

JOB TITLE	Human Resources Director	JOB CODE	HRDI
DEPARTMENT	Human Resources	JOB LOCATION	Shipboard
LEVEL	Officer – 3.5 stripes	REPORT TO	Hotel Director
DIRECT REPORTS	Yes	DATE	02/15/2023

#### KEY RESPONSIBILITIES

The Human Resources Director is a strategic HR professional, and a member of the Executive Committee, that partners with the leadership team to develop and implement HR strategies and programs that are in line with departments and leadership values. The Human Resources Director also serves as a strategic partner to the shipboard leadership team by providing HR direction and guidance on all employee related issues. The Human Resources Director must have extensive knowledge in all aspects of HR including recruitment, employee wellbeing, employee relations, performance management, organizational development, learning, compensation, benefits and HR systems.

The Human Resources Director leads and manages the ship's HR department. In addition, the Human Resources Director serves as the Compliance and Ethics Officer and, in that role, shall report directly to the Captain. He/she shall also maintain a close reporting relationship with the Captain for all other crew related matters.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

#### Key Responsibilities:

- Responsible for measuring and actioning how the ship is performing against KPI targets and ensures that the role influences meeting or exceeding all KPIs. Provides assessment of results, outlines recommendations and guides Executive Committee on overall ship performance opportunities.
- Partners with Department and Division Heads to ensure that crew members understand the expectations of their position within the team and ship, ensuring they adhere to the culture and values.
- Monitors and supports how the vessel is driving performance to manage against revenue targets.
- Manages the HR and Crew Welfare budgets through monitoring and controlling crew expenses, including, CAM, crew welfare budget and crew activity fund. Provides assessment of opportunities to save costs, when needed.
- Supports and partners with the Learning and Development Manager in the development and/or execution of relevant training programs and leadership development opportunities.
- Oversees activities relating to sign on and sign off procedures, crew immigration/customs and all other issues related to the HR Center, including turnover and unplanned movement.
- Drives the execution of the HR strategic plan.

- Facilitates all aspects of Talent Management, including career coaching, employee development, succession planning, talent assessment, internal promotions, leadership and cultural effectiveness.
- Develops direct reports and high potential members of the HR team to strengthen their current performance and prepare for future advancement.
- Strives to build employee morale and develops strategies in partnership with onboard leadership to enhance overall employee satisfaction and engagement; ensures a commitment to crew satisfaction in the HR Center; inspires crew through encouragement and recognition strategies of outstanding performance.
- Educates and supports the onboard management with regards to HR policies, procedures and standards including the company's performance management system, our progressive discipline procedures, as well as the change/promotions process. Partners with Department and Division Heads to ensure consistent and fair application.
- Provides open and honest performance feedback and takes appropriate action to improve performance. Creates a climate of trust and mutual respect.

**Other responsibilities:**

- Fosters team unity and collaborates well.
- Knows our brand standards and is accountable for aligning matters to them at all times; holds others accountable for delivering against the standards.
- Drives positive employee relations by ensuring compliance with MLC, collective bargaining agreements, HR policies and procedures and partnering with leaders to resolve conflicts / grievances.
- Responsible for ensuring compliance with the Code of Business Conduct and Ethics as the Compliance and Ethics Officer onboard. Leads investigations into potential ethical violations and resolves accordingly.
- Uses advanced HR Information Systems to access and analyze data for reporting purposes based on business unit needs and uses relevant data to recommend solutions.
- Establishes and maintains professional relationships with government officials, port agents and other business partners in our various ports of call to drive business effectiveness.
- Ensures Company Brand Standards, Safety, Environmental and other company policies and standards are consistently maintained. Makes recommendations for changes and implementation as appropriate.

**QUALIFICATIONS AND EDUCATION**

- Bachelor's degree (or international equivalent) from an accredited university or college in Human Resources, Business Administration, Psychology or related field is required or 10 years senior management experience in human resources
- Minimum 5 years progressive experience in Human Resource Management
- Minimum of 3 years in employee relations investigating, negotiating and resolving grievances and conflicts, preferably in a multi-cultural, diverse environment
- Strong analytical and written communication skills
- Communicates tactfully, effectively and confidently with crew members, guests, and department/division heads, both one on one and in larger group settings
- Proficient in Microsoft Office – Word, Excel, PowerPoint



#### LANGUAGE REQUIREMENTS

- Fluent in English, both written and verbal.
- Ability to speak additional languages such as Spanish, French or German preferred.

#### PHYSICAL REQUIREMENTS

While performing the duties of this job, the At-Sea employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. The employee must have the ability to lift and/or move up to 50 pounds.

#### WORKING CONDITIONS

Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position