

# Employment Opportunities

600 NE Grand Ave.  
Portland, OR 97232-2736  
503-797-1570  
[www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs)



## Pioneer Cemeteries Coordinator

(Assistant Management Analyst)

General recruitment

<b>Status:</b>	One part-time position – 30 hours/week (.75 FTE)
<b>Department:</b>	Parks and Environmental Services Pioneer Cemeteries Program
<b>Work location:</b>	600 NE Grand Ave., Portland, Oregon
<b>Salary range:</b>	\$33,579.89 – \$44,953.13 annually. This salary range has been prorated to reflect a 30 hour work week. This position is represented by AFSCME Local 3580 and is exempt
<b>Recruitment number:</b>	PES-0333-April10PTRO
<b>Application deadline:</b>	June 4, 2010

**Internal applicants** must be current employees of Metro or MERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

**Please carefully follow application procedures at the end of the announcement.**

### Position summary

The Pioneer Cemeteries Coordinator works under general supervision to perform a variety of professional, technical and administrative duties supporting the Metro's Pioneer Cemeteries Program. The person in this position works as a part of a team of two coordinators performing sales and service for Metro's Pioneer Cemetery Program. Responsibilities include performing day-to-day contract administration, genealogical research, sales and services for Pioneer Cemeteries, and coordinating work load and service delivery with the cemetery team. The Pioneer Cemeteries Coordinator works in a collaborative manner within the department, the agency, with funeral homes, vendors and the public. This position may serve as a lead worker to clerical and other non-professional staff and coordinate program activities with volunteers for grounds clean up, headstone restoration and special events. Requirements for this position include in-depth knowledge of the death care industry; the ability to maintain a flexible schedule allowing for early morning, days, nights and regular weekend work; and the ability to work in a variety of weather conditions including extreme cold, heat and wet weather. Supervision is received from the Pioneer Cemeteries Program Manager.

### Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Under general supervision, facilitates daily operations of the Pioneer Cemeteries program with cemetery team.
- Coordinates daily work for burials, prioritizes work load of in-take of sales, oversees burials and administers business systems ensuring compliance with state and county law and Metro code, making adjustments that best serve the customers within established policies.
- Provides service referral, advice or interpretation to customers or other agencies.
- Works with grounds staff for ongoing maintenance needs.
- Responds to customer complaints as necessary, performing dispute resolution when necessary under the direction of program manager.
- Works with and directs outside contractors, provides oversight and ensures compliance with contract scope of work. Monitors contract status; ensures invoices are in compliance with contract provisions; revises as necessary and notifies appropriate personnel.
- Accurately prepares contracts, reviews information with grieving families and administers grave purchase and sale contracts for the Pioneer Cemeteries program in a timely manner.
- Performs genealogical research and provides technical assistance to staff and the general public.
- Acts as a program representative with other Metro departments, outside municipalities and the public as required in developing, organizing and presenting educational activities and volunteer projects to a variety of groups on or off Metro grounds.
- Coordinates office and clerical support for the cemeteries program, verifies, edits and formats documents and correspondence that can include confidential and proprietary information; compiles and reports on data from a variety of sources
- Prepares, reviews, monitors and processes a variety of documents including contracts, legal documents and Metro code based on knowledge of legal requirements and supervisor's general directions.
- Positively reinforces compliance with all applicable federal, state, local, Metro and department rules, policies and procedures with staff and the public.
- Makes suggestions to improve the efficiency and effectiveness of program standards, policies and processes in regard to customer service, records management and cash handling.
- Markets and sells gravesites; by using Generally Accepted Accounting Practices (GAAP) uses proper cash handling procedures to collect fees and makes deposits for cemeteries sales and services.
- Creates and maintains spreadsheets and databases, sorts, tabulates and analyzes information and data to establish and maintain the cemeteries record keeping system.
- Performs other related duties as assigned.

## **Minimum Requirements**

Bachelor's degree in business administration, funeral science or related area and one year of progressively responsible experience in the death care industry; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. Requires a valid driver's license.

## **Knowledge, skills and abilities**

- Working knowledge of Oregon Mortuary and Cemetery Board laws and regulations.
- Knowledge of acceptable business and customer service practices, applicable to the death care industry.
- Knowledge of leadership and functional supervisory principles and practices to plan, organize to provide lead direction to volunteers, clerical and non-professional staff.
- Knowledge of Microsoft Office Suite software and business applications.
- Knowledge of effective verbal and written communication principals and techniques.
- Knowledge of GAAP cash handling processes and procedures.
- Working knowledge of maps and the ability to orient oneself by using a map to locate graves.
- Skill and ability in monitoring contracts and maintaining databases.
- Ability to use discretion while interacting with customers.

- Ability to maintain a professional appearance and demeanor even when working in inclement weather.
- Ability to research and investigate property ownership rights and facts.
- Ability to work independently or as a part of a team and to coordinate work load and to establish and maintain effective working relationships with other employees and the public.
- Ability to keep copious notes and accurate records of customer and vendor inquiries to ensure seamless service delivery.
- Ability to coordinate and provide quality customer service.
- Ability to analyze situations and adopt quick, effective and reasonable courses of action and use sound judgment under stress.
- Ability to communicate effectively verbally or in writing with the general public, vendors and other Metro staff and independently resolve business and customer issues and concerns.
- Ability to write clear and accurate reports to perform analysis and make recommendations.
- Ability to organize and conduct assigned projects.

**Benefits:** Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. This position receives prorated benefits (.75). Metro participates in the Public Employees Retirement System (PERS).

**Immigration law notice:** Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

**Equal employment opportunity:** All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

**Veterans' preference:** Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for this job, check the appropriate box on the Metro employment application. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Submit 1) a completed Metro Veterans' Preference form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Submit 1) a completed Metro Veterans' Preference form, 2) a copy of your DD-214 or DD-215 indicating discharge status and 3) your public employment preference letter from the US Department of Veterans' Affairs.

## Application procedure

This position reopens to general candidates on May 19, 2010.

### To apply, submit the following

1. Metro/MERC standard application form
2. Resume, including dates of employment
3. Cover letter describing your experience as it directly relates to the duties of this position
4. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

### Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
- The responses must be addressed individually and included with the application on a separate sheet(s).
- Write your telephone number, including the area code, in the upper right corner of each page, but not your name.

- Your responses will be used as part of your application evaluation.
1. How have you used collaborative problem-solving skills while working as a part of a team?
  2. Describe a time you needed to meet a deadline to resolve an issue when you had time and resource constraints? What was the effect on the quality of your service?
  3. The files for our office consist of general genealogy requests, transfer of ownership rights requests, at need burials and pre-need grave purchase requests. Describe your experience working with complicated filing systems.
  4. Describe any prior experience you have in the aftercare field. Include any experience you have with cemetery work.

## Submit your application

**Deadline:** 5 p.m., June 4, 2010

**E-mail:** [jobs@oregonmetro.gov](mailto:jobs@oregonmetro.gov)  
Please include the word "Application" in the subject line of your e-mail.  
Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.

**Mail or drop off:** Metro Human Resources Department  
600 NE Grand Ave, Portland, OR 97232

**Fax:** 503-797-1798

## Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will not be considered. All materials submitted become the property of Metro and will not be returned.

## Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at [www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs) and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday.

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