



COMPANY PROFILE

Patrick Properties Hospitality Group (PPHG) is the owner and operator of five historic Charleston properties: Parcel 32, the American Theater, William Aiken House, Lowndes Grove, and the River House at Lowndes Grove. We have a tradition of warm, inviting hospitality that ensures our guests feel welcome, well-cared-for and ever-ready to come back for more. How do we create unforgettable moments? We put our employees first. The ethos of our culture is dialogue, and that dialogue is hospitality.

JOB DESCRIPTION

Position: Human Resources Manager

Reports to: CFO and Executive Director

Status: Full Time

Benefits: Medical, Dental, Vision, Life Insurance, Holiday, Vacation, 401k (with ER Match), Wellness

POSITION OVERVIEW

The Human Resources Manager will be responsible for leading all aspects of Human Resources, including hiring/onboarding, recruiting and retention, compliance, training and development, company benefits, and all other HR strategy and operations. The Human Resources Manager will be involved in strategic planning and internal initiatives, including the creation, maintenance, and implementation of organizational strategies, staffing plans, policies, and practices. The Human Resources Manager will be responsible for the overall administration, coordination, and operation of HR functions that support the success of the organization and its strategic objectives.

RESPONSIBILITIES

Recruitment, Hiring, Onboarding, Offboarding, Succession Planning

- Develop strategies to identify, recruit, and hire new team members for all departments; collaborate with managers on their staffing needs for all positions
- Manage and conduct onboarding and orientation for new employees
- Manage and conduct offboarding of staff, including exit interviews; analyze exit data and make recommendations to Executive Team for corrective actions and improvement
- Maintain a leadership succession plan by identifying potential new leaders from existing staff

Compensation, Benefits Management, Payroll

- Collaborate with Executive Team to administer a consistent and competitive compensation program to ensure PPHG is competitive within its market
- Assist CFO/Accounting with bi-weekly payroll processing

- Manage the company benefits programs and relationships with benefit brokers, coordinate annual Open Enrollment, address employee benefits questions, propose additional benefit options pertinent to the PPHG workforce

Regulatory/Compliance

- Maintain in-depth knowledge of changing employment regulations, policies, procedures, and systems by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations to ensure regulatory compliance and reduce PPHG's legal risks
- Guide all managers and employees by developing, writing, and updating policies, procedures, methods, and guidelines following all applicable laws and regulations
- Ensure compliance with all local, state, and federal employment-related laws and regulations. Provide guidance and training to all management and staff as needed
- Complete annual reporting to include, but not limited to, OSHA, EEOC-1, FMLA, DEW, FLSA

Culture/Employee Relations

- Oversee employee events and appreciation activities, social events, group events, track birthdays, anniversaries, and other milestones
- Serve as HR contact for all employees, assess and advance engagement and satisfaction with frequent communication and interaction
- Engage employees to improve working relationships, increase productivity and retention, build morale, inform staff on benefit resources and all other pertinent information
- Provide leadership with management and employees to communicate HR policies and procedures that will maintain and improve employee relations and shape organizational culture
- Exhibit understanding, sensitivity, and responsiveness to cultural differences present in PPHG's employee population
- Manage and resolve complex employee relations issues; where applicable, conduct effective, thorough, and objective investigations

Professional Development/Performance Management

- Assess PPHG needs and identify opportunities for management and employee professional development and growth. Identify personnel challenges or talent gaps and develop solutions with managers to address them
- Oversee performance management activities, including ongoing feedback, documentation of performance issues, annual performance evaluations, and performance improvement plans. Collaborate with Executive Team to develop and implement new performance management approaches and systems
- Maintain knowledge of industry trends and provide performance management guidance to supervisors. Provide guidance on personnel matters – supervision/coaching, mentoring, professional development, and disciplinary actions
- Provide supervisors and staff members with coaching and resources to help them resolve and prevent interpersonal and team conflicts and adapt to different leadership styles
- Identify and coordinate ongoing training for all staff, including mandatory annual trainings (e.g. workplace safety, sexual harassment), skill-based training, diversity and inclusion trainings, and other trainings, as needed

- Identify departmental training needs for managers and supervisory staff, and provide appropriate training resources. Ensure training is being offered to all employees across all departments; monitor and evaluate training programs to ensure training objectives are met

REQUIRED EXPERIENCE

- Bachelor's degree in Human Resources, Business Administration, or a related field required; advanced degree in Human Resources, Business, Public Administration, or related field highly desirable
- SHRM-CP required; SHRM-SCP, PHR, or SPHR certification a plus
- Minimum five years of HR generalist experience, with extensive exposure to benefit administration, employee relations, performance management, recruitment, HRIS (ideally Paylocity, Employee Navigator), and training and development
- Demonstrated leadership skills, with a minimum of two years supervisory/personnel management experience, experience consulting and educating senior management on HR-related topics
- Familiarity with strategic planning, including compensation practices and data analysis. A deep understanding of current HR trends in compensation, benefits, and performance evaluation frameworks
- Experience in revising or developing new HR policies and procedures to meet changing organizational needs and to support the desired organizational culture
- Resourceful and able to find creative solutions, thinking beyond current methods, while recognizing the impact of decisions and actions on the entire organization
- Understanding best practices and experience in building inclusive and engaged workplaces, cultural awareness and sensitivity, and experience supporting a multi-generation workforce
- Ability to deal with conflict effectively and to manage difficult situations calmly and confidently
- Ability to coach and counsel both executive-level management and employees
- Excellent interpersonal and communications skills; willingness to make decisions
- Strong management skills; ability to effectively plan and prioritize, implement, and manage HR programs and functions; ability to implement, explain, and apply relevant policies, procedures, laws, and regulations
- Desire to be part of a hardworking, collaborative, fun, and values-driven team

TO APPLY:

Please send resume and cover letter to work@pphgcharleston.com.

THIS DOCUMENT IN NO WAY CONSTITUTES AN EMPLOYMENT CONTRACT. THIS OUTLINE INCLUDES, BUT IS NOT LIMITED TO, THE RESPONSIBILITIES OF THE HUMAN RESOURCES MANAGER POSITION.