



People's Memorial
A s s o c i a t i o n
Funeral Advocacy & Education since 1939



The Co-op Funeral Home
of People's Memorial

Administrative Assistant

Job Classification:	Full Time, Non-Exempt
Reports to:	Executive Director
Salary:	\$21-23/hr

Job Purpose:

Supports the daily operation and staff of the Association and The Co-op Funeral Home by providing customer service to members, families, and the general public, as well as undertaking administrative duties.

Duties and Responsibilities:

Front Desk -

- Act as the first point of contact for clients, families, and visitors. Greet them and make them feel comfortable, regardless of their emotional state.

Phone Service -

- Answer phones for both The Co-op Funeral Home and People's Memorial Association, providing information and problem-solving. When needed, direct to relevant staff members.

Office Management -

- Process incoming and outgoing mail, manage housekeeping;
- Process new membership applications and sending out new member packets weekly;
- Process weekly mailings to existing members as requested;
- Process monthly case logs from contracted funeral homes. Prepare survey mailings to families; compile surveys in Survey Monkey;
- Assist families in completing the Funeral Financial Assistance applications as needed and work with the approval team in reviewing them;
- Send Donor Acknowledgement letters, cue email acknowledgement letters for delivery;
- Work in collaboration with the Communications Manager and Executive Director providing support to operational processes as needed;
- Assist Funeral Directors as needed with clients: releasing cremated remains, receiving paperwork, scanning files, scheduling appointments, process payments; and,
- Other duties as required.



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Working Conditions and Physical Requirements:

The work is normally performed in an office environment, within regular office hours. Some occasional heavy lifting may be required.

Supervisory Responsibilities:

None

Qualifications:

- Strong customer service skills, patience, empathy, and ability to maintain composure across various situations;
- Courteous, friendly, and calm demeanor;
- Ability and desire to work in collaboration as part of a team, and offer practical and emotional support to team members;
- Flexibility – ability to multitask, adapt to new situations and to solve problems as they emerge;
- Background in office management and/or administrative support. Understanding of office-related work processes and ability to apply previous knowledge to current environment;
- Knowledge of operating standard office equipment;
- Intermediate to advanced knowledge of Microsoft Office, specifically Excel, required;
- CRM and database experience (Salesforce, Little Green Light, Raiser's Edge) preferred;
- Knowledge of regional geography desirable; and,
- Notary preferred, or must be certified within 21 days of hire.

<i>Job description approved by:</i>	
<i>Date approved:</i>	
<i>Date reviewed:</i>	

Email applications to director@peoplesmemorial.org.