



## Job Posting

**Pet Palace** is a growing luxury provider of pet boarding, daycare and grooming services with eleven locations in 4 states. We are looking for a hardworking and energetic **Human Resources (HR) Manager** to join our pet-loving team! This HR Manager will provide leadership and direction for all HR functions of our growing business.

If you are a self-starter, like to have complete control of HR functions, are a great communicator and caring, you will be a great fit for this **HR Manager** position. This position enables you to be strategic and hands-on and provide support to employees at all levels, at all locations. If you possess a high level of confidentiality, professionalism, integrity, and industry knowledge and are willing to ensure the best level of service and peace of mind for employees, we want you on our team!

**Compensation and Benefits:** As a member of the Pet Palace team, you will have a wonderful benefits package that includes: a competitive salary; medical, dental, vision insurance; company paid Life and AD&D insurance; 401K with up to 4% company match, paid time off, and opportunities for advancement.

### Key Responsibilities/Outputs:

- Oversee the overall functioning and administration of the HR department and partner with the leadership team to understand and execute the organization's human resources and recruiting strategies.
- Work with all members of management to maintain compliance with all federal, state, and local employment laws and regulations, and recommend best practices; review Company policies and practices to maintain compliance.
- Work with the leadership to develop, coach, and retain top talent to ensure future growth.
- Complete and submit paperwork to external agencies (unemployment claims, workers compensation claims, government requests, verifications of employment, etc.)
- Analyze trends in compensation and benefits; research and propose competitive base and incentive pay programs to ensure the organization attracts and retains top talent.
- Revise, edit, and finalize Employee Handbook changes, job descriptions, offer letters, and rejection letters.
- Create, implement, and oversee benefits programs.
- Provide support and guidance to management and other staff when complex, specialized, and sensitive questions and issues arise; may be required to administer and execute routine tasks in delicate circumstances such as providing reasonable accommodations, investigating allegations of wrongdoing, and terminations.
- Provide Resort Managers proper tools to maintain up-to-date employee files and performance documentation; conduct audits to ensure compliance with applicable laws and regulations.
- Collaborate with the District Managers and Resort Managers to identify and recommend areas of improvement in the recruiting, onboarding, and employee training processes.
- Manage the bi-annual employee reviews.



- Assist with all employee-related issues that are elevated from the District Manager level and oversee employee disciplinary meetings, terminations, and investigations and administer exit interviews.
- Complete additional duties as needed.

**Additional Knowledge, Skills, and Abilities:**

- Excellent verbal and written communication skills as well as great interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational abilities and strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with, or the ability to quickly learn, the organization's HRIS and talent management systems.

**Essential experience:**

We are looking for someone with at least five years of human resources management experience. Experience working with animals is preferred.

**Credentials and Education:**

Bachelor's degree in Human Resources, Business Administration, or related field required. SHRM-CP/PHR certification highly desired, but not required.

**Work Environment/Physical Requirements:**

This is an office position with an ability to travel to all locations depending on business needs. Must be able to remain in a stationary position up to 90% of the time. Must be able to occasionally move about inside the office to access file cabinets, office machinery, etc. This position will frequently communicate with applicants, vendors, and office staff and must be able to talk and listen. Must be able to lift up to 15 pounds of boxes, files, office equipment, etc.

**PLEASE NOTE THAT WE ARE PARTNERING WITH GO-HR TO FILL THIS POSITION. Please send cover letter and resume to [info@GO-HR.biz](mailto:info@GO-HR.biz). Any inquiries to Pet Palace will be directed to GO-HR.**

*Pet Palace is an Equal Opportunity Employer and does not discriminate based on military or veteran status or any other legally protected classification. This is a non-smoking, drug-free environment. This job description is designed to be a good representation of the job requirements but is not a comprehensive listing of activities, duties or responsibilities required of the employee.*