

## **TALENT SELECTION & TRAINING MANAGER**

### **ROLE**

#### **RECRUITING**

The Talent Selection & Training Manager (TS&TM) is responsible for sourcing quality candidates to work at Fox Harb'r Resort through the application of a number of recruiting strategies, (see Fox Harb'r Recruiting Strategic Plan) and other opportunities that may exist. This position will embrace all of the sales skills of seeking recruits/candidates and selling the attributes of employment at the Resort using unique packaging of information and content, in written and personal presentation, that speaks to the potential candidate in their quest for employment. The TS&TM will lead the talent Vision for Fox Harb'r *"to be the employer of choice."*

#### **TRAINING**

The training focus of this position will be to assess needs of staff training; perform generic training (ie on-board/orientation training, Train-the-Trainer, Customer Service etc.); assesses with Departmental Managers, the focus of Departmental training and ensures the scheduling and deployment of departmental trainers with a focus on the skills and knowledge gaps that exist in our talent pool is executed.

### **REPORTING**

Reports directly to the Human Resources, Golf Director.

### **RESPONSIBILITIES with Recruiting**

- Executes Fox Harb'r's Recruiting Strategic Plan.
- Establishes recruiting requirements (prepare a recruiting Forecast) by studying organization plans and objectives, reviewing historical turnover and meeting with managers to discuss their needs.
- Builds applicant sources by researching and contacting community services, colleges, universities, high schools, Seniors (Social facilities), Veterans (offices/Legions), Differently-Abled (disabilities agencies) government/community employment agencies, internet sites, social media posting etc.
- Attract applicants by continually updates feeder sources such as employment/job sites, recruiters, media, and internet sites providing organization information.
- Post all available position internally to encourage opportunity within the Resort.
- Post job advertisements (newspapers); post on internet sites (job banks); social media posting (Facebook; Twitter etc.)
- Review job descriptions (and qualifications requirements) and ensure that they are up to date and reflective of the positions that the Departments are seeking.
- Maintains and updates career web pages
- Builds and maintains relationships with various partners and stakeholders in recruiting mediums (ie Community Colleges; Universities and Resort exchange programs).
- Attends and participates in all/any recruiting drives and/or job fairs that will bring employment selection of Fox Harb'r ,top of mind. Travel required within Atlantic Canada and Canada.
- After recruitment, evaluates job candidates (screening); advising managers (for follow up); thereafter (should the hiring manager wish to move forward conduct references).
- Establishes and manages any Intern Program.(see Recruiting Plan) by conducting orientations; monitoring job contributions and coaching interns.

- Participate actively in Retention Strategy Plan discussions.
- Improves organization attractiveness by recommending new policies and practices thru feedback.
- Avoids legal challenges by understanding current legislation, enforcing regulations with managers and recommending new procedures as necessary.
- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- Provides current turnover rates by department monthly.
- In the hiring of a supervisor or manager, develop a short list of qualified candidates by interviewing applicants, analyzing responses (ie screening), verifying references, and comparing qualifications to job requirements.
- Arranges management interviews by coordinating schedules; arranging travel, lodging, and meals; escorting applicant to interviews; and arranging community tours.
- Establish an interview matrix to assure fair evaluations of applicants (when choosing between applicants).
- Manages new employee relocation by determining new employee requirements, negotiating with movers (as necessary), arranging temporary housing.

## **RESPONSIBILITIES with Training**

- Conduct an organization wide training needs assessment to identify skills or knowledge gaps that need to be addressed (beginning with Sr. Management; Manager and Supervisors).
- Map-out training forecast and budget for the season for approval.
- Train supervisory and management staff in “Train the Trainer” Programs and other core programs of a general, customer service and/or safety nature.
- Conduct/deploy generic training such as WHMIS; Fox Harb’r Ambassador Customer Service Program; Everybody Sells Program; Safety & Security; Program/Fire Emergency etc.
- Develop and conduct “Onboarding/Orientation” sessions for both new and returning staff members (each to be different).
- Negotiate and schedule all outside training such as Food Safety; Scissor/Fall Arrest Training; Confined Space Training; Forklift Certification etc.
- Develop tracking/record all talent training by individual.
- Establishes departmental accountabilities for in-department training; ensuring that training is fully implemented and that training records are complete by departments for inclusion in summary.
- Participate in the Health & Safety Committee.

## **Benefits**

Employer paid Benefit Program – medical, dental, vision • Group RRSP Program • Travel Fuel Allowance Program • Car Milage Allowance for business • Discounts at the Resort's Dining Areas; The Cape Cliff and Willard • Discounts on Accommodations, Golf and Spa services & products • Friends and Family Rates for overnight accommodations • Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room • Team Member rates for Golf, Sport Shooting, Kayaking, Trail Rides etc. • Team Member housing availability

## **Qualifications/Skills:**

The suited candidate to have a “sales mindset” possessing the following attributes...

- Ability to Listen.
- Strong Communication
- Empathy.
- Hunger; competitiveness
- Recruiting and interviewing skills
- Relationship builder with staff; contractors; and stakeholders at Community Colleges, Universities, Government Employment agencies etc.
- Phone, Teams/Zoom, and online meeting platform skills
- Suite of Microsoft programs – Excel; Word; Powerpoint
- Supports and seeks out workplace diversity
- Familiarity with relevant employment Laws and regulations
- Professionalism, organization, and project management skills
- Networking Ability.
- Confidence.
- Enthusiasm.
- Resiliency.
- Persistence
- Passion.
- Tenacity.
- Ambition.
- Initiative.

## **Education and/or Experience**

- + 5 years' experience in recruiting for a relevant industry environment and/or similarly, Sales Representative or Account Management experience in a relevant industry.
- Human Resources Degree or related Degree (an asset)
- Management experience in a hospitality environment or similar industry (an asset).