Care Center Supervisor, Spokane

* General Information
	+ Job Title:

Care Center Supervisor

* + Location:
		- 508 N Government Way B
		- Spokane, WA, 99224
		- United States
	+ Employee Type:

Full Time

* + Job Category:

Heritage Funeral Home

* + Manage Others:

Yes

* Brief Description

Overview:

This salaried position is a managerial role, focused on the operations of the preparation room and the crematory and all handling of human remains. It is intended to provide seamless coordination between the funeral directors both Heritage Funeral Home and Pacific Northwest Cremation and the preparation process for all decedent’s in our care. As well as all fleet maintenance and coordination of removals. This position requires strong leadership skills and a sense of overall ownership.

Specific Responsibilities:

Exhibit outstanding leadership in moving a strong team towards maintaining the highest standards of practice in daily operations, care for all decedents, company initiatives, financial responsibilities and overall ownership of the care center.

Create a sound business plan for the care center as well as individual action plans with your team members. Work with management to create and manage a budget. Monitor crematory and preparation room expenses. Understand how daily activities impact financial outcomes and make good business decisions. Approve wage and hourly expenses.

Work to exceed client family expectations by providing a high standard of expectation in decedent preparation. Ensure the team understands this operational level of standards by maintaining policies and procedures and empower accountability. Instill creativity and remove barriers while encouraging spirited ideas within the team.

Work with your team to establish goals and drive the team to accomplish these goals while working with management to ensure you have the resources necessary while meeting the company initiatives. Monitor goals, priorities, processes and procedures.

Handle building maintenance as well as fleet and all equipment. Ensure all safety, quality control, and compliance standards are met.

Understand your teams’ individual goals and aspirations and work with them to develop each. Address barriers and issues right away and provide valuable, honest feedback that can help them in their roles. Monitor their training, license requirements and continued development. Work to continually recruit internally and externally by hiring or promoting skilled staff.

Create development plans when associates need behavior plans. Work with the location manager to close skill gaps throughout discipline or termination.

Collaborate with location management and upper management to build and expand the company’s vision and branding. Network in the community to build business relationships, influence, and support the community.

* Requirements

Requirements:

Must be a Washington State Licensed Embalmer

Must have managerial/supervisor experience in a care center

Must operate with integrity and have the ability to build trust with others

Disclose and have transparency in your position, be open to your teams’ ideas and support others

Effective and organized in your communication. Convey patience in others and how they communicate

Celebrate and contribute to your team’s success and maintain positivity in their involvement in company initiatives. Lead by example and reward their accomplishments

Business professional attire is required and this must be conveyed to team and monitored at all times regardless of their operational tasks

Be clear in the physical demands required of the job and understand these yourself. Ability to lift up to 100 pounds by yourself and 100-300 with assistance. Must be able to stand for long periods of time.

Be able to commit to evening and weekend work each month

Physical Requirements:

Must be able to lift 50 to 75 pounds without assistance and 75 to 300 with assistance

Able to stand for long periods of time

Frequent use of, and familiar with, equipment such as cots, lowering and lifting devices, funeral service vehicles, church trucks, among other tools utilized in a care center

 <https://secure3.entertimeonline.com/ta/826.jobs?ShowAllOpenings>