

NC Board of Funeral Service

POSITION VACANCY ANNOUNCEMENT

Preneed Program Manager

This position is primarily responsible for directing the Board’s Preneed program with an emphasis on responding to licensees who have questions regarding statutes and administrative rules that govern preneed services. The work requires substantial contact with licensees and consumers requiring in-depth knowledge of applicable statutes and administrative rules regarding preneed. The position will be engaged in planning, directing and organizing the Board’s Preneed program in concert with the Executive Director, Assistant Director, General Counsel and Compliance Officer. The position will be responsible for the management and retention of more than 180,000 active preneed contracts; will oversee the disposition of performed contracts in accordance with the Board’s records retention schedule; will develop standards and procedures for the Annual Preneed Report; and will be engaged in the development of policies and procedures that assure compliance with the general statutes and administrative rules governing preneed programs and services. The position will work collaboratively with the General Counsel and Compliance Officer on consumers’ claims for restitution through the NC Preneed Recovery Trust Fund as well as issues pertaining to compliance with statutes and rules governing individual licensure and preneed services.

In addition to the Preneed program responsibilities, this position will conduct on-site compliance examinations of licensed funeral establishments and crematoria in an assigned area. The position will review funeral establishment records and documents to assure compliance with applicable statutes and rules and will conduct reinspections when necessary in follow-up to identified deficiencies.

The work requires superior interpersonal skills; demonstrated effectiveness in written and oral communication; an ability to understand and resolve complex issues, problems and situations concerning preneed services and related funeral programs; and knowledge of the general statutes and administrative rules that govern funeral practice in North Carolina. The work will require knowledge of data bases and related information technology that supports the collection and analysis of program information. This position reports to the Executive Director and will be a key member of the Board’s leadership team.

Minimum Requirements for Education and Experience: Graduation from an accredited school of mortuary science; licensure as a funeral director or in funeral service; and 4 years of progressively responsible experience in the practice of funeral service including at least 2 years in preneed planning and service delivery.

Salary Range: $38,000-$45,000