

Family Services Advisor

Department: Family Services

Reports to: Family Services Manager

Status: Exempt

About the Role

The Family Services Advisor provides compassionate guidance and professional support to families as they make cemetery and memorialization arrangements. This role combines family service, sales, relationship building, administration, and community outreach while supporting the mission and values of Catholic cemetery ministry.

The ideal candidate is compassionate, organized, personable, and comfortable building relationships while helping families navigate important decisions during both pre-need and at-need situations.

What You'll Do

- Meet with families in person, by phone, and electronically to assist with cemetery arrangements and memorialization.
- Guide families through burial, entombment, cremation, and memorialization options while providing education on Catholic traditions and cemetery policies.
- Build lasting relationships with families, funeral directors, parishes, clergy, community organizations, and referral partners.
- Develop new business through networking, prospecting, community outreach, referrals, and follow-up.
- Meet established sales and service goals through honest, professional, and ethical practices.
- Maintain accurate records, agreements, customer information, and follow-up activities.
- Use CRM, Microsoft Office, and cemetery software to manage customer relationships and administrative responsibilities.
- Support cemetery events, educational programs, community outreach, and ministry initiatives.
- Collaborate with Family Services, Cemetery Services, Grounds, Operations, Finance, and management to provide excellent service and improve processes.
- Assist families on cemetery grounds and support committal services and special events when needed.

- Participate in occasional evenings, weekends, and seasonal events.

What We're Looking For

- High school diploma or equivalent required.
- Sales, customer service, or relationship-building experience preferred.
- Excellent communication, organization, and interpersonal skills.
- Genuine compassion and professionalism when working with grieving families.
- Strong attention to detail and ability to maintain confidentiality.
- Comfortable using technology, CRM systems, Microsoft Office, and learning new software.
- Self-motivated, dependable, collaborative, and able to manage multiple priorities.
- Willingness to learn and support Catholic faith, traditions, and cemetery practices.
- Commitment to the mission, values, policies, and ethical standards of a Catholic cemetery ministry.
- Ability to work in both office and outdoor cemetery environments.

Why This Role Matters

This is more than a sales or administrative position. Family Services Advisors help families navigate some of life's most meaningful and difficult moments. Through compassionate service, trusted guidance, and strong community relationships, this role helps ensure families are cared for with dignity while supporting the mission of Catholic cemetery ministry.

If you are interested in this opportunity and would like to learn more, please contact **Cheryl Kelly** at ckelly@gateofheaven.org.

Learn more about us at www.gateofheaven.org.