

Licensed Funeral Director

Job Requirements : Must possess education and license requirements for Licensed Funeral Director. Three years minimum experience preferred. Must exhibit excellent oral and written communication skills including interpersonal, organization, and telecommunications. Possession of a valid driver's license required with an insurable driving record. Physical Requirements include lifting and carrying up to 150 pounds and pushing/pulling up to 250 pounds.

Job Summary : This fulltime position is primarily responsible to provide professional funeral services to client families. Duties include taking first calls, occasionally making removals, arranging and directing of funeral services, transportation of personnel and equipment, vehicles and facility maintenance, while maintaining optimum levels of customer relations and satisfaction.

The work schedule includes 40 hours a week working various shifts per week and every other weekend off. The starting pay will be commensurate with experience. The company conducts pre-employment drug screening and a background check and there is a 90 day probationary period.

Benefits:

- annual performance review
- quarterly bonus
- commission opportunities
- health benefits
- 401K plan

First Call Duties:

- Accepts first-call status as required and is able to be dispatched to first call needs.
- Skillfully takes death call information providing family with a sense of comfort, well-being, and direction.
- Completes First Call sheets with all vital information.
- Contacts Funeral Director/Embalmer on-call providing death call information to make removal.
- Notifies records clerk and enters or confirms first call log reflecting new entry.

First Call/Removal Duties :

- Responds to removal assignment in a timely, accurate, and professional manner.

- Contacts care giver staff, coroner, hospital institution, nursing home, or residence and makes removal arrangements. Acknowledges and signs necessary paperwork prior to making removal.
- Exercises universal precautions when handling deceased including gloves, face shields, and coveralls as appropriate.
- Makes removal appropriately conversing with family and other persons; following removal, transports deceased in a timely fashion to funeral home.
- Places deceased in appropriate preparation room area, positions body to established standards and assures body is properly identified and that personal effects and/or jewelry are all accounted for and recorded according to policy.
- Assures all work areas and equipment are properly cleaned and returned to standard operating condition.
- Confers with staff associates and/or managers on procedures to contact family representative for approval or declination of authorization to embalm.

Funeral Service Arrangements:

- Meets with family members to prepare and coordinate the funeral services of the deceased
- Confers with family assuring them of company's philosophy and commitment to meet their practical and emotional needs while also providing a sense of calmness and professionalism; listens intently to ensure arrangements made meet the family's needs and accurately reflect the life of the deceased.
- Presents a copy of the Company General Price List at the on-set of arrangement discussions.
- Assists the family in selecting burial products and services that best suit/meet their needs and continues to complete balance of the Information Sheet.
- Introduces client family to casket and container selections and presents option choices according to established protocol and procedures.
- Makes suggestions on ways to personalize services and demonstrates customization of various aspects of the service when appropriate.
- Arranges and coordinates service schedule requirements to confirm client needs and company's ability to provide.
- Explains to family the financial options and terms of payment referencing General Price List. Determines method of payment upon conclusion of conference.
- Accurately prepares Statement of Goods and Services Agreement, summarizes family's choice of products and services, and presents to family for approval and signature.
- Completes necessary service procedures in a timely, complete, and accurate manner.

- Confirms by family signature instructions relative to embalming, care, refrigeration or disposal of remains or cremated remains.

Coordinates funeral service arrangements to prepare for services of the deceased:

- Initiates necessary processes and orders services, merchandise, and staff arrangements as required.
- Coordinates the embalming services and time of visitation and services.
- Maintains all file documentation, records and reports in an organized, accurate, legible and up-to-date condition.

Funeral Service Support:

- Provides designated support services in delivery of company activities and services. Assists in setting up (and disassembly) of the funeral home, house of worship, or designated facility to established standards and family wishes for visitations and/or services.
- Assists in dressing, presenting, and/or cosmetizing the deceased according to professional standards as required and notifies staff when ready and/or transports deceased to designated location.
- Before and during visitation hours, regularly monitors visitation areas to see they are properly cleaned and maintained.
- Assures that all flowers are carefully documented and transported to and from designated areas in a timely fashion.
- Remains in designated facility area during required times to respond to family needs in an efficient, timely, and accurate manner including setting of lights, heating, cooling, and audio visual.

Visitation and Viewing:

- Assures that visitation/viewing site is ready to receive family and visitors as scheduled.
- Reconfirms that all staff members will be present for visitation/viewing as required and reviews specific details.
- Assures and/or personally confirms the condition of the deceased throughout the visitation/viewing process.
- Meets family members at first viewing when appropriate and confirms that all matters, details, and arrangements meet with family's approval.
- Assures that family needs are continually monitored and attended to during visitation.

Funeral Service:

- Arrives at least one hour prior to the service on the day of the funeral and addresses any final arrangements.
- Confirms/personally checks the condition of visitation/chapel areas and all needed vehicles to assure they are service ready.
- Arranges for and/or greets family's arrival to the funeral chapel and makes them comfortable.
- Greets minister and reviews exact procedure and reconfirms with staff.
- Conducts funeral service in accordance with company policies and procedures.
- Coordinates the transitioning of the service from the chapel to the church and/or the cemetery.
- Administers, furnishes, and completes all funeral services/procedures according to established standards of performance.
- Arranges for all equipment to be returned to its rightful place and left in 'ready' condition.
- Completes the administrative closing of the service including providing family with service books and personal effects, and ensures all flowers are delivered as prescribed.

Driving and Escorting:

- Assists staff with transporting deceased/family/guests and equipment to and from facilities and other locations as directed in a timely and professional manner.
- Provides pallbearer services and/or directs others in pallbearers activities as needed.
- Exhibits efficient, sensitive, and a reassuring calmness and confidence in all service-related activities.
- Exhibits safe and professional driving performance at all times and executes duties in an efficient manner.

What Makes Porter Loring Mortuaries Different:

Porter Loring Mortuaries is San Antonio's oldest family - owned funeral home still operating under the same family management. Simply put, this concept of "family" guides us in every part of our operation. We're currently in our fourth generation of active management by the Porter Loring family. We make it our policy to treat our staff the same way we would other members of our family. But most important is the impact this attitude has on our relationship with you – and with all the families who turn to us in time of need.

Read our founding philosophy and you'll understand that ever since the company started in 1918, we envisioned ourselves as different – warmer, more personal – than other funeral firms of the day. It was precisely what motivated Porter Loring, Sr. to enter this profession. Nearly a century later, all of us at Porter Loring Mortuaries continue to live by this vision. To express respect for each other and for the families we serve. To provide services that respond to changes in social custom and personal need. And to look for new ways to make a person's last rites more comforting and more meaningful to family and friends.