

Howard K. Hill Funeral Services
Executive Administrative Manager (Bloomfield Location)
Job Description

Position Overview:

This senior level position is a vital keystone within the company; a multi-faceted role that makes it possible for management and other staff to perform their job functions efficiently and effectively. Serve as an Executive Assistant to the company owner. Supports company operations by maintaining office systems with direct supervision of staff and programs. Provide high-level customer service support to internal and external customers. Oversee and participate in the production and maintenance of records and files that relate to funeral arrangements, vital statistics, financial arrangements, accounts payable, and sales.

Specific Tasks and Responsibilities:

- *Executive assistant to the company CEO:* includes providing administrative support; calendar management; coordination of business and community relationships; analyzing, reporting and developing strategies to improve the quality and effectiveness of service provision. Record keeping, materials development and file management. Maintain and manage the overall company calendar. Identifying problems, offering creative solutions and providing alternative courses of action.
- *Coordinates the philanthropic and community building efforts of the company.* Activities include management of the Annual Memorial Service and handling donation requests.
- *Human Resources:* Oversight of employee selection and hiring process; performance management, career development, succession planning, training, payroll and benefits coordinator. Plan, schedule and coordinate staff meetings, maintain accurate records. Plan and execute company morale building activities, including, but not limited to the Holiday Party and Annual Cookout. Direct oversight and supervision of the administrative team in multiple locations.
- *Accounts Payable/Receivables:* Record and receive payments; prepare and deposit funds; prepare Cash Receipt Summary reports and other reports and required; maintain financial and management information systems; prepare and distribute invoices.
- Coordinator of Aftercare Program, "ZOLA". Management of service professionals, scheduling meetings, reporting and communication for families.
- Vendor Management: Coordination and communication with external vendors including Marketing, Accounting, and IT. Manage vendor inquiries. Order and maintain inventory of office supplies.

Core Competencies:

Demonstrates a Commitment to Service Excellence, Integrity, Empathy and Respect

- Strong customer focused approach to timely service delivery,
- Shows consistency between principles, values, ethical standards and personal behavior
- Is trusted by management and staff to keep one's word and handle confidential materials and information
- Maintains composure under difficult circumstances, shows a caring love for mankind
- Honors differences with kindness and thoughtfulness

- Is professional in presentation, paying great attention to detail

Exemplifies Accountability and Commitment

- Demonstrates ownership of job functions and assigned projects
- Actively supports change initiatives and generates new ideas and initiatives
- Coaches staff to adapt to multiple demands, shifting priorities, and rapid change
- Manages conflict appropriately promoting team development
- Excels in clear communication – developing an environment of honest and open communication, conveys information clearly and concisely in written and spoken communications, listens effectively and provides valuable feedback.
- Identifies cost savings and revenue opportunities
- Balances time, resources and quality requirements to achieve business goals
- Sets high standards of performance for self and others

Qualifications:**Education:**

- High school diploma or completion of a diploma training program at a college or technical school or equivalent work experience. Associates degree or Bachelors degree preferred

Experience:

- Minimum 5 – 7 years office management (or other relevant) experience
- Bookkeeping, general office, clerical accounting, and Accounts Payable experience required
- Notary License is an asset, but not essential
- Clergy background helpful but not required

Knowledge, Skills & Abilities:

- Knowledge of computers, MS Office, financial accounting software, e-mail and internet required
- Above average communication skills
- Problem solving skills and strong team player
- Ability to multi-task, set priorities and delegate as necessary
- Detail oriented

Work Hours

- Work hours may include occasional evening and weekend hours as necessary



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Submit your resume to westindiansocialclub@gmail.com