



St. James' Cemetery and Crematorium

The Chapel of St. James-the-Less

Owned and operated by The Cathedral Church of St. James

635 PARLIAMENT STREET, TORONTO, ON M4X 1R1

St. James Cathedral was established in 1797 and continues to play a significant role in the life of the City. The Cathedral is both the vibrant spiritual center of the Anglican Diocese of Toronto and an iconic symbol of Canadian heritage. St James's Cemetery, located at 635 Parliament Street opened in July of 1844. The chapel of St. James-the-less is a nationally designated historic site and was completed just prior to Confederation. The crematorium, which is located underneath the chapel, is Toronto's oldest operating crematorium.

Position: Cemetery Administrator

Summary:

The Cemetery Administrator is one of the first points of contact at the Cemetery and is responsible for welcoming funeral home clients and members of the public. 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. The Cemetery Administrator will ensure general office administration services are provided and direct all enquiries and visitors to the appropriate staff or location requested.

The successful candidate must be well-organized, solutions-oriented, efficient, and resourceful. A positive can-do attitude is a must-have as is the ability to work independently.

This is a 100% onsite, permanent full-time position with regular work hours from Monday to Friday between 8:30 am to 4:30 pm and every second Saturday from 9 am to 12 noon.

Reporting to the General Manager, the Cemetery Administrator will have the following responsibilities and possess the following qualifications:

ROLE AND RESPONSIBILITIES:

- Provide superior service to assist families, members of the public, funeral home directors and all clients with the execution of cemetery administrative tasks, including selling, preparing and coordination of various interment needs, burial arrangements, monuments & inscriptions and all cemetery services and products.
- Complete all administrative records including but not limited to regulatory paperwork for sales of cemetery interment rights, preparing sales contracts for all product and services and contracts.
- Ensure compliance with all statutory regulations and all cemetery by-laws, price lists, policies and procedure.
- Responsible for managing CRM-aligned customer contact database including entering information and integrating data into cemetery software while keeping meticulous records.

- Organize all physical and digital documents and maintain all property files, lot cards, interment cards, interment rights contracts, burial permits etc. with attention to detail and accuracy.
- Organize daily schedule; coordinate and schedule meetings, manage incoming mail, emails, and other correspondence and oversee efficient operation of the office administration.
- Manage all permits including but not limited to Burial, Interments, Monuments, Rights, completion of contracts.
- Responds to all inquiries in a timely, respectful, sensitive and professional manner.
- Other duties as may be required of the position.

REQUIRED QUALIFICATIONS:

- Post-Secondary degree or diploma
- A minimum of 3 to 5 years of experience supporting general office management.
- Experience working in cemetery administration/bereavement industry is an asset.
- Experience working with a cemetery database and CRM products is an asset.
- Impeccable attention to detail
- Strong communication skills, both orally and in writing
- The utmost discretion, tact, and professionalism
- Excellent judgment to identify important, time-sensitive matters and establish priorities
- A team-oriented professional who is results-driven, autonomous, and resourceful
- Strong interpersonal skills and ability to maintain a pleasant disposition under pressure
- Skilled at building effective working relationships with all levels of the organization
- Strong calendar management skills and attention to detail.
- Strong proficiency in MS Office (Outlook, Word, Excel, and PowerPoint)
- Able to deal with both emotional and conflict situations.

WORKING CONDITIONS:

- The facilities comprise worship space (Chapel), a residential area, crematorium, office space and walking the extensive cemetery grounds.
- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer and peripherals.
- 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.

PLEASE SUBMIT RESUME WITH COVER LETTER TO:

George Vrozos
General Manager
St. James' Cemetery & Crematorium
635 Parliament Street
Toronto, ON M4X 1R1
gvrozos@stjamescathedral.ca (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.*