

# Job Posting

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## *Family Services Advisor (Sales Representative), The Catholic Cemeteries of the Diocese of Hamilton*

The Catholic Cemeteries of the Diocese of Hamilton is currently seeking a Family Services Advisor to join our staff based at Holy Sepulchre Cemetery in Burlington. The position offers a competitive benefits package and a great work environment.

### **About the Job:**

Reporting directly to the Manager of Family Services, this position is responsible for providing professional advice to client families regarding the purchase of cemetery interment rights, products and services. The key to success in this role is ensuring that families receive the highest standard of professional and compassionate service. While primarily based at Holy Sepulchre Cemetery in Burlington, occasional travel to other cemeteries within the diocese will be necessary.

### **Key Responsibilities:**

- Meet with client families to coordinate the purchase of cemetery interment rights, memorials, and other products and services on both a pre-need and at-need basis
- Process various documents in accordance with company policies and procedures
- Other duties as assigned by management when required

### **Skills Required:**

- 2-3 years' sales & customer service experience
- Effective team player with the ability to multi-task and adapt to changing priorities in a fast-paced environment
- Exceptional customer service skills and effective communication (verbal and written) with a high level of attention to detail
- Demonstrated interpersonal skills to interact with a wide range of individuals in sensitive situations
- Knowledge and understanding of the Roman Catholic faith and its traditions
- Proficiency in Microsoft Office
- Fluency in a second language is an asset, but not a requirement
- Valid Class G Ontario driver's license
- The successful candidate will be required to provide a police background check in order to obtain a sales license
- The successful candidate will be required to complete a cemetery sales representative course in order to obtain a sales license

If you are interested in this position, please send a resume to [resume@thecatholiccemeteries.ca](mailto:resume@thecatholiccemeteries.ca) by November 20<sup>th</sup>, 2026.

***We would like to thank all applicants; however, only those selected for an interview will be contacted.***

***The Catholic Cemeteries of the Diocese of Hamilton is an equal opportunity employer and is committed to fostering an inclusive and accessible work environment. If you are contacted for an interview and require accommodation, please inform the Human Resources Manager.***