

Job Title: Memorial Plaque and Unveiling Coordinator

Location: On-site (Office)

Position Type: Full-Time

Reports To: Director of Interments, Memorials and Administrative Services

Salary Range: \$55,000 - \$60,000 (Commensurate with experience)

Benefits: Health, Dental, Vision, Critical Care, 401K

Organization

Knollwood Cemetery Corp operates Sharon Memorial Park and Knollwood Memorial Park, providing compassionate and professional cemetery services to families and funeral professionals. We are seeking a detail-oriented and highly organized Memorial Plaque and Unveiling Coordinator to join our team.

Position Summary

The Memorial Plaque and Unveiling Coordinator is responsible for managing all aspects of memorial plaque orders and installation for Knollwood and Sharon Memorial Parks. This role serves as a key point of contact for families, ensuring that memorialization requests are handled with accuracy, sensitivity, and attention to detail. The coordinator works closely with internal staff, vendors, and families to ensure that plaques meet park specifications, are delivered and properly accepted, as well as installed in a timely manner. This role also works with families to schedule unveiling services.

Key Responsibilities

Customer Service & Family Coordination

- Serve as the primary point of contact for families regarding memorial plaque inquiries, orders and installation
- Guide families through plaque options, materials, inscriptions, and approval processes
- Ensure a compassionate, professional, and responsive experience at all times
- Schedule unveiling services

Order and Vendor Management

- Manage relationships with memorial plaque vendors and manufacturers, including order placement, production tracking, and performance oversight
- Coordinate new orders, remakes, refinishing, and repairs with vendors
- Complete the multi-step procedures for the processing of memorial plaque paperwork and resolving any issues
- Ensure all designs meet cemetery standards and regulations
- Track monthly granite inventory
- Resolve any production issues, delays, or quality concerns

Installation Oversight

- Coordinate scheduling of plaque installations with Grounds Crew Sr. Foreman
- Verify proper placement and accuracy upon installation and resolve any post-installation concerns

Administrative & Compliance

- Maintain pricing schedules and ensure accurate billing for all plaque orders
- Work with accounting to ensure timely invoicing and payment tracking
- Ensure compliance with cemetery policies, procedures, and applicable regulations

Qualifications

- 3+ years of administrative or office experience required, experience in a cemetery, funeral home, or related field preferred
- Strong attention to detail and accuracy
- Ability to manage multiple tasks and deadlines in a fast-paced environment
- Standard office software with a focus on MS Excel, experience with CRM is a plus
- Strong written and verbal communication skills
- High level of professionalism, discretion, and sensitivity

Skills & Competencies

- Detail-oriented with strong follow-through
- Exceptional organizational and problem-solving skills
- Ability to work independently while collaborating with a team
- Comfort handling documentation requiring strict accuracy and compliance
- Outstanding communications skills, written and oral

Interested applications should send a cover letter and resume to ceo@sharonmemorial.com.

Equal Opportunity Employer

Knollwood Cemetery Corp is committed to equal employment and advancement opportunities. Knollwood Cemetery Corp does not discriminate against employees or applicants for employment on any legally recognized basis [“protected class”] including, but not limited to: race, color, ethnicity, religion, creed, sex (including pregnancy, childbirth, and related medical conditions) gender, pregnancy, reproductive health decisions, gender identity or expression, sexual orientation, transgender status, national origin, citizenship, alienage, ancestry, age, disability, medical condition, genetic information, marital status, partnership/union status, familial or caregiver status, status as a victim or witness of domestic violence, veteran or military status, political affiliation, hairstyle or hair texture, or any other basis protected by federal, state, or local laws.

Knollwood Cemetery Corp considers skill, experience, education, attitude and potential for growth when employment selections and all other employment-related decisions, such as compensation or promotion, policy administration, etc. are made. is committed to equal employment and advancement opportunities.

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