

THE CITY OF WATERLOO IS HIRING

Come work with us!



Supervisor, Cemetery Administration

Competition Number: 18794

Posting Status: Internal / External Job Posting

Number of Positions: 1

Job Status: Temporary, Full-time (up to 24 months)

Hours of Work: 35 hours / week

Primary Work Location: Parkview Cemetery

Hourly Range: \$43.50 - \$54.37 (Band: G)

Employment Group: Non-Union

Posting Release Date: August 14, 2025

Posting Closing Date: September 4, 2025

Why work with us:

The City of Waterloo is a rewarding place to work. Each day, you will support and/or participate in the delivery of services that impact residents of this city, making it a great place to live, work and play for everyone.

Home to two world-class universities, a top-ranked college, a tech ecosystem, entrepreneurs and small businesses, there is a readiness to do things differently in Waterloo. Our vision is to be a leader in sustainability and to build a future-ready community for all. We are committed to workplace wellbeing and providing an inclusive, safe and enjoyable work environment.

For more information about the City of Waterloo's Strategic Plan, Vision, Values and Guiding Principles, please click here: [City of Waterloo 2023-2026 Strategic Plan](#).

What we offer:

- Supportive and caring organization that promotes respect, inclusivity, health, safety and wellness;
- Dedication to the organization's commitment for Reconciliation, Equity, Accessibility, Diversity and Inclusion through ongoing training and access to related programs and workshops, opportunities to connect with others around topics of social justice and equity, and opportunities to be involved with the initiatives that guide this corporate journey;
- Certification as a Living Wage Champion;
- Defined Benefit Pension Plan (OMERS) eligibility for all employees;
- Flexible work schedules, paid vacation and personal days, and the opportunity to bank overtime;
- Substantial internal and external training and development opportunities;
- Opportunities to get involved and give back to the community;
- Employee-wide events, activities, site visits, BBQs, etc.;
- Complimentary FitPass for City of Waterloo employees and family members for leisure, swim, and fitness drop-in programs; and,
- So much more!

What you will do:

Reporting to Manager, Forestry, Horticulture & Cemetery in the Community Services department, your primary responsibilities will include, but are not limited to, the following:

- Support the cemetery administrative staff with all staffing needs including schedules, time off requests, mentoring, annual work plans and evaluations, training and recruitment
- Ensure compliance and oversee the preparation and maintenance of interment rights, prepaid service, interment and product installation related documents/files as required by the Funeral, Burial and Cremation Services Act (FBCSA), 2002, BAO and cemetery By-Laws
- Oversee all related invoicing, deposits, collections, cash flow and associated data entry
- Answer and resolve customer inquiries in order to provide exceptional customer service
- Act as City representative with funeral establishments, religious and cultural organizations, community groups and product suppliers to support delivery of sales, programs and services
- Ensure accurate interment and crematorium schedules and related documentation and effective, efficient delivery of cemetery programs, services and events
- Support and promote related cemetery sales, service and related product delivery activities
- Participate in development of section business plan and annual workplans
- Support management team with reports, create procedures, communications and Cemetery Services initiatives including annual operating/capital budget and metrics on sales and revenues
- Ensure all relevant accessibility, health and safety, employment and workplace legislated standards are met and that Cemetery Services are maintaining a healthy and safe environment for customers and staff
- Ability to process purchase orders and reconciliation of purchase-card transactions as required
- Contribute to the design of marketing/sales print material for all cemetery services
- Negotiate or oversee the negotiation of contracts for the provision of and/or purchase of goods and services
- Maintain and utilize cemetery software to create and update client accounts, invoices and property referencing, and lead software upgrades and implementations as required
- Utilize GIS software to update cemetery mapping and related archival customer information
- Work collaboratively with team members to ensure necessary workflow and operational effectiveness
- Provide back-up support to other team and division functions
- Respond to after-hours needs of our clients and customers
- Lead various Cemetery Services projects as required
- Other duties as required

What you will bring:

- A two-year College diploma in Business Administration or a related field; equivalent combinations of education and experience may be considered
- A minimum of five (5) years' experience in a cemetery/funeral service related administration and customer service environment, including experience preparing cemetery/funeral service related documents in accordance with the Cemeteries Act
- A Bereavement Services Certification as required under legislation
- Cemetery Sales License required through Bereavement Authority of Ontario or willing to obtain
- Valid MTO 'G' class driver's license in good standing with driver's abstract acceptable to the City (maximum of 3 demerit points; maximum of 2 convictions within the previous 36 months; no driving related criminal code convictions within the previous 36 months; and no ignition interlock restrictions) is required to perform the job.
- Experience with change management would be considered an asset
- Funeral home experience would be an asset

- Proven commitment to quality customer service and teamwork
- Demonstrated accuracy of administrative functions, financial handling and documentation preparation
- Solid understanding of the Laws of Succession of Ontario to assist in legal matters pertaining to property transfers, Estates, Power of Attorneys, Executors and Wills
- Excellent interpersonal and communication skills with proven empathic skills in order to deal sensitively with grieving families
- Excellent written and verbal communication skills needed for professional report writing and presentations to Council and various internal and external groups
- Demonstrated business development, budget, financial, marketing and customer service skills
- Demonstrated leadership, coaching and human relations skills to effectively develop staff
- Demonstrated knowledge and understanding of Diversity, Equity, and Inclusion principles
- Ability to work effectively, independently and as a team member
- Proficient in Microsoft Office and capacity to learn all cemetery software related to cemetery operations and procedures
- A passion for promoting and maintaining a healthy and safe workplace and the ability to work respectfully and effectively in a team environment

What we will require:

- A Police Criminal Record and Judicial Matters Check satisfactory to the City
- Proof of your current and valid certificate(s), licenses and/or educational qualifications, if applicable

Be You @ Waterloo (Our Commitment to Diversity, Equity, Inclusion and Belonging):

The City of Waterloo acknowledges that our work takes place on the traditional territory of the Haudenosaunee, Anishnaabe and Chonnonton Peoples, and is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River. The City is dedicated to advancing the organization's commitment to Reconciliation, Equity, Accessibility, Diversity and Inclusion and to reducing barriers to employment opportunities. Applications from members of historically underrepresented groups, including Black, Indigenous, racialized communities, women, persons with disabilities and members of 2SLGBTQIA+ are encouraged for positions at all levels within the organization. Candidates from historically underrepresented groups are encouraged to self-identify in their application.

Accommodations are available throughout all stages of the recruitment process in accordance with the Human Rights Code and other applicable legislation. We encourage applicants to access support(s) that may be needed. To request accommodation during the application process, please email recruitment@waterloo.ca, quoting the position and competition number. Applicants advancing to the next stages of the recruitment process will be provided with additional opportunities to make their needs known.