

## **Overview & Responsibilities**

We are currently seeking an **Embalming Supervisor** for our **Central Care Center** located in **Thornhill, Ontario, Canada**.

The Embalming Supervisor reports to the Central Care Center Manager and oversees the team of embalmers at the facility. This position is responsible for planning and directing the activities of the Central Care Center Embalmers and resources to optimize client family satisfaction, resource utilization, and cost containment within given limits. Working under the direction from the Central Care Center Manager, the Supervisor will direct the activities of supervised personnel within the Embalming Room to ensure that services from decedent removal through final decedent disposition are provided in accordance with the company standards.

The Embalming Supervisor plays an essential role in overseeing the preparation of the deceased for viewing, memorial services and/or final disposition, ensures the presentation of the deceased conforms to the company's standards, and meets the client family wishes. Additionally, the Embalming Supervisor is responsible for the care and maintenance of the Embalming Room and equipment as well as managing supply inventory.

Embalming Supervisors must build relationships with Funeral Directors and work cooperatively with Central Care staff and the location staff throughout the assigned locations to provide seamless, high-quality service to customers and achieve high client family satisfaction. The associate will also act as the Central Center Manager if the manager is not present.

Where a Care Center has a crematory on-site, this position may also require the ability to act as a Crematory Operator, which would require achieving the crematory operator certification required for that state. Daily monitoring and tracking of crematory activity may also be required.

The duties of the Embalming Supervisor must be performed in alignment with the company's mission and values, and in compliance with:

- Company policies and operating procedures
- Federal, state, and local regulations
- The company's General Injury and Illness Prevention Program (which promotes and maintains a safe and healthy work environment)

## **SPECIFIC RESPONSIBILITIES**

### **50-75% Assists with Embalming**

- Consistently provides high quality care to those entrusted to the company's care throughout the embalming process.
- Serves as a guardian of the human remains entrusted to the company's care
- Applies artistic skills and scientific knowledge to recreate a memory of the deceased that offers comfort to the company's client families.
- Reverently and efficiently disinfects, sanitizes, preserves and presents the remains in accordance with the family's wishes while protecting the community's health.
- Advises Funeral Directors concerning the condition of the remains and possible treatment so they may effectively manage client family expectations.
- Ensures the overall presentation of the deceased conforms to the company's quality standards and client family's wishes

### **20-30% Supervising Embalming Room**

- Oversees all activities within the embalming room
- Performs quality checks to ensure proper procedures are followed
- Ensures embalming schedule is followed to avoid any disruptions in service
- Maintains equipment and related logs
- Provides overall care and maintenance of embalming room

- Maintains Material Safety Data Sheets
- Maintains inventory and orders supplies
- Conducts formaldehyde monitoring with embalming shift
- Communicates and acts as a liaison between the Central Care Center and other location staff
- May assist in training of others
- Creates shift schedules for Embalmers
- Operates within budget provided and looks for cost savings opportunities
- Assists with preparing the deceased for identification
- Conducts the final review to ensure the deceased meets the client's wishes
- Assists with scheduling mortuary services
- Acts as Central Care Center Manager when manager is not present at the location

**10-20% Removals and Transfers (if required by state regulations or Center requirements)**

- Demonstrates a commitment to customer service and serving the Company's families exceptionally well
- Assists in educating the family on what to expect through the removal process
- Ensures Dignity Promise Standards are met throughout each removal and transfer
- Confers with the Funeral Director frequently to provide any additional assistance

**Overall Key Performance Indicators (KPI's)**

- Production to Expected Level – Manage cases to meet or exceed Company established ratios
- JD Power Customer Satisfaction Survey – Meet and exceed client expectations
- Policies and Procedures – Ensure all policies and procedures are closely followed to ensure proper embalming – measured by passing all audits
- Embalming Room – measured by how well room and supplies are maintained
- Teamwork – maintains an overall positive environment for the embalming staff

**CORE / CRITICAL COMPETENCIES**

**Demonstrates a Commitment to Services Excellence, Trustworthiness and Integrity**

- Shows consistency among principles, values, ethical standards and personal behavior
- Is trusted by subordinates and peers to keep one's work and follow through on commitments
- Is committed to performing excellent customer service and seeks to improve customer satisfaction results

**Promote Innovation**

- Encourages and generates new ways to look at processes and problems
- Identifies cost savings and revenue opportunities

**Achieve Results**

- Balances time, resources and quality requirements to achieve business goals
- Sets high standards of performance for self and others
- Drives the achievement of agreed upon results

**Display Adaptability**

- Actively supports change initiatives
- Coaches staff to adapt to multiple demands, shifting priorities, and rapid change

### **Communicate Effectively**

- Conveys information clearly and concisely in written and spoken communication
- Listens effectively and provides frequent feedback
- Creates environment in which team members share information openly and honestly

### **Collaborate with Others**

- Utilizes optimal level of collaboration with team members to achieve business goals
- Shares credit with others for their contributions
- Celebrates team successes

### **Build Productive Relationships (Internal / External)**

- Relates well to people with diverse backgrounds and perspectives
- Maintains composure and constructive relationships even under difficult circumstances

### **Requirements & Qualifications**

- Associate's degree in Mortuary Science preferred
- State Embalming License or state certification required, according to state regulation
- At least three (3) years of embalming experience required
- Must hold a valid driver's license and be eligible to drive as per the SCI Driver Safety Policy
- Maintains the proper continuing education credits required to maintain license(s) (if required by state)
- Knowledge of computers and some software is required

### **Who we are. What we do.**

We're more than North America's largest provider of funeral, cremation and cemetery services. We are mothers, fathers, sisters, brothers, sons and daughters who are devoted to the communities where we live and work. We are more than 20,000 dedicated individuals who provide caring assistance to families in need, honor veterans and public servants and deliver lifesaving programs to help keep children and seniors safe.

We operate under the umbrella of the Dignity Memorial network of 1,800 funeral homes and cemeteries. Dignity Memorial providers care for more than 300,000 families each year and understand the importance of thoughtful, personalized arrangements. We believe creating meaningful ways to pay tribute to a loved one begins with compassion and is shaped by the understanding that each life is truly unique. For us, there is no greater responsibility than honoring and preserving the story of one's life.

SCI offers advanced on-line training resources, career advancement opportunities in the largest organization in the industry, attractive benefits, and a wonderful community to serve with plenty of culture and personality. For additional information regarding our company, please visit our corporate site at [www.sci-corp.com](http://www.sci-corp.com).

*As used herein, "SCI" refers to Service Corporation International and its affiliated companies.*

**Equal Opportunity Employer, M/F/D/V**