



CEMETERY OFFICE FUNCTIONAL ROLES AND TASKS

SOURCE: NCA CDM 1/2023

FINANCIAL

- Operating Budget Planning
- Payroll spreadsheet projection
- Resource Management Tool
- Blotter/Power BI
- Variance Report
- Full Time Employee Equivalency and Budget allocation letter
- Purchase card or dev/purchase requests
- Contract tracking spreadsheet
- Invoice Payment Processing System - Invoice Certification
- Payment Methods (GSA, G-Invoices, 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
- Project Management
- Internal Controls Assessment Tool
- Gift Fund
- Award Tracker
- Inter-Agency Agreements
- Utilities
- Fulltime Employee Equivalency
- Donation Books
- IFAMS (Integrated Financial & Analysis Management System)
- Inter-Agency Payments & Collection
- DLA or Pool Cards

SAFETY / EPP

EMERGENCY MANAGEMENT

- Introduction to Emergency Action Plan
- JHA (Job Hazzard Analysis)
- Annual update



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- Quarterly Exercise
- EAAS
- EM Directive
- E-Comp
- Charge Back
- CA-1/CA-16/CA17 (Department of Labor accident forms)
- Vulnerability Assessment

SAFETY PROGRAM (MEETINGS)

- AWE/Corrective Action Plans
- 2162s
- OSHA 300/301A
- FNOE
- PPE
- Budget Needs
- CDSO Responsibility
- Lock-out Tag-out Program
- SDS (Safety Data Sheets)

EMPLOYEE LABOR RELATIONS (DECONFLICT WITH ADMIN)

- Position Descriptions – Timeline requirements
- Organization chart – Accurate
- Onboarding/Offboarding
- Fact finding
- Informal Fact Finding
- Performance Appraisals/ePerformance
- Performance Reviews
- HR Issues
 - Working with ER/LR section
 - Recruitment / Selection (Hiring Actions)
 - EEO/ADR



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- Whistleblower
- RPA's/Management Self-Service (MSS)
- Disciplinary Actions
 - Counseling
 - Douglas Factor
 - Progressive Discipline
- Local Union
 - Relationship building
 - Master agreement
 - Stewards
 - Weingarten rights
 - Inactive/Disinterested Union
 - Labor Forum
- Leave Management
 - VATAS
 - LWOP
 - AWOL
 - Approval/disapproval
 - FMLA
 - Sick Leave
 - WX/Safety
 - Veterans Disability Leave
- Awards
 - End of Year
 - Mid-Year
 - On The Spot
 - Group
 - Award Budget Management
- Retirement
- ORM
- Handling Behavioral/Emotional Issues
 - EAP



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- Program Information
- Contact Information
- Reasonable Accommodation
 - Process
- OGC Relations
- P31 Management

E-PERFORMANCE (PERFORMANCE MANAGEMENT)

- Familiarize yourself with the program
- Review Standardized Performance Plans approved by HCM
- Review Self evaluations
- Discuss Change of Rater during performance period
- Review MADSS/Safety/Timeliness of Marking Graves data to prepare scorecard - **OAI?**
- Perform Mock counseling sessions for review period
- Understand required performance elements (supervisors) 1630's
- RA Process
- Draft Self Assessments
- All Employee Survey

COMMUNITY RELATIONS

- Become familiar with local issues and the cemetery
- Identify local leadership to contact
- Work with the Regional Offices + VHA to identify strategies to address local conflicts
- Send letter of Introduction and offer to brief
- Set up GOOGLE alerts for your cemetery
- Support Committees
- Ceremonies and Memorials
- Effective writing

LEADING

- Lead by example
- Communicate effectively / listening
- Accountability



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- Integrity
- Honesty
- Structure
- ECQs
- Conflict Management
- Training & Development
- Business Plans/Action Plans
- Time Management
 - Workload Management
- Communication with District

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
- Share Point
- Master Tasker
- Customer Surveys (internal and external) AES/CSS
- Action Plans (Reuse is good)
- SOPs
- OAI Self-Assessment
- Speeches
- BOSS
- Time Management
- MADDS
- Writing
- Issue briefs
- Oversight/Verify Process



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- GDRR/RGR/AAR
- Project Management
- Writing SOW
- Writing FNOE's
- Process Improvement/Change Management
- Public Speaking
- Privacy Records Assessment
- TABLEAU System

FIELD OPS – (OV MEANS OVERVIEW)

- Headstone setting / marker - **Simplify 3-4-5 not PT**
- TMG Reports / Accuracy Reports - **Deep**
- Monument certification - **Deep**
- Grounds Maintenance Plan - **OV**
- Annual internal controls – **Define (not field maybe)**
- GBSAT / Gravesite layout maps
- Ceremonies – **OV Speaking practice**
- Pesticide application certification - **OV**
- Environment Management System (EMS) – **OV**
- GIS/GPS
- Satellite Operations
- GAR & SAM – Standards & Measures
- GDRR
- Contract Oversight

Equipment / Facilities

- Manager Plus
- Equipment Inventory List - **OV**
- Equipment maintenance schedule (and associated costs) - **MPlus**
- Daily Preventive Maintenance checklist
- Equipment turn-in and transfer - **OV**



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- Equipment purchasing requests and wish list
- Facilities checklist - **OV**
- Facility condition assessment (repairs) – **How to use to inform District**
- Physical security (e.g., key checklist, Rules of Behavior for non-employees)
- FAST Reports - **OV**
- Report of Survey – **OV**

INTERMENT OPS

- Chain of Custody – **Practical hands-on**
- Standard Operating Procedures
- Disinterment
- Opening caskets/Containers
- Lowering Device Maintenance SOPs
- Gravesite layout - **Important**
- Opening new sections - **Important**
- Daily tracking- **Important**
- Gravesite Certification Process- **Important**
- Gravesite Assignment Procedures- **Important**

CRUCIAL – Will get you in trouble fast

Don't fix any problem. Tell District and wait for their guidance

- **Dig slip**
- **Map Verification against Dig Slip**
- Organization Assessment Improvement Requirements for records maintenance - **PRAD**
- Interment specific safety procedures
- Variations in interments Operations by Cemetery
- Operations Investigations



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FOR YOUR INFORMATION

THINGS THAT WILL GET YOU IN TROUBLE

- Burial Discrepancies!
- 100% verification of Web Logics
- Contract Oversight (SOW)
- EEO Topics
 - Harassment/Sexual harassment
 - Bullying
 - Fear & Intimidation, Retaliation
 - Hostile work environment
- Money –
 - split purchases
 - work arounds
 - purchase verifications
- Misuse of government vehicle
- Misuse of travel card
- Coming in late, leaving early, extended lunches
- Reporting or fail to report
- Not driving the cemetery daily
 - Not being seen
 - Cemetery awareness
- Becoming too friendly