

Newton Cemetery & Arboretum

Director of Cemetery Services

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Overview

Newton Cemetery & Arboretum is seeking an experienced professional in a key strategic and operational leadership role. This is an opportunity to lead a well-established department in a respected organization. The position is highly visible and interacts regularly with the public and Cemetery staff. The Director will be joining a dedicated and professional team that is responsible for providing exceptional customer service along with the daily care of the historic landscape, active cemetery, and accredited arboretum. The successful candidate will be a hands-on, proactive manager with the ability to work collaboratively and independently. Cemetery or funeral industry experience is preferred but not required as there are many related professional backgrounds that would make a successful candidate for this position.

Position Summary

The Director of Cemetery Services is responsible for leading the Cemetery's efforts to provide burial space to customers, including monitoring current and future burial space needs, and supporting the planning, design, and development of new areas in the landscape. The Director manages a non-commissioned sales team to support the revenue objectives of the organization. The sales program is focused on providing information, guidance, and assistance to customers.

The Director also ensures that the key revenue-generating services of approximately 175 sales of burial space, 400 interments, 1,000 cremations, 75 chapel services, and 175 memorial settings annually are meeting client needs and upholding the Cemetery's reputation of excellence. The Director sees to a positive experience for all clients and funeral directors and works to enhance offerings so that Newton Cemetery remains a model for service among other cemeteries.

The Director supervises the sales team, office staff, and the chapel/crematory manager, providing the leadership, guidance, and motivation required to maintain a strong, dedicated team, and ensures that all office administrative functions are running smoothly. The Director also works closely with the Director of Cemetery Operations regarding customer issues related

to the grounds, and the Director of Finance in preparing and adhering to operating and capital budgets.

The Director reports to and works collaboratively with the president, also working with the Board and cemetery management in developing and carrying out goals that support the Cemetery's mission.

Essential Duties

- Manage the Cemetery's sales program, also acting as a member of the sales team to show interment options when necessary.
- Oversee Cemetery database and records management. Analyze data and provide reports.
- Propose new products and outreach programs to meet market demands and remain competitive.
- Develop marketing strategies and ensure marketing materials are up to date.
- Manage the customer service and administrative staff to ensure overall efficiency, effectiveness, and the highest standard of customer service.
- Oversee the chapel and cremation program, directly supervising the Chapel & Crematory Manager.
- Oversee the memorial and inscription program.
- Foster daily communication, acting as a link between the office and grounds personnel.
- Strong understanding of Newton Cemetery rules and regulations with the ability to communicate these guidelines to staff and customers effectively.
- Ensure training/instruction documents for all administrative functions are in place and up to date.
- Prioritize and set goals for staff.
- Work with management to analyze and control expenditures and improve efficiency.
- Participate in professional networking in industry organizations and encourage participation by staff.
- Assist with efforts to strengthen and expand the Friends of Newton Cemetery programs.
- Availability during weekend and off hours as necessary.
- Other duties as assigned.

Education and Experience

- Bachelor's or master's degree.

- Ten or more years of experience in a similar role or industry.
- Fluency in English required.
- Experience managing staff with an ability to lead and inspire.
- Excellent customer service skills with an ability to interact with compassion and patience.
- Ability to multitask, prioritize, and delegate assignments.
- Superior verbal and written communication skills.
- Acumen for understanding maps and plans.
- Willingness to be outdoors throughout the year to show cemetery products.
- Experience in preparing and managing budgets.
- Ability to understand and follow applicable local, state and federal laws/regulations.
- Proficient in Microsoft Office products with an ability to learn new applications.
- Must possess a valid state driver's license.

This is a full-time (M-F 8-4:30), on site, exempt position with a comprehensive benefit package including medical and dental insurance, 401(k) retirement plan with employer contribution, group long term disability and group term life insurance, paid vacation, personal and sick time. Compensation is commensurate with experience.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities. Employment with Newton Cemetery is not governed by any written or oral contract and is an "at-will" arrangement. Equal Opportunity Employer.

How to Apply

Please email a cover letter, resume, and contact information for references to mab@newcemcorp.org with subject line "Director of Cemetery Services." All materials should include the applicant's last name in the file name.

About Newton Cemetery & Arboretum

Established in 1855 as a private, non-profit organization, Newton Cemetery & Arboretum is a premier garden cemetery and accredited arboretum serving the needs of all faiths throughout the Greater Boston area. The grounds of the historic landscape are open to the public daily and offer a tranquil, park-like setting with numerous burial options throughout the well-maintained landscape.