



Harrison Hot Springs Resort is currently recruiting for the position of **Senior Human Resources Manager**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

Reporting to the General Manager, the Director of Human Resources functions as the resort's Strategic Human Resources Business Partner providing full-cycle professional human resources expertise to all Operations Departments. As a member of the resort's Executive Committee, develops and implements Human Resources Business Plans that align with overall resort and brand strategies to deliver superior HR services that enable resort departments to meet their business goals and provide a return on investment to the partners/stakeholders.

The Human Resources Director is responsible for developing or coordinating all Human Resources programs within the resort in accordance with provincial legislation, corporate initiatives and Collective Agreements under the direction of the Resort General Manager and Corporate Offices.

The human Resources Director provides the Human Resources department with the necessary support and direction for the successful completion of daily activities and responsibilities.

Decision-Making

Reporting to the General Manager, the Director of Human Resources is directly responsible and accountable for full-cycle recruiting including overseeing performance management initiatives, compensation structure and review, promotions or disciplinary actions, including termination if necessary. The Director of Human Resources is responsible for preparing and monitoring an overall HR plan and budget. As the Senior HR expert, the incumbent makes recommendations that effect operating departments' decisions on hiring, discipline, terminations, HR policies/procedures, legislation, and collective agreements.

Relationships

Lateral relationship with the General Manager and Executive Committee to ensure efficient communication to and from resort personnel in an effort to foster positive employee and community relations.

Liaise with all legislative, regulatory and appropriate educational bodies to exchange information on resort personnel and for direction in the administration of relevant Human Resources policies and procedures, programs and/or initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops the HR business plans/budgets/strategies/goals to support overall operational plans/goals.
- Hires, manages and coaches an HR team with responsibilities to provide the appropriate support, consultation and direction to all levels of management.
- Develops and executes strategies to attract, hire and retain a diverse and capable hourly, salaried, and management workforce in a cost effective and efficient manner to meet the business needs of the operation, while ensuring compliance with all legislation, policies and procedures, and collective agreements.
- Maintains and makes recommendations on a total compensation program that includes benefits, salaries, performance management, bonus, succession planning, rewards and recognition that balances the needs of the business with the ability to attract and retain the best talent and rewards performance excellence.
- Oversees, develops and facilitates the training of corporate and industry training programs.
- Coaches operations management/supervisory associates to consistently apply policies/procedures (e.g. disciplinary action) and comply with all employment/human rights legislation to protect the organization from any negative results.
- Develops and administers policies and procedures to ensure associates are treated fairly and equitably.
- Ensures Exit Interviews are held confidentially in HR, and regular reports generated for the General Manager.
- Utilizing an "open door" policy to address associate problems/concerns in a timely manner, and ensures that issues are brought to the attention of senior management as necessary.
- Maintains confidential associate files re: health issues and WorksSafeBC claims. Coordinates education on a variety of health and safety issues (WHMIS, WorkSafeBC, etc.).

- Ensures compliance with WorkSafeBC. Corresponds directly with WorkSafeBC concerning all claims, reviews and/or appeals.
- Ensures compliance of ongoing HRIS data entry of new hire sign-on and associate changes documentation, and generating HR reports (e.g. turnover, attendance, etc.). Maintains confidential associate personnel files, recruitment files, and general files.
- Acts as the resort representative when dealing with any union activity; responds to grievances and participates in collective agreement negotiations.
- Other duties assigned by the General Manager or that may be necessary in order to meet and exceed organizational business goals.
- Must be able to deal with stress resulting from the need to manage within legislative, budgetary and time constraints on a regular basis.
- Some travel is required.

EXPERIENCE AND QUALIFICATIONS:

- University degree in HR, Business, or related field required or equivalent combination of education and experience will be considered.
- CPHR designation required.
- Previous experience working in a unionized environment required.
- Competency in Microsoft Office and HRIS programs.
- Superior communications skills (written and verbal) required.
- Seven+ years' experience as a Human Resources Generalist in a medium to large sized organization, with a minimum of 3+ years in a Senior Human Resources Management role with responsibility for supervising and developing a team of HR professionals to provide services to a diverse workforce. A combination of education/experience may be considered if it directly relates to the position.
- Experience with preparing and monitoring an HR budget an asset.
- Knowledge of payroll and benefits a definite asset.
- First Aid Level 3 certification is an asset.
- Available on weekends as required.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at www.harrisonresort.com.