

<b>INNARCHIVE</b> .com	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.051
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<b><u>Title:</u></b> 职位	<b>Human Resources Manager</b> 人力资源部经理
<b><u>Department:</u></b> 部门	<b>Human Resources</b> 人力资源部
<b><u>Hierarchy:</u></b> 级别	<b>Reporting to General Manager</b> 向总经理报告
<b><u>Direct Subordinates:</u></b> 直接下属	<b>Training Manager, Government Relations Officer, HR Officer, Housing Manager, HR Coordinator, Office Clerk</b> 培训经理, 政府关系专员, 人事专员, 宿舍经理, 人事协调员, 办公室文员
<b><u>Indirect Subordinates:</u></b> 间接下属	<b>N/A</b> 不适用
<b><u>Category/Level:</u></b> 类别/级别	<b>L3</b> 3级

#### **Scope/职责范围:**

In charge of all Human Resources activities at the hotel including recruitment, training, staff accommodation, staff cafeterias.

负责酒店人力资源部所有事宜, 包括招聘, 培训, 员工宿舍以及员工餐厅管理。

#### **Responsibilities and Obligations/责任及义务:**

- Recruits and hires all employees excluding Key Personnel A & B positions. Ensures all positions hold up to date job descriptions complied by the relevant Department Managers.  
招聘所有A类, B类岗位。确保各相关部门经理能力达到最新岗位职责要求。
- Responsible for maintaining a fully functioning Personnel Department including employment screening, referrals, personnel record keeping, compensation and benefits, work permit and visa processing.  
确保人事系统全面建设, 包括招聘筛选, 提拔, 人事归档, 补充以及福利, 工作许可证及签证办理。
- Available for staff at all levels to advise, counsel and assist with problems or queries.  
听取来自各级员工的建议, 咨询并且协助答疑解惑。
- Encourages a good standard of employee conduct and behavior and co-ordinates disciplinary procedure when necessary.  
建立员工行为准则必要时采取惩戒程序。
- Co-ordinates, controls and inspects staff accommodation and ensures it is of the highest possible standard of cleanliness and comfort.  
协调, 管理并检查员工宿舍, 确保员工宿舍始终保持最佳的清洁度和舒适度。
- Liaises with the Food & Beverage Operation Manager with regard to the Staff Cafeteria, particularly on the quality, variety and nutritive value of the food served.  
与餐饮部运营经理协调员工餐厅事宜, 共同参与检查食品质量, 种类以及营养搭配。

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- Maintains close contact with all Department Heads through departmental visits, serving as an advisor and internal consultant on employee relations issues.  
通过部门间的来往与所有部门负责人建立良好的沟通关系，站在建议人以及内部咨询人的角度就员工关系问题提供协助。
- Co-ordinates and encourages sports and social activities on a regular basis.  
组织并鼓励日常运动以及社交活动。
- Ensures publication of an employee's newsletter on a regular basis and maintains lively and interesting staff notice boards.  
及时公布日常员工新动向，确保员工公布栏保持动态更新。
- In the absence of Training manager is fully responsible for all training matters including orientation, skills training, cross training, off job sessions.  
在培训经理不在岗时，全权负责所有培训事宜，包括员工入职培训，技能培训，交叉培训，脱岗培训。
- Liaises with other Personnel Managers maintaining strong information links for better decision making.  
与人事经理互相沟通，信息交替，推进决策制定。
- Ensures appraisals are carried out for every employee at least once every 12 months. Reviews all appraisals and follows up on development needs, if required.  
确保每年为每位员工进行至少一次评估，审阅评估结果，跟进发展需求。
- Maintains up to date information as per company policy.  
根据巴伐利亚人力资源政策4.8及时更新最新信息。

#### **Security, Safety and Health/保障, 安全及健康:**

- Maintains high confidentiality in regards to guest privacy.  
关于客人隐私，保持高度机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.  
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.  
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.  
适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.  
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.  
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.  
以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.  
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳个人卫生，着装，仪容仪表，肢体语言状态及行为。

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### **Executive Duties/行政职责:**

- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.  
根据酒店值班经理轮值表，承担值班经理职能及职责。

### **Competencies/能力要求:**

- Good command of English  
良好的英语语言能力
- Human Resources educational background  
人力资源学习背景
- Good knowledge of Labour law  
具备良好的劳动法知识
- Good knowledge of MS Office i.e. Word, Excel PowerPoint, Outlook, Internet etc..  
良好的微软办公软件操作能力，如Word, Excel PowerPoint, Outlook, Internet等。
- 5 years experience as HR Manager in 5\* hotel  
至少5年5星级酒店人力资源部经理岗位经验。

### **Interrelations/互相联系:**

Contact with all departments, recruitment partners, local authorities  
与所有部门，招聘合作方以及当地政府保持联系。

### **Work Conditions/工作条件:**

Regular hours with extra times occasionally.  
正常工作时间，偶尔伴有加班

Date : \_\_\_\_\_  
日期

Reviewed By : \_\_\_\_\_  
审核人

Approved By : \_\_\_\_\_  
审批人

I \_\_\_\_\_ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

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本人\_\_\_\_\_已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature  
员工签字

Date  
日期