



# CATHOLIC CEMETERIES ASSOCIATION

## DIOCESE OF CLEVELAND

*Faith, Hope, and Remembrance*

Are you looking for more meaningful employment? Are you caring, compassionate and have a drive to serve others? If you have an eye for detail, are able to work independently and have the ability to build relationships, you might just like the partnership we have to offer.

The Catholic Cemeteries Association offers stability and a competitive draw with commissions. Join our sales team of 13 representatives within our eight offices and an average length of employment of 15 years.

Send Barb your resume, 3 references and a cover letter telling her about your motivation to serve others. Email it to [jobs@clecem.org](mailto:jobs@clecem.org). *No phone calls or walk-in applications please. E.O.E.*

### **Family Service Representative**

Catholic Cemeteries Association – Lorain, Ohio  
Full-time Commission

### **Job Summary - Not a complete job description.**

Position Title: Family Service Representative

This position is a combination of sales and administrative work.

### **Essential duties include but are not limited to:**

- Represent our organization in a caring, compassionate and professional manner.
- Provide exceptional customer service to families, funeral directors and memorial dealers with empathy and compassion while respecting and applying the spirit of the Catholic Cemeteries Association mission statement.
- Educate and assist at-need and pre-need families on the products and services available to them.
- Follow-up with prospective customers from web leads, pre-need presentations, telephone calls etc...
- Quote prices/credit terms and prepare sales contracts and other paperwork related to the sale.
- Verify the accuracy of all information and perform administrative functions.
- Other duties as assigned by supervisor.

### **Minimum qualifications:**

Strong Reasoning Skills

Proficient with Microsoft Office Suite

Previous administrative, customer service and sales experience preferred.

College degree preferred but not required.

Excellent interpersonal communication skills and professional image a must.

Disc Insurable

Valid Driver's License

**Benefits:**

- Medical, vision, and dental insurance available.
- Pension contribution and 403(b) available.
- Two weeks vacation and six personal days.
- Wages are a draw on \$30,000.00 and commission.