

Profile

Which Boards would you like to apply for?

Garner Planning and Appearance Commission: Submitted

Please select your first Board preference: *

☒ Board of Adjustment

Please select your second Board preference: *

☒ Raleigh-Durham Airport Authority

Please select your third Board preference: *

☒ Historic Preservation Commission

Please select your fourth Board preference: *

☒ Water Partnership

Please select your fifth Board preference: *

☒ Garner Board of Adjustment

Please select your sixth Board preference: *

☒ Adult Care Home Community Advisory Committee

Jennifer

First Name

Charleston

Middle Initial

Last Name

5417 Quetzel Ct.

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

None Selected

Home: (984) 222-9906

Primary Phone

Mobile: (984) 222-9906

Alternate Phone

charlestonj82@gmail.com

Email Address

Ellis D. Jones Funeral Directors

Employer

Project Manager

Job Title

If you live in an Extraterritorial Jurisdiction Area, select Yes:

☐ Yes ☒ No

In order to assure countywide representation, please indicate your place of residence:

☒ Garner

Interests & Experiences

Why are you interested in serving on a Board or Commission?

Serving on a Board or Commission is a meaningful opportunity to contribute my skills and experience to benefit the community. With my background in project management, particularly within the funeral industry and government contracting, I have developed a strong understanding of operational excellence, financial oversight, and strategic planning. This experience enables me to support effective decision-making, policy development, and accountability—qualities essential to impactful board service. Additionally, I am motivated by the chance to work collaboratively with others who share a commitment to community development and to lend my insights on areas such as organizational efficiency, stakeholder engagement, and public service enhancement.

Work Experience

Volunteer Experience

NAACP NATIONAL URBAN LEAGUE RALEIGH-WAKE CITIZENS COUNCIL NC FUNERAL DIRECTORS & MORTICIANS ASSOCIATION

Education

H.S. DIPLOMA-WAKE EARLY COLLEGE OF HEALTH & SCIENCES B.A. POLITICAL SCIENCE-NORTH CAROLINA CENTRAL UNIVERSITY A.A.S FUNERAL SERVICE-FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Comments

[Resume_Charleston.pdf.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

Demographics

Jennifer Charleston

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Jennifer Charleston

JENNIFER CHARLESTON

charlestonj82@gmail.com

984-222-9906

EDUCATION

NORTH CAROLINA CENTRAL UNIVERSITY B.A. POLITICAL SCIENCE

Certifications

Lean Six Sigma

Certified Notary Public

EXPERIENCE

Project Manager (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2022 - Present

- Oversee all logistics aspects of funeral operations, including transportation, staffing, scheduling, and resource allocation.
 - Coordinate with families to ensure personalized and smooth funeral services, addressing their specific needs and preferences.
 - Review monthly financial reports to make sure the firm is remaining on track to meet sales goals
 - Monitor A/R & A/P and allocating resources accordingly
 - Navigate through degrees of ambiguity and translated strategic opportunities into tangible next steps.
 - Use detail-oriented technical writing to communicate complex information clearly and concisely.
 - Use subject matter expertise to establish and implement program management frameworks and best practices.
 - Manage a team of 11 staff members, including drivers, assistants, and other logistics personnel, providing training and supervision.
 - Implement process improvements that enhanced operational efficiency, resulting in reduced lead times and improved service quality.
 - Ensure compliance with all relevant industry regulations and guidelines to maintain the highest standards of service.
- Managing and preparing project budgets, monitoring progress, and keeping stakeholders informed throughout the project lifecycle

Apprentice Funeral Director (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2021- 2022

- Increased revenue by promoting different funeral service options, products and merchandise.
- Promoted funeral home in community, visiting nursing homes, and assisted living facilities regularly to offer informational workshops.
- Coordinated detailed preparation and care of human remains.
- Planned and executed strategies to increase business and drive profit growth.
- Developed forward-thinking training programs based on current and expected business demands.
- Facilitate professional development with visual aides & hands on technical training.
- Engage with team to define project scope, timelines, resources, and requirements.
- Negotiate and create acceptable funeral contracts, handles contracts, legal documents, and collection of monies or insurance in accordance with company policies.
- Facilitate quarterly meetings regarding sales & client experience goals.

Business Manager (Part-Time)

JIAR Funeral Home Durham, NC | 2019 - 2023

- Directed daily operations of two departments, overseeing a team of 6 employees and optimizing workflow processes.
- Developed and executed strategic plans that resulted in increase in annual revenue over 5 years.
- Led cross-functional teams to achieve key performance indicators (KPIs), including cost reduction and sales growth
- Implemented new software system that streamlined inventory management and reduced operational costs .
- Conducted regular financial analysis to monitor budget adherence and identify opportunities for cost savings.
- Built and maintained strong relationships with clients, resulting in increase in client retention and referrals.
- Provided leadership and mentoring to team members, resulting in improved productivity and job satisfaction.
- Collaborated with marketing team to develop and execute successful campaigns that increased brand visibility and customer engagement.

