

General Manager Knollwood Memorial Park, Canton MA

Knollwood Memorial Park has been serving all faiths since 1898. This position will provide sales and service assistance to all families. And oversee the day-to-day operation. Using the utmost care and compassion, the successful candidate will educate and guide them through the process of making informed decisions for advanced planning or the sudden loss of a loved one. They will create a positive and welcoming environment for visitors and co-workers. This is not just a job it is a meaningful opportunity to make a difference in people's lives.

Knollwood Cemetery Corp. (Knollwood) is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, gender identity, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Knollwood recognizes Massachusetts General Laws, Chapter 149/19b that it is unlawful to require or administer a lie detector test as a condition of employment or continued employment.

Essential Duties and Responsibilities include the following

- Coordinating/Overseeing business operations at Knollwood Memorial
- Monitoring and motivating staff
- Educate and inform families about products and services offered including advance planning and the purchase of cemetery lots and interment services
- To generate and develop leads
- Work with families at time of need to assist with decision making process for burial arrangements
- Be an integral part of all events held at the park and community engagement
- Ensuring attentive and positive customer service
- Participate in marketing efforts for park
- Hiring and training employees
- Creating and managing budgets
- Evaluating performance and productivity
- Generating reports and giving presentations
- Lead and/or oversee funeral services

Education and Qualifications

- Knowledge and experience of varying business functions.
- Strong leadership qualities.
- Highly organized.
- Strong work ethic.
- Good interpersonal skills.
- Meticulous attention to detail.
- Proactive nature.
- High School diploma or equivalent

- Must be able to speak and write fluent English
- Must be able to provide proof of eligibility to work in US
- Must be able to pass a background check, drug test, have own vehicle and a valid driver's license.
- Must be available to work Saturdays as needed.

Competencies:

- Must have strong computer skills – specifically Microsoft Office Suite Products
- Must be able to navigate on the Internet
- Must have excellent customer service skills
- General Mathematic skills
- Previous sales experience a must

Personal Characteristics

- Outstanding communications skills, written and oral
- Must be able to prioritize tasks and work autonomously
- Must be able to maintain composure in difficult situations
- Must be able to express high level of empathy and compassion
- Must be able to make quick decisions under pressure

Physical Requirements:

- Must be able to ambulate around the office and the Park
- Must have manual dexterity
- Must be able to use a computer throughout the workday
- Must be able to bend and stretch
- Must be able to lift small boxes (<20#)

Work Environment:

The noise level in the work environment is usually quiet.

Please email resume to: info@knollwoodmemorial.com or mail to: Human Resources 321 High Street Canton, MA 02021. NO phone calls please

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