



## **ADMINISTRATIVE COORDINATOR – CREMATION SERVICES OF PENNSYLVANIA – LANCASTER COUNTY PENNSYLVANIA**

### **Overview**

**Cremation Services of Pennsylvania** is seeking a detail-oriented and experienced Administrative Coordinator. The ideal candidate will be responsible providing each family served with a meaningful customer experience delivered with compassion and care. This will be done while handling daily communication with our clientele, coordinating details and documentation for completion of cremations, coordinating return of cremated remains to the families, updating internal databases with complete and accurate information, handling calls inquiring about our services, as well as coordinating the daily functions of the CSP office.

**We are a locally owned, values-driven organization looking for community-minded team members who embrace a commitment to serving others and providing a meaningful customer experience.**

### **Essential Job Duties:**

- **Cremation Services:**
  - Works in direct support of the funeral directors, administration, and clientele.
  - Greet and assist all visitors and callers,
  - Answer inbound telephone calls, including calls at the time of a person's passing.
  - Give and collect accurate information to callers, route calls to the appropriate party, and place outgoing calls as needed.
  - Coordinate logistics required to bring someone into our care and through the completion of the cremation process; collaborate and communicate with internal team members on scheduling as needed.
  - Guide families through the process of making cremation arrangements and electronically completing and signing forms,
  - Input data into forms and various computer systems accurately, completely, and timely.
  - Prepare and place death notices and obituaries for web and/or print,
- **General Office Duties:**
  - Maintain supplies inventory and place orders for supplies.
  - Ensure the operation of office equipment by completing preventive maintenance requirements.
  - Help keep the office clean, tidy, and presentable.
  - Complete special projects as assigned.
  - Perform other office duties as assigned.

**Qualifications:**

- Associates degree or equivalent work experience,
- Customer service-oriented mindset.
- Experience in grief and/or end of life care preferred,
- Previous experience in office administration or other related fields.
- Strong computer literacy with proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams).
- Demonstrated proficiency in using business software systems (such as CRM systems).
- Excellent organizational and time management skills.
- Strong written and verbal communication skills.
- Ability to multitask and prioritize tasks effectively.
- Attention to detail and accuracy in work.
- Proficient in phone etiquette and professional communication.
- Strong proofreading skills for editing documents and correspondence.
- Bi-lingual in Spanish helpful.

**Physical Requirements:**

- Must be able to sit for long periods of time while using the computer, telephone, and other associated office equipment.
- Must be able to lift up to 20 lbs. occasionally.
- Must be able to bend, stoop, and reach to stock and retrieve items necessary to the business.

**To apply, please submit a resume and letter of interest to [Careers@SnyderFuneralHome.com](mailto:Careers@SnyderFuneralHome.com)**