



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

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**TITLE:** Human Resources Manager

**REPORTS TO:** General Manager

**DEPARTMENT:** General Administration

**FLSA STATUS:** Exempt (Salary)

### Position Summary

Human Resources Manager is responsible for leading and executing all human resource functions across Owl's Nest Resort and Owl's Nest Vineyard Course. This role combines strategic leadership with hands-on operational execution, ensuring effective recruiting, payroll oversight, compliance, training, and employee engagement in a seasonal hospitality environment.

This position partners with senior leadership to support growth initiatives while directly managing day-to-day Human Resource operations.

### Core Responsibilities

#### 1. Strategic HR Leadership

- Partner with executive leadership to align workforce planning with company needs.
- Develop and implement HR strategies that support operational goals and seasonal fluctuations.
- Advise leadership on organizational structure, workforce planning, and succession.
- Track and report HR metrics (turnover, retention, labor cost, hiring timelines).
- Risk Management

#### 2. Talent Acquisition & Workforce Planning

- Lead full-cycle recruiting for seasonal and full-time positions.
- Develop proactive hiring strategies ahead of peak seasons.
- Improve time-to-hire and candidate quality.
- Oversee onboarding and new hire orientation processes.

Performance Indicators:

- Seasonal staffing readiness
- 90-day retention rate
- Time-to-fill open positions
- Lost time from accidents

#### 3. Payroll, Compensation & Benefits Oversight

- Assist with payroll processing (M3/CGI) to ensure accuracy and timeliness.

- Monitor wage and hour compliance in accordance with company guidelines, tip distribution, and labor cost controls.
- Help develop best practices for use of Labor Management for time and attendance.
- Manage benefits administration and annual renewals.
- Provide compensation recommendations aligned with market conditions.

Performance Indicators:

- Payroll accuracy rate (frequency of interim paychecks)
- Labor cost as % of revenue
- Benefit enrollment participation

#### **4. Employee Relations & Compliance**

- Manage investigations, disciplinary actions, and conflict resolution.
- Ensure compliance with federal and state employment laws (FLSA, FMLA, ADA, OSHA).
- Maintain employee handbooks, policies, and procedures.
- Serve as trusted advisor to managers and employees.

#### **5. Training & Organizational Development**

- Ensure 100% completion of required compliance training.
- Customer/Guest Service training programs
- Provide coaching to department managers on performance management.
- Support leadership development and succession planning initiatives.
- Implement employee engagement and recognition programs.

#### **6. HR Systems & Reporting**

- Maintain HRIS systems (CGI, M3, Time and Attendance) for accurate records and reporting.
- Prepare HR reports for Senior Management and executive review.
- Analyze HR processes to improve efficiency and reduce risk.

#### **Leadership Expectations**

- Foster a culture of service excellence and accountability.
- Maintain an open-door policy.
- Model professionalism, discretion, and strong communication.
- Schedule regular check-ins with department leaders.

#### **Qualifications**

- Bachelor's degree in HR, Business Administration, or related field (or equivalent experience).
- 5–8 years progressive HR experience.
- Hospitality or seasonal workforce experience is strongly preferred.
- SHRM-CP/SCP or PHR/SPHR certification preferred.
- Strong working knowledge of payroll systems and labor compliance.
- Excellent communication and conflict-resolution skills.

- Ability to balance strategic thinking with hands-on execution.

**Physical Requirements**

- This job operates in a professional office environment.
- This role routinely uses standard office equipment.
- While performing the duties of this position, the employee is regularly required to talk or hear.
- This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stoop as necessary. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the General Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the General Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date