



To: Distribution

From: Human Resources

Date: September 14, 2021

Job Opportunity: Transport/Prep Specialist (*Professional Services*)

Position Summary: Professional Services is looking for a proficient Mortuary- Preparation Transport Specialist to complete removals in a respectful, dignified and compassionate manner. Answer heavy phone traffic, dispatch removal personnel, check-in decedents upon arrival at Rose Hills for all Personal Care Center locations we serve, maintain a neat and clean work environment and perform other duties as assigned.

Essential Job Functions: Must be able to perform the essential functions of the job with or without reasonable accommodations.

General Responsibilities:

- As the face of Rose Hills, on removals where a family is present, the expectation of this position is to interact with the family explaining the next steps the family will be going through in a respectful and compassionate manner.
- Professionally and courteously answer our heavy phone traffic.
- Obtain and print all information needed to complete removals.
- Efficiently dispatch removal personnel on calls.
- Record and check-in all dispatched calls in HMIS, our PCC Daily Work Log, Monthly Work Log and Refer Logs.
- Check-in decedents upon arrival at Rose Hills with a high level of compassion, empathy and integrity.
- Oversee and assign the company vehicles and company phones assigned to our department during assigned shift.
- Keep our PCC Daily Work Log, Monthly Work Log and Refer Logs up to date.
- Print embalming authorizations and/or minimal preparation forms, as applicable.
- Continuously put our mission, vision and values into practice.
- Transport decedents under our care satellite locations serviced by our care center.
- Maintain positive, respectful and professional working relationships with coworkers, cross-functional departments and all Rose Hills associates.
- Maintain a respectful work environment and positive working relationships with our third party removal companies, coroner personnel, medical field staff and vendors.
- Demonstrate willingness to help others.
- Strictly adhere to our attendance policy.
- Carry out all responsibilities following our company policies, procedures, rules, and controls.
- Abide by our company dress code and any department requests regarding work attire.
- Adhere to safety rules and funeral service industry regulations.
- Promptly report unsafe practices to management.
- Keep management promptly and fully informed of all issues, matters of significance, and take prompt corrective action where necessary.

- Perform mortuary support functions, including stocking and ordering of supplies, cleaning of preparation and work areas including the first call vehicles, movement and placement of caskets and flowers, various errands, all as directed by the immediate supervisor on duty supervisor and/ or manager.
- Perform all duties and responsibilities in a timely and efficient manner and in accordance with established company policies to achieve the overall objectives of this position.
- Complete all assigned paperwork in a timely manner.
- Assist in dressing of decedents, placement into and setting up the stateroom/ visitation room.
- Perform other duties as assigned or directed by management.

Skills and Abilities:

- Must be professional, compassionate and respectful with the families we serve at all times.
- Must have the ability to professionally, efficiently and accurately complete tasks in an environment where constant interruptions occur.
- Communicate persuasively with co-workers, management team and customers, to gain cooperation; use persistence, finesse, and tact.
- Anticipate the needs of our department and recommend solutions.
- Have good written and oral communication skills.
- Know how to prioritize.
- Be accessible and approachable.
- Be self-motivated and adaptable to change.
- Detail orientated.
- Understand the importance of continuous learning.
- MS Office Software: Outlook, Excel, Word, PowerPoint.
- Be familiar with HMIS program.

Specific Job Requirements:

- Must possess a valid California Driver's License.
- Documentation of HBV vaccination record, agree to take HBV vaccination or sign a HBV informed consent/ refusal form.
- Ability to locate and route directions to removal locations.

Equipment/Machines Operated

- Computer workstation with printer
- HMIS system
- Fax Machine
- Company vehicles
- Company cellular phones

Physical Requirements

Includes driving long distances and time, sitting at a computer workstation when dispatching, occasionally may lift weight of up to 50lbs. (Pre-employment physical will be administered). Must be able to work every day around human remains and be able to tolerate odors and fumes from both the human remains and chemicals (such as formaldehyde, embalming fluid, cauterizing chemicals, and body fluids); odors, fumes, and dusting powders may cause discomfort and/or irritation to eyes and respiratory passages. Must be able to lift, carry, push or pull up to twenty (20) to thirty (30) bodies/caskets per day, weighing from 70# to 300# into and out of refrigerated storage; must have good driving record and be able to drive Company vehicles as needed; must be able to physically and emotionally handle the requirements of dispatching personnel constantly being around and moving human remains in a temperature controlled environment. Must constantly think about and comply with health and safety regulations, and practice good hygiene. Hazard exposure: to human diseases, chemicals, sharps, and occasional low-level radioactivity (resulting from medical tests on bodies).

This is a 40-hour full time position. Hours vary depending on shift assigned.

(Shift will be discussed at time of interview)

Interested associates should apply to any of the requisitions below through

My Careers in Workday:

Req.101584 Transport/Preparation Specialist

Req.102364 Transport/Preparation Specialist

Req.102363 Transport/Preparation Specialist

Rose Hills is an Equal Opportunity Employer. The company's hiring procedures do not discriminate against any person on the basis of race, color, national origin, religion, ethnicity, age, sex, sexual-orientation, veteran's status or disability, or any other legally protected status.