



Manor Country Club is a private member-owned country club established in 1922, located in Rockville, MD, a suburb of Washington, DC. The club's 850 member families enjoy two golf courses, an 18 hole championship course designed by Arthur Hills and an executive 9 hole course, indoor and outdoor tennis, fitness, pool and bocce facilities. Total club revenues exceed \$10 million, with food and beverage revenues of \$3.5 million. The club features a formal dining room and lounge, two casual areas, pool and golf course snack bars, and banqueting facilities for 250. Manor Country Club has a year round staff of 120, and an in season staff of 180.

Manor Country Club is seeking a well-qualified, dynamic individual to oversee and manage all Human Resource activities and work cooperatively with all departments to provide an exceptional staff and member experience. As the Human Resources Director, you will plan, direct and coordinate human resource activities throughout the Club. You will maintain overall HR functions such as recruitment, orientation, policies, regulatory compliance, compensation and employee benefits and staff engagement. Successful completion of a criminal background check required upon offer.

Job Summary (Essential Functions)

Assist club management staff with recruitment, selection, orientation and training of new staff members. Administer payroll records and assure that all applicable federal, state and local wage and hour, Worker's Compensation and related laws are consistently complied with. Coordinate risk management and safety programs. Conduct staff training on a variety of issues. Implement data collection systems and processes and record wage and salary payments. Manage the club's health, retirement and other benefits programs. Conduct labor analyses, staff planning and other studies as requested.

Job Knowledge, Core Competencies and Expectations

- Broad knowledge and experience in employment law, compensation, organizational planning and development, employee relations, benefits administration, safety and training.
- Working knowledge of club policies and guidelines as outlined in the club's Employee Handbook and club by-laws and rules.
- Excellent written and oral communications skills.
- Demonstrated ability to interact effectively with the club's staff as well as serve successfully as a key participant on the executive management team.
- Ability to work with a high level of confidentiality.
- Knowledge of and ability to perform required role during emergency situations.

Essential Duties:

- Manages the club's personnel program; assists in the development and implementation of applicable policies and procedures; processes various labor staffing reports; coordinates software applications to generate required information.
- Develops and places recruitment ads and social media messages; plans recruitment strategies; screens applicants; processes all employment applications; checks applicant's references; makes hiring recommendations and coordinates necessary correspondence and forms.
- Ensures that new employees complete necessary employment forms and using E Verify confirms that they are authorized to work in the United States.
- Provides general property orientation for new employees; assists in the development and implementation of inter-department orientation and training programs.
- Develops and maintains a library of training resources specifically designed for each position.
- Assists department heads in planning professional development and training programs for employees.
- Conducts and reviews wage and benefit surveys.
- Proposes employee benefits enhancements to the General Manager and Controller
- Coordinates, monitors and suggests improvements for the club's employee performance appraisal system.
- Coordinates the development and publication of employee newsletter.
- Coordinates all employee record-keeping functions in accordance with federal, state and county requirements.
- Keeps current with laws and regulations relating to employees; assures compliance with these laws and regulations; advises club managers as necessary.
- Maintains OSHA-related logs and reports as required by law.
- Create and continually reviews and assists in updating the employee handbook and personnel-related policies; assists in the management of the club's progressive discipline program; maintains club policy manual.
- Manages the administration of the club's group insurance, unemployment and related benefits programs; communicates benefits information to staff.
- Undertakes special projects relating to job description and specification updates, performance appraisal improvements, wage and salary comparison surveys, long-range staff planning and other personnel issues.
- Coordinates transfer, promotion and layoff strategies within the club.
- Establishes employee motivation and retention programs.
- Organizes employee activities such as the holiday party and other outings as appropriate.
- Organizes employee recognition functions.
- Advises line managers about discipline, discharge and related employment matters.
- Interacts with General Manager and department heads to investigate employee violations of club policies and to recommend correction actions, if necessary.
- Interacts with club's attorney relative to personnel legal issues involving concerns about EEOC, harassment and lawsuits.
- Manages the club's educational and referral programs for alcohol and substance abuse.
- Develops forecasts of short- and long-term staffing needs.
- Compiles and adheres to departmental budget; takes corrective actions as necessary to help assure that budget goals are met.
- Works with payroll personnel to assure that all forms required of new employees are completed.
- Oversees all work-related injury claims including to ensure integrity, ongoing investigation and case

- management and reporting compliance.
- Maintains employee bulletin boards.
- Assigns locks and lockers to employees.
- Attends management and staff meetings as scheduled.
- Develops personnel-related reports for the General Manager or department heads.
- Serves as backup for the payroll personnel
- Performs special projects as assigned by the Controller and/or General Manager.

Reports to:

Controller

Education/Experience/Skills

- Bachelor's Degree in Human Resources Management, Business Administration or Hospitality preferred.
- Hospitality/Private Club related experience.
- PHR (Professional in Human Resources) certification preferred or certificate from an HR Generalist Program.
- Proficient with Microsoft Office-Word and Excel
- Experienced with ADP Workforce Now Preferred

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.

To apply, email resume and cover letter to:

Susan Pelletier, CHAE

Controller

spelletier@manorcc.org

Manor Country Club

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Rockville, MD 20853