



ALABAMA BOARD OF FUNERAL SERVICES

4276 LOMAC STREET | MONTGOMERY, ALABAMA 36106
P.O. BOX 309522 | MONTGOMERY, ALABAMA 36130
PHONE 334.242.4049 | WWW.FSB.ALABAMA.GOV
EMAIL: INFO@FSB.ALABAMA.GOV



KAY IVEY
GOVERNOR

CHARLES PERINE
DIRECTOR

Job Announcement: Administrative Support Assistant (Unclassified §34-26-10, Code of Ala., 1975)

Location: Montgomery, Alabama

Work Hours: 8:00 AM to 4:30 PM

Salary Range: \$33,064.80 - \$55,375.20 (*Salary offered will be subject to State Personnel Board approval.*)

Position Overview:

This position involves performing advanced clerical duties, including significant administrative and supervisory responsibilities. Employees will play a critical role in ensuring the efficient operation of the office while maintaining compliance with applicable rules and regulations.

Minimum Requirements

- High school diploma or GED certificate.
- Three years of progressively responsible clerical work experience.
 - Examples of experience may include:
 - Developing forms.
 - Maintaining databases.
 - Supervising clerical staff.
 - Preparing reports and correspondence.
 - Determining eligibility or applying new policies.
 - Training new clerical employees.

Primary Responsibilities:

1. Receptionist Duties:

- Serve as receptionist and direct the public to proper offices.
- Screen telephone calls, provide non-technical information, and explain rules and procedures.
- Receive, address and resolve routine complaints.
- Respond to routine inquiries and forward matters that cannot be personally handled.
- Check voicemails and return all calls within 24 hours or by next business day.



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2. Phone Management:

- Answer and direct phone calls to appropriate staff members.
- Provide callers with information and assistance as needed.

3. Email Management:

- Monitor and respond promptly to emails sent to info@fsb.alabama.gov.
 - Emails received between 8 AM and 3 PM should be answered by the close of business.
 - Emails received after 3 PM should be answered by the next business day.
- Promptly distribute emails to the appropriate staff members.
- Properly handle any forms submitted by email or the online licensure system.

4. Mail Handling:

- Open, date-stamp, and sort all incoming mail.
- Distribute mail to the appropriate staff members promptly.
- Handle packaging of all out going mail.

5. Document Processing:

- Sort and process applications, forms, correspondence, vouchers, invoices, and statistical information in accordance with defined procedures.
- Ensure documents are complete, accurate, and compliant with applicable rules and procedures.

6. Application Processing:

- Create and organize files for new applications.
- Reassign files as needed.
- Identify and manage application deficiencies.
- Issue deficiency notices as applicable.

7. Communication:

- Send initial letters and pocket cards to applicants via mail or email.
- Respond to record requests and complaints with initial letters.
- Notify applicants of deficiencies via letter and email.



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8. Complaint Management:

- Accurately enter all complaints into the licensure system.
- Send acknowledgment notifications to complainants and respondents.

9. Filing:

- Maintain organized paper and electronic filing systems.
- Record and track files, manuals, and publications movement.

10. Inspection Due Date Management:

- Track inspection due dates to ensure timely compliance.

11. Records Requests:

- Acknowledge receipt of records requests.
- Notify the Records Manager of requests via email.

12. Renewal Processing:

- Enter manual renewal applications into the licensure system.
- Update system records with renewal information.

13. Background Checks:

- Process required background checks and report to the License Coordinator.
- Issue deficiency notices if applicable.

14. Supplies Management:

- Assess and determine the need for office supplies and equipment.
- Prepare lists for the Executive Director to approve and order.

Additional Duties:

- Stay informed of changes in laws and regulations affecting funeral establishments, crematories, and preneed services.
- Perform other administrative tasks as assigned by the Executive Director or senior staff.
- Maintain confidentiality and professionalism when handling sensitive information.



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Reporting Structure:

- **Reports to:** Executive Director
- **Collaborates with:** Administrative Staff and External Stakeholders

Skills and Qualifications:

- Excellent organizational and time management skills.
- Strong attention to detail and accuracy.
- Proficient in Microsoft Office, especially Excel and Word.
- Strong written and verbal communication skills.
- Ability to handle confidential information with discretion.
- Strong customer service skills.
- Ability to manage multiple tasks effectively.

If you meet the qualifications and are passionate about providing excellent administrative support, we encourage you to apply.

How to Apply:

Submit your resume, cover letter, and references by January 2, 2024. Applications can be emailed to Charles.perine@fsb.alabama.gov or mailed to:

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