

PORTER LORING MORTUARIES:
EMBALMER
POSITION DESCRIPTION

This Position Description has been written to provide you with direction as to what is expected of you in your position. While this document is not intended to be all inclusive of the tasks required of you, it does provide you with critical guidance in the successful performance of your job duties. It is important that you read this Position Description carefully and bring any questions you may have about its contents to the attention of your manager.

As you will see, the job description covers four key areas of your position; Core Competencies, Job Responsibilities, Job Requirements and Physical Requirements.

1) Core Competencies – The Porter Loring Mortuaries Funeral Director-Embalmer should excel in three primary areas of competence:

A) Customer Focus

B) Teamwork and Communication

C) Operational Ability

A) Customer Focus

Ideal Porter Loring Mortuaries Funeral Director-Embalmer have a high level of customer focus and a high level of dedication to “going the extra mile” to serve our families and all Porter Loring Mortuaries customers. For you, outstanding service is a passion and you inspire and challenge others to the same passion. You treat 100% customer satisfaction as a personal goal and accept no excuses for not achieving that goal. Regarding Customer Focus you should:

- Be organized in regards to preparing for and attending to funeral services
- Be pleasant and positive with all members of the public
- Actively seek and use customer information; communicate customer needs to others in the organization.
- Send, receive and interpret information clearly and with sensitivity to diversity within audiences
- Interact effectively at different levels and with different audiences
- Display empathy to families; show continual care and concern to families/clients
- Promptly and appropriately greet all funeral home visitors
- Have an eye for detail and correct problems where visible to the public
- Possess and display an understanding of the funeral profession
- Display good telephone skills and etiquette using good judgment and compassion
- Have a geographical knowledge of area to direct visitors or callers
- Maintain good public relations with all who come in contact with Porter Loring Mortuaries

B) Teamwork and Communication

Ideal Porter Loring Mortuaries Funeral Director-Embalmer have a strong personal ethic about how to treat others, especially families and fellow employees. You are able to understand and connect with others both one-to-one and in groups. You are dedicated to teamwork and contribute to understanding and effective communication by clearly communicating with others. You are helpful toward and supportive of other staff and consistently show a cooperative attitude. Regarding Teamwork and Communication, you should:

- Work cooperatively with individuals on all levels within and across organizational lines
- Ask questions to clarify expectations/issues
- Effectively integrate personal skills with those of others in accomplishing organizational goals
- Actively suggest helpful solutions to problems of all kinds: procedures, services, relationships, etc.
- Practice effective active listening using paraphrasing and questioning skills
- Speak positively, non-judgmentally about others
- Display upbeat, positive disposition during work hours
- Always let the team know your whereabouts
- Align with the goals of the group or organization
- Volunteer to help others
- Be available to work flexible schedule and weekends

C) Operational Ability

Ideal Porter Loring Mortuaries Funeral Director-Embalmer insure that their responsibilities are carried out with such attention to detail that everything is right, in every way, every time. You are effective at achieving high quality and high results. Regarding Operational Ability you should:

- Effectively handle a variety of assignments by being well organized, detail-oriented and able to focus on appropriate priorities first
- Understand the job's purpose, carry out key responsibilities and achieve results with minimal assistance
- Display effective time management skills
- Manage multiple tasks and meet deadlines; get tasks done in prompt, timely manner
- Display initiative and readiness to act on opportunities
- Maintain high standards of honesty and integrity
- Maintain confidentiality in all things pertaining to families or visitors
- Practice impeccable grooming and dress, with a neat and professional appearance
- Demonstrate attention to expense control
- Display high level of respect and care for equipment and assets

2) Job Responsibilities

- Be knowledgeable of all programs/services offered by the funeral home
- Maintain designated inventory, materials and supplies as assigned, and report to supervisor
- Use appropriate communication skills with family members, visitors, clergy, etc.
- Participate in the direction and/or delivery of ceremonies and services as needed

- Accept on-call status as required and be able to be dispatched to funeral home for the first call within 20 minutes of request for services
- Transfer deceased to and from funeral homes as directed
- Follow proper use and application of appropriate universal precautions
- Confirm transfer authorization and transfer deceased to funeral home following all prescribed safety, identification, transfer authorization procedures including all universal precaution standards
- Secure death certificate at doctor's office and/or give to Arranger; inform others about location of death certificate
- Insure deceased is treated with complete respect at all times
- Document inventory of deceased and confirm universal precautions regarding placing of gloves with body when completed
- Upon completion of transfer, correctly position deceased in embalming area or refrigeration unit, complete the refrigeration log, complete inventory of deceased, confirm identification
- Assure prep room clean and disinfected at all times, equal to or exceeding state, federal and company standards
- Embalm deceased per prescribed company and professional procedures and burial standards within established timeframe
- Exhibit the highest embalming, cosmetology and restorative skill
- Assist in or direct dressing, casketing and any other preparation to established or requested standards
- Set up viewing area as directed
- When paperwork involved, verify paperwork is complete, accurate
- Assure complete confidentiality is kept and maintained on all company related processes, techniques, services and family information
- Respond cooperatively to directions of Managers, Arrangers and supervisors
- Perform other duties as assigned by Supervisor/Manager

3) Job Requirements

- Possess and maintain licenses, Funeral Director and/or Embalmer, as required by state Funeral Service Commission
- Possession of a valid driver's license is required with an insurable driving record
- Strong verbal communication skills and good written communication skills
- Ability to speak effectively with customers and employees of the company
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Ability to apply common sense understanding to carry out detailed, involved instructions; to deal with problems having several concrete variables in or from standardized situations
- Ability to work a flexible schedule as required for completion of assigned responsibilities
- Ability to maintain regular attendance

4) Physical Requirements

- Ability to stand for extended periods of time
- Ability to (pinch or pick) maneuver small objects precisely by whatever means
- Ability to communicate by means of the spoken word both face to face and over the telephone
- Ability to exert up to 30 pounds of force occasionally and/or a negligible amount of force frequently or constantly in order to move objects
- Ability to perceive depth and field of vision

- This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job related duties requested by his or her supervisor.
- Requirements listed may be subject to change at any time and are representative minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities and aptitude to perform each task proficiently.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.