JOB DESCRIPTION

| **Title** | Lead Crematorium Operator | | |
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| **Reports To** | General Manager and/or Funeral and Client Service Manager | | |

**Job Purpose**

The Crematorium Operator will properly receive and process human remains and ensure that the cremated remains are returned to the authorized person(s) according to [Organization Name] procedures as well as applicable Federal, Provincial, and Municipal regulations.

Due to the sensitive nature of these duties, the position requires a high attention to detail, accuracy, respect, and integrity at all times.

**Duties and Responsibilities**

Key responsibilities include, but are not limited to the following:

* Care for deceased human bodies or remains in a respectful manner while performing all the tasks involved in the cremation process;
* Coordinate delivery, receive and store as needed deceased human bodies or remains and ensure that all caskets or cremation containers delivered to the crematorium meet crematorium bylaws and that all documentation is complete;
* Ensure that each casket or container is and remains uniquely, accurately and properly identifiable;
* Complete and maintain the required documentation, logs, registers ,and reports regarding cremation processes and casework/load;
* Complete and maintain the required documentation, logs registers, and reports regarding equipment maintenance;
* Coordinate timely scheduling (cremation and processing) of cremation cases;
* Adhere to all professional, municipal, provincial and federal licensing authority regulations applicable to the crematorium operation and that of the cremation of dead human bodies and remains;
* Adhere to all applicable internal policies and procedures;
* Maintain a chain of custody for all required paperwork;
* Promote a safe work environment by being aware of and practicing universal precautions, routine practices, safe operating procedures and adopting general principles of safe conduct;
* Liaise and communicate on behalf of the corporation with the crematorium’s business to business clients;
* Maintain and keep a tidy workplace, workstation, interior and exteriors of the crematorium;
* Order and restock crematorium supplies as needed;
* Prepare and package cremated remains for shipping as needed;
* Process, package and ship recyclable metals or materials as needed;
* Perform other related duties as required.

**Qualifications**

* High School Diploma, General Education Diploma (GED) required.
* Post-secondary Certificate or Diploma in Mortuary Science, or a related discipline, is preferred.
* Certification from an official cremation association required.
* Minimum XX years experience in a related field.
* Previous experience working in a confidential client service atmosphere is an asset; in the funeral services sector is preferred.
* Proficiency in using office equipment, e.g., telephone, printer/photocopier/scanner work station.
* Proficient in the use of computers, including basic knowledge of Microsoft Office Suite, Windows, the Internet, and company software.

**Core Competencies**

* Strong organizational and time management skills.
* Excellent communication skills (verbal, written, listening, and body language) to communicate effectively with internal and external stakeholders.
* Ability to work independently and as part of a team.
* Excellent multi-tasking and stress management skills.
* Ability to prioritize, cope with change and/or resume tasks after interruption.
* Ability to deliver high levels of customer service, while demonstrating tactfulness, empathy, and maintaining professionalism and composure.
* Excellent attention to detail, and compliance with regulations.
* Ability to manage and maintain an efficient schedule of caseload/work.
* High degree of accuracy with all tasks.
* Ability to maintain high levels of confidentiality by respecting privileged company and client information.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* On-call requirement for emergencies.
* Tasks will include pushing, pulling and lifting up to XX pounds.
* May require standing and sitting for extended periods of time.
* Exposure to visual identification of the deceased, to fetid odours, and to bodily fluids.
* Exposure to loud noises exceeding 86 decibels.
* Exposure to extreme temperatures while wearing heavy and heat resistant gear.
* This position requires personal protective equipment, such as hearing protection, eye protection, respirator, CSA boots, etc.

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