# Job Description

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| Job Title: | Cemetery Superintendent | Classification: | Classified |
| Department: | Parks and Recreation | Grade: | 320 |
| Occupational Group: | Maintenance and Trades | FLSA: | Exempt |
| Status: | Full-Time | Supervisory: | Yes |

## Primary Purpose

Under general supervision; oversees multiple crews engaged in maintenance work requiring a high degree of skill. Provides customer service and empathy while managing transactions and sales, often with grieving family members. Maintains accurate and detailed cemetery recordkeeping.

## Essential Job Functions

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.*

1. Supervises work of crews in the maintenance of cemetery buildings/grounds, snow removal, grave site preparation, and turf maintenance activities. Inspects work in progress to ensure conformance with instructions and regulations.
2. Lays out grave and monument locations. Participates in opening and closing of graves, as well as tent setups as needed. Supervises crews regarding location for grave dig and timing of funeral services.
3. Communicates directly with customers; investigates and resolves inquiries or complaints. Communicates cemetery rules and regulations to the public.
4. Evaluates equipment needed for the cemetery; requisitions necessary equipment and materials in a timely manner.
5. Promotes and sells cemetery lots and services to the public; performs genealogical requests. Assists the public with purchase of grave plots; arranges for burials with families; locates graves for families and monument companies.
6. Maintains accurate records and receipts for the cemetery including plots, monument sales, perpetual care services provided, and ground maintenance activities.
7. Trains staff on proper operation of equipment and use of materials, interprets policies to workers, and enforces safety regulations. Ensures safety of the workplace for employees and the visiting public.
8. Establishes and maintains effective working relationships with fellow employees, City officials, general public, and regulatory personnel.
9. Inventories departmental supplies; orders necessary supplies.
10. Conducts market research and develops marketing and advertising for cemeteries. Maintains knowledge of services and prices of cemetery services provided in the region.
11. Prepares grave sites for burial; digs grave; puts vault and imitation grass in place; fills graves; places flowers on graves.
12. Maintains cemetery grounds; repairs graves that have settled, applies fertilizers and weed killers; installs and repairs sprinkler systems; clears snow in the winter.
13. Operates a variety of equipment including backhoe, dump truck, and tractor; performs maintenance and repairs on equipment, as needed.
14. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
15. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director

issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.

16. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
17. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

## Other Duties

- Leads and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

## Minimum Qualifications

**Knowledge of:** Cemetery practices, procedures and general operation; cemetery ground maintenance; irrigation system installation, repair, and maintenance; heavy equipment operations; cemetery layout; recordkeeping procedures; repair and maintenance of light equipment and small engines; proper use and application of insecticides and herbicides; supervisory principles and practices; City rules and regulations; Federal and State laws regulating cemeteries and their services; use of office equipment and Microsoft Office Suite.

**Skill in:** Establishing and maintaining effective working relationships with employees, other agencies, and the general public; providing professional services and sales to customers during a period of grieving; coaching and providing training to staff; communicating clearly, both orally and in writing; maintaining accurate and precise recordkeeping; handling conflict between employees or the public; Microsoft Office Suite.

**Education:** High school diploma or GED equivalent required. Graduation from an accredited college or university with a Bachelor's degree in Facilities Management, Parks Management, Business Administration, or related discipline is preferred.

**Experience:** Five years of grounds maintenance and cemetery management which must include prior supervisory experience.

**Licenses and Certifications:** Possess and maintain a Class B Commercial Driver's License (CDL) with appropriate endorsements within 90 days of appointment. Non-commercial pesticide applicators certificate is preferred, but not required.

## Physical Demands Requirements and Working Conditions

This position works predominantly indoor but often performs work in an outdoor environment. Sitting and standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment, as well as operate a variety of hand tools and equipment; vision to read printed materials and a

computer screen; hearing and speech to communicate in-person and over the telephone or radio. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information in the office environment. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier with the proper use of equipment. Must possess the ability to operate a motor vehicle; strength, stamina, and mobility to perform light to heavy physical work in confined spaces; operate a variety of hand and power tools and heavy equipment. Employees working indoors are exposed with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. When working outdoors, employees may be exposed to loud noise levels, cramped spaces and conditions, and mechanical hazards associated with equipment and other hazards. Employees may interact with upset or grieving members of the public.

## Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

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| Revision Date: 11/01/2021 | Type of Change: Update position |
| Revision details: City-wide job description revision and updates. | |