

## **Human Resources Director**

### **Role Summary**

The Human Resources Director will report directly to the General Manager and will be an integral member of the executive committee. As a member of the Human Resources organization, this role contributes a high level of human resource generalist knowledge and expertise. Managing the human resources strategy, staffing and recruitment process, employee compensation strategy, training and the staff development activities, this role will be accountable for talent acquisition, succession/workforce planning, performance management and development for hotel associates, using technology efficiently, and coaching/developing others to help influence and execute business objectives in the most efficient manner.

### **Accountabilities**

- Translates business priorities into property Human Resources strategies, plans and actions
- Implements and sustains Human Resources initiatives at the property
- Responsible for supervising the human resources coordinator and administrator along with overseeing the payroll process and protective service department
- Directly supervises the human resources team involved in employee recruitment, relations, retention, training, development, compensation and benefits
- Has overall responsibility to ensure compliance with the Ontario Health & Safety Act in meeting the requirements with implementation of the Health and Safety Committee
- Influences leadership by establishing credibility, trust, and rapport throughout the organization to be an effective listener and problem solver of business and associate issues
- Makes staffing decisions to manage the talent cadre and pipeline at the property
- Develops staffing strategy (in collaboration with hiring managers) relating to hiring practice
- Leads and participates in succession management and workforce planning
- Serves as coach and expert facilitator of the selection and interviewing process
- Surfaces opportunities in work processes and staffing optimization
- Leads the planning of the hourly associate total compensation strategy
- Keeps current and knowledgeable in the internal and external compensation and work competitive environments
- Creates and implements total compensation management packages/offers, particularly recognition and incentive programs directed towards property priorities
- Analyzes open positions to balance the development of existing talent and business needs

- Serves as key change manager for initiatives that have high associate impact
- Creates value through proactive approaches that will affect performance outcome/control cost
- Attends executive meetings as a member of the hotel executive committee and provides meaning or context to the Human Resources results (retention statistics, critical open positions, associate satisfaction, and training initiatives and results); and demonstrates an understanding of owner priorities
- Plan and manage the recruitment, interviewing, hiring, orientation and training processes to maintain staffing levels with qualified individuals
- Supervise human resources operation in the hotel to attract, retain and motivate staff; hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication, discipline and terminate as appropriate
- Counsel and train managers on employee relations issues
- Formulate and manage budgets for employee relations, staff training and recruitment advertising and manage expenses for human resources department
- Implement training and development strategies to continuously improve performance and customer service
- Continually reinforces positive employee relations concepts
- Assists in establishing and maintaining contact with external recruitment sources
- Attends job fairs and networks with local organizations to source candidates for current or future openings
- Assists in maintaining effective employee communication channels in the property (develops daily communications and assists with regularly scheduled property-wide meetings)
- Reviews progressive discipline documentation for accuracy and consistency, and checks for supportive documentation and is accountable for determining appropriate action
- Utilizes an "open door" policy to acknowledge employee problems or concerns in a timely manner
- Spearheads our CMN and Sick Kids fundraising initiatives including jeans day, week of giving and golf tournament
- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

## **Requirements**

- Degree from an accredited university in Human Resources, Business Administration, or related major
- Minimum of 5 years in a Human Resources management capacity, with a minimum of 2 years hospitality
- CHRL designation
- Previous hospitality experience; preferably from a resort strongly preferred
- Works in the strictest sense of privacy and confidence
- Excellent leadership skills and exceptional communication skills
- A passion for leadership and the vision to create a winning team

## **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Stand, sit or walk for an extended period of time or for an entire shift

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.