



# CATHOLIC CEMETERIES OF LONG ISLAND

**POSITION TITLE:** CUSTOMER SALES AND SERVICE MANAGER  
**HOURS PER WEEK:** Full-time position; five days per week with alternating Saturdays  
**WORK LOCATION:** Westbury, Nassau County, NY

## Company and Opportunity Overview

Catholic Cemeteries of Long Island exists to serve the Church's burial ministry and to provide a place of hope for our families. Career opportunities are available for a stable, rewarding work environment and a generous employee benefits package, including but not limited to health/medical, dental, paid time off, life insurance, and 403(b) retirement plan with employer matching contribution. We are looking for a highly motivated and seasoned manager to contribute to our mission serving the Catholic faithful on Long Island, NY at their time of need and thereafter.

## SUMMARY OF POSITION

### Primary Responsibilities

#### Staff management

- Manage a team consisting of 4-8 customer sales and service personnel at an assigned cemetery location; hire, train and mentor team members.
- Oversee effective office procedures and best practices for efficient customer service and sales processes.
- Identify, recommend and implement efficient workflow processes.
- Educate and ensure employees as to their roles in problem solving, collaboration and teamwork.
- Develop customer service satisfaction and productivity goals for staff; coordinate with team members to meet these goals.
- Ensure personnel follow cemetery rules and regulations, including safety practices and procedures.

#### Customer service

- Oversee effective customer service practices and standards to promote exceptional levels of customer service.
- Help build good customer relations, provide empathy and comfort to bereaving customers.
- Prioritize, communicate and execute best solutions for customer concerns and issues.
- Assist and resolve complicated situations with customers with compassion and understanding; ensure customer needs are met within cemetery guidelines.
- Educate customers/employees regarding Catholic burial practices and the importance of cemetery services that align with the Catholic Church.

#### Sale of burial rights

- Coordinate with other managers to ensure leads and opportunities are identified and entered into the cemetery database management system.
- Oversee/manage sales processes in the selection of committal spaces for immediate need and advance planning.

- Assist staff with non-routine sales matters and become personally involved with unusual or sensitive customer inquiries and purchases.
- Review/approve/expedite the completion of the overall burial rights sales and committal process.

#### **Products and supplies inventory assessment**

- Oversee/manage the sales of various memorialization products and services essential to business operations.

#### **Other duties**

- Assist other Customer Sales and Services Managers across various cemetery sites.
- Review/approve daily recording of all payments received at cemetery site location.
- Assist with responses to customer inquiries and concerns.
- Assist with Masses, cemetery events and in the marketing of the organization, including being available for special events.
- Assist senior management in ad hoc projects.

#### **Qualification Requirements**

- Minimum 5 years managerial experience.
- Ability to empathize with and console grieving customers and families.
- Proven record in successfully managing a team.
- Team work focused and ability to work with team members throughout the organization.
- Exceptional leadership, communication and interpersonal skills.
- Problem solving skills to assist with customer service issues.
- General knowledge of the Catholic faith, traditions and burial practices.
- High school diploma; college degree preferred.
- Maintain a valid driver's license and a record of safe operation of motor vehicle.
- Proficiency in use of office equipment/technology, computers, software (Microsoft Word, Excel, Outlook) and telephone systems.
- Bilingual (English and Spanish) a plus.

Salary: \$70,000 to \$80,000 annual.

#### **Benefits include:**

- Health/Medical, dental, vision, paid vacation and sick time, paid holidays, life insurance, 403(b) retirement plans with employer matching contribution, tuition reimbursement, employee discounts.

If you think you are a good fit, please submit a cover letter and resume to Human Resources at email: [Employment@CCLongIsland.org](mailto:Employment@CCLongIsland.org).

**Catholic Cemeteries of Long Island**  
**[www.CCLongIsland.org](http://www.CCLongIsland.org)**

*Revised 12/13/2024*