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Tim Deutsch  
General Manager

## ORANGE COUNTY CEMETERY DISTRICT

INVITES APPLICATIONS FOR THE POSITION OF:

### RECEPTIONIST/SECRETARY

#### SALARY

\$22.19-\$29.12 Hourly  
\$1,775.20-\$2,329.60 Bi-weekly  
\$3,846.27-\$5,047.47 Monthly  
\$46,155.20-\$60,569.60 Annually

#### BENEFITS

Benefits for this position include a variety of health plan options, dental and vision insurance, annual leave and paid holidays. Employees are provided a Retirement Plan through the Orange County Employees Retirement System ([OCERS](#)). Placement into a retirement formula and contribution level will depend on the candidate's previous employer's retirement plan, if any.

OPENING DATE: November 6, 2020

CLOSING DATE: November 30, 2020

#### DESCRIPTION:

##### THE POSITION

Under general direction, to serve as the front desk receptionist at El Toro Memorial Park and to provide administrative support to the Cemetery Manager and Cemetery Assistant. The position requires superior customer service and communication skills, the ability to perform complex and highly responsible clerical and administrative support work; to interpret policy and administrative regulations; and to do other work as required.

##### EXAMPLES OF DUTIES

- Customer Service: answers phone calls and e-mails, responds to questions, complaints and requests for maintenance from the public and vendors who come to, or contact, the Cemetery Office. Schedules appointments and interments. Greets visitor/families coming to office for information or appointments.
- Types letters, reports and other finished copy from rough drafts; composes correspondence as directed; proofreads finished copy.
- Processing burial permits and issue Certificate of Interment Rights while cross checking data within database programs.
- Accept contract payments and create invoices and payments for transactions as needed.
- Open and distribute mail.
- Process marker deliveries and tracking installations. Notify families of installations

- Ongoing research on interment space ownership and cross-checking accounts in Cemsites to ensure correct owners are in place. Scanning old receipts and attaching in Cemsites to have complete and accurate record of all accounts.
- Work with the Cemetery Manager and Cemetery Assistant to check all lot layouts in Cemsites ensuring that the database accurately reflects all interment space locations and correct status.
- Assist with maintaining organized storage of receipts, interment orders, permits, and certificates and ensure that all proper documents are received for each interment and space purchase and filed correctly.
- Maintain adequate supply of brochures, price lists, maps, VA apps, photo waivers, etc.
- Assist with special projects as needed.
- Acts for Cemetery Assistant as authorized in absence. (Cross-trained on essential duties.)
- Adheres to District policy and procedures and the California Health & Safety Code.
- May be required to perform other related duties as assigned by management.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Correct English usage, grammar, spelling, vocabulary and punctuation.
- The functions and basic office services operation of an administrative office.
- Modern office methods and practices including computer systems, filing systems, business correspondence, receptionist techniques and report writing.
- District policies and procedures.
- Public cemetery operations, mortuary, or hospice experience are desirable.

#### **Ability to:**

- Plan, organize and complete work rapidly and efficiently despite frequent interruptions and/or distractions.
- Learn, interpret and apply administrative and district policies, laws and rules.
- Organize and carry out projects with minimal instruction.
- Type from handwritten copy into final form; type from machine transcription may be required.
- Compose correspondence from notes or verbal instructions.
- Proofread written materials to identify and correct errors in punctuation, spelling and grammar.
- Keep records and prepare reports.
- Operate computer and use management software, i.e. Microsoft Word, Excel and Cemsites Burial Data Program
- Meet the public in situations requiring tact, diplomacy and poise, and effectively communicate over the phone.
- Be sensitive to family's needs, feelings and frame of mind.
- Be highly organized in setting work priorities.
- Refrain from discussing confidential or sensitive issues regarding either District with anyone outside of the appropriate personnel at the affected district.
- Communicate clearly and concisely, both orally and in writing.
- Establish timelines and organize work to meet deadlines.
- Work on various projects simultaneously with frequent interruptions.
- Pay attention to detail

**Education and Experience:**

Any combination of education and experience that would provide the necessary skills, knowledge and abilities required to perform the job, including but not limited to: Three years of secretarial/office experience which would demonstrate possession of each of the knowledges and abilities at the required level of skill and judgment. College level secretarial or clerical training may be substituted for the required experience on the basis of 12 semester units of college for six months of experience.

**Special Requirements:**

Possess and maintain a valid California driver's license and an acceptable driving record, as position occasionally requires driving.

Bilingual – Spanish is highly desirable.

**APPLICATION AND SELECTION PROCESS:**

Applications are available on the District web page (<http://www.occemetrydistrict.com/article.cfm?id=26>) or they may be picked up at the District office. The application must be completed and submitted to the District office by November 30, 2020 by 4:00 pm. Candidates should provide specific information about their skills and experience as it relates to the position. Applications may be rejected if incomplete. Candidates who possess the best qualifications for the position will be invited to participate in the selection process, which may include an application review and evaluation and an interview evaluation. Please notify the District office 72 hours in advance of the test date if you have a disability which requires accommodation for the testing process.

All employment offers made by the District are contingent upon establishing proof of a prospective candidate's legal authorization to work in the United States and successfully passing all components of the pre-employment process which may include, but is not limited to: background check, criminal history check and a post-offer medical evaluation (may include a drug screen).

**QUESTIONS**

If you have any questions or concerns, please call the District office at (949) 951-9102, ext. 110.