



## Funeral Home Manager

At Arbor Memorial, you will be surrounded by caring colleagues and hands-on, experienced leaders with a well-established Canadian company. Your skills and knowledge will ultimately contribute to meaningful experiences for the families we serve. That's incredibly fulfilling. Truly making a difference is a rare thing and at Arbor, our team members have this opportunity every single day.

Working with Arbor means more than a competitive compensation package. We are invested in a culture of learning throughout our business and dedicated to providing health and wellness resources for all employees and their families. We also provide a robust pension plan to support your long-term financial planning and stability.

### About This Location:

**Jenkins Funeral Home and Harbourview Funeral Centre in Thunder Bay, Ontario**, present a unique opportunity to oversee teams in well-appointed, full-service facilities that combine modern amenities with a deep tradition of community care.

Jenkins Funeral Home, serving families for over 100 years, offers a modern, full-service environment featuring a chapel for 140 guests, a reception room for 80, spacious visitation rooms, a cozy lounge, in-house catering as well as the management of our Sunset Crematorium performing roughly 800 cremations annually.

Harbourview Funeral Centre, serving families for over 28 years, beautifully renovated and situated on Cumberland Street, provides expansive, versatile spaces, including a chapel seating 180, parking for 200 a flexible fully licensed reception hall for up to 300 guests, in-house catering, private visitation rooms, and a welcoming coffee room with a fireplace and views of Lake Superior.

Leading these two exceptional Arbor Memorial locations means shaping service excellence, mentoring skilled professionals, and making a lasting difference for families across Northern Ontario. It's a role that blends professional fulfillment with the rewards of community connection.

Relocation assistance is available to support a smooth transition to Thunder Bay.

**Job Type:** Full Time, Permanent

***This is an open vacancy, and we are actively recruiting to fill this position.***

### About This Role:

Reporting to the General Manager or Regional Director and following Company guidelines and standards, the Funeral Home Manager is responsible for overseeing operations and service provided by the funeral home. This includes recruiting and training staff, preparing



and managing the annual budget, ensuring the funeral home is achieving its financial goals, ensuring the facility and vehicles are in pristine condition, performing decedent embalming and preparation and providing assistance during the execution of funeral services.

### **Key Qualifications and Demonstrated Abilities:**

- Funeral Director's license with a minimum of 5 years of experience as a licensed Funeral Director.
- Previous leadership experience with a minimum of 5 years in a management role would be considered an asset.
- Demonstrated community participation and outreach with a goal to cultivate the business.
- Excellent knowledge of Funeral Home procedures and business practices.
- Experience in business development, sales and customer success is required.
- Exemplifies Arbor's values of compassion, integrity, trust, teamwork, belonging and excellence.
- Hands-on experience administering effective recruiting, training, performance management, and evaluation of all funeral home staff.
- Articulate, confident, well-organized and eager to join and contribute to an exciting and highly operational team.
- Highly focused on achieving and exceeding sales results and ensuring full compliance of all federal and provincial regulatory requirements.
- Demonstrated ability building strong partnerships with Cemetery Operations, Cemetery Sales and Home Office Centers of Excellence to achieve Company revenue goals and objectives.

### **Responsibilities:**

- Overseeing the day-to-day operations of the funeral home with a focus on customer service.
- Developing, implementing and achieving the funeral home annual forecasts, strategic market plans and financial long-term objectives.
- Ensuring all legal and ethical requirements are communicated to staff and are fully adhered to.
- Administering effective recruiting, training, performance management, and evaluation of all funeral home staff.

**Please submit your resume and cover letter no later than September 12, 2025.**

### **About Us:**

At Arbor Memorial, your career can mean more. As compassionate partners in each experience of remembrance and celebration, our team is a community focused on families and loved ones. It's rewarding work that directly impacts the lives of others. Our caring approach carries through in the way we treat one another as teammates.

Challenge yourself to grow in new directions and make your unique difference in ways that truly matter – join Arbor Memorial.



*Arbor Memorial is an equal opportunity employer, dedicated to fostering a diverse culture of inclusivity and belonging that embraces the contribution of all team members.*

*We are committed to providing accessible and barrier-free employment practices and encourage all qualified candidates to apply.*

*If you are contacted for a job opportunity and require accommodation at any stage of the hiring process, please contact the [Human Resources Department](#). Any information received relating to accommodation will be addressed confidentially.*

*Artificial intelligence (AI) tools are used to support the screening and evaluation of applicants for this position*