



St. James' CEMETERY & CREMATORIUM

Owned and operated by The Cathedral Church of St. James

Cemetery Administrator

The Cemetery Administrator is one of the first points of contact at the Cemetery and is responsible for welcoming funeral home clients, members of the public, contractors, and interacting with cemetery field employees. The Cemetery Administrator will ensure general office administration services are provided and direct all enquiries and visitors to the appropriate staff or location requested. Versed in many facets of Cemetery Administration, the Cemetery Administrator will meet with families to discuss their interment needs, complete contractual arrangements for interment rights, cremation services and products, memorials and related cemetery services.

Reporting to the Director of Cemetery Operations through the General Manager the **Cemetery Administrator** will have the following responsibilities and possess the following qualifications:

Responsibilities:

Front Desk:

- Respond to telephone and walk-in inquiries and refer them to the appropriate individuals as necessary
- Respond appropriately to emergencies or urgent issues as they arise
- Process interment or cremation orders from funeral directors and liaise with cemetery staff as necessary to ensure accuracy and completeness of arrangements
- Assist crematorium with scheduling and documentation
- Release cremated remains to funeral homes and the public, ensuring photo identification is shown and remains are signed for
- Assist with chapel and interment scheduling
- Stay current with new technologies, systems, policies and procedures related to office administration and the operations of the Cemetery and Crematorium

Office Administrative:

- Meet families and assist them in the purchase of interment rights, memorials, cemetery products and services
- Assist with scatterings, interments and entombments as necessary
- Primary contact for suppliers and staff for phone, computer, copier, IT and other general office services
- Oversee mail and couriers, and order office supplies as required
- 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, maintain the schedule for all staff and track online training of all staff
- Provide administrative support to staff and Manager, as required
- Other cemetery related duties, as assigned

Qualifications:

- 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 mornings as scheduling needs dictate
- Generous benefits & pension package is available.

Please submit resume to:

John J O'Brien
Director of Cemetery Operations
St. James' Cemetery & Crematorium
635 Parliament Street
Toronto, ON M4X 1R1

Or jobrien@stjamescathedral.ca (If applying via email, please put "Cemetery Administrator" in the subject line)

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