



Family Services Associate

Summary of Position

Assists the Associate Director in providing services and support to families choosing the Foxfield Preserve conservation burial ground. The ideal candidate would feel comfortable acting as a companion to families throughout the burial process; be highly organized and efficient in administrative tasks, sales, and service; and capable of offering educational presentations.

Supervisor: Associate Director

Location: The Wilderness Center; Wilmot, Ohio

Position Type: Part Time, non-exempt.

Duties & Responsibilities

1. Operational - 30%
 - a. Provide on-site support during interments, inurnments, and scatterings; assist families with logistical planning. Prepare the site for services and act as pallbearer when necessary.
 - b. Assist with land management activities within the Preserve, including but not limited to:
 - i. Placement of memorial stones and memorial plantings.
 - ii. Maintenance of grave sites.
 - iii. Supporting TWC Land Manager in the removal of invasive species, including participation in prescribed prairies burns.
2. Administrative Services and Sales Processing – 45%
 - a. Respond to inquiries from prospective customers and answer questions via phone, email, and video conference.
 - b. Process purchase contracts for pre-need and at-need sales.
 - i. Maintain sales database and accurate, well-organized files.
 - ii. Track multiple sales simultaneously from initial contact through completion of purchase.
 - iii. Work with TWC Finance Coordinator to record and track payments
 - iv. Provide excellent customer service and maintain ongoing relationships with families.
3. Presentations and Promotions - 25%
 - a. Solicit and provide informational presentations to diverse target markets at The Wilderness Center and throughout northeastern Ohio; including at trade shows, civic organizations, garden clubs, and religious institutions.
 - b. Maintain an understanding and familiarity with market trends and current events, including the products and services developing within the green burial movement
 - c. Assist with special events or interpretive hikes on the Preserve, as needed.
4. Other duties as assigned by the Foxfield Associate Director.

Qualifications & Requirements



- Education - Bachelor's degree or equivalent combination of education and experience.
- Excellent Interpersonal Skills - Ability to assist clients during a difficult emotional period in a calming, helpful, and sympathetic manner; clear and persuasive presentation skills, whether with a large or small group. Ability to work closely with others in a collaborative dynamic. Adaptability and problem-solving skills with a focus on customer experience.
- Attitude - Respectful and tolerant response to a wide variety of religious and secular traditions is mandatory; willingness to become familiar with the needs and requirements of various religious burial traditions.
- Physical Requirements - Ability to lift up to 50 pounds, participate in moderately strenuous work for a length of time in an outdoor environment, and walk through rough terrain; occasional clearing of brush and grasses.
- Technological Requirements - Must be proficient in the use of Microsoft Office suite; familiarity with Adobe and web-based project management systems a plus.
- Travel Requirements – Requires use of a dependable personal vehicle to travel within a 75-mile radius of The Wilderness Center; business travel will be reimbursed using the standard mileage rate as set forth by the Internal Revenue Service. Business travel is defined as mileage accrued beyond normal commute mileage on a regular workday.
- Availability - Willingness to work flexible hours, including some weekends and evenings.
- Commitment and adherence to Foxfield Preserve's mission and core values.
- Must possess a valid Ohio driver's license with a clean driving record.
- Must be able to pass a background check

About Foxfield Preserve:

Foxfield Preserve is a 501(c)(13) nonprofit cemetery with a mission to provide our community with an environmentally-friendly alternative to modern burial, while preserving natural lands and providing sustainable funding for land conservation and nature education programs. Further information is available at www.foxfieldpreserve.org

About The Wilderness Center:

The Wilderness Center, Inc. (TWC) is a nonprofit 501(c)(3) nature center and land conservation organization. TWC's mission is to connect our community with nature, educate people of all ages, conserve natural resources, and practice environmental stewardship. Further information is available at www.wildernesscenter.org

Foxfield Preserve, a subsidiary of The Wilderness Center, Inc., is an equal opportunity employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination based on race, age, color, sex, religion, national origin, or other protected classification.

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