

HUMAN RESOURCES & ENGAGEMENT MANAGER PROFILE: HILLSBORO CLUB HILLSBORO, FL

THE HUMAN RESOURCES & ENGAGEMENT MANAGER OPPORTUNITY AT HILLSBORO CLUB

The Human Resources and Engagement Manager (HREM) role at Hillsboro Club (HC) is a unique opportunity to join a club with a history of stability and continuity in this top role, and an exceptional family focus and culture, located in what is arguably one of the most desirable locations in Florida. The Club's membership ranks, and finances are healthy and stronger than they have been in years, though there is still work to do. The Club enjoys an exceptional and unique culture that is supported by a mostly long tenured and well-regarded team of senior staff professionals who are excited about the future.

This role will oversee and execute all aspects of the Hillsboro Club's HR legal compliance, talent acquisition and onboarding, employee engagement, performance management, payroll, compensation, benefits, workers compensation, and training functions.

This is an excellent opportunity for a talented HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal team member interactions. This position goes beyond the traditional HR role of simply administering to the operation; we are looking for a dynamic, driven, and innovative hospitality-infused leader.

ABOUT HILLSBORO CLUB

The property now occupied by the Hillsboro Club was initially acquired and developed as the winter campus of Lake Placid School, a private school for boys that was in the Adirondacks. The headmaster of the school, Herbert L. Malcolm, a 1907 Phi Beta Kappa graduate of Yale, had purchased 15 acres of choice land, located on a peninsula just north of the Hillsboro Inlet as an ideal spot for the school's winter term. In 1923, he moved the school's student body from Coconut Grove to this new winter site. Part of Malcolm's reason for choosing this school campus was that it was fronted by 1000 feet of a wide ocean beach. Malcolm was aware that beaches tend to build up north of inlets. Because of his insight, the beach has over the years escaped serious erosion, remaining for the most part in its same excellent condition for more than 90 years.

Founded in 1925, The Hillsboro Club is a private residence club for members and their guests in South Florida. Encompassed by the Atlantic Ocean and the inland waterway of Lighthouse Point, the Club is set on 15 acres of beautiful tropical landscaping with more than 1,000 feet of private sandy beach. The Club offers 144 Florida-style rooms and suites with balconies and varying views from oceanfront to garden and inland waterway. Amenities and activities at the Club include:

- A beautiful freshwater pool
- 10 Har-Tru tennis courts with the expectation of pickle ball to be added soon
- Children's activities cottage and playground
- Regulation size croquet lawn
- Fully equipped fitness center
- Private dock
- Beach cabanas, paddle and boogie boards, sailboats
- 9-hole pitch and putt golf course

HILLSBORO CLUB BY THE NUMBERS

- Employee Headcount: Ranges from 110-150 depending on the time of year
- Approximate Annual Payroll: \$5.5M
- Approximate Annual Revenue: \$15M
- HRIS/PAYROLL: PayMaster
- HR Department of One
- The Club is organized as a private member-owned club, not for profit corporation 501c7
- There are approximately 632 Equity Members and 15 Beach & Tennis Members at present, along with an active summer membership program. A majority of Equity members reside in the Upper Midwest, D.C., Texas and the Northeast.
- The average member age is 48 and has gotten younger the past few years
- There are significant staff housing dorms providing accommodations to upwards of 85 seasonal team members (pre-COVID).
- 144 Member Villas

HILLSBORO CLUB WEBSITE: www.hillsboroclub.org

HUMAN RESOURCES & ENGAGEMENT MANAGER – POSITION OVERVIEW

The HREM at Hillsboro reports directly to the CFO and is charged with serving its most important assets: its employees. In this role, the HREM will work hand in hand with the operations team to create and connect the Club's people strategy to the overall Club business strategy to achieve results. With an intuitively engaging and approachable style, the successful candidate will display leadership and professionalism in balancing administrative responsibilities with the need for being highly visible and interactive with all departments and staff members.

The HREM will office out of Hillsboro Club and will work a traditional Monday-Friday work schedule, with occasional nights, weekends, and holidays as needed.

