

Job Title: Visitor Services
Reports To: Visitor Services Manager
Status: Non-exempt
Compensation: \$20-\$22 per hour

Knollwood Cemetery Corp (DBA Sharon and Knollwood Memorial Parks) is seeking individuals to fill the position of Visitor Services Representative. The representative displays compassion, sensitivity, and good business ethics in all interactions with clients and visitors. Please submit resume to info@sharonmemorial.com

Essential Duties and Responsibilities include the following:

- Serve as first contact for visitors to welcome them, answer questions and direct them to their desired destinations. Use computerized interment database to locate specific grave locations for visitors as requested.
- Await incoming funerals and escort processions to the grave location in a controlled and orderly manner. Verify permit, authorizations, and all accompanying paperwork.
- Assist with the control of traffic entering and leaving the cemetery, which includes funeral processions, memorial and chapel services, general visitors to the cemetery, and attendees of other cemetery functions.
- Assemble/disassemble the daily interment and unveiling board
- Setup marketing and unveiling packets as required.
- Administrative duties: including paperwork, mailings; telephones, and data entry
- Assist with special events in the park

Education and Qualifications

- High School diploma or equivalent
- Must be able to speak and write fluent English
- Must have prior office environment experience
- Must have and maintain a valid driver's license and access to drive a vehicle
- Ability to communicate clearly and courteously with all visitors and staff.

Competencies:

- Must have basic computer skills and be able to navigate on the internet
- Must have excellent customer service skills
- General Mathematic skills.

Personal Characteristics

- Outstanding communications skills, written and oral
- Must be able to maintain composure in difficult situations
- Compassionate and willing to help others

Physical Requirements:

- Must be able to ambulate around the office and the Park
- Must have manual dexterity
- Must be able to use a computer throughout the workday
- Must be able to bend and stretch
- Must be able to lift small boxes (<30lbs)
- Required to work outdoors during all seasons of the year and must be able to work in harsh weather.

Work Environment:

- The noise level in the work environment is usually quiet.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Knollwood recognizes Massachusetts General Laws, Chapter 149/19b that it is unlawful to require or administer a lie detector test as a condition of employment or continued employment.