



## **Human Resources Manager Job Opportunity and Description**

**Reports to: GM / COO, Director of Finance**

**Revision Date: September 9, 2025**

A terrific opportunity to join a close-knit management team full of high performers. The Club is trending in a very positive direction in terms of team culture, staff retention, and Member service scores. The Membership is positive and patient with the myriad of ongoing improvements at the Club, which starts with the staff. This is a unique way to join a high-functioning team midstream and further our collective performance and staff recognition!

Nestled next to the protected open space of the Arastradero Preserve, Palo Alto Hills Golf & Country Club (PAHGCC) blends the outdoors, family, and exceptional golf in one of the most idyllic locations in the Bay Area. PAHGCC was built in 1958 and developed with a vision to be the family club inclusive of women and children and has been a leading example of family membership ever since. Our welcoming and distinctive Private Club provides a premier championship golf course, year-round recreation, and artistic culinary and social activities for Members, their families and guests.

### **JOB PURPOSE**

Reporting directly to the General Manager/COO and, secondarily, to the Director of Finance, we're looking for a Human Resources Manager to elevate our employee experience. This individual should have fundamental working knowledge and experience in employment law, payroll, organizational planning and development, recruitment, employee relations, safety, benefits programs, training, amongst other HR competencies. They will serve as a key participant on the executive management team. PAHGCC employs 125 staff year-round and adds upwards of 50 additional seasonal employees during the peak season between Memorial Day and Labor Day.

### **RESPONSIBILITIES**

- Manages the club's personnel program
- Establish and maintain a proactive human resources function to ensure associate safety, motivation, training, development, continuing education
- Serve as a link between management and employees in all human resources-related matters
- Develops and places recruitment ads; plans recruitment strategies; screens applicants; processes all employment applications; checks applicant's references; makes hiring recommendations and coordinates necessary correspondence and forms
- Conducts preliminary employment interview with applicants
- Ensures that new employees complete necessary employment forms and confirms that they are

authorized to work in the United States

- Submits accurate and timely bi-weekly payroll to Paycor after receiving approval of payroll by either the GM or Director of Finance
- Manage and run payroll on a bi-weekly basis
- Provides general property orientation for new employees; assists in the development and implementation of inter-department orientation and training programs
- Assists department heads in planning professional development and training programs for employees
- Coordinates all employee record-keeping functions in accordance with federal and state requirements
- Keeps current with laws and regulations relating to employees; assures compliance with these laws and regulations; advises club managers as necessary
- Coordinate needs for health and safety programs, harassment training and other labor-related education
- Continually reviews and assists in updating the employee handbook and personnel-related policies; assists in the management of the club's progressive discipline program; maintains club policy manual
- Manages the club's group insurance, unemployment, and related benefits programs; communicates benefits information to staff
- Undertakes special projects relating to job description and specification updates, performance appraisal improvements, wage and salary comparison surveys, long-range staff planning and other personnel issues.
- Maintains employee manual and new hire package
- Maintains employee motivation and retention programs
- Oversee time clock maintenance
- Organizes employee recognition functions
- Advises line managers about discipline, discharge, and related employment matters
- Interacts with General Manager, Director of Finance, and department heads to investigate employee violations of club policies and to recommend correction actions, if necessary
- Interacts with club's attorney relative to personnel legal issues involving concerns about EEOC, harassment and legal action
- Manages the club's employee assistance programs (EAP) including alcohol and substance abuse guidance if needed in compliance with current laws and the protection of employee rights
- Implement employee benefit and insurance plans
- In conjunction with department heads, develops forecasts of short- and long-term staffing needs
- Promotes a safe work environment
- Promotes an "open door policy" for all managers and hourly employees
- Maintains personnel-related records such as hires, transfers, performance appraisals, and absenteeism rates
- Performs difficult staffing situations including resolving disputes, personnel problems, administering disciplinary procedures and termination of employees
- Works with payroll personnel to ensure that all forms required of new employees are completed
- Oversees all work-related injury claims to ensure integrity, ongoing case management and reporting compliance
- Manages Workers' Comp claims from incident to return to work or other ending status. Provides training to managers as needed
- Maintains updated employee bulletin boards
- Attends management and staff meetings as scheduled
- Performs special projects as assigned by the General Manager or Director of Finance

## REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

- Bachelor's degree is preferred but will consider relevant work history in its place. Any relevant industry certifications considered a plus (e.g., SHRM, HRCI, PHR)
- 4+ years of experience in Human Resources.
- 1 year in Payroll Administration and subsequent Wage and Hour Laws; experience with Paycor payroll system a plus.
- Bi-lingual in Spanish a plus.
- An engaging, innovative, and passionate leader with an approachable ability to build rapport with all employees.
- Previous experience in hotel or country club industry preferred.

## LICENSES AND SPECIAL REQUIREMENTS

- Must provide valid documents to work in the U.S.
- CPR/AED certified preferred but not required.

## PHYSICAL REQUIREMENTS

- Frequently sits, stands or walks; occasionally stoops, kneels, or crouches.
- Sits for long periods to accomplish completion of administrative work.
- Must be able to reach, bend, and lift up to 20 pounds.

## ABOUT OUR OFFER

- This is a full-time exempt salaried position. The salary range is between \$100,000 - \$120,000 per annum.
- Benefit package includes: Medical, Dental, Vision, 401K with up to 4% match, EAP, Life and AD&D insurance, PTO and Sick Time.
- Annual performance bonus.
- Stipend for cellular telephone use.
- Complimentary meals provided six days per week, excluding designated aerification days.
- Our premier championship golf course is open for staff to enjoy on select Mondays.

## EQUAL OPPORTUNITY EMPLOYER

Palo Alto Hills Golf & Country Club (PAHGCC) is an Equal Opportunity Employer. PAHGCC strongly values diversity and is committed to equal opportunity and non-discrimination in all its policies and practices, including the area of employment. PAHGCC does not discriminate against any person based on race, color, sex, sexual orientation or gender identity and/or expression, religion, age, national or ethnic origin, political beliefs, marital status, medical condition, genetic information, veteran status, or disability, or the perception of any of the above. People of all genders, members of all racial and ethnic groups, people with disabilities, and veterans are encouraged to apply.

## CONTACT INFORMATION

- Send resumes and cover letters to Lilly McIntyre at [lmcintyre@pahgcc.net](mailto:lmcintyre@pahgcc.net). No phone calls please.