

Title: Administrative Assistant
Agency: Catholic Cemeteries, Assumption Cemetery, Wheaton
Reports To: Office Manager & Sales Manager
Position: Full-Time, Benefit Eligible, Non-Exempt
Monday – Friday, 8:00 a.m. – 4:30 p.m.
Flexibility of schedule – additional hours as required

Job Summary

The Administrative Support position oversees daily administrative operations while delivering a professional, compassionate, and welcoming experience for client families and visitors. This role requires strong organizational skills, discretion, and the ability to provide empathetic support to families during sensitive and emotional circumstances.

Essential Job Functions

- Serves as primary administrative support to the Office Manager and Sales Manager
- Oversees the Seasonal Floral Program across all cemetery markets
- Manages counter floral sales in Wheaton and coordinates seasonal floral order processing for all markets
- Supports daily office operations with a strong focus on accounts receivable management and administrative efficiency
- Maintains and updates the mailing list system across all cemetery markets
- Develops and manages cemetery inventory mapping initiatives
- Coordinates visitor check-ins, notifies staff of appointments, and escorts guests to the appropriate meeting areas
- At times, collaborate with Family Service Representatives to manage initial communications from funeral homes and coordinate burial scheduling, ensuring seamless service delivery and an exceptional standard of care for client families.
- Provides occasional support in scheduling appointments, ensuring accuracy, efficiency, and a smooth coordination of the office calendar.
- Performs aftercare initiatives with sales manager
- Compose and type service request forms and correspondence as necessary
- Receives and accurately records payments from client families
- Files family client files, interment cards, lot cards
- Coordinates and maintains inventory counts for office collateral material and supplies
- Maintains a comfortable environment for clients, providing beverages and other amenities for families as needed
- Maintains guest-waiting area, disposing of trash, replacing tissues, and general straightening of furniture
- Serves as a backup to the office manager to perform administrative functions as needs dictate
- Receives, opens and distributes mail
- Supports the mission, philosophy, objectives and policies of the Catholic Church and the Diocese of Joliet
- Maintains strict confidentiality on all matters

Note: This job description is not intended to be all-inclusive. Other related duties may be assigned to meet the ongoing needs of the organization.

Qualifications

- Ability to read, write and speak English fluently. Bilingual is a plus
- High school diploma or equivalent required: associate degree or administrative certificate preferred
- Cemetery, Funeral Home administrative support experience preferred
- Position continually requires demonstrated poise, tact and diplomacy
- High degree of overall computer proficiency

- High degree of proficiency in local and virtual data management tools (Internet, Dropbox, and Microsoft file management structure.)
- High level proficiency in Microsoft office suite (Outlook, Word, Excel, Canva & Power Point).
- Effective and professional communication skills, with an emphasis on verbal skills and the ability to resolve and respond to issues in a professional manner
- Ability to empathize with client families and their guests and demonstrate tact and patience in emotionally charged situations
- Ability to maintain a positive attitude and working environment through organization, willingness to learn, adapt, and communication

Working Conditions

- Additional hours above the normal work schedule are sometimes necessary or required
- General office conditions

Salary

Hourly salary range for this position is \$22.00 - \$26.00 per hour depending on experience and qualifications

Benefits

- Medical, Dental, Vision Insurance, Basic Life and AD & D, Long-Term Disability Insurance, Flexible Spending Accounts, Defined Pension Plan funded by Diocese of Joliet, 403(b) retirement plan, paid personal leave days, and paid holidays based on holiday schedule determined at local level.
- Voluntary benefits of Short-Term Disability, Critical Illness, Accident, Hospital Indemnity, and Permanent Life Insurance.

To apply for this position, please send cover letter, resume and salary requirements to humanresources@dioceseofjoliet.org. No phone calls please. Reference Administrative Assistant, Assumption Cemeteries in the subject line of email.