

Sr. Human Resources Manager

Job Title

Human Resources

Division

Job Class**Executive**

Type Exemption

Director of HR

Reports to

September, 2012

Date

**DOLLYWOOD
POSITION DESCRIPTION****I. Job Duties position exist to perform:**

Oversee the following Human Resource functions for all Dollywood properties:

1. Select, train and supervise the following direct reports:
 - a. Employment Manager
 - b. Benefits Coordinator
 - c. HR Specialists
 - d. Wardrobe Supervisor
2. Act as in-house support to other operating teams to provide coaching, instruction, and advice in resolving host issues, and corrective actions, while ensuring consistency and fairness with all hosts.
3. Be an advocate for our hosts to ensure fair and consistent treatment by management in the workplace.
4. Ensure compliance with all applicable labor laws.
5. Ensure compliance with corporate and property policies and procedures.
6. Utilize HRIS systems to improve efficiencies and effectiveness of HR function.
7. Ensure all personnel records are complete, accurate and compliant with HFE record and retention procedures.
8. Oversee the implementation of the annual Host Survey.
9. Prepare and adhere to annual budgets.
10. Oversee the Dollywood Family Healthcare Center to ensure it offers the best possible benefit to Hosts.
11. Develop and oversee maintenance of company policy manuals.
12. Design, review and update Human Resources forms.
13. Coordinate the design and ordering of host ID's, nametags, and other functional supplies as needed.
14. Oversee operation of Wardrobe department to ensure:
 - a. Costumes meet theming requirements and are as comfortable as possible.
 - b. Wardrobe staff serves internal customers in a fast and friendly manner.
 - c. Wardrobe produces/orders an adequate stock of costumes.
15. Routinely serve as HR Person-in-charge of HR operations
16. Routinely serve as Dollywood Park Host-in-charge

Management retains the discretion to add or change the duties of this position at any time.

II. Educational/Experience/Skill requirements:

- A. External Candidates
 1. Minimum of five years' experience as a Human Resource Generalist with a proven track record with a company with at least 200 employees.
 2. Two years experience in directly supervising 3 – 5 employees.
 3. Clear understanding of all applicable labor laws. (test given)

4. College degree required. Degree in human resources, organizational development or business preferred.
5. Working knowledge of word processing and spreadsheet software required.
6. Theme park experience preferred.

B. Internal Candidates

1. Minimum of three years experience directly supervising 5 – 10 employees.
2. Strong reading, writing and speaking skills.
3. Working knowledge of word processing and spreadsheet software required.
4. Demonstrated knowledge of corporate and company policies and procedures.
5. Demonstrated ability to fairly resolve employee concerns and fairly administer appropriate discipline.
6. College degree required. Degree in human resources, organizational development or business preferred.

III. Personality/Attitude requirements:

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Must be self-motivated and disciplined.
3. Must be able to prioritize and complete work assignments on a timely basis.
4. Must maintain strict confidentiality and judgment regarding privileged information.
5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
6. Must be willing to constantly /improve.
7. Must have professional appearance with good personal hygiene.
8. Must promote and support a "team" work environment by cooperating and helping co-workers.
9. Must adapt to changes easily.
10. Must tolerate a fast-paced, hectic environment.
11. Must show appreciation to others.
12. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
13. Be able to resolve conflict.
14. Have a strong work ethic and tolerate high stress levels.
15. Be organized.
16. Be enthusiastic and positive.
17. Be a change agent and have a sense of urgency to get things done.
18. Be logical in decision making.

IV. Essential functions absolutely necessary to perform job duties include but are not limited to:

1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Able to hear, see and speak.
3. Able to speak, read and write English.
4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
5. Must have manual dexterity necessary to complete all job duties.
6. Able to sit and/or stand for long/short periods.
7. Able to maintain good personal hygiene.
8. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)

9. Able to comprehend instructions and retain information.
10. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
11. Able to tolerate a fast-paced, hectic environment.
12. Able to be flexible to handle frequent changes in priorities.
13. Able to prioritize tasks and complete assignments on time.
14. Must be able to retain information and make logical decisions that are consistent with company culture.
15. Able to operate/drive a company vehicle with valid TN drivers license.