



DIOCESE OF JOLIET **JOB DESCRIPTION**

JOB TITLE: Sales Manager

AGENCY: Catholic Cemeteries

REPORTS TO: Executive Officer of Cemeteries

EFFECTIVE DATE: April 20, 2022

WORK SCHEDULE STATUS

Full-Time, Exempt

Monday through Friday 8:30AM – 4:30PM

Saturday 9:00AM 12:00PM

*Work hours are subject to change as needed by management

SUPERVISOR RESPONSIBILITIES

Sales organization

JOB SUMMARY

The Sales Manager will serve as the primary lead accountable for creating and driving sales strategies and performance to ensure the business meets or exceeds standards. Under the general direction of the Executive Office of Cemeteries, this position is a hands-on leadership position. The Sales Manager is required to plan, organize, coordinate, and manage sales and services for its four DuPage Catholic Cemetery operations.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Works closely with the Executive Officer of Cemeteries to establish and promote services and sales initiatives.
- Develops marketing plans to expand exposure of our Catholic cemetery locations to grow market share.
- Leads and manage sales team performance through effective performance management, coaching, disciplinary action, and termination, when necessary.
- Leads by example in the areas of sales activity and sales volume.
- Monitors and analyzes sales results, including sales contracts, client family feedback, cancellations, etc. to develop an ongoing action plan for success.
- Develops and implements sales initiatives that motivate and energize sales team members to achieve and succeed.
- Conducts “one-on-one” coaching sessions weekly with each sales advisor to review performance and to improve upon a particular selling or organizational skill.
- Fosters a sense of team and a work environment where employees work effectively together in a positive and engaged manner.
- Schedules sales staff to ensure proper coverage and equitable rotation of staff and duty days.
- Track all leads, enter in database on a timely basis, and monitor lead generation advertising to ensure desired results.
- Reviews and resolves contract or commission discrepancies as needed.

- Attends services for client families to foster relationships, ensures excellent service and develops potential referrals.
- Reviews and approve sales contracts.
- Advises customers or families on technical or procedural issues.
- Inspections of all facilities, grounds, and locations to all are maintained to standards.
- Participate in Diocesan Church and community events to develop prospects and heighten awareness of catholic cemetery locations.
- Complies with all company procedures for customer service when dealing with families, handling complaints, completing post-interment service activities, and performing other duties necessary to ensure quality service levels.
- Protects confidentiality of diocese and client family information, including sales and marketing programs and materials, names and addresses of client families, and employees, and other related information.
- Partners with operations and administration to ensure that sales, operations, and administrative teams work well together for the benefit of the family and diocese.
- Identifies areas for continuous improvement, productivity, and cost reductions.
- Supports the mission, philosophy, objectives, and policies of the Catholic Church and the Diocese of Joliet.
- Perform other duties as assigned.

REQUIRED SKILLS/ABILITIES

- Excellent leadership and organizational skills.
- Strong communication skills in speaking, writing, and listening in English required.
- Bilingual fluency in Spanish preferred.
- Effectively utilize all sales training and techniques to fulfill production requirements.
- Strong proactive and willing initiative in all circumstances.
- Attention to detail and follow through.
- Demonstrated ability to build, inspire, train, and energize sales and administration team.
- Ability to compute discount, profit, and loss; commission, markup, and selling price; and ability to calculate surfaces.
- Valid state-issued driver's license in standing and acceptable driving record.
- Proficient with Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, and PowerPoint) preferred.
- Well- developed consultation skills and ability to communicate effectively with internal, as well as external customers, community leaders, and grieving client families.
- Ability to empathize with client families and demonstrate tact and patience in emotionally charged situations.
- Ability to rapidly assess the needs of client families and quickly adapt to changing circumstances.
- Tactful and professional when dealing with complaints or desertification with services or merchandise.
- Simultaneously handle multiple projects, prioritize tasks, and exercise good judgement.

EDUCATION AND EXPERIENCE

- High School diploma or equivalent required.
- Bachelor’s degree in business administration, marketing, or related field strongly preferred.
- Minimum of five (5) years of related experience may be substituted for the Bachelor degree.
- Minimum of 2-3 years management experience; Funeral Home, Cemetery, or relevant industry experience required.
- At least five (5) or more years’ experience in sales.
- Proven track record of success in inside sales production, strongly preferred.

WORKING CONDITIONS

- Weekend and evening work is required.
- Must be available to participate in “on-call” duty.
- Must be able to work holidays throughout the year.
- Must be able to work in all weather conditions.
- Ability to lift and move objects exerting up to 50 pounds of force.

Name _____ Date: _____

Supervisor: _____ Date _____

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This document is not intended to be a comprehensive list of work-related functions. All duties and work conditions listed are subject to change at the discretion of the Diocese of Joliet Management. The Diocese of Joliet will, in compliance with the Americans with Disability Act (ADA), accommodate essential job functions whenever feasible.