



HUMAN RESOURCES MANAGER

JOB DESCRIPTION

DEPARTMENT: Human Resources
REPORTS TO: General Manager
STATUS: Exempt

JOB SUMMARY

The Human Resources Manager is responsible for filling all hourly positions in a timely manner, accurate and timely completion of paperwork, the understanding and enforcement of company policies, and assisting with benefits and workmen’s compensation duties. He/she is also responsible for training, employee benefit assistance, hotel employee related events, and team morale.

QUALIFICATION STANDARDS

Education & Experience:

- At least 1 year of progressive Human Resources experience in a hotel or a related industry required.
- Previous supervisory responsibility preferred.
- College course work in related field helpful
- High school diploma or equivalent required.

Physical requirements:

- Long hours sometimes required.
- Sedentary work – Exerting up to 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

General Requirements

- Maintain a warm and friendly demeanor at all times.
- Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner.
- Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.
- Must be able to multitask and prioritize departmental functions to meet deadlines.
- Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner.
- Attend all hotel required meetings and trainings.
- Participate in M.O.D. coverage as required.
- Maintain regular attendance in compliance with Refinery Hotel Standards, as required by scheduling, which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming.
- Comply with Refinery Hotel Standards and regulations to encourage safe and efficient hotel operations.
- Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.
- Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.
- Must be able to understand and evaluate complex information, data, etc. from various sources to meet appropriate objectives.
- Must be able to maintain confidentiality of information.
- Perform other duties as requested by management.

DUTIES & FUNCTIONS

Fundamental Requirements

- Administer insurance benefits, calculate billing totals, explain benefits, assist with completion of enrollment forms, and answer questions.
- Compile review list and distribute to departments.
- Compile Turnover Report, copy and distribute.
- Enter payroll information on computer (wage information, changes).
- Conduct prescreening interviews.
- Respond to unemployment claims, maintain unemployment logbook.
- Maintain new hire, termination, transfer and promotion logbook.
- Audit hours worked in payroll reports for eligibility of benefits.
- Compile wage surveys.
- Monitor and maintain Leave of Absence log.
- Monitor Workman's Compensation claims, complete First Report of Injury and Employers Report of Industrial Injury.
- Answer questions regarding 401K Plan, vacation and benefits (insured and noninsured).
- Prepare and place recruitment advertising.
- Maintain cafeteria birthday board Monthly
- Monitor and log Trip Advisor team member name mentions and updated Trip Advisor Board Monthly
- Support Director of Housekeeping with planning the events surrounding Housekeeping Week
- Source raffle items for the annual holiday party
- Monitor inforce team members presentation and proper inform.
- Process paperwork for terminating employees.
- Become certified trainer in all Human Resources training modules.
- Ensure compliance with all HR and related Loss Prevention SOP's.
- Conduct/Lead monthly Loss Prevention meeting
- Schedule and conduct Refinery Hotel Orientation.
- Refinery Hotel Orientation – explain benefits, conduct tour of property.
- Write articles and take pictures for property newsletter.
- Develop monthly newsletter and distribute
- Assist with special projects; plan employee events (meetings, picnics, parties).
- Hotel photographer at internal events
- Coordinate Team Member of the Month nominations, awards, cafeteria display and monthly parties
- Maintain staff uniform inventory and place order as necessary
- Assist General Manager in team building exercise planning
- Monitor the Service Standards and ensure compliance for all new hires
- Participate in conjunction with HRD in annual review process to access for goals and training opportunities
- Organize and facilitate AOS pulse and main survey
- Facilitate AOS champion committee, communicate achievements resulting from AOS to the team
- Be familiar with Guest Service reports, Associate Opinion Survey results and action plans, and mystery shopper or quality audit reports. Use these results to determine training needs
- Work closely with DH's to establish action plans based on AOS
- Birthday/Anniversary – issue a flyer each month, organize and facilitate celebrations
- Ensure budget compliance
- Ensure ordering of all supplies as related to HR
- Organizational Chart, phone list updates
- Maintain First Aid log.