



JOB OPPORTUNITY

THOMPSON HALL & JORDAN DC COORDINATOR

Thompson Hall & Jordan is looking to fill a full-time DC Coordinator position.

Work Week: Monday thru 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

How to Apply:

Speak with your manager and fill out an Internal application by June 11, 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

PLEASE SUBMIT AN APPLICATION TO:

Mark Brown
mbrown@springgrove.org

JOB DESCRIPTION: DC Coordinator

Classification: Non-Exempt

Reports To: Managing Funeral Director

Posted Date: June 4, 2021



Summary/Objective

The position of DC Coordinator is established to perform support and assistance to Thompson Hall & Jordan Funeral Home.

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 DC Coordinator 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 – Thompson Hall & Jordan

- Processing of Death Certificates from start to finish.
- Planning Courier Route
- Communicate with and coordinate with outside municipalities, agencies, hospice organizations, hospitals and doctor's offices.
- Securing Burial & Cremation Permits and getting them to the proper cemetery and funeral director in a timely manner.
- Take accurate, clear and concise messages for individuals when need arises.
- Lunch relief for receptionist.
- Point of Contact (POC) and handling all processing for Express Funeral Funding.

Customer Service – Thompson Hall & Jordan

- Promote a good working relationship with funeral directors, cemeteries, and internal and external customers.
- Promote excellent customer relations, assisting public as necessary.

GENERAL QUALIFICATIONS

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 sensitivity to the emotional and related needs of others. Is respectful of others 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 20 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:

Monday through Friday, 8:30 a.m. to 5 p.m.

Work may involve periods of high mental and/or emotional stress.

Travel

Local travel maybe required between campuses for support.

Required Education, Knowledge, Skills, Abilities and Experience

1. High School diploma or equivalent required
2. Minimum of two years general office experience or business school equivalent.
3. Must have good computer skills using Microsoft suite of products.
4. Strong business communication skills are necessary as well as accomplished organization skills.
5. Must have ability to work independently as well as part of a team.
6. Must possess an aptitude for problem solving.
7. Maintain confidentiality is essential
8. 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.