

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTOR OF HUMAN RESOURCES & PAYROLL PROFILE: GREEN HILLS COUNTRY CLUB SAN FRANCISCO, CA

DIRECTOR OF HUMAN RESOURCES & PAYROLL AT GREEN HILLS COUNTRY CLUB

Green Hills Country Club (GHCC) is seeking an accomplished human resources and labor relations expert for their newly created position of Director of Human Resources & Payroll (DHRP). The successful candidate will build the human resources department, setting and executing policy and procedures, in all aspects of human resources including employee and labor relations, talent acquisition, organizational development, compensation, benefits, payroll, training, and employee engagement.

This is an excellent opportunity for a highly experienced HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal employee interactions. This key role goes beyond the traditional HR role of simply administering to the operation; we are looking for a driven, detailed, and innovative hospitality-infused leader.

[Click here to view a brief video about this opportunity.](#)

ABOUT GREEN HILLS COUNTRY CLUB

Established in 1929, Green Hills Country Club has a rich history. It is a club of timeless tradition and enduring legacy, and proud home to one of the finest golf challenges in the Bay Area. Staying true to the ideals around which the club was built, today Green Hills is a place where families and friends come together to make memories and celebrate some of life's most cherished moments.

The Members of Green Hills enjoy a unique membership lifestyle that creates a sense of pride, belonging and camaraderie; a strong connection to community; and a place for recreation and superb dining, with friendly personalized service, and the best conditioned course on the Peninsula.

The Clubhouse at Green Hills serves as a social hub for members and their guests. The stunning new clubhouse welcomes members and their guests to enter a place that is relaxed, yet refined, a place where members go to escape, or to conduct business, all while enjoying breathtaking golf course and bay views from every vantage point.

To complement a beautiful and challenging golf course, Green Hills offers a variety of golf activities for the entire family to enjoy, including: men's golf, women's golf, couples golf, junior golf, a full-service pro shop and professional teaching staff. Members also enjoy the all-grass driving range, short game practice area, and putting greens.

The complete range of services and amenities are more than just a game or a meal - being a member at Green Hills is a way of life. In addition to their championship golf course and pristine clubhouse, Members enjoy fine and casual dining, extensive social activities, junior programs, and recreation for the whole family, including tennis, fitness, and swimming facilities.

GHCC Mission Statement:

Green Hills Country Club is a private, quality-oriented golf and social club dedicated to presenting a center of leisure activities to members, their families, and guests, in an atmosphere of camaraderie and fellowship.

GREEN HILLS COUNTRY CLUB BY THE NUMBERS

- Approximately 527 Members in all categories
- Approximately \$10.1M Gross volume

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- Approximately \$6.1M Annual dues volume
- Approximately \$4.7M Gross payroll
- Number of employees: Approximately 50 FT; 30 PT/seasonal
- HR Employees: 1 (DHRP)
- Employee turnover rate is approximately 28%
- Payroll Software: Paychex
- Accounting and POS Software: Clubessential
- Club status: 501c7 Non-profit

GREEN HILLS COUNTRY CLUB WEBSITE: greenhillsc.com

DIRECTOR OF HUMAN RESOURCES & PAYROLL – POSITION OVERVIEW

The Director of Human Resources & Payroll at Green Hills Country Club will build and execute all aspects of the GHCC's labor legal compliance, union relations, risk management, talent acquisition and onboarding, employee engagement, performance management, compensation, benefits, workers compensation, risk management and learning functions.

Reporting directly to the General Manager, who is described by his leadership team as an approachable, accessible, problem-solving, and dedicated leader, the DHRP will be a key business partner, charged with creating, enhancing, and executing both short and long-term strategic people plan.

This role is a full-time, on-site position with a regular work week of Monday through Friday. The role also requires availability for two Saturdays per month, as well as responsiveness to HR-related emergencies as needed.

Key initiatives and responsibilities

Human Resources Compliance and Labor Relations

- Build policies and procedures to ensure the Club is in compliance with all Federal, State and Local employment laws and regulations.
- Manage labor relations with Local 2 and SEIU and represent the Club in grievances, mediations, arbitrations and contract negotiations.
- Drive education to ensure all departments know and comply with the terms of the collective bargaining agreement (CBA).
- Oversee all work-related injury claims to ensure integrity, ongoing case management, and reporting compliance.
- Review job descriptions for conformance to industry standards and legal requirements.
- Update and review the Employee handbook and employment-related policies informing the Leadership Team of any conflicting policies or errors discovered or due to changes in the law.

Employee Recruitment, Selection, and Onboarding

- Strategize with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Club.
- Actively source candidates, advertise career opportunities internally and externally and build strong local networks with universities and trade schools to drive candidate interest.
- Create a strong interviewing process and protocols, and train managers in effective interviewing techniques. Screen candidates and provide recommendations to managers, serving as the culture gatekeeper for the Club.
- Process New Hire applications and paperwork; ensure new hires have all needed information on day one.
- Create a robust Employee orientation program to ensure a successful new hire onboarding experience.
- Track recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provide recruitment insights to the management team.

