

# Funeral Service Workers

SOC: 11-9171 • Career Profile Report

## ■ Key Facts

|  |   |   |
|--|---|---|
| <div>\$59,420</div> <div>Median Salary</div> | <div>59,600</div> <div>Employment</div> | <div>+4.0%</div> <div>Growth Rate</div> |
|--|---|---|

## ■ Requirements & Salary Range

**Education:** Associate's degree

## ■ Automation Risk Assessment

**Low Risk** - 18.0% probability of being automated in the next 10-20 years.  
This job is relatively safe from automation due to its creative, social, or complex problem-solving requirements.

## ■ Work-Life Balance

**9.5/10** - Excellent work-life balance

## ■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

|              |        |               |        |
|--------------|--------|---------------|--------|
| Realistic    | 4.2/10 | Investigative | 6.8/10 |
| Artistic     | 4.4/10 | Social        | 7.8/10 |
| Enterprising | 8.6/10 | Conventional  | 7.4/10 |

## ■ Top Skills Required

Business skills, Compassion, Interpersonal skills, Time-management skills

### ✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

### ■ Challenges

- Burnout Risk
- Rapid Technological Change

## ■ What They Do

Funeral Service Workers typically perform the following tasks:

- Consult with families or friends of the deceased to arrange funeral details, such as obituary notice wording, casket selection, or plans for services.
- Schedule funerals, burials, or cremations.
- Deliver death certificates to medical facilities or offices to obtain signatures from legally authorized persons.
- Offer counsel and comfort to families and friends of the deceased.
- Monitor funeral service operations to ensure that they comply with applicable policies, regulations, and laws.
- Direct and supervise work of embalmers, funeral attendants, death certificate clerks, cosmetologists, or other staff.
- Complete and maintain records, such as state-required documents, tracking documents, or product inventories.
- Sell funeral services, products, or merchandise to clients.
- Plan and implement changes to service offerings to meet community needs or increase funeral home revenues.
- Respond to customer complaints, legal inquiries, payment negotiations, or other post-service matters.
- Negotiate contracts for prearranged funeral services.
- Explain goals, policies, or procedures to staff members.
- Schedule work hours for funeral home or contract employees.
- Set prices or credit terms for funeral products or services.
- Review financial statements, sales or activity reports, or other performance data to identify opportunities for cost reductions or service improvements.
- Interview and hire new employees.
- Identify skill development needs for funeral home staff.
- Direct or monitor administrative, support, repair, or maintenance services for funeral homes.
- Set marketing, sales, or other financial goals for funeral service establishments and monitor progress toward these goals.
- Attend or make presentations at community events to promote funeral home services or build community relationships.