



San Francisco Funeral Home (FD262) 1501 Divisadero St San Francisco 94115 Tel:(415)921-3636

Lafayette Funeral Home (FD1523) 3415 Mt Diablo Blvd, Lafayette 94549 Tel:(925)962-3636

Palo Alto Funeral Home (FD1830) 3921 Fabian Way A024, Palo Alto 94303 Tel:(650)369-3636

Eternal Home Cemetery 1051 El Camino Real, Colma 94104 Tel:(650)755-5236

Gan Shalom Cemetery 1100 Bear Creek Rd, Briones 94553 Tel:(925)228-3636

Home of Eternity Cemetery 5000 Piedmont Avenue, Oakland 94611 Tel:(925)962-3636

SINAI MEMORIAL CHAPEL CHEVRA KADISHA

Cemetery Superintendent Position Description

March 2023

SUMMARY

SINAI MEMORIAL CHAPEL CHEVRA KADISHA (SINAI), a vibrant San Francisco Bay Area based Jewish non-profit founded in 1901, seeks a Cemetery Superintendent. SINAI is the only Jewish funeral home in Northern California. It provides its services regardless of a family's financial means and serves as an essential community and philanthropic resource in the Bay Area.

This position is responsible for all aspects of daily operations and management of four cemeteries. The Cemetery Superintendent is expected to provide hands-on leadership, direction, and optimal human resource management to the cemetery staff of SINAI. To be successful, this position will work closely with the Executive Director and work well in a team environment with the Funeral Directors and administrative staff. In addition to operational and leadership expertise, SINAI is seeking a Cemetery Superintendent that can align with the organization's core values of respect, trust, honesty, integrity, customer service excellence and collaboration. This is an organization that has a long history of managing by oral history. An important aspect of the Cemetery Superintendent responsibilities will be the documentation of policies, procedures, and processes.

This is a full-time, exempt position. The Cemetery Superintendent reports to the SINAI Executive Director.

ESSENTIAL JOB DUTIES

- To maintain a positive, enthusiastic, and thoughtful attitude to promote and ensure positive employee relations throughout the company and with our clients, congregations, rabbis, administrators, and cemeteries.
- Foster a success-oriented, accountable environment.
- Demonstrate a combination of sound analytical and strategic thinking skills and hands-on work style.

- Display sound business and employee relations judgment consistently with a high level of accuracy.
- Must have strong leadership, motivational, and team building skills; easily gains the trust of others and displays a high level of integrity with a strong work ethic.
- Excellent communicator who is accessible to staff; a proactive problem solver who acts as a proven coach, mentor and trainer and is open-minded and committed to building skills and competence in others.
- The critical practice of documentation as a core human resources function is well understood and implemented daily.
- Has a strong ability to confront issues and differences proactively and respectfully as they arise to maintain optimal levels of workplace harmony. Remains calm under stress.
- Ensure that there are proper and effective controls, checks, and balances.

FUNCTIONAL RESPONSIBILITIES

- Oversees and manages day to day operational general management activities, including staffing, scheduling, workflow, and employee relations.
- Plans, develops, organizes, implements, directs, and evaluates services to individuals and families.
- Manages continuous improvement efforts and an ever-improving customer experience, internally and externally.
- Reviews and implements operations guidelines as they relate to industry regulations and compliance issues.
- Ensures that SINAI is following all applicable federal, state, and local regulations.
- Manages and oversees operation of the offices, tools and equipment, facilities, buildings, and grounds, which are essential to top-quality customer experience.
- Plans and manages capital projects.
- Maintains optimal human resources for the organization; manages and oversees personnel administration, performance management, employee relations activities and documentation.
- Ensures effective performance management by establishing staff accountability through articulated expectations and meaningful performance feedback and formal documentation.
- Develops and assures compliance with personnel policies.
- Hires, trains, supervise, motivates and mentors groundskeeping and administrative staff. Provides cross-training opportunities to ensure flexible staffing.
- Ensures that personnel resources are used effectively and efficiently.
- Insures effective managerial oversight of payroll, employee benefits, Workers Compensation administration and compensation philosophy and framework.

- Keeps up to date on overall activities of the team, identifying problem areas and taking corrective actions.
- Collaborates with the controller regarding proper accounting, cost containment and fiscal management activities.
- Adheres to budget guidelines throughout the year.
- Performs other duties as assigned by Executive Director.

QUALIFICATIONS

- Bachelor's degree is highly desirable, but not necessary. A Cemetery Managers' License and/or mortuary college degree would also be valuable.
- Seven to ten years related experience, including prior demonstrated success as a cemetery leader.
- Must gain a thorough knowledge Jewish cemetery traditions and practices and of the organization, its culture, industry, union contracts and relations, its products, and services.
- Demonstrated leadership experience with a proficiency in supervising and motivating others.
- Business analytic skills and experience, including familiarity of financial policies and practices, annual operating budgets, and long-range plans.
- Consistently exhibits strong core values.
- Commitment to excellence and exacting standards.
- Strong written and oral communication and presentation skills.
- Strong relationship and people skills are essential.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow. Proven ability to multi-task and meet deadlines.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Follows through on commitments; holds others accountable for their commitments.
- Has basic to advanced computer skills and database management skills, preferably in Excel, experience with Outlook, Word, and PowerPoint.

WORK ENVIRONMENT PHYSICAL DEMANDS

SINAI'S primary office is located in San Francisco, with additional staffed offices in Palo Alto and Lafayette with four cemeteries located in Oakland, Colma and Briones. Frequent travel to neighboring counties is necessary. When on-site, work is performed at a desk in a well-lit office. Computer use is essential.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION

The salary range for this position is \$80,000 to \$100,000.

CORE DUTIES

Staff:

- Scheduling
- Review performance
- Training: OSHA, tools, and equipment
- Colma Association and Union liaison

Infrastructure:

- Physical Plant: water, including irrigation, wells, pumps, reclaimed water, and reporting.
- Technology: selection and implementation of a cemetery management application, integrated into our professional management system (Osiris)
- Capital Projects:
 - Home of Eternity restoration
 - Home of Eternity family garden
 - Gan Shalom Chapel
 - Eternal Home Gateway

Community Relations:

- City of Colma and other Colma Association cemeteries
- Briones neighbors
- Contra Costa County
- Mountain View Cemetery

APPLICATION

Qualified candidates should send resume with salary history to mikee@creativeworkforce.com.

Equal Opportunity Employer; M/F/V/D.