

CATHOLIC CEMETERIES OF LONG ISLAND
Serving the Catholic community across Long Island since 1856

Website Posting – Job Opening

POSITION TITLE: CUSTOMER SALES AND SERVICE REPRESENTATIVE

HOURS PER WEEK: **Full-Time Position** (Mon-Fri 9:00 am to 4:30 pm, and Saturday 9:00 am to 12:30 pm for 1 or 2 times per month at overtime rate)
Full-Time Position (Tue-Sat 9:00 am to 4:30 pm)
Part-Time Position (9:00 am to 4:30 pm 3-4 days per week including Saturdays)

POSITION LOCATION: Nassau County cemeteries (Westbury area) and Suffolk County cemetery (Coram area)

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

Company and Opportunity Overview

Catholic Cemeteries of Long Island exists to serve the Church’s burial mission and to provide a place of hope for our families. We maintain a beautiful, comforting, and reverent setting where families can come to remember and memorialize their loved ones at our Sacred cemeteries. Our caring cemetery team is dedicated to serving families with the traditions of the Church, and to help families with the painful loss of separation. Career opportunities are available for a stable, rewarding work environment with a generous employee benefits package, including but not limited to health/medical, dental, paid time off, life insurance, and 403(b) retirement plans with employer matching contribution. We provide a career path for detail oriented and caring individuals to use your talents and skills to benefit contribute to our mission serving the Catholic faithful on Long Island 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 immediate need purchases of burial spaces and memorialization products and services. The position requires a highly motivated, caring, and compassionate individual, with a strong work ethic, to be part of our customer sales and service team.

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, in person, by telephone and by email.
- Ability to physically perform customer sales and service duties both in the office and outside on cemetery grounds.
- Maintain a valid driver’s license and a record of safe operation of motor vehicle
- General familiarity of Catholic faith and traditions.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Good computer and office equipment skills.