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|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | CODE: 02.04.052 |
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| <b><u>Title:</u></b><br>职位                    | <b>Personnel Officer</b><br>人事专员                       |
| <b><u>Department:</u></b><br>部门               | <b>Human Resources Department</b><br>人力资源部             |
| <b><u>Hierarchy:</u></b><br>报告人               | <b>Reporting to Human Resources Manager</b><br>人力资源部经理 |
| <b><u>Direct Subordinates:</u></b><br>直属下级    | <b>N/A</b><br>无  |
| <b><u>Indirect Subordinates:</u></b><br>非直属下级 | <b>N/A</b><br>无  |
| <b><u>Category:</u></b><br>级别                 | <b>L5</b><br>5级  |

**Scope/范围:**

- Coordination of all issues related to the Human Resources Department. Handling all requests of employees and maintaining a high standard of personalized care to all employees from all categories.  
负责协调与人力资源部相关的所有工作。处理来自员工的问讯并为各级员工提供高度个人关怀。具备用高度专业的关怀态度去解决来自各个层级员工的问询工作。


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

- Prepares memos, reports and other correspondence, as requested by the Human Resources Manager.  
按照人力资源总监的要求, 准备各类备忘, 报告以及其他的信函。
- Prepares job offer packages (staff agreement, offer letter, summary of benefits etc.) Ensure all documentation required for recruitment are provided before commencement of employment.  
准备办理入职手续的文件, 其中包括员工确认函、录用通知书、以及各种福利待遇的汇总。确保所有用于招聘需求的文件在员工入职的前就准备完毕。
- Submits contract expiries/renewals list on a monthly basis to department heads.  
每月核实后提交劳动合同到期名单或续签书并呈给各个部门的负责人。
- Dealings with staff/guests inquiries.  
处理来自员工或者客人的问询。
- Updates record of visas/labor cards renewals and provide list to visa section.  
及时更新签证并提供签证申请表给签证办理机构。
- Coordinates with staff quarters/transport/staff restaurant/clinic.  
与员工宿舍、员工交通、员工餐厅以及员工就诊诊所保持良好的沟通与合作关系。
- Arranges appointments for the Human Resources Manager, ensuring accurate details are recorded in the appointment diary and that relevant information is communicated to all parties concerned.  
为人力资源总监安排会议议程, 并确保会议纪要的详细与准确, 确保相关信息及时传递至参会方。
- Maintains a trace file system, ensuring that daily traced items are brought to the attention of the relevant people.

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建立文件追踪系统，确保日常跟进事宜引起相关人员的关注。

- Prepares disciplinary letters and maintains a master file.  
准备行为考核信函并且最终归入档案。
- Consistently provides and maintains the highest standard of staff/guest care and service.  
始终以最高的行为标准要求自己，为员工和客人提供无微不至的关怀与服务。
- Ensures that all reporting staff maintains a high standard of personal hygiene and grooming at all times.  
确保全体员工始终保持一个良好的各个卫生以及礼仪标准。
- Assists the Human Resources Manager in maintaining and updating the departmental service manual.  
协助人力资源部经理建立并更新部门服务手册。
- Ensures that all reporting staff demonstrate the required service standard.  
确保所有的员工保持最高的服务标准。
- Assists the Human Resources Manager in regularly monitoring staff performance against agreed criteria.  
协助人力资源经理定期地监督员工行为标准是否符合酒店的规定。
- Have a good knowledge of all hotel facilities and be able to answer staff/guest questions in a quick, polite and helpful manner.  
能够清楚地了解酒店的一切设施并能够及时、有效、礼貌地回答来自员工和客人的问询。
- Handles any staff/guest complaints or problems promptly and to ensure that all resolved/unresolved incidents are reported to the Human Resources Manager.  
能够及时有效地处理来自任何一位员工或客人的抱怨及疑问，确保所有将已解决的或未解决的事件及时地汇报给人力资源部经理。
- Ensures company, hotel and statutory rules, regulations and policies are adhered to all times.  
保证公司、酒店的法律规定以及政策始终被贯彻执行。
- Acts on responsibilities for Health and Safety at work.  
确保行为举止始终为创造健康以及安全的工作环境负责。
- Demonstrates a working knowledge of fire prevention and to ensure that staff follow the hotel evacuation procedures on hearing the alarm.  
为员工提供专业的消防知识，确保员工在听到防火警报的时候按照酒店的疏散要求及时疏散。
- Ensures the departmental area is maintained in safe, hygiene and presentable state and to report any damage to furniture, fittings and equipment to the Human Resources Manager.  
确保部门区域始终处于安全、卫生、可观的状态，发现家具，配套设施以及设备损坏及时上报人力资源部经理。
- Handles staff grievances and disciplinary matters to the agreed hotel standard.  
按照酒店已执行标准处理来自员工的不满和违纪事件。
- Carries out any reasonable tasks requested by the Management.  
完成由管理层安排的其它合理工作任务。
- Maintains effective Communication of Training Activities such as Boards, Posters and Calendars.  
就培训活动建立有效的沟通，例如展板展示、张贴海报以及日程表公示等。
- Establishes and maintains records of training for all off-job courses for all employees.  
为所有员工建立并保存的脱产培训记录。
- Maintains standard hotel training equipment and training library resources.

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维护酒店标准的培训设备和培训书籍资源。

- Contributes towards other hotel activities as appropriate.  
需要时，加入并为酒店的其他活动献力。
- In charge of gathering data from all departments of the name tags needed.  
负责汇总各个部门所需的铭牌数量。
- Handling all the aspects of opening and closing files of the employees.  
处理所有员工的入职和离职文件相关的各个方面的工作。
- Handling all the aspects of finishing and renewing the expatriate's papers.  
处理完成并更新外派人员资料。
- Responsible for preparing monthly reports about the duties being performed.  
负责准备月度岗位评估报告。

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


- Maintains high confidentiality in regards to guest privacy.  
保证客人隐私高度机密。
- 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.  
适时及时的报告任何潜在或实在的危险。
- 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，避免伤及自身及它人。
- 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，肢体语言及行为。

### **Competencies/ 能力要求:**

- Good command of English.  
良好的英文水平。
- Good knowledge of MS Office i.e. Word, Excel Powerpoint, Outlook, Internet  
良好的办公软件操作知识，如Word, Excel PowerPoint, Outlook, Internet等。

### **Interrelations/相互关系:**

- Contact with all the departments and staff.  
与酒店所有部门以及培训咨询公司沟通合作。

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### **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.

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