

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: CEMETERY OFFICE ASSISTANT

UNION:114

CLASS TITLE: Office Assistant 1

SG:4

CS:Y

DEPARTMENT: Parks and Recreation

FLSA:Y

EEO4CODE:AS

JOB SUMMARY:

The Cemetery Office Assistant provides customer service and sales, as well as routine clerical and data entry support to the Parks and Recreation Enterprise Program. Work includes tasks such as selling pre-priced goods and services, answering phones, responding to information requests, and scheduling appointments. Filing, scanning, photocopying, entering data into databases, invoice processing, and assisting with special projects as needed.

SUPERVISORY RELATIONSHIP:

Reports to the Park Enterprise Coordinator. Clerical staff may also direct and review work assignments for accuracy and completeness. Work is performed under general supervision according to established, well-defined policies, procedures, guidelines, and laws.

ESSENTIAL FUNCTIONS OF THE JOB:

Bayview Cemetery:

1. Provides customer service in the sales of pre-priced cemetery goods and services, utilizing the cemetery software and POS system. Prepares standardized sales agreements in the Nexus software, receives and processes payment from customers, generates right of burial certificates in cemetery software, scans and links documentation.
2. Assists the public and funeral homes in the scheduling of burials and installation of memorials. Maintains files association with burials and memorial sales and service.
3. Prepares deposits in the City's POS Systems, and routes reports to Supervisor for review. May transport deposit to the Finance Department as necessary.
4. Performs routine clerical tasks such as answering telephones; routing messages; opening and routing incoming and outgoing mail, uses office machines as required such as a, computer workstation, calculator, photocopier/scan/fax, and other standard office equipment.
5. Provides information, as authorized, of a general nature from sources such as published directories and procedures, resource materials, and the cemetery software mapping system. Refers inquiries/visitors to other departments or individuals as appropriate.
6. Completes data entry of invoices and credit card purchases in City software systems, and generates reports for Supervisor approval.
7. Maintains current and historical files for the cemetery including historical records, legal documents, transaction reports etc.

Lake Padden Golf Course:

8. Assists in maintaining records pertinent to the lease management of Lake Padden Golf Course.
9. Assists in tracking documents related to contracted services at Lake Padden Golf Course..

ADDITIONAL WORK PERFORMED:

1. Serves as back up receptionist and office assistant for Park Operations Office as needed.
2. Performs other related duties within the scope of this classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge

- General knowledge of office practices, procedures, and equipment.
- Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Knowledge of business English, spelling, punctuation, and mathematics.
- Working knowledge of City departments and their functions.

Skills:

- Excellent interpersonal and communication skills to effectively communicate with other employees and the general public using tact, courtesy, and good judgment.
- Strong data entry skills which include the ability to efficiently operate data entry software and related programs, with a high degree of accuracy and attention to detail.

Ability to:

- Ability to work with a high degree of accuracy and attention to detail to meet deadlines in an atmosphere of frequent interruptions.
- Ability to prioritize work assignments and work independently.
- Willingness and ability to maintain the confidentiality of sensitive written materials and communications.
- Ability and willingness to work flexible hours as needed.
- Ability to understand and execute verbal and written instructions, policies and procedures.
- Ability to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the position, including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally;
 - Occasionally move between work sites or with cemetery grounds;
 - Occasionally lift and transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a busy, low risk office environment and requires sitting, standing, and using a computer workstation for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year general office clerical experience or any combination of experience and education which provides the applicant with the desired skills, knowledge, and ability required to do the job.
- One year customer service or cashiering experience required.
- Retail sales experience in the funeral industry or similar preferred.
- Experience utilizing word processing and computerized recordkeeping systems preferred.
- Ability to type at 40 wpm net required.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and and local background check.

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