

Sunset has the following position open: Please contact below to make your application/send in your resume:

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## FRONT OFFICE

The Front Office Administrative Assistant is responsible for greeting and serving families who are making arrangements or visiting loved ones, handling multiple phone calls, processing a full range of administrative tasks and accurately recording and updating burial records. Bilingual in English and Spanish is a plus.

- Answer multiple phones and direct calls to the appropriate team member in a high-volume environment.
- Demonstrate strong communication skills, both written and oral.
- Welcome families making arrangements and all visitors to the campus, extending empathy when appropriate.
- Receive and process documentation for the crematory.
- Effectively manage multiple tasks and fluctuating demands.
- Maintain general cleanliness of work areas and arrangement rooms.
- Accept payments on open accounts.
- Follow set processes, schedules and directions for service needs, both written and oral.
- Demonstrate safety and adherence to OSHA, industry and company mandates.
- Help other departments when needed.
- Able to work a flexible schedule including weekends and holidays
- Respectful handling, processing or service of any remains (pet and human)
- Follow company's moral, ethical and legal guidelines in all aspects of the role
- Promotes a positive environment that effectively represents FFC's Mission, Vision and Values
- Perform other duties as assigned.

### Education:

- High School graduate or equivalent
- College graduate preferred

### Minimum Experience:

- Experience with customer service and office responsibilities

### Minimum Skill Requirements:

- Analyze situations and take appropriate actions on changing conditions and situations
- Able to multi-task and establish priorities
- Able to communicate effectively and professionally
- Interact well with families and fellow employees

- Create positive work environment through knowledge, performance, attitude and teamwork