

## City of Sonoma Cemeteries Manager

### Position Overview

The Cemeteries Manager is responsible for the management, administration, and technical oversight of the day-to-day operations of the City's three cemeteries (Mountain Cemetery, Valley Cemetery, and Veterans' Cemetery); to provide analysis of municipal policies including procedures, finance, budget, and services: to complete marketing materials, manage burial operations, and coordinate with outsourced partners.

This is a professional level position expected to direct, lead and coordinate resources to ensure all aspects of cemetery operations are maintained at a high standard including grounds maintenance, records management and compliance, historic preservation best practices, promotion and stewardship of volunteer and fund-raising programs, and excellence in customer service. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility. This highly responsible position serves as liaison between the City Manager's Office and other departments and reports directly to the City Manager.

### Essential Functions

- Manage all aspects of the City Cemeteries operations, programs and services, provide budget analysis and preparation, research best practices; prepare and present reports; cultivate a culture of outstanding customer service and community stewardship of valuable City-owned resources.
- Assist families with cemetery arrangements at the time of need; respond to requests for information and complaints from the public and determine appropriate resolutions.
- Approve site of burial, opening of gravesites, burial of remains, cremations, disinterments and other related tasks.
- Ensure compliance with all City, County, State and Federal laws.
- Coordinate and oversee City staff and outside contractors to ensure Cemeteries grounds and facilities are well maintained.
- Attend City Council meetings and work sessions; research, respond to and prepare correspondence; represent and support the City Manager with City Council, employee and citizen group discussions, and meetings; perform follow up and communicate with City management on issues.
- Implement programs developed and initiated by the City Council; coordinate and participate in the development of programs to address citizen needs and citizen engagement promote awareness and visibility of the cemeteries in the community.
- Develop key relationships with external stakeholders, including volunteers and interested community groups; coordinate volunteer efforts on-site to ensure all projects are performed in a safe and constructive manner.
- Coordinate with City departments to review administrative functions; develop and implement efficient long-term record keeping procedures; conduct performance audits, review organization systems and financial procedures including payment collection, recordation and issuance of customer receipts.

- Manage the Capital Improvement Projects for cemeteries: coordinate with appropriate staff to determine a replacement schedule for all necessary equipment required for efficient operations; identify future inventory requirements and develop capital improvement projections to support the need.
- Identify inventory requirements and manage development of necessary inventory projects.
- Prepare the division budget, make budget recommendations relative to Cemeteries operations; analyze budget recommendations prepared by other staff; oversee staff research of past expenditures; and project future expenditures.
- Monitor day to day activities and consistently review expenditures to ensure adherence to the approved budget; prepare grant proposals; monitor active grants to ensure compliance with all requirements and maintain appropriate records.
- Supervise, evaluate, train, and set performance standards for staff and partners.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Serve as an integral team player, which involves flexibility, cooperation, and communication.
- Perform other duties as assigned.

#### Required Knowledge, Skills & Abilities

##### *Knowledge of:*

- Principles and practices of public administration, organizational structure, and development.
- Methods and techniques of advanced statistical and fiscal analysis.
- Principles and practices of excellent customer service.
- Effective report writing and research techniques.
- Principles and practices of advanced project management and workflow analysis.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of supervision, training, and personnel management.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of safety management.
- Pertinent local, state, and federal laws, codes, and ordinances.
- Relevant software programs.

##### *Ability to:*

- Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to cemetery operations.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify, remember and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, work at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use

telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.

- Interpret and apply administrative and departmental policies, laws and complex rules and procedures accurately and adopt appropriate, effective courses of action.
- Perform a wide variety of analytical duties with minimal supervision and analyze or diagnose difficult and complex situations and appropriate resolutions.
- Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop, procedures and policies.
- Demonstrate political acumen; deal positively with confrontation and controversial issues; facilitate community participatory decision making to resolution.
- Gain cooperation through discussion and persuasion.
- Supervise, train, and evaluate personnel.
- Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem solve and negotiate.
- Manage complex projects; supervise management studies; manage contracts; develop and track budgets; make public presentations; and, manage meetings effectively.
- Provide high quality, economical services to the Sonoma community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Use sound judgement in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.

### Experience & Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### *Experience*

- Three (3) years industry experience in the applicable discipline with progressively increased responsibilities
- Two (2) years of experience in project management and/or public administration.
- Budgeting and expense control experience strongly preferred.

#### *Training*

- A bachelor's degree from an accredited college or university with major course work in Business Administration or a related field.

### *License and Certification*

- Possession of, or ability to obtain, a valid California Driver's License.

### Work Environment

The position is in both internal and external environments. Exposure to varying temperatures and weather elements can apply. The noise level ranges from quiet to moderate. This is a safety sensitive position.

### Physical Demands

While performing the duties of this job, the employee is regularly required to work standing up, walk, use hands and fingers to operate tools and equipment, and speak and listen, both over the phone and in person to customers and fellow employees, to perform the above listed duties. The employee frequently is required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to work in a seated position, climb or balance and taste or smell. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 75 pounds, and occasionally lift and/or move 75-100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee will be required to operate company vehicles and must hold a valid driver's license.

Exhibit B

Cemeteries Manager Salary

Range Effective May 1, 2024

Cemeteries Manager – Salary Steps					
	Step A	Step B	Step C	Step D	Step E
Monthly	9,094	9,549	10,026	10,527	11,054
Annual	109,127	114,583	120,312	126,328	132,644