

**Job Title:** Administrative Assistant/Paralegal  
**Reports To:** CEO  
**Work Location:** Onsite, Needham, MA  
**Compensation:** \$50K-\$60k/annual commensurate with experience  
**FLSA Status:** Exempt  
**Schedule:** Full-time

This vital role ensures smooth daily operations, provides paralegal and administrative support, assists families during meaningful and sensitive moments, and collaborates across departments to deliver exceptional service.

**Key Responsibilities:**

- Support general office operations and perform general administrative duties
- Ability to conduct legal and archival research related to grave ownership, burial rights, regulatory requirements, genealogy/ancestry research as assigned
- Assist with grave transfers, including preparing, reviewing, maintaining legally relevant documentation, and interfacing directly with families
- Support the sales and client services team with aftercare of families
- Provide administrative and logistical support to the team
- Participate in the intake and coordination of burials
- Rotate into the on-call schedule to support funeral and burial logistics

**Qualifications:**

- Paralegal certificate or paralegal experience required
- Associate degree or bachelor's degree preferred
- Previous Administrative experience in an office or professional setting
- Excellent organizational, written, and verbal communication skills.
- Ability to handle difficult/sensitive conversations with empathy and the ability to de-escalate.
- Ability to work effectively independently and as part of a team
- Strong attention to detail and accuracy, with the ability to manage multiple priorities
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Teams); experience with CRM software is a plus
  - Comfortable learning and using new technology systems.
  - Ability to read maps, understand cemetery layouts, and interpret archival documents.
  - Valid driver's license and reliable vehicle; ability to travel to multiple cemetery locations as needed.
  - Familiarity with Massachusetts communities and Jewish burial or funeral-related cultural practices is strongly desired.
  - Experience working in a nonprofit or mission-driven setting is a plus.
  - Willingness to collaborate and support cross-departmental needs.
- Professional demeanor and ability to handle sensitive information with discretion
- Reliable, punctual, and adaptable to changing priorities
- Must be able to sit for extended periods and move throughout office and cemetery environments, including outdoors in all weather conditions

This job description is designed to provide a clear overview of the primary responsibilities, expectations, and scope of the position. It is not intended to include every task, duty, or skill that may be required and should not be interpreted as an exhaustive list of responsibilities. The organization may modify, add, or remove duties as necessary to meet evolving business needs. This document does not constitute a contract of employment, nor does it guarantee ongoing or permanent employment.

Our organization is an Equal Opportunity Employer and is committed to creating an inclusive, diverse, and respectful workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other protected characteristic under applicable law.

To apply, send résumé and a brief cover letter to [deborah.gagnon@jcam.org](mailto:deborah.gagnon@jcam.org)