



March 19, 2010

**Manager, Human Resource Services
Radisson Hotel & Conference Center, Canmore, Alberta
Full-time, Permanent**

ARE YOU LIVELY? With SilverBirch Hotels & Resorts, you can be!

What's In It for You?

- Join our family of supportive team mates who are passionate about service
- "The Perks" including hotel and restaurant discounts
- Growth opportunities within a national multi-brand hotel company
- Industry leading development and training programs
- Learn and collaborate with the best in the industry
- Proud to be Canadian
- We are lively! Come have some fun with us!

We are looking for a Manager, Human Resource Services at the Radisson Hotel & Conference Center in Canmore, Alberta.

This HRS Manager is the caretaker and champion of the hotel's greatest asset...its people. They are responsible for making the Hotel famous for teams of people who bring great energy, skill, and results to their work. They will shape a culture of liveliness that drives business objectives forward while staying true to the company's values, standards, aspirations, and commitments. The HRS Manager will be responsible for coaching, consulting and directing the Hotel's management and associates on all Human Resource issues.

Duties & Responsibilities:

- Leads the Recruitment process ensuring that legislated and hotel standards are maintained.
- Oversees the administration of the hotel Group Benefit Plan, Workplace Health & Safety Program, WCB and return to work programs
- Promotes, oversees and facilitates various Cultural and Training Programs such as Champions in Action, Brand Service Training, and Orientation Workshops and is an active member of the Success Committee and Occupational Health & Safety Committee.
- Ensures the hotel is operating in full compliance with all provincially and federally legislated employment standards, guidelines and human rights codes.
- Ensures proper and fair disciplinary process is applied.
- Conducts regular wage/salary reviews and local surveys to ensure the hotel remains competitive.
- Maintains an open door policy for all and acts as a liaison between associates and managers.
- Ensures hotel is engaged in Performance Planning Reviews and Performance Management process
- Coaches, guides and administers the progressive discipline process with the Hotel Managers and Supervisors
- Attends Department Head meetings and various department meetings
- Develops implements and monitors professional people systems, processes, and procedures that will result in the highest customer and associate satisfaction.
- Strives to provide internal customers with the right people resources, training, guidance and morale support to do great work.
- Maintains all administrative processes that are related to Human Resource Services including associate files, Central Payroll Office processes and updating the Hotel Associate Handbook and Staff Accommodation Guidelines
- Prepares and governs the Human Resource Services budget for the Hotel.
- Ensures that all departmental correspondence and reports are completed punctually and accurately
- Maintain established hotel relationships with designated Colleges and Education Institutes.
- Oversees Staff Accommodation administration and processes; establishing associates in Staff Accommodation, inspections, monitor policies and departure processes



Preferred Education & Qualifications:

- Degree, Diploma or Certificate in Human Resources Management preferred or the experience equivalent.
- Two to three years experience in a human resource leadership role with hospitality experience preferred.
- Knowledgeable and proficient in areas of policy development and administration, wage/salary administration, benefit administration, associate relations and training.
- Strong and creative recruiting experience required with the ability to work under pressure and manage multiple tasks and priorities effectively.
- Ability to maintain confidentiality, integrity and trust within the work environment and most of all to have a passion to bring out the best in their team mates and themselves.
- Knowledgeable of labour standards, human rights codes and other requirements to ensure compliance.
- Excellent verbal and written communication skills with strong attention to detail and accuracy.
- Working knowledge of Microsoft Word and Excel.
- Enhances one's own ability and the ability of other's to contribute.
- Displays a positive attitude, maintains enthusiasm and celebrates success.
- Experience in setting and meeting achievement oriented goals and standards.
- Listens to all sides of an issue to achieve a successful solution/resolution.
- Recognizes and rewards top performance, is approachable, caring and considerate.

If you are interested in joining the liveliest hotels in Canada, each with their own unique sense of place then we want to hear from you!

Apply by March 26, 2010 or contact us at:

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www.silverbirchhotels.com

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ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.