**Big Canoe Property Owner Association, Inc.**

**Job Description**

Director of Human Resources

Reports to: Director of Finance

**POSITION SUMMARY**

The following job description details the current and expected scope of responsibilities for the Human Resources Director position. The Director of Finance and/or General Manager has the authority to modify the scope of responsibilities as deemed necessary to properly manage the day-to-day operation of Big Canoe Property Owners Association (POA). The Human Resources Director guides, develops and manages the overall provision of Human Resources services, policies practices and programs for the entire company. The Human Resources Director will lead the development and maintenance of Human Resources practices and objectives that will provide an employee-oriented, high-performance culture that emphasizes empowerment, quality, productivity standards, and goal attainment and with the recruitment and ongoing development of a superior workforce subject to management approval.

The Human Resources Director coordinates implementation of services, policies and programs; reports to the Director of Finance and assists and advises company managers about Human Resources issues.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

**Development of the Human Resources Department**

* Monitor’s compliance with established standards and procedures. Identifies opportunities for improvement and resolves any discrepancies.
* Develops and monitors an annual budget that includes Human Resources services and employee recognition.
* Selects Human Resources consultants, attorneys, and training specialists subject to management to approval.
* Coordinates company use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
* Conducts a continuing study of all Human Resources policies, programs, and practices to keep management informed of new developments.
* Directs the preparation and maintenance of such reports as are necessary to carry out the functions of the Human Resources Department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
* Develops and administers programs, procedures, and guidelines to help align the [workforce with the strategic goals](https://www.thebalancecareers.com/how-to-make-strategic-planning-implementation-work-1919184) of the company.
* Participates in management and company staff meetings.
* Attends other meetings and seminars.

**Human Resources Information Systems HRIS**

* Manages the development and maintenance of the Human Resources sections of both the internet and intranet sites, particularly recruiting, culture, and company information.
* Develops and implements an automated employee onboarding process and other processes to convert to a paperless process when possible.
* Utilizes [Human Resources Information Software](https://www.thebalancecareers.com/human-resources-information-system-hris-1918140) (HRIS) to the company's recordkeeping and management advantage.

**Training and Development**

* Defines [all Human Resources training programs](https://www.thebalancecareers.com/tips-for-providing-mandatory-hr-training-1919288), and assigns the authority/responsibility of Human Resources and managers within those programs. Provides necessary education and materials to managers and employees including workshops, manuals, employee handbooks, and standardized reports.
* Leads the implementation of the [performance management system](https://www.thebalancecareers.com/performance-management-process-checklist-1918852) that includes performance [development plans](https://www.thebalancecareers.com/performance-development-planning-1916761) (PDPs) and employee development programs.
* Establishes an in-house employee training system that addresses company training needs including training [needs assessment](https://www.thebalancecareers.com/employee-training-4161676), new employee orientation and onboarding, management development, production cross-training, the measurement of training impact, and training transfer.
* Assists managers with the selection and contracting of external training programs and consultants.
* Assists with the development and tracking of the corporate training budget.

**Employment**

* Establishes and leads the [standard recruiting and hiring practices](https://www.thebalancecareers.com/a-checklist-for-success-in-hiring-employees-1916814) and procedures necessary to recruit and hire a superior workforce.
* Responsible for recruiting, hiring and maintaining the employee life cycle.
* Establishes a retention program.

**Employee Relations**

* Formulates and recommends Human Resources policies and objectives for the company regarding employee relations.
* Partners with management to communicate Human Resources policies, procedures, programs, and laws.
* Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of [employee morale](https://www.thebalancecareers.com/you-can-boost-employee-morale-1918107) and motivation.
* Conducts investigations when employee complaints or concerns are brought forth.
* Monitors and advises managers and supervisors on the company’s [progressive discipline guidelines](https://www.thebalancecareers.com/what-progressive-discipline-1918092). Monitors the implementation of a performance improvement process with non-performing employees.
* Processes leave requests and needs consistent with company policy and legal requirements
* Reviews employee appeals through the company complaint procedure.
* Reviews, guides, and makes recommendations to management related to employee disciplinary actions
* Reviews and approves [employment terminations](https://www.thebalancecareers.com/how-to-fire-with-compassion-and-class-1917908) when appropriate.
* Supports Public Safety with the implementation of company safety and health programs. Monitors the tracking of OSHA-required data.

