



St. James' Cemetery and Crematorium
The Chapel of St. James-the-Less
Owned and operated by The Cathedral Church of St. James
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St. James' Cemetery & Crematorium

St. James Cathedral was established in 1797 and continues to play a significant role in the life of the City. The Cathedral is both the vibrant spiritual centre of the Anglican Diocese of Toronto and an iconic symbol of Canadian heritage. St James's Cemetery, located at 635 Parliament Street opened in July of 1844. The chapel of St. James-the-less is a nationally designated historic site and was completed just prior to Confederation. The crematorium, which is located underneath the chapel, is Toronto's oldest operating crematorium.

Position: Cemetery Manager

Reports to: Executive Director

Summary:

The Cemetery Manager manages the cemetery operation which includes grounds maintenance, cremation operations, and office and administrative functions. The Cemetery Manager provides excellent client service ensuring that users of the crematorium and that family members of individuals buried in the cemetery receive personalized caring service on a timely basis. The Cemetery Manager currently supervises: 2 grounds staff, 3 crematorium staff, and one office staff. The Cemetery Manager reports to the Executive Director of St. James Cathedral and completes all work within the financial constraints set by the budget.

Regular hours of work: Monday to Friday 8:30 to 4:30, and every second Saturday from 9 to noon.

Annual vacation entitlement: 3 weeks

Major Functions:

1. Responsible for all infrastructure repair, maintenance, and improvement to the cemetery.
 - Manages and coordinates all interments in the cemetery
 - Manages and coordinates all cremations at the crematorium
 - Manages and coordinates all sales of interment rights and cemetery supplies and services
 - Establishes and maintains standards of maintenance.
 - Performs minor maintenance, adjustments and repairs to facilities, equipment and fixtures as necessary.
 - Manages, coordinates, and monitors repairs and maintenance.
 - Coordinates service contracts and capital improvements.
 - Audits buildings and site to ensure standards are met.
 - Provides monthly status reports.
 - On call 24 hours for emergencies (police/fire) and after hours for funeral directors.
 - Responds appropriately to emergencies or urgent issues as they arise.
 - Assesses further capital requirements for the cemetery
 - Makes recommendations on capital projects based on future needs and appropriate capital reserve level

2. Manages cemetery assets and resources ensuring effective controls and due diligence.
 - Ensures effective management of loss prevention, risk management, security, maintenance, landscaping, snow removal, ventilation, heating, cooling and other daily activities.
 - Maintains accurate records of all building and equipment maintenance performed.
 - Administers property data base including plans of the buildings, history and maintenance records.
 - Assess further capital requirements for the cemetery and make recommendations on infrastructure repair, maintenance and improvement

3. Acts as a liaison between the Cathedral management and users (crematorium customers and burial rights holders) to ensure satisfactory communications with all stakeholders.
 - Meets weekly with the Executive Director.
 - Develop and maintain ongoing industry relationships with funeral directors and active membership in the OACFP (Ontario Association of Cemeteries and Funeral Professionals).

- Builds sustainable relationships with crematorium customers and burial rights holders, staff, Cathedral clergy, and co-workers.
 - Provides monthly written report to the Executive Director including year over year sales and customer figures for the crematorium.
4. Manages, motivates, and directs cemetery staff.
 - Allocates resources and develops staff schedules to maintain a high level of service.
 - Conducts performance appraisals.
 - Recruits and selects staff.
 - Ensures all staff is adequately oriented, trained, and supervised.
 - Identifies training and development needs.
 - Participates in union contract negotiations and ensure employer responsibilities are complied with during the term of the agreement.
 - Administers bi-weekly payroll
 5. Manages and coordinates the work of contractors.
 - Prepare and obtain requests for quotations, negotiate contracts, supervise work and approve invoices for all services.
 - Checks that agreed work by staff or contractors has been completed satisfactorily and follows up on any deficiencies.
 6. Develops operating expense and capital budgets.
 - Analyzes monthly financial statement for the cemetery.
 - Plan and help manage replacement of major capital expense items.
 - Administers petty cash and trust accounts.
 7. Ensures compliance with laws and regulations including but not limited to cemetery legislation, Health and Safety, environmental, fire, building standards.
 - Coordinates building events such as fire drills and emergency evacuation.
 - Maintains tenant and emergency guide and reviews with each new user.
 - Coordinates all aspects of Fire Safety. Liaises with third party contractors and Fire Department inspectors. Ensure that all work is completed satisfactorily.
 - Liaises with Ministry of Labour and Health Inspectors. Ensures that all directives are completed satisfactorily.
 8. Develop and support maximizing the sale of all cemetery products
 9. Other related duties as required by the position.

Requirements

- A degree or certificate in business administration, or related field.
- Vocational building sciences and/or management related training. Considerable knowledge of building and equipment maintenance including installation and repair, building and fire safety code requirements.
- Minimum of 5 to 10 years experience in sales/sales management, general office and operations administration in the cemetery and or funeral services industry.
- Minimum of 3 years experience in a supervisory role
- Valid driver's license required
- Effective written and verbal communication skills as well as presentation skills.
- Sound leadership, staff management, and team building skills.
- Computer literacy, including effective working skills of MS Word, Excel, accounting software, and e-mail required.
- Project management skills.
- Strong user service and troubleshooting skills.
- Thorough knowledge of FBCSA (Funeral Burial and Cremation Services Act) the OHSA, Ministry of Labour requirements, TSSA and ESA regulations, and all other legislation and regulations related to the operation and maintenance of similar facilities.

Working Conditions

- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer and peripherals.
- The facilities comprise worship space (chapel), a residential area, cremators, office space and extensive cemetery grounds.
- Availability to work flexible hours including evenings and weekends, and respond to after-hours issues and emergencies as required.
- Lifting or moving up to 50 lbs may be required.