



## **POSITION POSTING**

**POSITION TITLE:** Marker and Merchandise Sales Associate

Lakewood Cemetery is a Minnesota landmark renowned for its art, history, and its contemplative beauty as a place of remembrance in the heart of Minneapolis. A nonprofit approaching its 150<sup>th</sup> year of operation, Lakewood remains devoted to its founding mission as a memorial and cremation property for people of all denominations. With 250 acres of park-like urban property which includes spectacular lake views and serves as a sanctuary for wildlife, Lakewood is one of the largest and most distinguished entities of its kind in North America.

Positioning the organization for growth and transformative change, our newly created leadership team is seeking a highly organized, creative performer with a passion for helping people to sell cemetery merchandise, follow up on orders for the team at large, and provide some administrative support in our office.

In this position you will work directly with customers selling all forms of memorialization: markers, vases, urns, engravings, etc. You will order, follow up on and be quality control overseeing all merchandise sales orders. You will assist as needed to keep the office running smoothly by providing excellent customer service and experiences. You may also be called on to provide assistance at Lakewood events.

Ability to prioritize, sometimes on the fly, is a necessity. Consistent communication and follow-through, pride in accuracy, and a warm, professional demeanor are critical traits. Previous sales, customer service, and/or industry experience is preferred, but training will be provided.

### **APPLICANT INSTRUCTIONS:**

Email a cover letter and resume to [kelsiem+markersales@lakewoodcemetery.org](mailto:kelsiem+markersales@lakewoodcemetery.org) and [kellyl+markersales@lakewoodcemetery.org](mailto:kellyl+markersales@lakewoodcemetery.org). In the subject line, please include your first and last name.

Thank you for your interest.



## **POSITION DESCRIPTION**

**POSITION TITLE:** Marker and Merchandise Sales Associate

**REPORTS TO:** Director of Sales and Customer Experience

**FLSA STATUS:** Exempt (Administrative)

**HOURS:** Regular work schedule is Monday through Friday from 8:00 a.m. until 4:30 p.m., including a 30-minute lunch break. Must be able to work a Saturday rotation schedule. Office employees may be required to work over the entire Memorial Day weekend, including Memorial Day on a schedule to be determined by Cemetery management.

### **ORGANIZATION BACKGROUND:**

Lakewood Cemetery is a Minnesota landmark renowned for its art, history, and its contemplative beauty as a place of remembrance in the heart of Minneapolis. A nonprofit governed by a Board of Trustees and approaching its 150<sup>th</sup> year of operation, Lakewood remains devoted to its founding mission as a memorial and cremation property for people of all denominations. With 250 acres of park-like urban property which includes spectacular lake views and serves as a sanctuary for wildlife, Lakewood is one of the largest and most distinguished entities of its kind in North America. Additional information can be found online at [www.lakewoodcemetery.org](http://www.lakewoodcemetery.org).

### **POSITION SUMMARY:**

Positioning the organization for growth and transformative change, our newly created leadership team is seeking a highly organized, creative performer with a passion for helping people to sell cemetery merchandise, follow up on orders for the team at large, and provide some administrative support to our office.

In this position, first, you will work directly with customers selling all forms of memorialization: markers, vases, urns, engravings, etc. Second, you will follow up on and be quality control overseeing all merchandise sales orders. Third, you will jump in as needed to assist with directing calls and responding to inquiries with families or funeral directors. You may also be called on to provide assistance at Lakewood events.

Ability to prioritize, sometimes on the fly, is a necessity. Consistent communication and follow-through, pride in accuracy, and a warm, professional demeanor are critical traits.

Previous sales, customer service, and/or industry experience may be helpful, but training will be provided.

### **PRIMARY RESPONSIBILITIES:**

- Meet with clients: assess needs and sell markers, monuments, and merchandise
- Process and review all orders with vendors
- Update records/photos for completed orders
- Physically verify and confirm orders
- Request and follow up on work orders and complaints/issues

### **IDEAL SKILLS AND QUALIFICATIONS:**

- Associate or bachelor's degree or equivalent combination of education and experience
- Strong Microsoft office skills (Excel)
- Tech Savvy
- Driver's License
- Presentation skills
- Accuracy and attention to detail
- Excellent interpersonal, written and oral communication skills
- Ability to exercise good judgement, show initiative and be proactive
- Proven ability to effectively prioritize workflow
- Team player
- Customer focus
- Overachieving attitude
- Professional
- Willingness to learn

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing duties of this job, the employee is regularly required to sit. The employee is required to use hands to finger, handle, feel; speak clearly; and listen carefully. The employee is frequently required to move from a sitting position and stand and walk throughout the office, using stairs. The employee must be able to get in and out of a vehicle and drive to various locations within the cemetery, and occasionally drive to vendors (up to 1.5 hours away). While working outdoors, the ability to be on one's knees, to crouch/squat, and/or balance using one's wrists is often needed. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision and depth perception.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Usually, normal office working conditions exist. The noise level in the work environment varies but is usually quiet. Being outdoors for short periods is a common occurrence for this job.

**COMPENSATION:**

Salary commensurate with skills and experience. Range expected \$50,000-\$65,000  
(Expected base pay of \$40,000 - \$45,000, with commission component)