ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Recreation Facility - Cemetery
Job Code: 5035
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise cemetery operations, including maintaining cemetery property, providing burial and funeral services, performing public relations and education functions, and supervising assigned staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and Director, Parks and Recreations; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to Assistant Director, Parks and Recreation and Director, Parks and Recreation; and updates and maintains department standard operating procedure manuals.

Plans and supervises cemetery operations: develops, implements, and updates plans, goals, objectives, policies, and procedures for City cemetery: researches, assesses, and develops strategies to meet current and future issues and concerns regarding City burial needs; formulates, develops, and implements work methods and practices, maintenance plans, policies, standard operating procedures, and training programs; and ensures compliance with applicable local, state and federal laws and ordinances.

Develops and implements cemetery budget: makes recommendations and forecasts regarding expenditures and revenues, including staffing, equipment and supplies, capital improvements, and service provision; drafts and manages contracts; reviews and approves purchase requisitions; monitors revenues and expenditures to ensure compliance with approved budget; and maintains related financial records and documentation.

Measures, locates, and marks existing grave lots and identifies new lots for future expansion: assesses cemetery sections; interprets historic maps; measures areas to ensure that gravesites are viable; verifies accuracy of and/or updates records; and adds new gravesites where possible.

Manages and maintains all records and databases, including Geographic Information System (GIS) maps: prepares written and digital records cemetery activities, including burials, monuments, and budget; organizes, files, retrieves, and replaces files; scans records into computer database; updates public access records on City website; shreds/destroys confidential or obsolete documents; and conducts records maintenance activities in compliance with guidelines governing record retention.

Supervises and coordinates funeral and burial services: provides information and answers questions regarding burial needs; sells cemetery lots and related services, utilizing new burial systems and/or under-utilized property for grave spaces; schedules and coordinates funerals, grave openings and closings, and monument settings and repairs; monitors and ensures preparation and set up for funerals; answers questions regarding cemetery policies and procedures; maintains related documentation and files.

Performs public relations and education duties: greets cemetery visitors; conducts tours; provides historical information and answers questions; conducts genealogical research; develops and creates print and digital public relations materials, including website and social media content.

Communicates with supervisor, subordinates, other City employees, vendors, mortuaries, media, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, timesheets, checks, death and cremation certificates, monument permits, employee performance appraisals, purchase orders, annual reports, lot diagrams, fee recommendations, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Business, Public Administration, or a related field required; supplemented by three years of experience in cemetery operations, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina Class B Commercial Driver's License (CDL), including appropriate endorsement(s).

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, rain, temperature and noise extremes, traffic hazards, bright/dim lights, animal/wildlife attacks, animal/human bites, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.