



Coachella Valley Public Cemetery District Classification Specification

CRM PROJECT MANAGER

December 2023

FLSA Status: Non-Exempt, Part-Time, Temporary

Range: 17

Hourly: \$20.03

DEFINITION:

Under the direction of the Finance Manager/Clerk of the Board, performs a general audit of the Customer Relationship Management (“CRM”) system to verify accuracy of records. The position will fulfill a variety of functions while accomplishing the task assigned, including research, filing, data entry, and detailed review of data for accuracy. Position may require occasional field research. The goal of the project is to verify, correct if needed, and generally ensure the data in the CRM correctly reflects the records and facts of each District interment.

This position is authorized for a period of eighteen (18) months, to begin upon hire date and expire eighteen months thereafter.

ESSENTIAL DUTIES:

- Research interment records by collecting existing paper records, work with Maintenance Department to verify interment status if needed, and collect any records or paperwork required to reach a conclusive status for each interment site at the District.
- Utilize collected data to cross reference existing records in the District’s CRM. Check existing data for accuracy, correct as needed, and add additional information as required to compile the most accurate, detailed record available.
- Coordinate work with Finance Manager/Clerk of the Board, to include status reports, feedback on potential areas of improvement or discovered patterns of concern relative to existing SOP’s, and any inconclusive results.
- Operates a variety of standard office equipment, including computer hardware and software applications, copiers, filing systems, and multi-line telephones.

OTHER DUTIES:

- Performs related duties as assigned.

QUALIFICATIONS:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

High school diploma, or GED equivalent.

Experience:

Three (3) years of clerical and administrative support work experience.

Knowledge of:

- Principles and practices of office administration, including records retention, office organization and information sorting.
- Relevant federal, State, and local laws, rules, ordinances, codes, and legislative processes controlling District functions, programs, and operations.
- Computer applications related to work.
- Safe work methods and safety regulations.

Ability to:

- Collect, organize, and analyze interment data and research.
- Prepare concise and comprehensive reports.
- Efficiently and accurately input computer data.
- Evaluate and make recommendations on improvements to existing District operations, programs, and services.
- Coordinate project and meet critical deadlines.
- Interpret District policies and procedures.
- Professionally interact with others as needed for research.
- Establish and maintain excellent working relationships with District staff and the general public.
- Operate a computer and related software.

WORKING CONDITIONS:**Work Environment:**

- Standard indoor office setting, with the use of standard office equipment, including a computer with normal levels of noise characteristic of an office.

Physical Demands:

- Ability to read and revise materials both in print and on a computer screen.
- Ability to communicate with coworkers and members of the public both in person and over the telephone.
- Standing in work areas.
- Walking between work areas and District grounds.
- Ability to access, enter, and retrieve data using a computer keyboard or calculator and operate standard office equipment.
- Bend, stoop, kneel, reach, push, and pull drawers to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects up to 10 pounds.