Employee Engagement & Performance Management

- Create performance management process and ensure consistent execution; Develop progressive discipline procedures and manage all employee investigations.
- Coach and guide managers on job-related discipline, concerns, and discharges, providing appropriate training for managers on coaching, counseling, progressive discipline, and union relations.

- Drive Employee engagement and appreciation efforts by creating and coordinating employee events and recognition programs.
- Consult with legal counsel as appropriate on Employee concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve Club's policies, procedures, salary/compensation program, and practices on employment matters.

Employee Benefits, Compensation, and Payroll

- Review payroll procedures and process accurate payroll, ensuring compliance with all California pay requirements, auditing as necessary.
- Manage and administer the Club's group insurance, including enrollments and renewals, auditing invoices for accuracy and processing for timely payment. Creatively communicate benefits information to the team on a regular basis.
- Process terminations, COBRA notifications, and submission of benefit changes to accounting for adjustment of invoices, and conduct exit interviews. Process all leave requests in accordance with Federal, State and Local guidelines.
- Complete an annual review of Employee wages, and review increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.

INITIAL PRIORITIES OF THE NEW DIRECTOR OF HUMAN RESOURCES & PAYROLL

As an integral part of the Green Hills Country Club management team, the following priorities have been identified as recommended primary focus:

- **CONNECT:** Meet and sincerely interact with and engage as many staff as possible within the first 60 days. Listen, observe, meet, and learn the various departments, staff, and overall culture. The successful candidate will integrate with the team and embrace the established work culture while driving and supporting change where necessary.
- **HR AUDIT & COMPLIANCE:** Conduct a comprehensive internal HR Audit to determine accuracy and compliance to all California labor law requirements. Create a strategy and subsequent action plan with input from the General Manager to address concerns in the appropriate HR areas of concern.
- **LABOR RELATIONS:** Partner with the General Manager in all union matters and contract negotiations. Train managers on labor requirements. Build relationships and proactively work with the Club's union representatives to ensure positive labor relations moving forward.
- **RECRUITMENT & ONBOARDING:** Quarterback Club recruitment and onboarding efforts. Create and execute an effective, efficient and structured recruitment and selection process. Train managers on effective interviewing and selection, and onboarding techniques. Tighten processes to ensure an exceptional applicant experience.

CANDIDATE QUALIFICATIONS

Candidate qualifications include:

- A history of progressive HR management experience preferably within a hospitality, service-oriented culture.
- Exceptional understanding of all functions of Human Resources and Labor Relations. Strong acumen in California labor law required. Robust knowledge of applicable federal/local/state laws and HR best practices, with specific emphasis on California labor law and compliance.
- Above-average financial acumen, with the ability to contribute to strategic planning, budgeting and operational decision-making.
- A proven track record of creative and effective recruitment techniques, initiatives, and results.
- Must be technologically savvy, highly computer literate, and comfortable with other digital platforms.

Behavioral expectations include:

- This role requires strong analytical and technical abilities and expects fast but carefully thought-out results.
- Ability to work with high confidentiality and professionalism, demonstrating sound judgment is required.
- A poised, engaging, and empathetic communication style based on natural warmth and enthusiasm is the key to connecting with the team

- Ability to present and be well-spoken in front of an executive board, exhibiting executive presence as the HR subject matter expert.
- While the position requires strong initiative and self-direction, results are only achieved with and through people.
- The successful candidate will be approachable to both staff and leadership and strike the delicate balance of being hands-on in the HR operation while driving the talent strategy for the Club.
- Attention to detail is a significant focus of this role, handling those details quickly, correctly, and efficiently.
- Ability to maintain calm and reason, be a good listener, and deal well with interruptions and competing priorities throughout the day.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree in HR or business-related field preferred with formal training in HR Management.
- PHRca/SHRM-CP or SPHR/SHRM-SCP or equivalent California HR Certification, or relevant CA progressive HR work experience.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers a competitive benefits package including complimentary health coverage for employees, professional association membership, complimentary golf on Mondays, discretionary holiday bonus, complimentary parking, discounted retail, complimentary lunch, and more! Salary Range: \$140,000 - \$165,000 DOE.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Tazim Venkataya, General Manager/COO**, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why GHCC and the Bay area will be beneficial to you, your family, your career, and the Club if selected.

Please apply for this role as soon as possible. Candidate selections and interviews will start immediately.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - GHCC"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Alice Stevens at alice@kkandw.com

Lead Search Executive:

Jodie Cunningham, SPHR SHRM-SCP

Search & Consulting Executive, KOPPLIN KUEBLER & WALLACE

602-690-1074 (M)

jodie@kkandw.com