



POSITION VACANCY

The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With over 14 million visitors a year and a growing resident population of over 95,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play.

Call Number:	2024- 81
Position:	Manager of Cemeteries
Type of Vacancy:	Permanent
Work Schedule:	Monday to Friday, 8:00 am to 4:00 pm (35 hours per week)
Location:	Fairview Cemetery (4501 Stanley Avenue, Niagara Falls)
Salary/Wage Range:	\$94,914 to \$118,642 per year Plus, a comprehensive benefits package and defined benefit retirement pension
Date Posted:	October 22, 2024
Closing Date:	November 18, 2024 at 4:00 pm

Further details on this position are attached.

To apply, please submit a cover letter and resume to www.niagarafalls.ca/jobs

Applications must be submitted online and will be accepted until
4:00 pm on November 18, 2024

The City of Niagara Falls is dedicated in creating an accessible and inclusive organization and fostering a workplace culture which reflects the diverse nature of the residents we serve. In accordance with the Accessibility of Ontarians with Disabilities Act (AODA), the City will accommodate the individual needs of candidates with disabilities throughout the recruitment process. Please feel free to contact us at HRDepartment@niagarafalls.ca or 905-356-7521. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

CITY OF NIAGARA FALLS POSITION DESCRIPTION

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

POSITION TITLE: **Manager of Cemeteries**

POSITION SUMMARY: Responsible for the management, supervision, administration, sales, marketing and quality service of the Cemetery Services section.

DIVISION / DEPARTMENT: Recreation, Culture & Facilities / Cemetery Services

RESPONSIBLE TO: General Manager, Recreation, Culture & Facilities

SUPERVISES: Cemetery Supervisor (1), Cemetery Clerk (2), Leadhand / Backhoe Operator (2), Cemetery Attendant / Truck Driver (4), Labourer / Small Equipment Maintainer (1), Seasonal Labourer (9), Student Labourer (5), and Student Horticulturalist (2).

RESPONSIBLE FOR:

1. Responsible for the overall management of administration, development, operation and maintenance of Cemetery Services in twenty-three (23) cemeteries and one (1) historic indoor columbarium.
2. Develop, review and implement Policies, Procedures, Standards and By-laws relating to the maintenance and operation of City cemeteries.
3. Oversee the planning, design, construction and management of cemetery projects (e.g., monument restoration, expansion, development, etc.).
4. Oversee the planning, design, construction / development, installation and ongoing maintenance of city-wide Memorial Features (e.g., Children's Memorial Walkway, Memorial Benches and Plaques, Stamford Women's Institute Memorial Garden, etc.).
5. Oversee full staffing and/or contractor responsibilities within the section, including work assignments, supervision, evaluations, discipline, training and safety and payment (i.e. contractors).
6. Research industry standards and trends, best practices, as it relates to cemetery fees, sales, future development and promotion of cemetery services.
7. Prepare annual Operation and Capital Budgets with an emphasis on revenue generation and cost recovery. Monitor revenue accounts and generate reports. Recommend and implement revenue generating services and products.
8. Liaise, assist and advise the public, City Advisory Committees, bereavement service providers and external agencies (e.g., OACFP, Green Burial Society of Canada, etc.) concerning Cemetery services, operations, policies and procedures.
9. Liaise with multiple government agencies (i.e., Ministry of Government and Consumer Services, Veterans Affairs, and Last Post Fund) regarding Provincial and Federal Regulations.
10. Design and maintain cemetery web page, and all materials, products, and services related to the promotion and marketing of cemeteries.

11. Oversee the planning, development, promotion and execution of events related to Cemeteries (e.g. Ching Ming Festival, Remembrance Day, Parade of the Unknown Soldier, etc.).
12. Provide assistance to the public, including grieving families, for cemetery plot and columbaria viewing and sales.
13. Investigate, respond, resolve, track and report on all public inquiries and complaints via Cartegraph.
14. Implement all Departmental, Municipal and Provincial policies, by-laws, procedures and legislation which affect cemetery operations and maintenance. Ensure all Corporate and Cemetery policies, bylaws, procedures and quality standards are met, maintained and updated.
15. Prepare reports, tenders as required. Update and implement Business Plan and Marketing Plan.
16. Prepare and, when necessary, present reports to Council, and Committees of Council.

POSITION REQUIREMENTS:

- Post Secondary education in Business Administration, Marketing or another related field to cemetery management.
- Valid Class “G” Drivers Licence.
- At least three (5) years of experience in related field.
- Experience with quality customer service, dealing with bereaved families and the death-care service industry.
- A clear understanding of Cemetery by-law, City policies, and Provincial regulations as it relates to cemeteries, monuments and health & safety.
- A good understanding of City, Provincial and Health and Safety policies, by-laws and regulations.