



JOB OPPORTUNITY

THOMPSON, HALL & JORDAN

FUNERAL HOMES

FULL-TIME RECEPTIONIST

The Thompson, Hall & Jordan Funeral Home is looking for a Full-Time Receptionist.

Work Week: Monday - Friday

Duties include but not limited to: Communication both verbal and written, Interfacing with customers in-person, electronically and on the phone, MS Office -Excel, Word, Outlook, Administrative and Clerical Support, etc.

How to Apply:

Speak with your manager and fill out an Internal application by July 29, 2021 and submit to Mark Brown.

The Spring Grove Family is an Equal Opportunity Employer



DUTIES INCLUDE BUT NOT LIMITED TO:

Communication both verbal and written

Interfacing with customers in-person electronically and on the phone

MS Office – Excel, Word, Outlook

Administrative and Clerical Support, etc.

PLEASE SUBMIT AN APPLICATION TO:

Mark Brown
mbrown@springgrove.org

JOB DESCRIPTION: THJ Receptionist

Classification: Non-Exempt

Reports To: Youlanda Rogers

Posted Date: July 22, 2021



Summary/Objective

The position of THJ Receptionist is established to perform support and assistance to customers and staff at the Thompson, Hall & Jordan Funeral Homes.

Primary Duties:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The following duties are an overview of the primary duties and responsibilities of the THJ Receptionist and should not be considered an all-inclusive list.

Customer Service:

- Communication both verbal and written
- Interface with customers in-person, electronically and on the phone
- MS Office – Excel, Word, and Outlook
- Administrative and Clerical support

Reception Desk – Thompson, Hall & Jordan Funeral Homes

- Answer all incoming calls and transfer to appropriate staff member within 3 rings.
- Take accurate, clear, and concise messages for individuals when need arises.
- Contact appropriate staff or deliver message immediately.
- Take death notification calls from nurses, facilities and family members and coordinate getting the information to our Funeral Directors & Transfer Team.

General Responsibilities – Thompson, Hall & Jordan Funeral Homes

- Provide general administrative and clerical support
- Assist and direct walk-in visitors and customers
- Maintain general appearance of lobby and customer meeting rooms.
- Demonstrate a commitment to anticipating, understanding, and responding to both internal and external customer needs. Is sensitive to the unique needs of customers in the Death Care Industry

Clerical Support – Thompson, Hall & Jordan Funeral Homes

- Completing all tasks that are required including:
 - Proper recording of death calls
 - Proper communication of information to the right sources
 - Proper entry into Funeral Home Daily Schedule
- Follow proper opening and closing procedures including:
 - Reviewing all calls that came in from the night before and route them appropriately, paying close attention to death notifications.
 - Updating new death calls on the Funeral Home Calendar
- Assist with clerical duties as needed, including copying, labeling, etc. for all personnel in a timely fashion
- Cash box

Adaptability/Flexibility: Maintains effectiveness in times of change and unpredictability. Able to manage ambiguity. Deals easily with diversity. Keeps current with technical innovation and improvements and integrates them appropriately.

Safety and Security Consciousness: Demonstrates an understanding of and sensitivity to one's own safety. Knows and follows safe practices and regulations. Seeks improvements in safety and security processes.

Communication: Expresses ideas clearly and concisely.

Interpersonal Sensitivity: Demonstrates a sensitivity to the emotional and related needs of others. Is respectful of other and enhances confidence and self-esteem in co-workers and others. Brings personal balance and consistency of behavior to tasks.

Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, printers, and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this position, the employee is regularly required to talk and/or hear. The employee frequently is required to sit; stand; walk; and reach with hands and arms. Required to lift up to 30 pounds. Repetitive motion includes answering phones daily.

Position Type/Expected Hours of Work

This is a full-time Non-Exempt position. Business days and hours of work are:

Work week is: Monday – Friday 8:00 – 5 PM

Travel

Local travel maybe required between campuses for support.

Required Education, Knowledge, Skills, Abilities and Experience

1. High School diploma or equivalent.
2. Minimum one-year office or telephone reception work.
3. Great Customer Service Skills, must display a calm attitude.
4. Needs listening skills, able to take direction. Able to work with people. Team Player.
5. Displays a “Customer First” attitude.

This position description is not to be construed as an exhaustive statement of accountabilities, duties, responsibilities of requirements. Any individual may be required to perform any other job-related activities or functions requested by his/her manager, subject to reasonable accommodation. The Spring Grove Family reserves the right to modify this job description to reflect changes in essential job duties made necessary by changing organizational needs, subject to reasonable accommodation.