

POSITION DESCRIPTION

JOB TITLE: Director of Human Resources

DEPARTMENT: Human Resources

REPORTS TO: Regional Director of Human Resources

ESSENTIAL PURPOSE: To manage the staff and operations of the Human Resources office on behalf of the Rancho Bernardo Inn and the Oaks North Golf Course to ensure that departmental objectives are met.

ESSENTIAL DUTIES:

- To hire, train, schedule, support, review, discipline, and terminate Human Resources staff located at the Rancho Bernardo Inn and to ensure staff knowledge, expertise and departmental productivity.
- To oversee and provide direction to Human Resources Manager, including the Benefits Coordinator, Recruitment Coordinator and Human Resources Coordinator.
- To mentor and develop the skill set and expertise of the Human Resources Manager to ensure adequate coverage in the absence of the Director of Human Resources.
- To ensure the timely and professional administration of routine tasks, including recruiting, hiring, orienting, and terminating hotel staff; processing employee transactions; maintaining personnel records; tracking and ensuring performance reviews; managing claims for workers' compensation, unemployment, and disability; tracking and documenting Family Care and Medical Leave; enrollment, extension, and problem resolution; responding to requests for personnel related information; enforcing Human Resources policies and procedures.
- To promptly inform the General Manager of on site issues regarding employee relations, and to monitor company compliance with State and Federal employment-related laws.
- To conduct timely and thorough investigations regarding claims of discrimination and sexual harassment and to review the investigation and the recommended action with the Corporate Director of Compliance and the Regional Director of Human Resources.
- To comply with JC Resorts Mission Statement, core values and Service Absolutes and to ensure that same is communicated and implemented throughout the properties.

- To design, implement and monitor all department recognition and incentive programs/systems property-wide.
- To conceive, organize and execute special projects and to continually develop effective methods of achieving departmental/property goals.
- To monitor statistical tracking information relating to turnover, ACA, time edits and other key areas identified by hotel and/or golf management.
- To address Human Resources related topics on regularly scheduled staff and EOC meetings.
- To coordinate all employee social events, activities, awards and social programming for hotel and golf employees.
- To ensure personnel records are accurate and current and include applicable commission/incentive agreements, I-9 forms, certifications, etc.
- To immediately notify the Corporate Director of Compliance and the Regional Director of Human Resources if an applicant, employee or former employee (or anyone acting on their behalf) makes a claim of wrongful termination, harassment or discrimination.
- To keep the Corporate Director of Compliance and the Regional Director of Human Resources informed of any terminations involving managers or line employees within a protected classification and to review facts and finding with the Corporate Director of Compliance and Regional Director of Human Resources prior to taking any appropriate action.
- To advise and assist employee, EOC and department heads regarding Human Resources policies and company practices, and act to facilitate resolution of employee relations issues.
- To develop and execute special projects as assigned by the Regional Director of Human Resources, to continually develop more effective and efficient methods of achieving departmental goals.
- To develop and execute management training and development programs.
- To assist, as directed, to recruit, hire, and train Human Resources Coordinators at other properties.
- To serve as a Member of the Safety Committee, participating on site and corporate Safety Committees; administering property SB198; facilitating and documenting safety training; updating Material Safety Data Sheet books; providing corporate chemical tracking information; and ensuring company compliance with OSHA regulations and HAZ MAT policies.

- To develop accurate and timely HRIS database reports to the General Manager, for use in Corporate planning meetings.
- To attend periodic Human Resources and Labor Law seminars to stay abreast of current developments and legislative changes.
- To design, develop, test and implement training that supports company culture and meets and/or exceeds service standards of the competitive luxury lodging segment.
- To prepare annual wage and benefit analysis of each property's competitive set for review and discussion with senior management.
- To perform periodic mandatory training as required by State and/or Federal law.
- To maintain professional discretion and confidentiality at all times.
- To oversee and participate in monthly Safety Committee Meetings and provide clear direction for claims to EOC, department heads and supervisors in order to effectively manage the work-related injuries.
- To maintain and update, as needed, SOP's for Human Resources and provide guidance to department heads for departmental SOP's.
- To assist, as directed, to prepare annual departmental budget, according to the specifications set forth by the General Manager with the assistance of the property Controller.
- To continually monitor and control departmental expenditures to ensure meeting operational standards while maintaining annual budget.
- To participate in Rancho Bernardo Inn's MOD program, and attend hotel functions, as directed.
- To understand and respond to all guest needs and requests in a timely and professional manner.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.

- To ensure safe work practices of all Human Resources staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment and machinery.
- To conduct departmental safety training for all new Human Resources employees, before they begin to work.
- To conduct regular departmental operations meetings, including monthly safety meetings.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Bachelor's degree in Human Resources, Business Management, or related field, or equivalent experience required. English fluency required. Ability to converse in work-related Spanish preferred. Must have minimum of 5 to 7 years experience in a senior Human Resources position, and be familiar with the basics of all related functions. Computer experience required. Proficiency in Word, Excel and PowerPoint preferred. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Valid California driver's license required. Proof of personal automobile insurance coverage required. Hotel experience preferred.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity. Ability to interact effectively with all levels of staff and management.

WORKING CONDITIONS: Works indoors throughout shift in temperature-controlled, clean, and well-lighted office. Bi-level structures. Extensive facility.

PHYSICAL DEMANDS: Stands/walks approximately 30% of shift. Sits at desk or in meetings approximately 70% of shift. Uses personal computer approximately 30-60% of shift, depending upon current projects. Makes frequent trips to other departmental areas and to copy and FAX machines located on a different level of the building. Heavy use of phones, daily. Occasionally required to handle and move objects weighing up to 25 lbs. over short distances. Must be able to work well under pressure. Must be flexible to work long, sometimes irregular hours, and travel to other properties on a regular basis. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact the hotel's vulnerability to litigation, and liability for legal fines and penalties. Poor decisions may result in loss of revenues due to inadequate documentation or records maintenance, lack of follow through, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____