



**Position: People & Learning Coach**

**Updated: June 2021**

**Reports to: Director of People & Culture**

**Job Type: Full-Time**

**Work Location: One location (opening Spring 2022)**

### **Position Description**

**Southall** is a premier destination bringing nature, produce and people together in a powerful and unique way. The People & Learning Coach will be a vital member of the leadership team at Southall. In partnership with the Director of People & Culture, the People & Learning Coach will be instrumental in the life cycle of the Southall team member from the recruiting phase through onboarding and training. This position will also have a focus on internal culture and communications.

### **Responsibilities**

- Lead the development of immersive training and Orientation/Onboarding experiences to create an awareness and appreciation for our mission of sustainability
- Add value in meeting the resort's needs by identifying and implementing learning and performance improvement strategies that support the resort's strategic direction
- Promote a continuous learning culture for all team members
- Partner with stakeholders to ensure managers' leadership skills are developed by means of their competencies and employees are trained on the needed skills to successfully perform their jobs to attain service excellence.
- Assist in instruction of the management staff in effective recruiting and interviewing techniques using methods such as verbal presentations and written directions to ensure the hiring and retention of qualified and efficient team members.
- Drive the recruitment process and the sourcing, attracting and selection of candidates who match our organizational culture.
- Partner with Senior Leadership and department heads to dynamically lead a sustainable selection process and identify key strategies and sources of selecting and retaining top talent
- Assist with team member relations programs and activities such as team member recognition and service award ceremonies, social functions and general resort meetings to maintain a positive team member relations climate.

SOUTHALL, LLC \* 1994 CARTERS CREEK PIKE, FRANKLIN, TN 37064

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- Assist with development, implementation and administration of policies and programs related to the management of all resort personnel to ensure the maintenance of a positive and productive employment environment.
- Assist in the development and execution of internal communication initiatives
- Other duties and responsibilities as assigned by Director of People & Culture

### **Skills and Experience**

- 2-3 years Human Resources experience in a luxury hotel or resort environment required
- Hotel/Resort opening experience preferred
- Professional certification (SHRM or HRCI) preferred
- Ability to effectively communicate with team members in a friendly and positive manner
- Ability to move throughout the resort
- Ability to listen, speak and write English to ascertain and respond to team member needs.

### **Education & Requirements**

- Bachelor's degree in Human Resources Management or related field preferred, or four years related experience and/or training; or equivalent combination of education and experience.
- Lifting up to 20 pounds with frequent lifting and or carrying of objects weighing up to 10 pounds. Requires walking and or standing to a significant degree.