

Job Title: Cemetery Manager
Location: Knollwood Memorial Park, Canton, MA
Reports To: President
Status: Exempt
Compensation: Base of \$65-\$70k annually plus commissions and bonuses
Excellent benefits package

Since 1898, Knollwood Memorial Park has been serving all faiths with dedication and care. We are currently seeking a compassionate and skilled Cemetery Manager to join our team. This role involves providing sales and service assistance to families, overseeing daily operations, and ensuring a positive, welcoming environment for both visitors and staff. This position offers a rewarding and meaningful opportunity to make a significant impact on people's lives.

Knollwood Cemetery Corp. (Knollwood) is an Equal Opportunity Employer and adheres to a strict non-discrimination policy that encompasses race, creed, color, religion, alienage, national origin, ancestry, citizenship status, age, disability, sex, marital status, veteran status, sexual orientation, gender identity, genetic information, arrest record, and other protected characteristics. Our commitment to this policy extends to all aspects of employment, including recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment. Knollwood also complies with Massachusetts General Laws, Chapter 149/19b, which prohibits the use of lie detector tests as a condition of employment.

Essential Duties and Responsibilities:

- Coordinate and oversee daily business operations at Knollwood Memorial Park.
- Hire, train, manage, and motivate staff.
- Educate and inform families about our products and services, including advance planning and cemetery lot purchases.
- Develop and generate sales.
- Assist families in making burial arrangements during times of need.
- Participate actively in all park events.
- Engage in community outreach and develop relationships.
- Ensure excellent customer service.
- Participate in marketing efforts for the park.
- Create and manage budgets.
- Evaluate staff performance and productivity.
- Lead and oversee funeral services.
- Build and maintain relationships with funeral directors, clergy, and community leaders.

Education and Qualifications:

- Knowledge and experience in various business functions.
- Strong leadership and organizational skills.
- High work ethic and meticulous attention to detail.
- Proactive nature.
- High school diploma or equivalent.
- Fluent in English (spoken and written).
- Proof of eligibility to work in the US.
- Able to pass a background check and drug test.
- Own a vehicle and have a valid driver's license.
- Availability to work Saturdays as needed.

Competencies:

- Proficiency in Microsoft Office Suite.
- Strong internet navigation skills.
- Excellent customer service skills.
- General mathematical skills.
- Previous sales experience required.

Personal Characteristics:

- Excellent communication skills (written and oral).
- Positive and collaborative demeanor.
- Ability to prioritize tasks and work independently.
- Maintain composure in difficult situations.
- High level of empathy and compassion.
- Ability to make quick decisions under pressure.

Physical Requirements:

- Able to move around the office and park.
- Manual dexterity.
- Use of a computer throughout the workday.
- Ability to bend, stretch, and lift small boxes (less than 20 lbs.).

Work Environment:

- Typically, a quiet noise level.

We look forward to welcoming a new Cemetery Manager who will uphold our values and contribute positively to our community.