



LAKEWOOD POSITION DESCRIPTION

Job Title: Memorial Coordinator
FLSA: Exempt
Reports To: Memorial Department Manager; Director of Family Services
Department: Family Services

ORGANIZATION BACKGROUND

Lakewood is one of the most distinguished and progressive cemeteries in the nation — a Minnesota landmark renowned for its history, art, and natural beauty. As a nonprofit serving families for over 150 years, Lakewood remains devoted to its founding mission, while actively reimagining the role of a cemetery in modern life. While much is changing in the world, we are steadfastly committed to the act of memorialization — recording the details of human lives and creating comforting touchstones where people can go feel closer to those they have lost. Additional information can be found online at www.lakewoodcemetery.org.

POSITION SUMMARY

The Family Services team helps families (clients) thoughtfully weigh choices, understand options, and make decisions that reflect the individual or family's priorities and values. In support of growth and transformative change at Lakewood, this team is seeking a highly organized, creative performer with a passion for being of service to families. This role will assist families with selecting cemetery merchandise and related services (markers, vases, urns, engravings, etc.), submitting, tracking and following-up on orders, monitoring quality control, and communicating throughout the process.

Candidates will exemplify a commitment to exceptional customer service, excellent communication and organizational skills, a positive attitude, and a strong teamwork ethic. In addition, they will need the ability to prioritize, sometimes quickly, and balance several different responsibilities at once. Consistent communication and follow-through, pride in accuracy, and a warm, professional demeanor are critical traits. Previous sales and/or customer service experience is required; an eye for design and/or industry experience may be helpful, but training will be provided.

PRIMARY RESPONSIBILITIES

- Respond to customer inquiries and questions in person, on the phone, and by email.
- Meet with clients: assess needs and sell markers, monuments, and merchandise.
- Use digital vendor tools to create proofs and submit orders.
- Process and review all orders with vendors; ensure product arrives on time and is accurate; assess and track replacement of damaged product (if applicable).
- Communicate with customers and team members at various stages of order fulfillment.
- Update records for completed orders.
- Partner with management to provide solutions if/when challenges arise.
- Provide input for process improvement.

MINIMUM QUALIFICATIONS

- Prior experience in a sales or customer service role providing highly personalized service and/or care. Prior industry experience helpful but not required.
- Demonstrated ability to present and process pricing, payment plans and contracts.
- Possess strong PC skills (i.e., database use, Outlook, MS Word, etc.).

- Ability to express empathy and compassion, and exhibit a warm, professional demeanor.
- Exemplify excellent communication and organizational skills.
- Capacity to prioritize needs and goals, both long and short-term.
- Provide consistent communication and follow through with team members and customers
- Exhibit pride in accuracy and attention to detail.
- Ability to work independently while also engaging with a team.
- Must possess a valid Minnesota driver's license.
- Must own and be able to use a smart phone.

WORK SCHEDULE

Regular work schedule is Monday through Friday from 8:00 a.m. until 4:30 p.m. and a Saturday rotation. However, flexibility is required to serve families, particularly during busier seasons. 40 to 45 hours per week is the norm. A small number of evenings or Sundays to attend Lakewood-sponsored community events and working Memorial Day weekend (including Memorial Day) on a schedule to be determined by Cemetery management is also required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing duties of this job, the employee is regularly required to: sit; move from a sitting position and stand and walk throughout the office, using stairs; get in and out of a vehicle and drive to various locations within the cemetery, and occasionally drive to vendors; use hands to finger, handle, feel; speak clearly and listen carefully; and specific vision abilities required by the job include close vision, distance vision and depth perception. While working outdoors, the ability to be on one's knees, to crouch/squat, and/or balance using one's wrists is often needed. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Usually, normal office working conditions exist. The noise level in the work environment varies but is usually quiet. Being outdoors for short periods is a routine occurrence for this job. The noise level in the work environment is usually quiet.

COMPENSATION

Range of \$45,000 - \$55,000. Salary commensurate with skills and experience.

BENEFITS

- Health and dental insurance
- Life insurance
- 401K plan
- Short-term and long-term disability insurance
- Paid time off (PTO)
- Holidays (employee is expected to work on Memorial Day)
- Parental leave
- Bereavement

TO APPLY

Please email resume, cover letter, and three references to careers@lakewoodcemetery.org.