

HUMAN RESOURCES MANAGER

FULL-TIME SALARIED POSITION

DEPARTMENT: Human Resources

FLSA JOB STATUS: Exempt

REPORTS TO: General Manager and Director of Operations



JOB SUMMARY:

Responsible for implementing, coordinating and/or administration of all Human Resources programs, policies and procedures. Leads Human Resources initiatives and special projects. This must exercise discretion and independent judgment in formulating and applying human resources and other management policies to non-routine and complex challenges.

KEY DUTIES AND RESPONSIBILITIES:

- Recruit, hire, train, schedule, and supervise seasonal HR and Administration staff. Ensure the department is prepared to perform support functions, such as: friendly and knowledgeable answering of inbound phone calls, accept bookings for programs such as Lifeguard Classes and Camp, support HR function through scheduling interviews and updating Interview Workflows, issue employee ID cards, database management, emergency phone and radio response, etc.
- Responsible for the recruitment of seasonal team members
- Review incoming applications, allocate applicants to appropriate departments
- Assist departments with contacting applicants and conducting interviews, to include facilitation of text messaging platform and virtual interview platform
- Post jobs to internal and external job boards
- Coordinate, attend, and seek out recruiting visits and events at locations such as local high schools and colleges/universities
- Supervise and assist in onboarding of staff
- Oversee the management of the park's HRIS systems (Paycom), ensuring accuracy of employee data
- Complete employment verifications
- Prepare and process payroll.
- Assist with worker compensation and unemployment claims. Attend hearings as necessary.
- Assist in developing and conducting in-person and online orientations and supervisor trainings, including the facilitation of our online learning platform
- Assist departments with the communication of department trainings on platforms such as online orientation registrations
- Conduct Interviewer and Recruiter trainings
- Assist in preparing weekly staffing reports
- Respond to team member complaints and conduct internal investigations
- Plan and coordinate retention activities including trips, parties, and award dinners
- Develop and maintain good working relationships with department managers
- Proficient at social media as a tool for recruiting and communication
- Assist with in-park communication to include creating and posting signage.
- Create and Manage Human Resources budget
- Oversee the communication and completion of weekly Safety Topics
- Annually review and update park manual, policies, processes, and procedure
- Assist in all areas of the International Student Program including interviewing and day to day needs
- Assist with responding to guest services issues.
- Other duties as assigned

The best qualified candidates will have the following:

- Prior experience in the recruiting of hourly employees and proven recruitment strategies designed to build strong candidate pipelines
- Experience in training and development, including the design and facilitation of classes focusing on safety and guest service
- Human Resources Management experience providing generalist responsibilities for a diverse team
- Knowledge of labor laws and personnel file maintenance
- Experience with employee recognition programs

SKILLS / QUALIFICATIONS / REQUIREMENTS:

- Highly developed interpersonal, verbal and written communication skills, including presentation skills; ability to communicate clearly
- Demonstrated ability to lead people and get results through others.
- Ability to organize and manage multiple priorities.
- Must have the ability to make recommendations to resolve problems or issues and to effect continual improvements by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law.
- **Education:** College Degree preferred
- **Experience:** 3 to 5 years of HR or theme/waterpark supervisor experience. Prior theme/water park human resources experience highly preferred but not required

- **Computer Programs:** Proficient in MS Word, Excel, PowerPoint, and Outlook. Adobe Creative cloud preferred.
- **Travel:** Must possess a valid driver's license.
- **Schedule:** Must be able to work varied shifts, including holidays and weekends.

PHYSICAL DEMANDS:

- Must be able to stand, stoop, crouch, twist, push, and lift for brief and/or extended periods of time
- Must be able to walk comfortably throughout the course of the day over various surfaces
- Must be able to work in all weather conditions including exposure to direct sunlight.
- Must be able to lift, carry, move, and/or position items weighing up to 20 lbs, occasional lifts up to 50 lbs