Initial Priorities

As an integral part of HC's management team, the following priorities have been identified as recommended primary focus:

- **CONNECT** – Build relationships, listen, observe, meet, and learn the various departments and staff. Get to know what makes Hillsboro a special place to work.
- **EXECUTE** – Assume responsibility for the HR basics: payroll administration, benefits administration, employee onboarding and offboarding, etc. Ensure the essentials are getting done.
- **ASSESS** – Evaluate current Human Resource operation and create a human resources strategy and action plan for enhanced operations moving forward.
- **DEVELOP** - Develop and execute HR policies and procedures in support of the Club's mission and human resources strategy, specifically in the areas of recruiting, training and development, engagement, and performance management.

Behavioral Expectations

- This role involves making connections with people, motivating, and inspiring them to achieve results.
- A poised and engaging, empathetic communication style based on natural warmth and enthusiasm is the key to connecting with the team.
- Detail work is a major focus of this position, and those details need to be handled quickly, correctly, and efficiently.
- While the position requires strong initiative and self-direction, results are only achieved with and through people.
- The successful candidate will be approachable to both staff and leadership and strike the delicate balance of being hands-on in the HR operation while driving the talent strategy for the Club.

Human Resources Strategy, Administration and Compliance

- Drives the development and implementation of HR policies and procedures, updates and revises as needed to ensure relevance and compliance with all federal, state and local employment laws and regulations.
- Performs benchmarking activities and explores new strategies as appropriate. Monitors trends and performs analysis, adjusts as needed.

- Consults with legal counsel as appropriate and/or as directed by the Leadership Team on Employee concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve Club's policies, procedures, salary/compensation program, and practices on employment matters.
- Continually reviews and assists in updating the Employee handbook and employment-related policies informing the Leadership Team of any conflicting policies or errors discovered or due to changes in the law.

Employee Recruitment, Selection, and Onboarding

- Strategizes with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Club.
- Creates a strong interviewing process and protocols; trains managers in effective interviewing techniques, ensuring HR serves as the culture gatekeeper for the Club.
- Works with managers to ensure job descriptions are accurate, up-to-date and clearly communicated to employees.
- Tracks recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provide recruitment insights to management team.
- Oversees the development and implementation of the employee orientation program and works with managers to ensure effective training programs are used at the department level.

Engagement, Training and Performance Management

- Maintains a welcoming presence and open-door policy in the HR department.
- Encourages employees to provide feedback and share concerns, acting on feedback in a timely manner.
- Develops the Club's progressive discipline program with Leadership Team and drives Employee performance appraisal efforts.
- Coaches managers on job-related discipline, concerns, and discharges, providing appropriate training for managers on coaching, counseling, and progressive discipline.
- Drives Employee engagement and appreciation efforts by creating and coordinating employee events and recognition programs.
- Develops and facilitates team education as needed based on operational needs.
- Drives effective employee communication, using all avenues, especially the digital space.

Employee Benefits, Compensation, and Payroll

- Partners with insurance providers to ensure appropriate employee care and effective cost management.
- Develops compensation strategy, completes an annual review of Employee wages, review increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.
- Tracks paid benefits such as PTO and vacation
- Administers bi-weekly payroll and facilitates timely and accurate processing.

CANDIDATE QUALIFICATIONS

- A history of progressive Human Resources management experience within a hospitality or service-oriented culture.
- Exceptional understanding of all functions of Human Resources and a robust knowledge of applicable federal/local/state laws and HR best practices.
- A proven track record of creative and effective recruitment techniques, initiatives, and results.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment.
- Ability to work with and through others, building and maintaining relationships.
- Ability to maintain calm and reason, be a good listener, and deal well with interruptions and competing priorities throughout the day.
- Must be technologically savvy, highly computer literate, and comfortable with other digital platforms.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree in HR or business-related field preferred with formal training in HR Management.
- SHRM-CP or SPHR/SHRM-SCP preferred

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including SHRM membership and conference attendance.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Carl Horace, General Manager/COO, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why HC and the Hillsboro Beach, FL area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than January 31st. Candidate selections and interviews will start immediately as we are looking to fill this role as soon as possible.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Hillsboro Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Jodie Cunningham: jodie@kkandw.com

Lead Search Executive:

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