



PRE-NEED COUNSELOR

POSITION SUMMARY:

The Pre-Need Counselor conducts personal, in-home visits with families to explain the services offered by Catholic Cemeteries in the context of the Catholic burial tradition and invite them to pre-plan for burial arrangements at one of the Catholic cemeteries. The Pre-need counselor carries out duties in accord with the mission and core values of Catholic Cemeteries.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

Networks within their respective community as assigned by the cemetery sales manager. Accomplishes this by identifying leads, requesting appointments, making presentations, closing sales and requesting referrals.

Conducts door-to-door and telephone follow up with parishioners as assigned by the Cemetery Sales Manager. Incumbent accomplishes this by identifying leads, requesting appointments, making presentations, closing sales and requesting referrals.

Generates and follows up on leads at cemetery workshops and events as assigned by the Cemetery Sales Manager.

Exhibits thorough knowledge of the products and services of Catholic Cemeteries and the theology and history of the Catholic burial tradition. Accomplishes this by studying all information about products and services as well as background in the Catholic burial tradition and integrating this knowledge into the presentations made to families.

Makes personal sales to meet Catholic cemeteries revenue needs. Accomplishes this by setting and meeting personal sales goals in meeting, as a minimum, sales requirements established by Catholic Cemeteries.

Completes all necessary record keeping in a timely manner. Accomplishes this by accurately completing all contracts, weekly Activity Summary sheet, and other required paperwork in a clear and legible manner.

Attends weekly sales meetings for the purpose of evaluating performance, generating new ideas/leads and giving input to sales materials. If not possible, then the Pre-need Counselor meets with the Cemetery Sales Manager at an agreed upon time.

Contributes to the good public relations of Catholic Cemeteries. Incumbent accomplishes this by projecting a positive image of Catholic Cemeteries in all contacts with publics served.

QUALIFICATIONS TO PERFORM THE JOB SUCCESSFULLY:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability or physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and/or Experience: College education and 3-5 years of direct sales experience. Experience in ministry and cemetery sales preferred.

Language Skills: Strong oral and written communication skills. Effective interpersonal skills. Ability to provide excellent customer service in person and over the phone. Bi-lingual and bi-cultural abilities necessary for particular assignments.

Computational Skills: Basic math and accounting skills required to calculate charges accurately.

Reasoning Ability: Ability to problem solve and exercise good judgment. Must be detail oriented.

Technical Skills: Strong computer skills with proficiency in all Microsoft Office applications (Word, Excel, and Outlook). Experience with database programs helpful. Familiarity with standard office equipment, such as copier and fax machines.

Certificates, Licenses, Registrations: Possess a current, valid CA Driver's License, proof of automobile insurance, and a personal vehicle.

Other Requirements: Knowledge of the Catholic Church culture and structure, as well as an understanding of Catholic burial rites. Sensitivity to the funeral rites of other faith traditions. Ability to deal with grieving clients on a daily basis. The ability to handle confidential and sensitive information required.

Applications may be submitted by:

- E-mail: cemeteryinfo@dsj.org
- Fax: 650-428-3733

Gate of Heaven Cemetery ~ 22555 Cristo Rey Drive, Los Altos, CA 94024 ~ 650-428-3730
Calvary Cemetery ~ 2650 Madden Avenue, San Jose, CA 95116 ~ 408-258-2940
Cemeteryinfo@dsj.org ~ www.ccdsj.org