



JOB TITLE Bookkeeper & Human Resources Administrator

LOCATION TOURISTS Welcome Management & Development Office

EMPLOYMENT CLASSIFICATION Full-time, Salary, Non-Exempt

REPORTS TO Controller, Vice President

PAY RATE \$45,000-48,000 annually, depending on experience

TOURISTS WELCOME is a hospitality development & management group based in North Adams, MA delivering memorable experiences by connecting guests with breathtaking nature, timeless leisure, local history, and art and music happenings.

In 2018, we opened TOURISTS, a 46-room flagship hotel modernizing the aesthetic of a classic American motor lodge. The land on which the hotel sits straddles the Hoosic River, revealing a network of walking trails, and forest clearings designed for year-round exploration guided by our on-site Art & Adventure team. In 2019, we opened our second project, The Airport Rooms, an on-site restaurant & cocktail lounge for hotel guests and the community to enjoy.

Our Bookkeeper & Human Resources Administrator has a strong attention to detail and a people-first mindset. They are a team player who is curious and flexible, self-motivated, driven, task-oriented, are able to multitask, and can adapt to changing priorities. They have resourceful problem-solving and sound decision-making skills and a strong work ethic with a high level of integrity and dedication to the values of the company. This position requires confidentiality and discretion, as well as an attention to federal, state, and local regulations.

This is a startup and a small office, so all team members have to be willing and able to roll up their sleeves to pitch in towards company goals and evolving needs and demands of the business. Like plunging a toilet, or meeting the lumber delivery truck because no one else is onsite, or whatever. Employee responsibilities and job descriptions are subject to review and revision.

SCOPE OF WORK

BOOKKEEPING & PAYROLL ADMINISTRATION

- Monitor and manage Accounts Payable
- Monitor and manage Accounting & Payroll inbox
- Responsible for entering, verifying, and coding invoices into accounting software
- Ensure all invoices are accurate and complete
- Create new vendors with required compliance documentation, including W9s and COIs
- Reconcile vendor statements, research and correct any discrepancies
- Prepare annual IRS 1099s for review
- Process payrolls for all operating entities accurately and on time, including garnishments, benefits, and taxes to 100+ employees consistent with federal and state wage and hour laws
 - Ensure the processing of new hires, temporary workers, transfers, promotions, and terminations is accurate and timely
 - Receive and reconcile expense reporting
 - Maintain employee records, including salaries, deductions, overtime, and leaves
 - Address payroll inquiries and discrepancies promptly and effectively
 - Stay updated on relevant payroll laws, regulations, and compliance requirements



- Oversee federal and state compliance with statutory reporting and filing requirements, including payment of payroll taxes, and processing and mailing of year-end W-2s
- Calculate and process payroll deductions, including taxes, benefits, garnishments, and other withholdings
- Verify and review timesheets for accuracy, completeness, and adherence to company policies and procedures
- Collaborate with department managers to ensure accurate tracking of employee hours and attendance
- Oversee payroll distribution of direct deposit and physical checks
- Maintain accurate records and prepare relevant weekly, monthly, quarterly, and year-end reports (e.g. gross payroll, hours worked, vacation accrual, tax deductions, benefit deductions, etc.) for management and accounting team
- Monitor and document all cash handling; including bank runs, cash drops, etc
- Monitor PMS Accounts (house accounts, group accounts, POS account, etc)
- Update & distribute weekly forecast reports
- Monitor physical mail/mailbox
- Other administrative duties and projects as needed

HR ADMINISTRATION

- Manage the administrative function of TOURISTS recruiting efforts, including managing all job postings, coordinating interviews, maintaining the Applicant Tracking System, and supporting the new hire orientation process
- Oversee the onboarding and offboarding process via Gusto for all employees including legal documentation, tax forms, company policies, required training, background checks, etc
- Oversee the maintenance of current employee data systems (Gusto, Monday, etc.)
- Maintain current knowledge and ensure compliance with all applicable state and federal wage and hour laws
- Update all workplace compliance posters, documents, announcements
- Support workers compensation, unemployment, and required government reporting
- Assisting with leaves of absence including but not limited to Paid Family Medical Leave, FMLA, company Parental Leave, Disability, etc.
- Assist with benefits administration via Gusto, including supporting enrollments and terminations, conducting regular audits, supporting third-party relationships (third-party administrator and broker), and answering employee questions
- Audit and update Time Off accrual systems regularly
- Other human resources related duties and projects as needed

Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Bookkeeper & HR Administrator is expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision. TOURISTS is committed to offering a safe, kind, and supportive work environment for people from all walks of life. TOURISTS is an Equal Opportunity Employer and fosters a culture of diversity, equity, and inclusion.

EDUCATION & EXPERIENCE

College degree required. One year of human resources, payroll, or office administration experience is required. Hospitality experience is preferred.



- Experience managing a high volume of time-sensitive administrative tasks.
- Familiarity with HR principles including, but not limited to, wage and hour compliance, claims handling, employee relations, payroll processing, discipline and separation, training, and benefit administration.
- Exceptional computer skills including familiarity with Google Drive, Gmail, Microsoft Word, and Excel, business and financial acumen, and problem-solving skills.
- Familiarity with Human Resources Information Systems (HRIS) or similar software, preferred.
- Bachelor's degree in human resources, hospitality management, business administration or equivalent degree preferred.
- SHRM-CP, SHRM-SCP, SPHR, PHR or other related certification preferred.

PERFORMANCE STANDARDS

- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of co-workers, vendors, clients and guests.
- Excellent attention to detail.
- Ability to make decisions on imperfect information, with guidance of the Controller.
- Ability to uphold TOURISTS Welcome Guiding Principles.

TOURISTS WELCOME: Guiding Principles

COME AS YOU ARE

Our team, our guests, and our community create the energy of this place. All are welcome.

IT'S ALL IN THE DETAILS

Take the time, pay attention, and be consistent – we take pride in our craft and care that our spaces are pleasing, artful, and treated with respect.

WE STEP UP

We make an effort to listen, be direct, and find solutions, even (and especially) when challenged. Integrity and good communication move mountains.

FUN IS FUEL

We are a place where enthusiasm, camaraderie, and enjoyment can be a part of the everyday.

WE'RE ALWAYS EVOLVING

Adventure, curiosity, and vitality are core to our spirit. We make space for awe, reflection, revision, and growth.

WE TAKE CARE OF EACH OTHER

We actively look for ways to preserve nature and generate economic opportunities that enhance our community. The wellbeing of our business, environment, and people are one and the same.

SECURITY/CONFIDENTIALITY

Maintain an increased awareness of safety issues. Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information. The



Bookkeeper & HR Administrator will be responsible for upholding extreme confidentiality with regard to employee records, payroll, and other sensitive information.

WORKING CONDITIONS/ENVIRONMENT

- The noise level in the work environment is usually moderate.
- The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift.
- The person having this position may have to sit, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day.
- Extended time utilizing computer systems and screen time are expected in this position.
- The person

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

TOURISTS is an EEOC Employer.

BENEFITS

- High quality health and dental insurance from Blue Cross Blue Shield with 65% employer contribution
- Reimbursement for healthy habits and fitness goals
- 80 hours of PTO per year after 6 months of employment
- Paid Parental Leave
- Holiday pay for applicable working holidays
- 401(k) through Guideline
- Hotel and dining discounts for all employees
- Continuing education and professional development opportunities
- Housing assistance available