

At NorthStar Memorial Group, we choose collaboration over bureaucracy. Here, everyone has a chance to lead. We encourage & empower our people at every level to speak up, be heard, and watch their ideas become realities. Degreed & non-degreed professionals, labor workers, industry experts – people from all career and experiential backgrounds have the opportunity to find a home here.

Sound too good to be true? Check us out on Glassdoor to see why our employees have voted NSMG one of the best companies to work for 7 years in a row! [Click here to view us on Glassdoor](#)

We are seeking a Bilingual Chapel Location Manager for San Jose Palm Funeral Home in Hialeah, FL. This position will be responsible for directing and leading funeral home operations including selecting, training, and motivating location staff to assure delivery of service is above and beyond client expectations. The successful candidate will have strong planning, organizational and time management skills, as well as, previous management experience.

- Ensure facilities and equipment are clean, well maintained and in safe working order
- Develop and maintain community connections to establish a community referral network
- Plan events such as holiday events, state memorial days, visit community places (Churches, Hospitals, Nursing Homes or Community Centers)
- Continue development of business acumen by reading trade publications and books to improve skills
- Ensure sales counselors are able to receive advice and leads for events
- Plan market growth to include a comprehensive public relations program
- Develop passive lead generation opportunities and marketing strategies such as advertising
- Builds and maintains relations with local cemeteries and memorial grounds
- Lead and develop a cooperative team environment that is respectful, communicative, accountable and service oriented
- Monitor and assess performance of oneself, other individuals, or organizations to make improvements or take corrective action
- Manage, coordinate and oversee embalming, dressing, casketing and preparation of human remains
- Coordinate staff assistance with locations for services, visitations or identification viewings as business needs warrant
- Maintain compliance for state board and county health inspections
- Conduct all ongoing training and safety classes including formaldehyde testing as required annually and staff meetings on a regular basis
- Manage At-Need accounts receivables
- Monitor and maintain proper merchandise inventory and supply levels as business needs warrant
- Establish proper maintenance schedule for vehicles to ensure operational dependability and professional appearance

- Regularly monitors office procedures to ensure all financial guidelines are being followed

- Funeral Director License required
- Bilingual fluency in Spanish / English required
- 5+ years of experience in related field
- 2+ years of management or leadership experience, funeral profession preferred
- Excellent customer relations and actively looking for ways to help others
- Professional communication and effective leadership skills

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