

# Family Services Representative

Beechwood Cemetery is excited to be growing our team and is looking for a **bilingual Family Services Representative**.

## What the Job Is

- Assisting families with the entire spectrum of their bereavement needs from pre-planning funeral, cremation and cemetery services including land and memorials.
- Helping families at the time of need to make the arrangements for all cemetery services.
- Working with at-need families to support with the Executor Assistance Program.
- Work in partnership with the funeral directors to ensure all families are properly serviced.
- Generate lead sources by following-up on all referrals, walk-ins and digital inquires
- Schedule and attend appointments with families to ensure the Beechwood level of service.
- Attend department meetings and scheduled duty days.
- Overall - meet sales targets while providing excellent service to our clients.

## Who You Are

You are a resourceful and community minded family services representative who thrives in the challenge of achieving and surpassing sales targets. You are productive and you know that consistent activity ensures success. You are a networker who loves to meet new people, learn about their goals, and help them make the right decisions for their family and friends. At the end of the day, your clients trust you because you treat them as you would your own family.

## Could you be our next Family Service Representative?

With a full commissioned compensation structure, there is a direct connection between your success and your take home at the end of the day. For a driven person whose consultative approach adds real value to our clients and their families and friends' bereavement needs.

## Desired Skills and Experience

### Requirements

- Funeral Pre-planning license (can be completed during the training process)
- Cemetery Sales Representative Course (can be completed during the training process)
- A proven track record in achieving sales revenue targets
- Experience with in-person, consultative sales and customer service
- An ability to learn and adapt in fast moving environment
- A driver's license, use of a vehicle and valid vehicle insurance

280 Beechwood Ave, Ottawa – 613-741-9530 – [beechwoodottawa.ca](http://beechwoodottawa.ca)  
Owned by the Beechwood Cemetery Foundation and operated by  
The Beechwood Cemetery Company



## About Beechwood

Beechwood Funeral, Cemetery and Cremations Service is a leader in Cemetery and Funeral services in the National Capital Region. Beechwood is the National Cemetery of Canada as well as the National Military Cemetery, the RCMP National Memorial Cemetery, the CSIS National Memorial Cemetery and the Ottawa Police Service Memorial Cemetery. For over a century, Beechwood has served all cultures and faiths with care and compassion.

In addition to English and French Canadians, many other people also choose Beechwood. Beechwood is proud to have sections set aside and specifically designed to meet the interment needs of the Chinese, Egyptian, Greek, Lebanese, Latvian, Muslim, Polish, Portuguese, Ukrainian and Vietnamese communities.

Beechwood, Funeral, Cemetery and Cremation Services is owned by The Beechwood Cemetery Foundation and operates on a not-for-profit basis. Governed by a volunteer Board of Directors, it is the only organization of its kind in Ottawa.

Values:

Beechwood is guided by the following core values in its relations with families, partners, stakeholders and employees:

- Integrity
- Professionalism
- Service Excellence
- Dignity and Respect
- Empathy, Sensitivity and Compassion
- Open, Honest and Transparent Communication

If your values correspond to ours and you are looking for a dynamic working environment, in a supportive family atmosphere, providing numerous benefits and advantages, **please forward your resume to the Manager of Family Services, Meaghan Shanahan, at [mshanahan@beechwoodottawa.ca](mailto:mshanahan@beechwoodottawa.ca)**