

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Director of People and Culture

REPORTS TO: General Manager

SUPERVISES: Human Resources Manager and Assistant Manager

UPDATED: March 2017

OVERVIEW:

As a member of the hotel Executive Committee is responsible for the short and long term planning and management of the Human Resources function.

MAJOR AREAS OF RESPONSIBILITY:

- Employee Relations
- Compensation Strategy
- Benefit Program
- Training and Development
- Recruitment
- Performance Management Process
- Organizational Development
- Health & Safety
- Associate Wellness and Housing
- Coaching and Counselling
- Budgeting and Planning
- Functional Cost Management
- Hotel, Company and Brand Policy and Procedure Implementation.

MAJOR DUTIES:

- Lead, develop, and implement the HR strategic plan
- Establish, maintain and ensure adherence to all HR policies and procedures
- Develop and direct the hotel recruitment strategies
- Conduct compensation surveys of the local market and recommend a compensation plan that ensures internal and external equity
- Develop and/or deliver hotel training programs
- Monitor compliance with all applicable federal and provincial labor laws
- Maintain Human Resources information tracking to provide accurate employee records
- Create and maintain associate communication forums
- Participate in the budget and forecasting process
- Responsible for HR budget
- Monitor staff turnover
- Actively participate in Union negotiations and ensure the correct application and interpretation of the collective agreement
- Promote the hotel OH&S program
- Coach and mentor supervisory and management associates to ensure alignment and engagement with Westin Service Culture
- Conduct Salaried Dialogues with each direct report
- Attend Department Head meetings and other meetings as required
- Promote ongoing training and development to all positions
- Design training programs on a quarterly basis
- Plan strategic retreat
- Lead goal setting process on a yearly basis for salaried associates
- Ensure associates are trained in the safe work procedures associated with all of their tasks
- Promote safety awareness to associates and demonstrate that safe job performance is the number one priority
- Ensure compliance with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
- Ensure associates report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions
- Set a good safety example
- All other duties as assigned

SKILLS AND EXPERIENCE:

- Experience in a similar role, including labour relations and development and delivery of training programs
- Must be able to build and maintain credibility and relationships with customers (internal and external)
- Strong organization and planning skills

- Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
 - Detailed knowledge of Whistler area and available services
 - Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
 - Leadership skills
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Knowledge of the employment standards, federal and provincial laws
 - Ability to focus and maintain attention to performance of tasks and to work and complete assignment on time despite frequent stressful, emergency, critical or unusual interruptions
 - Ability to create, implement and monitor hotel and staff goals, strategies, policies and training
 - Knowledge of basic Fire, Life & Safety standards/processes
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GENERAL REQUIREMENTS:

- CHRP designation is an asset
- Coach certification an asset
- Human Resources Management degree, diploma or certificate