



St. James' CEMETERY & CREMATORIUM

Owned and operated by The Cathedral Church of St. James

Administrative Assistant

The Administrative Assistant is the first point of contact at the Cemetery and is responsible for welcoming funeral home clients, members of the public, contractors, etc. The Administrative Assistant will ensure general office administration services are provided and direct all enquiries and visitors to the appropriate staff or location requested. The Administrative Assistant understands user needs as well as meets the requirements for management within the financial constraints set by the budget.

Reporting to the General Manager the **Administrative Assistant** will have the following responsibilities and possess the following qualifications:

Responsibilities:

Front Desk:

- Directs enquiries to appropriate individuals
- Responds appropriately to emergencies or urgent issues as they arise
- Ensures all visitors and contractors sign-in/out in logbook and ensure they are met by a member of the staff
- Assists crematorium with scheduling, documentation and pick up of cremated remains by funeral homes and the public
- Assists with Chapel and Interment bookings
- Stays current with new technologies, systems, policies and procedures related to office administration and the operations of the Cemetery and Crematorium

Office Administrative:

- Primary contact for suppliers and staff for phone, computer, copier, IT and other general office services
- Oversees mail and courier, and orders office supplies as required
- Assists and helps to coordinate large mailings
- Assists with vendor quotations and ordering process
- Data entry of relevant information for every cremation/interment/scattering into Stone Orchard (Cemetery Software) and preparation of all necessary documents
- Package cremated remains
- Assist with invoicing and sales with cemetery products when necessary
- Along with the Manager, maintains the schedule for all staff and tracks online training of all staff
- Provides administrative support to staff and Manager, as required

Communication Coordinator:

- Supports the Manager in implementing a communications plan aligned to the Cathedral's Strategic Plan
- Coordinates content and ensures appropriate approvals, liaises with graphic designer as required and ensures publication and production deadlines are met
- Assists with the implementation and updating of material for website and social media
- Monitors brand consistency across all communication platforms
- Monitors analytics and social media activity

Qualifications:

- Experience as a receptionist, administrative assistant and/or cemetery related industry
- Knowledge of the Anglican Church and OACFP/BAO regulations an asset
- Ability to understand and carry out written and oral direction, and interpret and implement office policies and procedures
- Strong communication skills, written and verbal
- Excellent interpersonal skills
- Computer literacy including MS Word, Excel, Outlook, PowerPoint. Experience with Stone Orchard, Sage and current social media platforms would be an asset
- Proofreading skills
- Detail oriented and well organized
- Highly flexible and ability to multi-task
- Strong customer service and troubleshooting skills

Working Conditions:

- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer and peripherals.
- The facilities comprise worship space (Chapel), a residential area, cremators, office space and extensive cemetery grounds.
- Lifting or moving up to 20 lbs may be required.
- Willing to submit to a police background check and comply with the policies of St. James Cathedral and the Anglican Diocese of Toronto.

Availability:

- This is a full-time position. Successful applicant will be required to work on Saturday morning.
- Generous benefits & pension package is available.

Please submit resume to:

Terri Ward

General Manager

635 Parliament Street

Toronto, ON M4X 1R1

Or tward@stjamescathedral.ca (If applying via email, please put "Administrative Assistant" in the subject line)

No telephone inquiries, please. We thank all applicants, however, only candidates selected for an interview will be contacted.