



Jackson County, Missouri Request for Proposal No. 24-085

6.2 Experience and Qualifications

Charter Funerals was asked in approximately 2008 to assist Jackson County with Mortuary Services for unclaimed and indigent decedents, and was later, in 2009, awarded this contract, which it held until mid 2017. The Jackson County contact at that time was Michael Wells. There were no issues on either side.

Charter Funerals was founded in 1995, as a value priced funeral company headquartered in Kansas City, Missouri. It is locally owned and has 4 locations in Jackson County

- 5000 Blue Ridge Cutoff, Kansas City, MO 64133
- 1512 Main Street, Grandview Missouri 64030
- 614 S Brookside Avenue, Independence, MO 64053
- 1818 North River Blvd, Independence, MO 64050

Charter operates a total of 5 funeral homes and 3 cemeteries in the Kansas City metro area. A further 3 funeral homes and 1 cemeteries are operated in rural Kansas. The management of Charter has previously owned or operated Funeral Homes, Cemeteries and Crematories in both California and Hawaii. The Hawaii crematories were very large operations, performing in excess of 2000 cremations annually. Charter Funerals maintains its headquarters and consolidated administrative and accounting center in the Kansas City metro area.

Notably, Charter currently assists Jackson County with the upkeep of Highland Cemetery.

Names and Qualifications of those employees who will be directly involved

Duke Radovich, President/Director

Duke entered the industry in 1977 with a large Midwestern full service firm. That firm owned and operated funeral homes, cemeteries, a pre-need company, and other death care related enterprises at one time or another. He progressed quickly, being appointed Director of Training and Development. After being promoted to Vice President, he was awarded a seat on the Board of Directors of this closely held firm. In 1986, he left this firm with his partners Paul Ferrell and Dennis Cunningham and formed FCA, Inc. FCA's goals were to acquire and operate multiple funeral home and cemetery locations. Additionally, part of the goal was to form a pre-need company and to develop integrated software. Spectrum Family Services, Inc. became the pre-need company and Spectar Solutions, Inc. was the software development arm.

Jimmy Radovich, General Manager

Jimmy has dedicated his entire professional career to Charter Funerals since taking his first position with the company in 1996. Born and raised in Kansas City, Missouri, Jimmy received his primary education at the St. Thomas More School. Jimmy attended Rockhurst High School, prior to earning his undergraduate degree from Kansas State University – where he played football for Coach Bill Snyder. Jimmy was a member of Delta Tau Delta Fraternity and graduated from K-State in 2003 with a Bachelor of Science degree in Marketing and International Business. Always the consummate professional, Jimmy has a great connection with the Kansas City families we service. Jimmy is respectful, kind and courteous in a way that puts our visitors and friends at ease. Families respond gratefully to his good nature and professionalism.

Brent Saathoff, Kansas City Funeral Home(s) Manager

Brent was named manager of Kansas City Funeral Operations in 2019! He has been with us since 1994, when he was hired for what was supposed to be a temporary position. Rather than staying put, Brent steadily worked his way upward, quickly becoming the manager of the old telemarketing department, then apprenticing under the late John Examilotis, and ultimately becoming a funeral director. In his capacity as the manager, Brent oversees the day to day activities of the Kansas City area funeral staff, bringing more than 20 years of industry expertise to help us provide exceptional service to our customers and our community.

In the words of Al Saathoff, Brent's father and colleague at Charter, "Brent is very knowledgeable, he's good with people and he believes in doing things right." It is this attention to detail and customer-oriented approach that has characterized Brent's tenure here over the years.

Salena Minich, Kansas City Funeral Home(s) Administrator

Salena Minich is a compassionate and attentive office manager; she joined the Charter Funeral team in 2011 and quickly gained a reputation for diligence, compassionate service and a commitment to honoring the departed loved ones of the families who rely on us throughout the difficult process of grief. Transplanting from Princeton, KS, Salena has found a home in Kansas City, KS, where she is raising her family. Salena has earned her Associate's in Mortuary Science from Kansas City Kansas Community College, as well as an Associate's in Business Administration and Bachelor's in General Psychology at Colorado Technical University. She is involved with her local church and community. In her spare time, she enjoys reading, traveling, and going to her girl's events.

Additional Staff

The personnel listed above will be indispensable as we work on this contract. However, in addition to these key people, we have many other employees in the Kansas City area within our organization if there is a need for additional support with this contract.