

# Support Staff Job Description

10.5.2021

## 1. Job Duties and Tasks:

- 1) Offer assistance to guests as they enter or exit vehicles.
- 2) Help families carry in memorabilia.
- 3) Help close caskets at appropriate point in services.
- 4) Directing vehicle traffic to designated parking areas.
- 5) Direct or escort guests to chapel in which viewing or funeral is being held.
- 6) Place fresh water, cups, and napkins in chapel for family.
- 7) Help to set up casket/urn, flowers, memory table items in chapels prior to services.
- 8) Help to carry casket/urn into churches.
- 9) Ushering during services as needed.
- 10) Drive funeral vehicles such as vans or hearses in funeral processions.
- 11) Refuel vehicles as needed (tanks should not be below half).
- 12) Carry flowers to hearse or utility van for transportation to place of interment or to transport to hospice or other desired location.
- 13) Assisting at the cemetery and, if asked, remaining at the cemetery until the casket is sealed in the vault.
- 14) Clean chapel, hospitality room, and restrooms after services.
- 15) Issue and store funeral equipment (flags, flower stands, tables, service items, etc.)
- 16) Perform a variety of tasks during funerals to assist funeral director and to ensure that services run smoothly and as planned.
- 17) Greet people at the funeral home.
- 18) Act as pallbearers when called upon.

## 2. Job Activities:

- 1) Interaction with the public – this involves a pleasant personality and demonstrating your care and concern in your interactions with families.
- 2) Assisting and Caring for Others -- Providing personal assistance.
- 3) Be observant – be aware of your surroundings and situations around you. Be ready to jump in at any moment when a need arises. If you are looking at your cell phone, you are not being attentive to the job you are being asked to do.
- 4) Develop Interpersonal Relationships between co-workers as well as our guests
- 5) Effectively Communicate with Funeral Directors and Peers
- 6) Quick thinking – Be able to respond quickly to situations that present themselves
- 7) Flexibility – Be willing to adjust as needed. Each funeral service is unique and presents different challenges, be flexible and willing to adjust.

## 3. Skills Needed:

- 1) Effective Communicator – Giving full attention to what other people are saying; taking time to understand what is being said; asking questions as appropriate, and not interrupting at inappropriate times. Clearly and accurately speaking to others to convey information effectively.
- 2) Service Orientation – Actively looking for ways to help our guests and going out of your way to care for their needs.
- 3) Time Management – Managing your time and the time of others.

4) Instructing – helping new attendants and providing positive instruction.

#### **4. Qualities of an Effective Funeral Service Support**

- 1) Responsible
- 2) Dependable
- 3) Compassionate
- 4) Considerate
- 5) Service Oriented
- 6) Positive Attitude
- 7) Friendly