

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	People & Culture Coordinator
REPORTS TO:	Director of People & Culture /Manager of People & Culture
SUPERVISES:	N/A
UPDATED:	April 2018

OVERVIEW:

Maintains office administration and dealing with the internal and external walk in traffic. Assists and implements employee relations. Responsible for all aspects of onsite staff accommodation. Involved in the establishment and implementation of annual objectives for the Human Resources Department, and is responsible for ensuring adherence to all personnel-related policies and procedures.

MAJOR DUTIES & RESPONSIBILITIES:

- Manage staff accommodation including leases, check-ins and check-outs, liaising with Payroll, Engineering, and Contract cleaners, holding monthly meetings during high season, and resolving any issues that arise
- Maintain on brand associate communication on Be Well Bistro boards/ Power point, and wall calendar
- Town Hall Agenda and coordination of this event
- Point of contact for Service Culture
- Keep Starwood One up to date
- One on One orientations with new supervisors/managers and associates
- Administer hourly performance and rate reviews
- Processing new hires (including sign-ons), terminations, and status changes

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Office administration duties
- Onboard new associates using the checklist
- Oversee Casual Banquet Server hiring - Make job offers and facilitate hiring and onboarding, scheduling health and safety walk through with Banquet manager or captain.
- Assist in exit interviews – Hourly or salary
- Assist with Employee Engagement Survey
- Management of the wellness package
- Coordinate associate events such as BBQ's, length of service receptions, and Festive Event
- Coordinate and assist in presenting Hotel Orientation
- Assist in organizing and facilitating Service Culture training with the Human Resources Manager
- Work with the Marketing Manager to coordinate and assist with hosting Social Responsibility meetings, events and distribution of communication within the hotel.
- Coordinate and facilitate StarPerks committee meetings and events.
- Process Recognition programs (Be Westin's and Brand Champions)
- Pre-screen walk-in applicants
- Pre-screen and set up interviews for applications who have applied via email.
- Help to 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
- Maintain a consistent presence in the office to assist associates
- All other duties as assigned

SKILLS AND EXPERIENCE:

- 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
- Basic computer knowledge
- 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
- Previous experience in a similar role in a similar size/type of property

- 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
 - Basic knowledge of wage and salary, employment and benefit administration and payroll
 - Knowledge of basic Fire, Life & Safety standards/processes
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GENERAL REQUIREMENTS:

- CHRP designation is an asset
- Diploma or certificate in Hotel/Human Resources Management or the equivalent is preferred
- Must be able to sit at a desk for up to 8 hours per day