



MCA FUNERAL HOME

License # FD2206

<http://www.mcabayarea.org/funeral/>

1755 Catherine Street,
Santa Clara, CA 95050
Phone (408) 709-4586
Fax (408) 709 4052
funeral@mcabayarea.org

Funeral Coordinator – MCA Funeral Home Employee

Position: Funeral Coordinator

Location: MCA Funeral Home, Santa Clara, CA

Supervisor: MCA Treasurer, Funeral Director or other manager as may be assigned

Job Summary:

MCA Funeral Home is seeking an employee as a Funeral Coordinator position based in Santa Clara, California. The Funeral Coordinator will guide and provide funeral services to the bereaved families in the community and in preplanning funeral services.

About us

Muslim Community Association of San Francisco Bay Area referred to as MCA is a member base Religious Non-Profit 501(c)(3) Organization with 2,000 members located primarily in South Bay. The primary services of MCA are Religious offerings and School. In addition there are multiple services offered e.g Medical, Legal, sports, fitness and Funeral. More Information can be obtained by visiting the website: <https://www.mcabayarea.org/>

MCA Funeral Home

The MCA Funeral Home was established as a Licensed Funeral Facility to facilitate Islamic practices of funeral services and burials. On average the MCA funeral facility performs one funeral a week.

Typical Funeral Procedure

- The family (authorized person) of deceased contacts MCA Funeral Home.
- The coordinator prepares the necessary paperwork to transport the body to the MCA funeral facility, obtain a burial permit and death certificate.
- The coordinator communicates with the Funeral Committee to arrange for Wash and rituals.
- The body is brought to the MCA funeral facility where family members and/or experienced volunteers perform the ritual washing.
- The ritual funeral prayer is performed.



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- After ensuring that Burial Permit is obtained the body is transported to the cemetery for burial.
- Death certificates are mailed to the family (authorized person).

About the role:

- End to end ownership of the MCA Funeral Services Process to deliver highest quality funeral services as per MCA guidelines and process working closely with the MCA Funeral Committee & Executive boards.
- Meets with families in formal dress code and works directly with them on MCA's behalf, arranges for the pickup of the deceased and arrange funeral services.
- Acts as a liaison to coordinate desired service arrangements.
- Arranges for the transportation of the body from hospitals, coroner's office, residences and convalescent homes etc. during business hours and weekends (if necessary).
- Obtains all required legal documents to allow for the burial of the deceased.
- Accurately prepares and processes a variety of correspondence and documents including contracts, receipts, and other forms as appropriate.
- Delivers and picks up Death Certificate orders at the Health Department and delivers to the appropriate funeral home following policies and procedures.
- In case of unnatural death, work with the local coroner's office. Arranges for embalming in unusual cases.
- Communicates via email the details of the Janazah prayer well in advance to the community
- Arranges for the Ghusl (washing) and Janazah prayer for the deceased.
- Maintains the cleanliness of Funeral Home areas.
- Cleans funeral home before and after ghusl and replenishes all the things required for ghusl.
- Ensures all garbage is disposed properly (i.e. garbage vs bio grade-able)
- Maintains cleanliness and preparedness of vehicles (hearses) and schedules maintenance and repairs (such as oil changes) as needed.
- Assist on funeral services to set up and assist with casket loading/unloading.
- Co-ordinate and inform the burial place to ensure that the required burial place is ready for the deceased.
- Arrange transportation of the deceased to the final resting place, assists in the burial process for the deceased. Participates in making dua for the deceased.
- Works closely with the Funeral Committee; Other duties as assigned



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- Follow the process laid down by MCA on reporting monthly, quarterly and yearly.

Training

- The position requires training from California Cemetery and Funeral Bureau for funeral arrangement.
- Additional training may be mandated for customer support roles.

Compensation

- Contract would be initially for 3 months as probation and renewed on a year based on performance
- Payments for funeral service would be based per funeral.

About you

- Practicing Muslim with a good knowledge and understanding of the Islamic faith and funeral process and California funeral process in general;
- High School/ GED.
- Must hold a valid California Driver's License.
- Excellent problem solver with native-level written and verbal communication skills.
- Possess at least 0-2 years of customer support experience, including the ability to demonstrate a strong level of communication skills.
- A people-person with the patience to walk the customers through every step of a problem.
- You are a team player and know when to ask for help
- Proficient in Microsoft Office Products (Word, Excel, Access, Outlook);
- ability to maintain strict confidentiality;
- professional temperament and appearance;
- ability to work and relate to a variety of personalities and cultures with diplomacy, friendliness and poise;
- able to work in a team-oriented environment, handle multiple assignments consecutively and prioritize workload.

This Job Is Ideal for Someone Who Is:

- **Dependable** -- more reliable than spontaneous
- **People-oriented** -- enjoys interacting with people and working on group projects
- **Adaptable/flexible** -- enjoys doing work that requires frequent shifts in direction



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- **Detail-oriented** -- would rather focus on the details of work than the bigger picture
 - **Autonomous/Independent** -- enjoys working with little direction

Schedule:

Flexible, depends on funeral needs with most of the functions can be performed remotely.

How to Apply:

You may apply submitting your resume and cover letter at hr@mcabayarea.org

MCA is an equal opportunity employer and values diversity. We do not discriminate on the basis of race, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.