



Orange County Cemetery District Job Description

Job Details	
Job Title	Cemetery Assistant
Reports To	Cemetery Manager
Salary Grade	\$5,167-\$6,780
FLSA Status	Non-Exempt
Effective	July 2026

Summary

Describes the major purpose of this position and its role in the department and/or organization.

Provides administrative support to the Cemetery Manager and Leadworker, responsible for customer service and coordination with families for interment services.

Essential Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the duties and responsibilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties and Responsibilities

1. Customer Service: answers phone calls and e-mails, responds to questions, complaints and requests for maintenance from the public and vendors who come to, or contact, the Cemetery Office. Schedules appointments and interments. Greets visitor/families coming to office for information or appointments.
2. Types letters, reports and other finished copy from rough drafts; composes correspondence as directed; proofreads finished copy.
3. Processing burial permits and issue Certificate of Interment Rights while cross checking data within database programs.
4. Accept contract payments and create invoices and payments for transactions as needed. Track contract payments, sending out delinquent letters and issuing coupon booklets with letter.
5. Open and distribute mail.
6. Process marker deliveries and tracking installations. Notify families of installations
7. Issue family surveys when needed.
8. Ongoing research on interment space ownership and cross-checking accounts in Cemsites to ensure correct owners are in place. Scanning old receipts and attaching in Cemsites to have complete and accurate record of all accounts.
9. Work with cemetery managers and leadworkers to check all lot layouts in Cemsites ensuring that the database accurately reflects all interment space locations and correct status.



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10. Maintain organized storage of receipts, interment orders, permits, and certificates and ensure that all proper documents are received for each interment and space purchase and filed correctly.
11. Maintain adequate supply of brochures, price lists, maps, VA apps, photo waivers, etc.
12. Assist with special projects as needed.
13. Acts for Administrative Managers as authorized in absence. (Cross-trained on essential duties.)
14. Adheres to District policy and procedures and the California Health & Safety Code.
15. May be required to perform other related duties as assigned by management.

Job Requirements

Requirements for the satisfactory performance of each task.

Education

Describes the minimum education and training needed to perform this job.

Required	High School Diploma (or GED)
Preferred	Associate's Degree (AA) or equivalent college coursework in a related field

Work Experience

Describes the type and minimum years of applicable previous work experience required to perform the job.

Required	At least three (3) years of secretarial/administrative office work experience
Preferred	Previous work experience in an administrative position supporting a mortuary or cemetery office.

Licenses, Registration or Certification

Licenses, registrations or certifications required to perform this job

Required	None
Preferred	Certificate in secretarial services or office administration

Supervision / Direction Received

Typically works on routine regular work assignments and checks with supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

Supervisory Responsibilities

Check the appropriate answer and provide information as needed.

Does this position directly supervise others?	☐ Yes	☒ No
Job titles of supervised positions:	n/a	



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Physical Factors

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Continually 6+ Hours	Frequently 3-6 Hours	Occasionally 1-3 Hours	Rarely/Never < 1 Hour
Physical Factors				
Standing			X	
Walking			X	
Sitting	X			
Pushing/Pulling			X	
Climbing				X
Twisting			x	
Stooping/Bending			X	
Kneeling			X	
Grasping/Gripping			X	
Repetitive Movements				X
Crawling				X
Reaching			X	
Talking		X		
Hearing		X		
Reading		X		
Writing		X		
Filing		X		
Typing		X		
Lifting/Carrying				
0-25 lbs			X	
25-50 lbs				X
Over 50 lbs				X

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office working environment	X			
Exposure to dust, fumes, chemicals				X
Exposure to extreme heat/cold				X
Exposure to outdoor weather conditions				X
Exposure to loud noise			X	
Vibration/Impact				X
Heights				X
Risk of electrical shock				X



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Knowledge, Skills and Abilities

Knowledge, skills or abilities needed to successfully accomplish the essential duties of this position?

- Good organizational skills and attentiveness to details
- Good listening and communication skills
- Good writing skills
- Working skill in using the English language and using correct grammar.
- Working skill in using a computer
- Working skill in editing and proofreading
- Working knowledge of Outlook, Word, Excel, PowerPoint, and Publisher
- Basic knowledge of parliamentary procedures
- Basic knowledge of cemetery district
- Basic knowledge of the cemetery and mortuary industry
- Basic knowledge of bookkeeping, human resources, and office practices
- Basic math skills
- Ability to empathize with the emotional state of others
- Ability to use a pleasant phone voice and perform in a professional manner
- Ability to show patience with those who are angry or upset when they have complaints
- Ability to be a team player (willingness to help wherever needed)
- Ability to multi-task.