

Forest Hills Cemetery

Position Description

Effective 8/29/2023

Job Title: Administrative Assistant

Reports to: Office Manager

Job Summary: Documents and maintains paperwork and process flows for interments. Documents and enters data on all lot and grave sales, interments and cremations. Provides phone coverage and customer service at the counter.

- Essential Functions:
1. Document and maintain paperwork and process flows for interments.
 2. Document and enter data for all lot and grave sales, interments and cremations, update lot cards and grave books.
 3. Create deeds, file folders and lot cards for all grave and lots after payment is received.
 4. Act as the first option of phone coverage for the office and customer service at the counter.
 5. Prepare work orders based on customer requests and coordinate completion with Operations Department.
 6. Ensure up-to-date filing of all documents.
 7. Maintain inventory of all brochures, literature and office supplies and place orders when required.
 8. Answer genealogy questions by letter, phone or in-person at the counter.
 9. Follow up with transportation permits and mail them to respective towns.
 10. Check the voicemails each morning and ensure all incoming calls are forwarded to the correct person.
 11. Distribute incoming mail on a daily basis.

This is a 40-hour per week position, with the possibility of paid, time and a half overtime. Office hours are 8:30am to 4:30pm Monday through Friday with additional rotational hours every third Saturday during the months of April – June and October – December (8:30am to 1pm). Benefits include health insurance and paid vacation, sick time and holidays. Please forward your resume to Janice Stetz at JStetz@ForestHillsCemetery.com. We are located at 95 Forest Hills Avenue, Jamaica Plain, MA.