**Compensation**

* Establishes the company wage and salary structure, pay policies, and oversees the [variable pay](https://www.thebalancecareers.com/variable-pay-and-benefits-for-employee-retention-1918287) systems within the company including bonuses and raises.
* Leads competitive market research to establish pay practices and pay bands that help to recruit and retain superior staff.
* Monitors all pay practices and systems for compliance, effectiveness and cost containment.
* Leads participation in at least one salary survey per year.
* Establishes performance standards.
* Develop and implement recognition programs to create a performance driven culture
* Establishes performance evaluations and formal process for conducting them.

**Benefits**

* With the assistance of the Director of Finance, obtains [cost-effective, employee serving benefits](https://www.thebalancecareers.com/most-of-employee-benefits-1917723); monitors national benefits environment for options and cost savings.
* Leads the development of benefit orientations and other benefits training.
* Recommends changes in benefits offered, especially new benefits aimed at [employee satisfaction](https://www.thebalancecareers.com/employee-satisfaction-1918014) and retention.

**Law**

* Leads company compliance with all existing governmental and labor legal and government reporting requirements including any related to the Equal Employment Opportunity (EEO), the [Americans With Disabilities Act (ADA)](https://www.thebalancecareers.com/ada-employer-responsibilities-1918629), the Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), and so forth.
* Takes appropriate actions to minimize company exposure to lawsuits.
* Directs the preparation of information requested or required for compliance with laws. Approves all information submitted. Serves as the primary contact with the company employment law attorney and outside government agencies.
* Protects the interests of employees and the company in accordance with company Human Resources policies and governmental laws and regulations.

**Organization Development**

* Designs, directs and manages a company-wide process of organization development that addresses issues such as [succession planning](https://www.thebalancecareers.com/succession-planning-1918267), superior workforce development, key employee retention, organization design, and [change management](https://www.thebalancecareers.com/communication-in-change-management-1917805).
* Manages employee communication and feedback through such avenues as company meetings, suggestion programs, [employee satisfaction surveys](https://www.thebalancecareers.com/employee-satisfaction-1918014), newsletters, employee focus groups, one-on-one meetings, and Intranet use.
* Directs a process of organizational planning that evaluates company structure, job design, and personnel forecasting throughout the company. Evaluates plans and changes to plans. Makes recommendations to Senior Staff.
* Identifies and monitors the organization's culture so that it supports the attainment of the company's goals and promotes a high employee satisfaction culture.
* Leads the process of organization development that plans, communicates, and integrates the results of strategic planning throughout the organization.
* Keeps the General Manager and the executive team informed of significant problems that jeopardize the achievement of company goals, and those that are not being addressed adequately at the line management level.
* Makes presentations to Board of Directors.

The Human Resources Director assumes other responsibilities as assigned by the Director of Finance and General Manager.

**Qualifications**

* Broad knowledge and experience in [employment law](https://www.thebalancecareers.com/changing-employment-laws-1917681), compensation, organizational planning, organization development, employee relations, safety, and training and development.
* Above average oral and written communication skills.
* Excellent interpersonal and [coaching skills](https://www.thebalancecareers.com/tips-for-effective-coaching-1917836).
* Demonstrated ability to serve as a successful participant on the executive management team that provides [company leadership and direction](https://www.thebalancecareers.com/how-to-do-human-resources-strategic-planning-1918404).
* Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
* General knowledge of various employment laws and practices.
* Experience in the administration of benefits and compensation programs and other Human Resources programs.
* Evidence of the practice of a high level of confidentiality.
* Excellent organizational skills.

**Education and Experience**

* Minimum of a bachelor’s degree or equivalent in Human Resources, Business, Organization Development.
* SHRM-CP or PHR is required.
* Ten plus years of progressive leadership experience in Human Resources positions.
* Hospitality experience a plus.
* Proficient in MS Office products
* Knowledge in HRIS systems
* Specialized training in employment law, compensation, organizational planning, organization development, employee relations, safety, training, and preventive labor relations, preferred.
* Active affiliation with appropriate Human Resources networks (SHRM) and organizations and ongoing community involvement preferred.
* Possess ongoing affiliations with leaders in successful companies and organizations that practice effective Human Resources Management.

**PHYSICAL REQUIREMENTS AND ENVIRONMENT**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Human Resources Director's job.

While performing the responsibilities of the Human Resources Director's job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

While performing the responsibilities of the Human Resources Director's job, these work environment characteristics are representative of the environment the Human Resources Director will encounter.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate.

If needed and consistent with applicable law, the company will provide reasonable accommodations that will enable the Human Resources Director to perform the essential functions of the Human Resources Director's job.

**Please send a cover letter and resume to:**

**Jayne Hagan, Director of Finance**, [jhagan@bigcanoepoa.org](mailto:jhagan@bigcanoepoa.org)

**Disclaimer**

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its employees.