

Family Services Lead-In Representative

As the National Military Cemetery of Canada, our every-day is dedicated to delivering high-quality service to honor our ancestors and set a precedent for future generations; we are Beechwood Funeral, Cemetery and Cremation Services. Located on Beechwood Avenue in Ottawa, we operate on a not-for-profit basis and provide funeral, cemetery, and cremation services.

We are excited to be growing our team and we are looking for a Lead-In Representative.

Our Values: Beechwood is guided by the following core values in its relations with families, partners, stakeholders, and employees.

- Integrity
- Professionalism
- Service Excellence
- Dignity and Respect
- Empathy, Sensitivity and Compassion
- Open, Honest and Transparent Communication

JOB SUMMARY:

The position is responsible for supporting Beechwood operations by overseeing the daily interments. This includes liaising with the families of those to be interred before the service takes place and leading the family to and from the interment location. The position is also responsible for ensuring the quality of the presentation of the interment locations, including safety checks. This position is an on-call position.

KEY RESPONSIBILITIES:

- Adhere to burial procedures, including communicating with Family Service Counsellors and Funeral Directors in ensuring special needs are taken care of ahead of all interment services.
- Complete a burial log, ensuring the safety and overall look of the setup and area around the service.
- Liaise with families before the service takes place and lead the family to and from the interment location.
- Ensure all required paperwork is obtained and correct.
- Report all concerns, accidents, material needs and incidents.
- Other tasks may be added as needed by the Manger of Family Services.

QUALIFICATIONS:

- Ability to communicate both verbally and in writing.
- Excellent communication skills with families, staff and community professionals.
- Valid Driver License.
- Team player.
- Empathy and respect.

If you are interested in the above opportunity, please apply directly to **Meaghan Shanahan, Manager of Family Services, via email at mshanahan@beechwoodottawa.ca.**

We thank all applicants for their interests in Beechwood Funeral, Cemetery and Cremation Services but we will only contact those selected for an interview. No telephone calls please.

280 Beechwood Ave, Ottawa – 613-741-9530 – beechwoodottawa.ca
Owned by the Beechwood Cemetery Foundation and operated by
The Beechwood Cemetery Company

