



**Position Title:** Vice President of People + Operations  
**Reports To:** President and CEO  
**Department:** Administration  
**Status, Classification:** Full time Regular, Exempt

### **Position Summary**

We are looking for an experienced human relations and operations professional who will be responsible for the development and oversight of the organization's HR and Ops programs including talent budgets, employment law compliance, culture care, partner relationships, office management and governance administration. The leader in this position will work closely with our executive leadership team and implement best practices in human relations, operational and governance policies, procedures and systems that support the organization's vision, mission, values and strategic objectives.

### **The ideal candidate in this role will:**

- Aspire to inspire transformational moments
- Be a strong, strategic, thoughtful team member
- Always bring their best possible self and work
- Commit to quality and consistency
- Seek opportunities to grow and improve
- At all times be trustworthy, honest, and accountable
- Create success through passion for the hospitality industry, the destination, and the vision, mission and values of the organization

### **Role and Responsibilities**

- Serves as liaison to and engages with jurisdiction investment partners and community groups; provides reports and gives presentations fostering collaboration and trust.
- Collaborates with all departments in the development of integrated staffing, operational and administrative budgeting and resource management
- Develops and manages human resources and relations programs including services and systems, recruitment and hiring processes and procedures, new hire orientations, maintaining personnel records, performance management systems, separations, benefits programs, compliance audits and talent investment studies.
- Develops and manages all operational programs including IT, equipment, utilities, legal support, contracts, licenses, office care, operational insurances and leases

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- Fosters new and maintains positive relationships with support partners and vendors
- Serves as liaison and provides administrative support to the Board of Directors, Executive and other Committees including supervision and execution of meeting agendas and minutes preparation and distribution, maintaining Board and corporate records and ensuring Brown Act training and compliance
- Ensures that all policies, procedures and practices comply with applicable laws and industry best practices.
- Maintains DMO Accreditation status
- Contributes to our safe, healthy, harmonious, productive, positive, and professional work culture and environment

### **Supervisory Responsibility**

This position is responsible for supervising team members in the operations department.

### **Other Duties**

Please note this position description does not cover or contain all activities, roles or responsibilities that are required of the team member in the position and they may change at any time with or without notice. Reasonable accommodation will be made to enable differently abled individuals to be successful in this role.

### **Expected Competencies and Performance Attributes**

- Ability to lead and inspire others with integrity
- Strong administrative and organizational management skills
- Maintain confidentiality with team member records and information at all times
- Ability to lead coaching, counseling and alignment discussions with positivity and professionalism
- Ability to plan and execute separations of employment with respect and dignity
- Able to handle concurrent tasks and multiple deadlines
- Ability to effectively present information and respond to questions from the Board of Directors and the general public
- Able to produce accurate and professional materials and documents
- Ability to effectively write reports, correspondence, and procedure manuals
- Excellent oral and written communication and organizational skills
- Able to work with little supervision and know when to make decisions and take initiative
- Experience in planning multi-million-dollar budgets and initiatives in conjunction with overall organizational strategies and objectives
- Proficient in Microsoft Office products including Word, Outlook, PowerPoint, Excel
- Familiar with cloud computing environments
- Accomplished at multi-tasking and using creative planning skills
- Ability to recognize and maintain confidentiality of information.
- Ability to work under pressure and maintain positivity and professionalism
- Ability to maintain excellent attendance record

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### **Desired Education and Experience**

- A minimum *ten (10)* years' practical and progressively responsible experience working in a human resources capacity and leading a human resources, administrative or operations department
- *A degree in human resources/relations or in business with emphasis in HR*
- Relevant certifications (CDME, SHRM-CP, SHRM-SP, etc.)
- Experience with internet based HRIS software
- Destination Marketing Organization (DMO) or non-profit leadership experience

### **Work Environment**

This position operates in a clerical office setting. This role routinely uses standard office equipment including computers, keyboards, phones and a copier/scanner. This is largely a sedentary role with extended work time sitting at and using a computer including a keyboard and mouse.

### **Position Type/Expected Hours of Work**

This is a full-time in-market (Monterey) position. The office schedule is Monday through Friday, 8:30 a.m. to 5 p.m. Evening and weekend work and participation in events that occur after hours is expected regularly. Our team works in the office 3 days a week and has the option to work 2 days a week remotely.

### **Travel Expectation**

This position may require up to 20% local (within Monterey County) travel. This position may also require travel on occasion outside of Monterey County and/or California to attend industry meetings, conferences, and other events/activities. The ability to travel by car and plane is expected.

See Monterey offers a comprehensive and competitive Team Member Investment Package including but not limited to competitive salary, incentive potential (based on goal achievements), professional development (enhancing your knowledge, skills and competencies), professional association memberships, and parking/cell/home internet reimbursements. In addition, team members have the option to participate in our 401k (including Roth) retirement savings plan including immediate See Monterey match and vesting and shared cost group health, dental, vision, life and long-term disability insurance coverage.

This position's salary is scheduled to begin between \$170,000 and \$190,000 depending on the candidate's experience, education, credentials and competencies.

While we have amazing programs and initiatives to accomplish, we care about our team and we believe in Professional and Personal Time Equity. Understanding that all Super Humans need time to rest, relax and recharge, See Monterey provides paid Personal Time Off (PTO) benefits to all team members. In addition to paid PTO, See Monterey offers paid days off for Holidays, Floating Holidays, Bereavement, Jury Duty, and Social Responsibility.

If you are interested in joining our team, please send your cover letter and resume to [HR@seemonterey.com](mailto:HR@seemonterey.com)

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