

CATHOLIC CEMETERIES OF LONG ISLAND

Website Posting – Job Opening

POSITION TITLE: **CUSTOMER SALES AND SERVICE REPRESENTATIVE**

HOURS PER WEEK: Full-Time Position, 35 hours per week plus overtime

POSITION LOCATION: Holy Sepulchre Cemetery, Coram, Suffolk County, NY

If you think you are a good fit, please submit inquiries and/or request an Application for Employment to: Employment@CCLongIsland.org.

Opportunity Overview

Catholic Cemeteries of Long Island is an organization with career opportunities available for a stable, rewarding work environment, opportunities for growth, and a generous benefit package. We provide a career path where you could use your talents and skills to benefit others in a time of need. We are growing and are looking for highly motivated individuals to contribute to our mission serving the Catholic faithful on Long Island, NY at their time of need and thereafter.

Position Description

The Customer Sales and Service Representative is responsible for educating and guiding families through the sales process to make informed decisions for cemetery advanced planning and at-need purchases of burial spaces and memorialization products and services. The position requires a highly motivated and dedicated individual, with a strong work ethic, to be part of our sales team. The goal of the position is to provide excellent customer sales and service with care and compassion for the families of our faith community within the guidelines of Catholic burial traditions. Social distancing and COVID policies are in place.

Primary Responsibilities:

- Serve as primary contact person with regard to sales of burial rights.
- Assist families in office and outside on cemetery grounds in selection of appropriate burial rights (plots, crypts/niches) for immediate need and advanced planning.
- Successfully complete sales process with attention to detail and accuracy in documentation, recordkeeping, and final arrangements.
- Responsible for timely and accurate data entry of customer information in database computer system.
- Educate and actively make families aware of related cemetery products and services.

Qualification Requirements:

- High school diploma, college degree preferred.
- At least 2 years' sales experience preferred; cemetery sales and not-for-profit experience a plus.
- Bi-lingual (English and Spanish) a plus.
- Customer focus with ability to serve with empathy and respect.
- Detail oriented person with excellent interpersonal and customer service skills, both in person and on telephone, and by email.
- Ability to physically perform customer sales and service duties both in the office and outside on cemetery grounds.
- General familiarity of Catholic faith and traditions.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Good computer and office equipment skills.