

<b>Job title</b>	HUMAN RESOURCE & ADMIN MANAGER
<b>Reports to</b>	CHIEF EXECUTIVE OFFICER

### **Job Function**

Directly responsible for all overall administration, coordination and evaluation of the human resource function.

### **Duties and responsibilities**

#### **GENERAL**

- Responsible for full spectrum of the Human Resources functions including recruitment & selection, training & development, compensation and benefits, manpower planning, performance management, employee relations, industrial relations & payroll administration.
- Prepare monthly HR reports for management review and to carry out such duties as the Company may direct from time to time.
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars. Maintains company organization charts and employee directory.

#### **STRATEGIC PLANNING**

##### **1. PROVIDE STRATEGIC & IMPROVEMENT DIRECTION TO HR DEPT.**

- Develop & formulate, implement and review HR strategies, objectives and policy & procedures to be in line with company's operation and direction.
- Recommends new approaches, policies and procedures to affect continual improvements in efficiency of department and service performed.
- Implements and annually update compensation program, rewrites job descriptions as necessary; conducts annual salary surveys and develops merit pool (salary budget); analyzes compensation; monitors the performance evaluation program and revises as necessary.

##### **2. EMPLOYEE BENEFIT PROGRAMS**

- Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.

#### **STAFF MANAGEMENT**

##### **1. TRAINING & DEVELOPMENT**

- Develop & formulate, training program for PLG and its affiliates in line with company's operation and direction for new and existing employee.
- Create various type of training program which can be easily adapted by the employee.

## 2. PAYROLL & INCREMENT

- Able to tap on the various networks/contact available in the travel industry to share best practices & to conduct survey/benchmarking exercises to gauge business competitiveness.
- Maintains a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.

## 3. RECRUITMENT

- Conducts recruitment effort for all executive and non-executive personnel, students and temporary employees; conducts new-employee orientations, monitors career-pathing program, employee relations counselling, outplacement counseling and exit interviewing; writes and places advertisement.
- Responsible to source and manage staff hostels and uniform (wherever applicable)

## **PROBLEM SOLVING MANAGEMENT**

### 1. EMPLOYEE RELATIONS & DISCIPLINARY SYSTEM

- Responsible to manage employee conflicts and provide counselling with respect to disciplinary issues, grievances, to conduct domestic inquiries & manage industrial relations as and when required.

## **Qualifications**

### **Academic & Working Experience**

- Possess at least a Bachelors Degree, Post Graduate Diploma, Professional Degree in Human Resource management or equivalent.
- Minimum 5-8 years of relevant working experience, of which 3 years are in managerial position

### **Other Experience / Skills / Knowledge**

- Knowledge in developing Training Needs Analysis (TNA) & curriculums to support employee capability development is as added advantage.
- Added advantage for those with exposure in the travel industry or worked in an ISO environment.
- Possess sound knowledge of Malaysian Employment Act, Industrial Relations Act and prevailing HR practices and legislation.
- Highly self-motivated, able to work independently and resourceful in problem solving and decision making.
- Possess strong interpersonal skill and ability to communicate effectively with all levels of the organization in English and Bahasa Malaysia.
- Leadership and human resources management skills
- Organizational Skill
- Hiring
- Benefit Administration
- Performance Management
- Communication Processes
- Compensation and Wage Structure
- Supports Diversity
- Classifying Employees
- Laws Against Sexual Harassment

**Specific Requirements**

- Work well under pressure.
- Required to work late during peak season, trade fairs, ad-hoc as and when instructed by management.
- Working knowledge of payroll software, databases and tools.