**Cemetery Office Functional Roles and Tasks**

* **Fiscal**
* Operating Budget Planning
* Payroll spreadsheet projection
* Roger Software Development Reports
* Resource Management Tool
* Blotter
* Variance Report
* Full Time Employee E and Budget allocation letter
* Purchase card or dev/purchase requests
* Contract tracking spreadsheet
* Invoice Payment Processing System - Invoice Certification
* Payment Methods (GSA, 1358, Inter-Agency Payment and Collection, System for Award Management, etc)
* VHA Self Support Center (utility tracking through VISN)
* Centralized Automated Accounting Tracking System
* Budget close-out
* **Safety / EPP**

Emergency Preparedness Plan

* Introduction to Emergency Preparedness Plan
* Annual update
* Periodic Exercise
* Conference update of station (Phone tree and Recall roster)

Office of Workman's Compensation Process

* Inspection tracking
* OSHA 300
* First Notice of Event
* CA-1/CA-16/CA17 (Department of Labor accident forms)
* Annual Workplace Evaluation (w/Medical center)
* Annual requirement

Personal Protective Equipment

* Types and appreciate Use
* Budgetary needs related to PPE
* Hazmat/Safety Data Sheet
* Contracting requirements
* Electronic Update or hardcopy
* Waste disposal
* **Employee Labor Relations**
* Position Descriptions - current and accurate
* Performance Standards - current and accurate
* Organization chart - Accurate
* Performance Reviews
* HR Issues
  + Rec
  + recruitment / selection
  + EEO/ADR
  + Disciplinary actions / Douglas factor
  + RPA’s
* Local Union
* Training / Safety
* Leave balances
* Awards and Retirements
* ORM
* **Goals Engagement Accountability Results Program (Performance Management)**
* Familiarize yourself with the program
* Review Standardized Performance Plans approved by VA Central Office
* Review Self evaluations
* Discuss Change of Rater during performance period
* Review MADSS/Safety/Timeliness of Marking Graves data to prepare scorecard
* Perform Mock counseling sessions for review period
* **Community Relations**
* Become familiar with local issues and the cemetery and community budget
* Identify local leadership to contact
* Work with MSN to identify strategies to address local conflicts
* Send letter if Introduction and offers to brief
* Set up GOOGLE alerts for your cemetery
* **Leading**
* Lead by example
* Communicate effectively / listening
* Accountability
* Integrity
* Honesty
* Structure
* **Administration**
* Public Affairs: Contact NCA Public Affairs Officer for guidance and assistance talking points
* Scheduling - Internal and external
* Outreach: Talking points. Know your audience (internal and external)
* Eligibility - Case studies. Handbook and directives
* Customer Service
  + Internal - employees, volunteers, contractors
  + External - Funeral Directors, Veteran Service Organization, Visitors
* **Field Ops**
* Headstone setting / marker
* TMG Reports / Accuracy Reports
* Monument certification
* Grounds Maintenance Plan
* Annual internal controls
* GBSAT / Gravesite layout maps
* Ceremonies
* Pesticide application certification
* Environmental Management System - EMS

Equipment / Facilities

* Equipment Inventory List
* Equipment maintenance schedule (and associated costs)
* Daily Preventive Maintenance checklist
* Equipment turn-in and transfer
* Equipment purchasing requests and wish list
* Facilities checklist
* Facility condition assessment - repairs
* Physical security (e.g., key checklist, Rules of Behavior for non-employees)

Interment OPS

* Chain of Custody
* Standard Operating Procedures
* Gravesite layout
* Opening new sections
* Daily tracking
* Gravesite Certification Process
* Gravesite Assignment Procedures
* Dig slip
* Map Verification against Dig Slip
* Organization Assessment Improvement Requirements for records maintenance
* Interment specific safety procedures
* Variations in interments Operations by Cemetery

Headstones

Grounds

* **IT**
* PIV Badges
* New employee process
* 9957 Accesses
* National Service Desk (NSD) tickets and process
* **COR Duties**
* Meetings (Reviews)
* The process
* Reports
* Certification of invoices
* Technical Evaluations
* Develop SOWs
* Finance Reviews
* Training
* **LDL**
* Projects
* myVA
* Community Boards Veterans Engagement (CVEB)
  + VA Pulse / Idea House