply Accounting is an asset
- 2 years of experience in a similar field and/or 2 years of experience in customer service and sales
- Ability to demonstrate great compassion and dignity
- Ability to work alone and as part of a team
- Initiative
- Have good communication skills and strong sense of customer service
- Knowledge of the Catholic Church and its teachings is an asset

NOTE: *The successful candidate must be able to obtain a sales representative's license issued by the Bereavement Authority of Ontario which includes a criminal records check.*

Conditions

- Unionized position
- Permanent full-time position at 40 hours per week (including a 30-minute unpaid lunch break)
- 8:00 a.m. to 4:00 p.m. Monday to Friday (Saturdays on occasion)

**Salary**

As per current collective agreement

How to apply

Send a cover letter and resume with your name and position title in the subject line of your email to recruitment@archottawa.ca.

Only candidates selected for an interview will be contacted.

Application deadline

May 29, 2022