

Position: Human Resources Manager - Queens, NY

The Opportunity: Compass Workforce Solutions has been retained to execute a search on behalf of Joint Billion NY LLC, a company headquartered in Hong Kong that provides quality traveler services in the airport hospitality industry. This opportunity will support the company's Always business, which is newly operating the meet-and-greet and skycap service at the John F. Kennedy (JFK) International Airport, Terminal 4.

Position Summary: Reporting to the General Manager, the Human Resources Manager is responsible for planning and coordinating the human resources activities and staff of the JFK Terminal 4 Always team. Qualified candidates will have 10+ years' HR experience working in a hospitality, service, retail, or airline industry with full responsibility for managing HR and payroll functions and significant employee relations experience.

Job Responsibilities:

- As a member of the management team, represent and communicate the values and expectations of the company and support a positive company culture.
- Main point of contact for employee relations and employee concerns, to include working with union leadership on labor relations matters; answer employee questions regarding policies and procedures and handle complaints or conflicts between staff employees including conducting workplace related investigations.
- Processing of payroll and maintaining accurate employee data and benefit elections; review and approve staff requests for time off.
- Benefit administration; manage open enrollment, process enrollments, terminations, COBRA administration, etc.
- Advise the management team on federal, state and city employment regulations.
- Maintain records and compile federal or state-mandated statistical reports and employee-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Support managers with conducting performance reviews and disciplinary meetings.
- Recommend to management procedure improvements to streamline and improve operations/processes.
- Recruit for staff positions including creating and posting job ads, reviewing of resumes, screening candidates and scheduling interviews.
- On-board new staff to include establishing and conducting the new hire orientation process, along with off-boarding of departing staff to include conducting exit interviews.
- Develop or administer special projects in areas such as compensation evaluations, employee awards and recognition, and organizing company events.

Minimum Qualifications:

- Minimum 10 years' of HR experience working in a hospitality, service, retail, or airline industry, inclusive of a minimum 5 years' management level experience.
- Bachelor's degree in human resources or related field or equivalent work experience; preference will be given to candidates that are certified by SHRM and/or HRCI.
- Solid knowledge of federal, NYS and NYC employment law.
- Exceptional written, verbal, and interpersonal skills to interact in person, via phone, and via email.
- Strong conflict resolution skills and ability to perform effectively under stressful work conditions.

- Excellent organizational skills and ability to meet deadlines.
- Ability to handle a full range of HR generalist duties independently.
- Experience with benefits administration and payroll processing.
- Resourceful in using different recruitment strategies to attract talent to join the company at our airport location.
- HR experience working with a unionized workforce.
- Experience in establishing an HR department along with the related system, structure and HR policy and procedures preferred.
- Proficiency in Microsoft Office Suite (Word, Outlook, Excel and PowerPoint).
- Ability to work Monday to Friday 9:00 am to 6:00 pm in Queens, NY at the JFK Airport. The business is a 24/7 operation, so working at times on weekends, nights, or early morning hours may be required in order to meet with and assist employees.
- Occasional domestic and international travel required.

*Company offers [Paid Time Off, Health and Dental benefits]
An Equal Opportunity Employer*

To Apply: Please submit cover letter, resume and salary requirements to: Careers@compasswfs.com