



HUMAN RESOURCES MANAGER

Classification

Exempt

Reports to
Managing Director

Date
December 2018

Summary/Objective

Plan, develop, implement and coordinate all Human Resources policies including employment, wage and salary administration, training and development, team member health and safety, benefit programs, team member service and community relations.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Translates business priorities into proper Human Resources strategies, plans and actions
2. Designs, implements and audits on a continual basis the Human Resources policies and procedures.
3. Communicates changes in the organization's personnel policies and procedures and ensures that proper compliance is followed.
4. Maintains knowledge of industry trends and takes responsibility for organization compliance with federal, state and local legislation pertaining to all personnel matters, including record keeping and retention.
5. Recruits, screens, and facilitates process for all level staffing positions for the property.
6. Assesses staffing needs and facilitates and oversees all visa worker programs to meet the temporary and ongoing staffing needs of the operation.
7. Provides support, counseling and recommendations to management and line personnel.
8. Ensures administration of all team member benefit programs including medical and life insurance, workers' compensation and paid time off programs.
9. Assists management in the annual performance review, preparation and administration of the property's wage and salary, and gratuity program.
10. Coordinates or conducts exit interviews to determine reasons behind separations.
11. Consults with legal and labor counsel as appropriate, or as directed by the MD, on personnel matters.
12. Works directly with department managers to assist them in carrying out their responsibilities on staff training and personnel matters.

13. Recommends, evaluates and participates in staff growth and development for the organization, including overseeing comprehensive service and on the job training programs designed to provide extraordinary guest experiences.
14. Creates and leads team member induction and overseas team member on-boarding in each department.
15. Liaise and coordinate with other HR Managers / Directors across the properties and with the Corporate Director of Training and Leadership Development.
16. Develops and maintains a human resource information system that meets the property's personnel information needs.
17. Participates on committees and special projects and seeks community and industry involvement.
18. Establish positive community relations and contacts with local municipal, governmental agencies and educational institutions.
19. Oversee budgeting process for department.
20. Maintain the integrity and confidentiality of all team member records and prepare timely and meaningful reports for management's use as necessary. All files are to be kept orderly and up to date.
21. Executes and follows-up on engagement survey related activities and assist managers in creating action plans to improve survey scores.
22. Leads and participates in succession management and workforce planning.
23. Serves as a key change manager for initiatives that have high team member impact.
24. Managing Staff Accommodation and the welfare of all Staff who live on site.
25. Managing Staff Transportation and the welfare of all Staff who live off site.
26. Analyzes open positions to balance the development of existing talent and business needs.
27. Serves as a coach and expert facilitator of the Disciplinary process.
28. Monitors sourcing process and outcomes of staffing process.
29. Ensures managers are competent in assessing and evaluating hourly staff.
30. Manages Total Compensation Strategy.
31. Remains current and knowledgeable in the internal and external compensation and work competitive environments.
32. Creates and implements total compensation management packages/offers, particularly recognition and incentive programs directed towards property priorities.
33. Continually reinforces positive team member relations and staff welfare concepts.
34. Be an Enchantment Group / Cove cultural ambassador and lead by example.
35. Other duties as assigned.

Competencies

1. Business Acumen.
2. Communication.
3. Consultation.
4. Critical Evaluation.

5. Ethical Practice.
6. Global & Cultural Awareness.
7. HR Expertise and a good working knowledge of Bahamian labor law.
8. Leadership & Navigation.
9. Relationship Management.

Supervisory Responsibility

This position does not directly supervise team members.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop computers and smartphones. The incumbent person is required to produce monthly reports on either word, or excel, and be able to navigate simple computer programs.

Physical Demands

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

While performing the duties of this job, the team member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The team member must occasionally lift or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. This position regularly requires long hours and weekend work.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

Bachelor's degree and four to ten years' related experience, or equivalent combination of education and experience. Experience with Bahamian labor law, Department of Labor and work, and Expatriate Work Visa life cycle understanding.

Preferred Education and Experience

Previous luxury resort experience preferred.

Equal Employment Opportunity

The Cove Eleuthera is an Equal Opportunity Employer. The Cove Eleuthera does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-discriminatory physical or mental disability, national origin, veteran status or any other basis covered by appropriate law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the team member for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Team member signature below constitutes team member's understanding of the requirements, essential functions and duties of the position.

Team Member _____ Date _____