Office Coordinator (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2018 - 2021

- Oversaw all aspects of office operations, ensuring seamless daily functioning and efficient workflow.
- Implemented process improvements that enhanced efficiency and reduced operational cost.
- Streamlined scheduling and coordination of meetings, appointments, and travel arrangements.
- Developed and maintained office policies, ensuring adherence to company guidelines and industry standards.
- Managed office supplies and inventory, reducing expenses through strategic procurement.
- Successfully led the transition to a paperless filing system, improving accessibility and organization of documents.
- Established positive relationships with vendors, negotiating contracts and managing vendor partnerships.
- Assisted with budget planning, expense tracking, and financial reporting for the office.
- Coordinated office events and team-building activities to foster a collaborative and engaging work environment.

Project Manager (Contract)

Hatton Media Group Raleigh, NC | 2018- Present

- Directed a team of 4 creatives, including designers, copywriters, and videographers, in the planning and execution of media campaigns.
- Led cross-functional collaboration between content creation, design, and marketing departments, resulting in cohesive and compelling media assets.
- Managed project budgets, tracked expenses, and negotiated vendor contracts, achieving cost savings.
- Oversaw the development of multimedia content, including videos, graphics, and written materials, ensuring alignment with brand guidelines and campaign objectives.
- Collaborated with clients and internal stakeholders to define project scopes, objectives, and deliverables, while managing expectations and providing regular updates.
- Worked closely with sponsors to understand their vision, provide creative input, and deliver media solutions.
- Oversaw project logistics, including location scouting, talent booking, equipment rental, and budget allocation.
- Developed and maintained relationships with vendors, freelancers, and talent, fostering a network of resources for media production.

Director of Corporate and Foundation Relations (Full-Time)

Harris Outreach, Inc. Raleigh, NC | 2018 - 2019

- Developed and implemented a comprehensive corporate and foundation relations strategy resulting increased in funding and partnerships over the past.
- Cultivated and maintained relationships with key corporate partners and foundation representatives, resulting in major grants and sponsorships.
- Lead a team of professionals, providing guidance and direction in securing funding, developing proposals, and ensuring grant compliance.
- Successfully secured and managed grants supporting specific programs or initiatives.
- Collaborated with internal teams to gather data and information necessary for grant applications and reporting, ensuring alignment with program objectives.
- Negotiated partnership agreements and sponsorship packages, tailoring proposals to meet the unique needs and interests of donors.
- Implemented stewardship strategies to maintain positive relationships with current donors, resulting in donor retention rate.
- Track and report on the impact of corporate and foundation funding, providing regular updates to donors and senior leadership.
- Represented the organization at fundraising events, conferences, and donor meetings, effectively communicating the mission and impact of the organization.
- Determined & communicated implications of changing trends to clients.
- Month end close responsibilities include journal entries, G/L account reconciliations, SEC schedules, variance analysis, and reporting.

Assistant Director of Operations | 2016 - 2018

Harris Outreach, Inc. Raleigh, NC

- Lead a team of 3 operations managers and 2 supervisors, overseeing daily operations, performance metrics, and process improvements.
- Collaborate with the Director of Operations to develop and implement strategic initiatives to enhance efficiency, reduce costs, and improve customer satisfaction.
- Streamlined workflows and optimized resource allocation, resulting in an increase in operational efficiency.
- Developed and implemented training programs for staff to ensure compliance with industry standards and best practices. Spearheaded continuous improvement projects resulting in cost savings annually.
- Assisted in budget planning and monitoring, ensuring adherence to financial targets.
- Acted as a point of escalation for operational issues, resolving challenges and ensuring seamless operations.
- Became well versed in managing resources (personnel and financial) to optimize the outcome of the programs and projects for which they are responsible.

Senior Accountant | 2014- 2015

Harris Outreach, Inc. Raleigh, NC

- Led a team of 2 accountants and financial analysts, overseeing their day-to-day activities and providing guidance on complex accounting issues.
- Managed the month-end and year-end closing processes, ensuring accuracy and compliance with GAAP and company policies.
- Prepared and analyzed financial statements, including income statements, balance sheets, and cash flow statements, providing insights to support executive decision-making.
- Conducted in-depth financial analysis to identify cost-saving opportunities and areas for revenue growth.
- Collaborated with auditors to facilitate successful external audits, resulting in clean audit reports
- Implemented process improvements that streamlined financial reporting, reducing monthly close time and minimizing errors.

Staff Accountant | 2012- 2014

Harris Outreach, Inc. Raleigh, NC

- Assisted in day-to-day accounting operations, including accounts payable, accounts receivable, and payroll processing.
- Prepared and maintained financial reports, ledgers, and spreadsheets.
- Conducted account reconciliations and identified discrepancies for correction.
- Supported the senior accounting team in various financial analysis tasks.
- Participated in annual budgeting and forecasting processes.