



St. James' CEMETERY & CREMATORIUM

Owned and operated by The Cathedral Church of St. James

Administrative Assistant

The Administrative Assistant is the first point of contact at the Cemetery and is responsible for welcoming funeral home clients, members of the public, contractors, etc. They ensure general office administration services are provided and direct all enquiries and visitors to the appropriate staff or location. The Administrative Assistant understands user needs and fosters positive relationships with funeral homes and families who rely on Cemetery services.

Reporting to the General Manager the **Administrative Assistant** will have the following responsibilities and possess the following qualifications:

Responsibilities:

Front Desk:

- Directs enquiries to appropriate individuals, assist callers with enquiries about property ownership, fees, services, and historical burials and cremations, researching as required.
- Responds appropriately to emergencies or urgent issues as they arise.
- Ensures all visitors and contractors sign-in/out in logbook and ensure they are met by a member of the staff.
- Works with funeral home clients and families to schedule Chapel services and Interments.
- Stays current with new technologies, systems, policies and procedures related to office administration and the operations of the Cemetery and Crematorium.

Office Administration:

- Primary contact for suppliers and staff for phone, computer, copier and other general office services.
- Oversees mail and courier, and orders office supplies as required.
- Assists and helps to coordinate large mailings.
- Assists with vendor quotations and ordering process.
- Receives and processes documentation for all incoming cremations and interments, ensuring accuracy and compliance with current legislation; liaises with crematorium operators in maintaining chain of identification, authorizing cremations when necessary.
- Packages all cremated remains, completing scrutiny of the chain of identification through the cremation process.
- Troubleshoots to resolve issues concerning completing cremations in an accurate and timely manner.
- Assist with invoicing when necessary.
- Performs office cleaning, including disinfection of touch surfaces.
- Provides administrative support to staff and Manager, as required.

Communications:

- Coordinates content of periodic communications, ensuring appropriate approvals. Liaises with graphic designer as required and ensures publication and production deadlines are met.
- Assists with the implementation and updating of material for the website and social media
- Monitors brand consistency across all communication platforms. Monitors analytics and social media activity.

Qualifications:

- Minimum of three years' experience as a receptionist, administrative assistant and/or cemetery related industry
- Knowledge of the funeral home industry in the GTA and OACFP/BAO regulations are an asset
- Ability to understand and carry out written and oral direction, and interpret and implement office policies and procedures
- Strong sense of urgency about the need to fulfill client and family needs in a timely and respectful manner
- Strong communication skills, written and verbal
- Excellent interpersonal skills
- Computer literacy including MS Word, Excel, Outlook, PowerPoint. Experience with Stone Orchard, Sage and current social media platforms would be an asset
- Excellent grammar and proofreading skills
- Detail oriented and well organized
- Highly flexible and ability to multi-task
- Strong customer service and troubleshooting skills

Working Conditions:

- High volume of work with multiple interruptions.
- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer and peripherals.
- The facilities comprise office space, a residential area, Chapel, crematorium, and extensive cemetery grounds.
- Lifting or moving up to 20 lbs. may be required.
- Willing to submit to a police background check and comply with the policies of St. James Cathedral and the Anglican Diocese of Toronto.

Availability:

- This is a full-time position: 8:30am to 4:30pm, Monday to Thursday, 8:30am to 4pm Friday and 9am to 12noon Saturdays.
- May 17th start
- Salary range: \$35,000 - \$40,000, plus a generous benefits package

Please submit resume to:

Terri Ward

General Manager

635 Parliament Street

Toronto, ON M4X 1R1

Or tward@stjamescathedral.ca (If applying via email, please put "Administrative Assistant" in the subject line)

No telephone inquiries, please. We thank all applicants, however, only candidates selected for an interview will be contacted.