DIEHL·WHITTAKER
FUNERAL | CREMATION SERVICES

Job Details

Position: Receptionist
Position Type: Full-time
Work hours: Mon - Fri; 9:00 a.m.- 5:00 p.m.
Compensation: $15.50 per hour
Job Function: Clerical & Data Entry
Benefits:
- **Health insurance (availability after 90-day probationary period; subject to carrier enrollment requirements)**
- **401(k) eligibility after 6 months**

Job Summary:

The position consists of working the reception desk at the front office. Tasks include answering phone calls and routing to appropriate personnel; writing and/or typing telephone messages; greeting families arriving for appointments and other funeral related purposes; receiving and tracking decedent property and funeral arrangement materials, e.g.: clothing and accessories, photos (print & digital), program and obituary content; receiving and tracking of delivered funeral merchandise (flowers, DVD's, etc.); enter/edit decedent data in computerized case management system; effectively utilize the system as the official case management record and communication hub for funeral directors and support team members

Qualifications/Requirements:

- Maintain a positive work ethic.
- Demonstrate core values of excellence, trust, care and growth in performing all aspects of the position
- Maintain a positive work environment by behaving and communicating in a manner so that you get along with families, co-workers, and management. Demonstrate a personable and pleasant personality.
- Maintain a well-groomed, professional appearance; dress in accordance with the employee handbook dress code.
- **Knowledge and use of basic telephone etiquette**
- **Ability to communicate with empathy, respect, and professional decorum**
- **Basic knowledge of multi-line office phone system**
- **Proficiency in computer and internet navigation/terminology (Windows 10/11;**
- **internet browsers (Google Chrome, Mozilla Firefox, Microsoft Edge)**
- **Working knowledge of Microsoft Office 365 (mainly Outlook, Publisher, Word)**
- **Basic knowledge of smartphone navigation (must have a smartphone with a working phone number)**
- **Ability to multitask in a high-energy, fast-paced environment**
- **Ability to organize projects and manage time**
- **Reasoning and problem-solving; critical thinking**
- Typing speed minimum 45 WPM
- Articulation of the common English language
- Basic writing skills, grammar, and punctuation
- Basic arithmetic (addition, subtraction, multiplication, division)
- High school diploma
- Valid Ohio Driver License
- Criminal history background check
- Knowledge and skills assessment

Application Procedures:

- Complete and submit the Application for Employment online at https://www.diehl-whittaker.com/who-we-are/join-our-team
- (Optional) Submit resume' and references along with your Application for Employment
- Allow 2-4 weeks for application processing - you will be notified if your application is approved
- If application is approved, complete assessment testing and authorize background check
- Make appointment for orientation and completion of new hire paperwork