

Job Description: Administrative Assistant

## **South Kern Cemetery District Administrative Assistant**

**JOB TITLE:** Administrative Assistant (AA)

**DEPARTMENT:** District Office

**FLSA STATUS:** Non-Exempt

### **EDUCATION & EXPERIENCE:**

Any combination equivalent to the experience and education that are required by Federal, State, and/or Local guidelines. The minimum requirements for experience and education are:

- Education equivalent to graduation from High School
- One year of Administrative Assistant experience
- Ability to provide two current acceptable and verifiable professional job references

### **SPECIAL REQUIREMENTS:**

- Must attend basic, intermediate, and advanced orientations prior to independently working in District Office
- Possess or be eligible to obtain a current California driver's license
- Possess or be eligible to obtain automobile insurance
- Must be able to pass all program mandated health and drug screenings
- Must be Bondable

### **PHYSICAL STANDARDS:**

Positions in this class are situated in a standard office environment where there is little or no exposure to variations in the weather or other similar elements. Physical agility must be such that the AA is able to sit, walk, crouch, lift, and utilize phones for extended periods of time while utilizing their hands, wrists, legs, and arms. This position utilizes office machines (e.g., computers, faxes, adding machines, printers, copiers and scanners, etc.) and requires sufficient manual dexterity to operate them all. The AA should be able to lift up to 20 pounds repeatedly and 45 pounds intermittently

**RECOMMENDED MINIMUM WPT SCORE:** Eighteen (18)

### **SYNOPSIS OF JOB FUNCTION:**

Under the direction of the District Manager (DM) or designee, the AA provides first contact with survivors and families of the deceased in the District office. The duties of the AA are varied and complex and involve public contact, interaction with families, vendors, telephone usage, gathering files, compiling paperwork and making accurate records, etc. They interface with the

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### **SYNOPSIS OF JOB FUNCTION:**            (continued)

DM, Board of Trustees (BOT), Groundsforeman, Groundsman and the District families. The AA performs all related responsibilities as required.

### **REPORTS TO:**

This position reports to the DM or designee and is not a supervising position.

### **JOB CHARACTERISTICS:**

An AA performs in an environment that demands extreme flexibility in dealing with local families, insurers, mortuaries, vendors, contractors, and members of the general public with many different cultural backgrounds and needs. The job demands that the AA be able to perform all of the routine duties of an AA working in a District Cemetery office. Satisfactory performance at this level requires the full knowledge, ability, and willingness to perform duties at the highest professional levels at all times. The AA must continuously exercise a strong commitment to the organizational goals of The South Kern Cemetery District, while simultaneously exhibiting intelligence and sensitivity to extreme human needs.

### **PRIMARY RESPONSIBILITIES:**

- Receives assignments from the DM or designee and follows up using established protocols
- Routinely retrieves and replaces files in the filing system
- Prepares notes that meet organizational requirements
- Informs DM of both routine and non-routine issues involving filing, data collection, etc.
- Attends and participates in in-service training programs
- Conducts data collection and filing so as to meet legal mandates
- Provides accurate and legible data to the DM, BOT, clients, vendors, or insurers
- Maintains confidentiality in all matters related to the patient and the organization
- Maintains personal composure and integrity under stressful conditions
- Enters information into files using computerized filing techniques
- Performs related duties as required by the AA or BOT

### **QUALIFICATIONS:**

#### **Knowledgeable in:**

- Principles, practices and procedures of reception
- Scheduling and record keeping requirements
- Directing visitors to appropriate cemetery areas
- Directing visitors to appropriate community resources
- Principles, practices and procedures of data collection, filing, and retrieval
- Laws mandating information confidentiality

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### **QUALIFICATIONS (cont.)**

#### **Knowledgeable in:**

- Legal terminology related to the mortuary/cemetery industry
- Various racial, religious, and ethnic cultures in the District area

### **QUALIFICATIONS: (continued)**

#### **Skill in:**

- Operation of personal computers and other modern office equipment
- Skillful operation of Windows, MS Office, and QuickBooks software
- Ability and willingness to rapidly learn new software
- Able to type 40 words per minute with 98% accuracy
- Routine reception tasks exhibiting excellent telephone and interpersonal skills
- Providing accurate and timely records of critical events to DM and/or BOT
- Information gathering, data input, and data retrieval
- Providing accurate and timely records of critical District office events
- Soliciting sensitive information from families and other responsible parties
- Cooperating with the DM, other coworkers, and BOT
- Remaining calm with families and other parties under stressful conditions

#### **Ability to:**

- Communicate on a professional level in both written and verbal formats
- Process required paper work accurately and on time
- Perform multiple tasks in a timely manner
- Perform efficiently in a high pressure setting
- Deal effectively and professionally with various personalities on a routine basis
- Develop and maintain professional relationships with coworkers
- Follow written and verbal directions while retaining the ability to tactfully question directions that seem unclear, unsafe, or illegal
- Identify and solve routine problems encountered in the District office
- Collect and enter data at a level sufficient to DM and BOT needs
- Meet deadlines and remain on timelines
- Work without supervision when necessary
- Explain basic District activities so families can understand the issues related to their rights and responsibilities as well as other routine cemetery matters

### **EVALUATIONS:**

Performance, wage, and disciplinary evaluations for the AA are conducted by the DM. To gain better insight into an issue, the DM may seek appropriate input of other managers, or BOT as deemed necessary.

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**AT-WILL EMPLOYMENT:**

All employment with The South Kern Cemetery District is At-Will Employment. While we strive to provide fulltime employment to all of our employees who so desire, we make no guarantees, expressed or implied, to provide any guaranteed number of hours of employment in a given week. Changing conditions in the cemetery field make it impossible to predict the demand for our services and as a result, all of our offers of employment are offers of At-Will employment.

**ACKNOWLEDGEMENT:**

I have read and fully understand this job description and any verbal explanations that I have requested during the course of my pre-employment interview or job description update. My signature below indicates that I am signing this acknowledgement of my own free will and without duress of any sort.

**Signed:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

**Witness Title:** \_\_\_\_\_