

**8.15.01 HR Manager**

**position title: Human Resources Manager**

**department: Human Resources**

**position reports to: Hotel Director**

**number of stripes: 3.5**

**prepared by: HR Business Partners**

**approved by: Manager, Human Resources**

**creation date: 10/15/2015**

**revision date: 01/29/2016**

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**Position Summary:**

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

The HR Manager leads and manages the ship's Human Resources Department. In addition, the Human Resources Manager 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 affairs.

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.

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### **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
- Partners with Department and Division Heads to ensure that crew members understand how their roles can control expenses and/or generate revenue. Monitors and supports how the vessel is driving performance to manage against revenue targets.
- Manages the HR and Crew Welfare budgets and monitors and controls crew expenses (CAM)
- Supports and partners with the Learning and Development Consultant in the development and/or execution of relevant training programs.
- 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 an HR strategic plan.
- Facilitates all aspects of Talent Management, including career coaching and employee development, succession planning, talent assessment, internal promotions, and leadership cultural effectiveness.
- Develops direct reports and high potential members of the Human Resources 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 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 executing against them at all times; holds other 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 in order 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.
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**Qualifications:**

- 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 five years progressive experience in Human Resource Management
  - Minimum of three 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
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### **Language Requirements:**

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

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### **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.