



Human Resources International Training Program Estes Park Center, YMCA of the Rockies

Phase 1 – Orientation – March 16 – April 1

Objective: The objective of this phase is to introduce the trainee to the policies and expectations of the YMCA of the Rockies, the daily operations of the Human Resources Department at Estes Park Center and how the HR department fits into the mission/bigger picture of Estes Park Center and the YMCA of the Rockies.

Tasks: Get to know EPC, EPC Orientation, International Training Program Orientation, Tour of Facilities, Staff Housing Tour, Organizational Layout, Meet department managers and directors. Get to know EPC HR Department - Layout of office, Organizational Layout, Meet the HR team. Understand the function of EPC HR Department and resources and tools it provides to the Estes Park Center. The trainee will be trained by the HR Director confidentiality, importance of accuracy of documentation, and proper use of keys and other work related material. The trainee will be introduced to the Resident Assistant Function which helps maintain housing and activities for staff. The trainee will: Learn by shadowing the Housing coordinator as she organizes room assignments for incoming employees. Learn to work with a culturally diverse group of staff assisting them with check in and check outs of housing, observing the housing rules, and maintaining a cleaning schedule. Attend a safety and risk management training. Train on the computer program "Employee Manager" as it relates to staff housing. Learn the appropriate and legal staff discipline process. Learn ice breaking skills through spending time with the staff members. Learn to organize a staff activities calendar. Learn how to manage the Housing budget through shadowing the Housing Coordinator as she organizes staff activities and purchases items needed in housing.

Phase 2 – International Programs – April 2 to August 15

Objective: The objective of this phase is for the trainee learn the in the International Programs function.

Tasks: The trainee will: Train in Safety and risk management by attending safety meetings. Learn the importance of each document included in New Hire Paperwork sent to International staff and how accurate pre-arrival communication is essential to welcoming staff from around the world.

Learn to interview and hire international employees, immigration law, YMCA of the Rockies International Programs by shadowing the International Programs Director. Learn to present the International Work/Travel Orientation to incoming international staff and the importance of the information included in the orientation. Attend a department director's meeting.

Within a given budget, he will plan and implement the International Fair to help share the cultures of the international staff with our American staff and Guests. Attend classes in Management, Leadership, and Business.

Phase 3 – Human Resources Office – August 15 to October 15

Objective: To be introduced to the functions of a Human Resources Office.

Tasks: The trainee will: Learn what to look for when screening applicants and checking references as needed through the online application system. Learn how to evaluate information on applicant criminal background checks. Learn the importance of accurately maintaining database files for hiring purposes and employee history. Learn how to handle common inquiries in the Human Resources Office and support employee, domestic and international, needs when they visit the office. Learn to follow up and answer inquiries of applicants for both seasonal and full-time positions. Learn to send offers and work agreements to seasonal staff and the importance of the accuracy of those documents. He or she will continue taking formal classroom training weekly including a session with the Chief Financial Officer to learn the EPC budgeting process.

Phase 4 – Human Resources Office Advanced – October 15 to December 15

Objective: To advance knowledge of the HR associate function and learn other functions of the Human Resources department

Tasks: The trainee will: Learn the process and procedure to ensure the integrity of payroll information and distribution to employees bi-weekly. Learn about YMCA of the Rockies benefits including: retirement, health and dental, and insurance. Train one on one with HR Director on interpreting the budget and staffing amounts from the HR director. Learn about the YMCA of the Rockies recruiting strategy from the HR director. Learn to manage applications coming into the HR office for both seasonal and full time positions. Train one on one with the HR Assistant Director on Workmen's Compensation, FMLA, COBRA, interviewing strategies. Shadow and assist the Volunteer Coordinator and learn about recruitment strategies for volunteers. Receive basic training in supervisory related issues. Attend weekly formal classroom training and present at the local school.

Phase 5 – Resident Coordination December 15 to March 15

Objective: Roxana will be introduced to the Resident Assistant Function which helps maintain housing and activities for staff.

Tasks: Learn to work with a culturally diverse group of staff assisting them with check in and check outs of housing, observing the housing rules, and maintaining a cleaning schedule. Attend a safety and risk management training. Train on the computer program "Employee Manager" as it relates to staff housing. Learn the appropriate and legal staff discipline process. Learn ice breaking skills through spending time with the staff members. Learn to organize a staff activities calendar. Learn how to manage the Housing budget through shadowing the Housing Coordinator as she organizes staff activities and purchases items needed for housing.