

City of Caldwell

Class Specification

Class Title	PART-TIME CLERICAL SUPPORT (CEMETERY)
Class Code Number	
FLSA Designation	Covered
Pay Grade	
Effective Date	February 2019

General Statement of Duties

Performs a variety of general office clerical tasks and related administrative support tasks for the City cemetery; performs related work as required.

Classification Summary

The principal function of an employee in this class is to provide clerical and administrative support to for the City cemetery. Work is performed under the direct supervision of the Sexton and general supervision of the City Engineer. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with City officials and employees, funeral home directors, monument companies, and the general public. The principal duties of this class are performed in a general office environment.

Examples of Work (Illustrative Only)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs personal and confidential clerical and administrative support tasks;
- Provides compassionate and professional customer service and information to the general public;
- Assists customers by arranging cemetery tours, determining plat availability, processing plot sales, locating graves, and assisting with scheduling on-site burial services;
- Coordinates with funeral home directors and monument companies for funeral activities;
- Collects funeral service fees and processes payments;
- Maintains cemetery records, administers records retention in coordination with the

City Clerk's Office;

- Assists in the administering of fees and coordinating with families regarding burials, mortuaries, and plot purchases;
- Works with funeral homes, funeral directors, monument companies, and families to coordinate burials, place monuments, collect monies, and track sales;
- Assists in the entry and maintenance of cemetery database and converts it to the maintenance management system;
- Maintains and scans documents related to cemetery records and licenses;
- Prepares and maintains cemetery Certificate of License to Inter, Request for Issuance of License to Inter to New Owner/Licensee and reports;
- Prepares, records and updates Cemetery records such as ownership, burial, ledger cards, and lot purchases;
- Enters Certificate of License to Inter, obituaries, customer data and other relevant information into the maintenance management system;
- Ensures cemetery information and records are complete, accurate, stored, and maintained in accordance with City and state laws;
- Retrieves, delivers and transfers records to families or other customers as needed;
- Transcribes or prepares a variety of correspondence including letters, reports, forms, statements, memorandums, licenses, transfers, notices, and other related materials;
- Prepares and updates display maps and sends to the Mapping Department or software management company as directed;
- Researches, mails and answers emails and phone calls from citizens regarding Cemetery information;
- Handles all transfers of Cemetery spaces and prepares necessary documents to be mailed out;
- Prepares accounts receivable invoices for transfers;
- Receipts in monies received from burial fees and lot purchases;
- Serves as Deputy City Clerk as appointed;
- Takes burial orders and works with families to make burial arrangements;
- Distributes and sorts all incoming and outgoing mail;
- Answers cemetery calls and emails, receives and greets visitors to the cemetery, and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
- Collects and researches data for reports as requested;
- Interacts with other City departments and departmental personnel in the communication of information and safeguards confidential information regarding personnel matters;
- Maintains and adds updates and information to the City website for the cemetery;
- Performs all work duties and activities in accordance with City policies, procedures and safety practices;
- Keeps immediate supervisor, and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends approved meetings, conferences, workshops and training sessions and

reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;

- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates with designated staff to maximize the effectiveness and efficiency of interdepartmental operations and activities to help keep a positive work environment as well as works as a team member;
- Respects the opinion of others and maintains a positive and professional working relationship with employees, supervisors, customers, and general public;
- Performs related work as required.

Required Knowledge and Abilities

- Thorough knowledge of modern office procedures, practices and equipment;
- Thorough knowledge of modern office filing systems and procedures;
- Good knowledge of general bookkeeping practices;
- General knowledge of the organizational structure of City government;
- Ability in math to add, subtract, multiply, divide and derive percentages, specifically as it pertains to the handling of money;
- Ability to operate a 10-key machine by touch;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to establish and maintain effective working relationships with co-workers, supervisors, other City employees, and the general public;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to handle multiple tasks;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or GED, supplemented by course work or experience in office management and data processing; and
- Minimum of two (2) years experience in the performance of secretarial, administrative support and accounting duties; or
- Any equivalent combination of experience, education and training which provides

the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a current and valid driver's license.
- Subject to a pre-employment drug test and background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to handle a variety of records and files and to operate a computer;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access office files and visit and distribute materials to other City offices.