

**BẢN MÔ TẢ CÔNG VIỆC****Mẫu số: 01/MTCV/MKT****VỊ TRÍ – TP. HÀNH CHÍNH NHÂN SỰ****Ban hành lần thứ: 01****Ngày ban hành****Thuộc Phòng ban/Đơn vị/Bộ phận/Chi nhánh****Hành chính – Kế toán****Người quản lý trực tiếp****Phó Giám đốc điều hành****NỘI DUNG****Chi tiết công việc****Overview**

The HR Manager oversees all people-related functions across a network of restaurants, ensuring each location is staffed, compliant, and operating with a consistent, positive employee experience. This role balances strategic workforce planning with hands-on support for restaurant managers and staff.

Key Responsibilities**Talent Acquisition & Workforce Planning**

- Develop and execute recruitment strategies for front-of-house, back-of-house, and management roles across all restaurant locations.
- Build a reliable hiring pipeline through partnerships with culinary schools, job boards, and local communities.
- Forecast staffing needs based on seasonality, turnover trends, and new store openings.
- Standardize interview, selection, and onboarding processes.

Training & Development

- Create and maintain training programs for new hires, supervisors, and restaurant managers.
- Implement ongoing development initiatives (service standards, leadership skills, food safety, compliance).
- Monitor training completion and effectiveness across locations.

Employee Relations & Culture

- Serve as the primary point of contact for employee concerns, conflict resolution, and disciplinary actions.
- Promote a positive, inclusive, and service-oriented workplace culture.
- Conduct regular site visits to understand team dynamics and support managers.

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HR Operations & Compliance

- Ensure compliance with labor laws, health and safety regulations, and company policies across all restaurants.
- Maintain accurate employee records, contracts, and HR documentation.
- Oversee payroll accuracy, attendance systems, and scheduling compliance.
- Lead investigations related to misconduct, harassment, or policy violations.

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	<p>Performance Management</p> <ul style="list-style-type: none"> ● Implement performance review processes for hourly staff and managers. ● Support restaurant leaders in setting goals, giving feedback, and managing underperformance. ● Identify high-potential employees and support succession planning. - <p>Compensation & Benefits</p> <ul style="list-style-type: none"> ● Monitor market pay trends and recommend adjustments to remain competitive. ● Manage employee benefits programs and support staff with enrollment or claims issues. ● Develop incentive programs to improve retention and performance. - <p>HR Strategy & Reporting</p> <ul style="list-style-type: none"> ● Analyze HR metrics (turnover, hiring speed, labor cost, engagement) and present insights to leadership. ● Recommend improvements to HR processes, policies, and organizational structure. ● Support expansion plans, including new restaurant openings and organizational scaling. <p>Success Profile</p> <ul style="list-style-type: none"> ● A successful HR Manager in a multi-restaurant company is: ● People-focused – builds trust with staff at all levels. ● Operationally minded – understands the fast pace and demands of restaurant environments. ● Data-driven – uses metrics to guide decisions. ● Adaptable – handles shifting priorities across multiple locations. ● Proactive – anticipates staffing and compliance issues before they escalate.
Chế độ	<p>YOUR PERKS AT CHOPS:</p> <ul style="list-style-type: none"> - Income: 15,000,000 – 20,000,000 VNĐ/month (Negotiable based on capability). - Bonuses: 13th-month salary and full Social/Health Insurance benefits upon official contract. - Benefits: Free office lunch and free parking. - Environment: Dynamic, professional, with clear career advancement opportunities.
Yêu cầu	<p>Qualifications</p> <ul style="list-style-type: none"> ● Bachelor’s degree in Human Resources, Business Administration, or related field. ● 5+ years of HR experience, preferably in hospitality, F&B, or multi-location operations. ● Strong knowledge of labor laws and HR best practices. ● Excellent communication, conflict resolution, and leadership skills. ● Ability to travel regularly between restaurant locations. ● Experience with HRIS, scheduling systems, and payroll platforms.
Thời gian	<p>9 - 18.00</p> <p>Monday - Friday</p> <p>2 months probation</p>
Địa điểm	<p>368 Lac Long Quan, Tay Ho, Hanoi</p>
Liên hệ	<p>Email: greg@caledoniavietnam.vn</p> <p>Phone: Mr Greg: 0344103635</p>

Email: marketing@caledoniavietnam.vn

Phone: Anh Tú: 0856343355