

**Trustees of St. Patrick's Cathedral**  
**Manager of Cemetery Services and Sales**  
**Gate of Heaven Cemetery/Memorial Services**

**Overview/Purpose:**

This position requires a results-oriented strategist who will work closely with the Executive Director to oversee the administrative and service operations of Gate of Heaven Cemetery. This position acts as a key leader who manages a team of six office professionals while maintaining critical, proactive communication with field supervisors, financial directors, and external partners. Also responsible for the operational health, sales growth, and ministerial integrity of one of our most significant properties.

**Reports To:** Executive Director

**Work Location:** 10 W Stevens Ave, Hawthorne, NY 10532

**Responsibilities:**

Strategic Sales & Financial Oversight:

- Analyze current pricing structures and market trends to make data-driven recommendations and revenue projections.
- Oversee customer sales, burial space selections (graves, crypts, niches), and the subsequent deed preparation and interment processing.
- Supervise customer payment processing, payment request vouchers, and payroll Administration.
- Establish and track key performance indicators (KPIs) for the office team to ensure operational and sales targets are met.

Operational Leadership & Team Management:

- Direct, mentor, and manage a team of six office personnel, ensuring optimized weekday and weekend scheduling and high-performance standards.
- Evaluate individual and team performance, initiating improvement strategies when necessary.
- Master and manage the complexities of cemetery-specific workflows, including MIS software updates, monument applications, affidavits, and genealogies.
- Oversee the scheduling of interments and transfers, ensuring seamless coordination between the office and field crews.
- Maintain a full transparency relationship with the Executive Director; proactively identify challenges, propose solutions, and share operational updates without prompting.

### Mission & Relationship Management:

- Ensure all deceased persons are given a dignified Catholic burial, responding with unwavering respect and compassion to bereaved families.
- Build and maintain high-level relationships with funeral directors, pastors, deacons, monument dealers, and industry influencers.
- Investigate and resolve complex customer service issues with a focus on empathy and institutional reputation.

### **Education, Experience, and Skills:**

- College Degree in Business Administration preferred.
- Minimum of 5–7 years of management experience, specifically overseeing teams and high-volume operations.
- Minimum of 5–7 years in sales management, including the ability to analyze margins, project future sales, and drive growth.
- The ability to quickly master the technical, cultural, and logistical nuances of the cemetery business.
- Exceptional verbal and written communication skills; proactively keep leadership informed and anticipates their information needs.
- Advanced skills in Microsoft Office (specifically Excel for data analysis) and the ability to learn specialized cemetery software.
- Respectful of the mission and values of the Trustees and The Archdiocese of New York.
- Experience in cemetery operations (Preferred).
- Knowledge of burial regulations and documentation (Preferred).
- Sales experience (Preferred).
- Compassion, empathy, and Cultural sensitivity.
- Professional communication, Organization and record accuracy.
- Problem-solving.

### **Work Environment:**

- Combination of office work and outdoor cemetery grounds.
- Weekend or evening availability for services or appointments.
- Interaction with grieving families and community members.

### **Work Schedule:**

- Monday through Friday from 9 AM to 4:30 PM (In Person)
- Occasional Saturdays