LEAVITT

APPRENTICESHIP
Funeral Director

The position of Apprentice Funeral Director focuses on a person gaining experience, knowledge and insight about funeral service, with the prospective to enter into a rewarding career. They work closely with our Leavitt Funeral Home (LFH) team of experienced funeral directors and embalmers who will mentor them and give them the necessary skills and tools to become a professional. They will become knowledgeable and proficient in the LFH Mission and Cycle of Excellence. This is a one-year apprenticeship that will fulfill all the requirements for the state of West Virginia or Ohio (we offer both state apprenticeships) and allow the apprentice to take the next step to becoming a licensed funeral director and/or embalmer.

The job description covers four key areas of your position; Core Competencies, Job Responsibilities, Job Requirements and Physical Requirements.

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POSITION DESCRIPTION

Core Competencies

Leavitt Funeral Homes (LFH) Apprentices should excel in four primary areas of competency: (*more detail and training will be provided)*

- **Leadership Ability:** Customer Focus, Integrity/Credibility
- **Results Orientation:** Self-Motivation, Achieving Results
- **Communication and Empathy:** Empathy, Communication and Teamwork
- **Managing Change, Resources & Details:** Managing Resources and Change, Attention to Detail

Job Responsibilities

The primary responsibility for our Apprentices is to reach high standards of excellence in service and options to the families we serve, making Funeral Arrangements and provide complete respect and care to the deceased that families have placed in our care. It is critical to display active listening skills to help plan personalized funerals for each family. The LFH Apprentice's responsibilities are the following but are not limited to only these:

- Work directly under the Licensed Funeral Director
- Will be supporting the Leavitt Funeral Home and it's affiliate funeral homes
- Ensure facility and equipment is maintained to highest standard; monitor and ensure compliance with OSHA, ADA, EPA, FTC, State Preneed Laws, Funeral Laws and LFH guidelines.
- Will focus on key areas of Roles and Duties
    - Technical - This area focuses on learning and executing the highest level of skill, respect and dignity of caring for the deceased during transfers, identification, preparation, embalming, cosmetology, restoration and the other aspects of treatment of a deceased
    - Family Relations - At the heart of what the apprentice will learn is assuring families a sense of comfort, well-being and providing directions through the arrangements and funeral process. Learning these skills, our service offerings and products and the LFH Cycle of Excellence is paramount.
    - Case Management - Understanding the administrative side of funeral service will also be a vital role. Contracts, documents, preneed forms, case management software and other information requires accuracy, follow through and urgency.
    - Services - Executing and implementation of the family's choices is what they will remember. Arranging and coordinating for the visitation, service, cremation, facility and staff is critical to essential to the event and remembrance needed.
- Perform other duties as assigned by Supervisor/Manager
- Complete the "On Boarding" training during the first 90 & 120 days assigned. A separate list will be provided.
- Maintains a positive attitude
- Attends all training sessions

Job Requirements

- Must meet education requirements to possess a valid Apprenticeship Educational –
  60 Credit Hours for WV or a
  4-year degree for Ohio apprenticeship.
- Must exhibit excellent oral and written communication skills including legible handwriting
- Must be proficient in the use of email, Microsoft Office applications, internet browsers, funeral management software and computerized financial reporting systems
- Must exhibit strong interpersonal skills
- Ability to speak effectively before groups of customers or LFH team members in the execution of funeral-related services
- Ability to read, analyze, and interpret documents/periodicals such as safety rules, operating and maintenance instructions, procedure manuals, technical journals, financial reports, and legal documents
- Ability to write routine reports and correspondence
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Possession of a valid driver's license with an insurable driving record

Physical Requirements

- Ability to stand for extended periods of time
- Ability to use hands to finger, handle, or feel; ability to maneuver (pinch or pick) small objects with control and dexterity
- Ability to extend out (reach) and retrieve objects outside immediate range
- Ability to communicate by means of the spoken word both face-to-face and over the telephone
- Ability to exert up to fifty pounds of force occasionally and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly in order to move or carry objects
- Ability to perceive depth and field of vision

Job Classification

HOURLY NON-EXEMPT - Nonexempt employees are eligible to receive overtime pay at a rate of one and one-half times their regular pay for time worked in excess of 40 hours per workweek.

Hourly Rate - $17.50 per hour

- 40 hours scheduled weekly
- No Additional Benefits offered during Apprenticeship
- Evening Call

This position description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other position related duties requested by his or her supervisor. • Requirements listed may be subject to change at any time and are representative minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the employee must possess the abilities and aptitude to perform each task proficiently. • Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time. • All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other team members. • This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. • Leavitt Funeral Home is an Equal Opportunity Employer.

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