The Cathedral Church of St. James

St. James Cathedral was established in 1797 and continues to play a significant role in the life of the City. The Cathedral is both the vibrant spiritual centre of the Anglican Diocese of Toronto and an iconic symbol of Canadian heritage. The cemetery which is located at 635 Parliament Street opened in July of 1844. The chapel of St. James-the-less is a nationally designated historic site and was completed just prior to Confederation. The crematorium, which is located underneath the chapel, is Toronto's oldest operating crematorium.

Position: Cemetery Assistant Manager (Part-time contract)

Reports to: Cemetery Manager

Effective Date: September 2018

Summary:

The Assistant Cemetery Manager assists in the management of the cemetery operation which includes grounds maintenance, cremation operations, and office and administrative functions. The Assistant Cemetery Manager provides excellent client service ensuring that users of the crematorium and that family members of individuals buried in the cemetery receive personalized caring service on a timely basis. The Assistant Cemetery Manager assists in the supervision of staff: 2 grounds staff, 3 crematorium staff, and two office staff. The Assistant Cemetery Manager reports to the Cemetery Manager.

Regular hours of work: Monday to Friday 11:30 to 4, and every second Saturday from 8 to noon.

Vacation entitlement: 6% of salary

Major Functions:

1. Responsible for infrastructure repair, maintenance, and improvement to the cemetery.
    - Performs minor maintenance, adjustments and repairs to facilities, equipment and fixtures as necessary.
    - Under the supervision of the Cemetery Manager, coordinates, and monitors repairs and maintenance.

- Coordinates service contracts and capital improvements.
- On call 24 hours for emergencies (police/fire) and after hours for funeral directors.
- Responds appropriately to emergencies or urgent issues as they arise.

2. Manages cemetery assets and resources.
    - Ensures effective management of security, maintenance, landscaping, snow removal, ventilation, heating, cooling and other daily activities.
    - Maintain accurate records of all building and equipment maintenance performed.

3. Acts as a liaison between the Cathedral management and users (crematorium customers and burial rights holders) to ensure satisfactory communications with all stakeholders.
    - Develop and maintain ongoing industry relationships with funeral directors and active membership in the OACFP (Ontario Association of Cemeteries and Funeral Professionals).
    - Support relationships with crematorium customers and burial rights holders, staff, Cathedral clergy, and co-workers.

4. Manages, motivates, and directs cemetery staff.
    - Allocates resources and uses staff schedules to maintain a high level of service.
    - Ensures all staff is adequately oriented, trained, and supervised.
    - Identifies training and development needs.

5. Manages and coordinates the work of contractors.
    - Checks that agreed work by staff or contractors has been completed satisfactorily and follows up on any deficiencies.

6. Ensures compliance with laws and regulations including but not limited to cemetery legislation, Health and Safety, environmental, fire, building standards.
    - Coordinates building events such as emergency evacuation.
    - Liaises with third party contractors and Fire Department inspectors. Ensure that all work is completed satisfactorily.
    - Liaises with Ministry of Labour and Health Inspectors. Ensures that all directives are completed satisfactorily.

7. Develop and support maximizing the sale of cemetery products

8. Other related duties as required by the position.

Requirements

- Vocational building sciences and/or management related training. Considerable knowledge of building and equipment maintenance including installation and repair, building and fire safety code requirements.
- Minimum of 5 years experience in sales/sales management, general office and operations administration in the cemetery and or funeral services industry.
- Minimum of 3 years experience in a supervisory role
- Valid driver's license required
- Effective written and verbal communication skills as well as presentation skills.
- Sound leadership, staff management, and team building skills.
- Computer literacy, including effective working skills of MS Word, Excel, accounting software, and e-mail required.
- Project management skills.
- Strong user service and troubleshooting skills.
- Thorough knowledge of FBCSA (Funeral Burial and Cremation Services Act) the OHSA, Ministry of Labour requirements, TSSA and ESA regulations, and all other legislation and regulations related to the operation and maintenance of similar facilities.

Working Conditions

- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer and peripherals.
- The facilities comprise worship space (chapel), a residential area, cremators, office space and extensive cemetery grounds.
- Availability to work flexible hours including evenings and weekends, and respond to after-hours issues and emergencies as required.
- Lifting or moving up to 50 lbs may be required.