

Costa Group Position Description

Position Title:	HR Supervisor – Paksong
Department:	HR
Reporting To:	HR Manager – Laos
Location:	Paksong District, Champasak Province, Laos
Date:	May 2025

1. Primary Objective of Position:

The HR Supervisor – Paksong is responsible for the effective execution of human resource operations at the Costa Berry farm, overseeing a workforce of approximately 200–300 workers. The role serves as the primary on-site HR representative, ensuring the consistent implementation of HR policies, accurate attendance management, and effective communication of employee-related matters. This position requires a high level of resilience, sound judgment, and the ability to operate independently in a dynamic and fast-paced agricultural environment, while maintaining strong alignment with corporate HR standards and Lao labour regulations.

2. Key Accountabilities and Responsibilities:

Accountability and Responsibilities:
Role Duties <ul style="list-style-type: none"> • Monitor daily attendance, manage timekeeping records, and follow up on absences. • Enforce and communicate HR policies, code of conduct, and workplace expectations. • Serve as the first point of contact for HR-related matters for all workers and supervisors on site. • Coordinate onboarding, orientation, and offboarding processes for seasonal and full-time employees. • Manage employee documentation, leave requests, and contract records with accuracy. • Assist in recruitment activities, workforce planning, and seasonal labour coordination. • Resolve or escalate employee relations issues, grievances, and disciplinary cases in a timely and fair manner. • Maintain effective communication with the HR Manager regarding on-site updates and workforce issues. • Support health and safety compliance, reporting incidents and ensuring corrective actions are followed. • Organize or assist with site-based employee training, awareness, and welfare initiatives. • Ensure HR practices meet both Costa Group standards and Lao labour regulations.
Workplace Health and Safety

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
- Be unaffected by alcohol or drugs
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
- Demonstrate leadership and commitment, while being accountable for workplace health and safety performance
- Ensure all practicable steps are taken to eliminate or control hazards within the workplace through the process of hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes.
- Support solutions and process modifications that eliminate or minimise the risk of injury to employees, damage to property and other assets.

Food Safety and Quality

- Supporting and complying with all of Costa's food safety and quality related policies and procedures, as amended from time to time
- Demonstrating good personal hygiene practices and use of personal protective equipment
- Handling all produce, using and maintaining all equipment, in a manner that does not compromise food safety & quality
- Immediately reporting, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses to your supervisor or manager
- Leading by example, your behaviour and decisions make the difference, ask for clarification if you are not sure

Company Values

- Responsible for ensuring that your work practices are consistent with company principles
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced

3. Key Challenges:

- Managing a large and diverse workforce of 200–300 workers in a remote farming environment.
- Maintaining order, compliance, and motivation during high-pressure harvest periods.
- Resolving conflicts and grievances quickly while balancing fairness and firmness.
- Working in field conditions and dealing with urgent operational needs on-site.
- Coordinating HR activities and reporting across a remote location.

4. Candidate Requirements:

(a) Core Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

(b) Education, Qualifications, Training:

- Bachelor's degree in Human Resources, Business Administration, or related field.

(c) Experience, Skills and Knowledge:

- At least 2 years of experience in HR operations or HR generalist roles.
- Prior experience managing a large workforce is highly preferred.
- Strong knowledge of Lao labour laws and basic HR processes.
- Ability to manage stress and remain composed under pressure.
- High level of physical and mental resilience to operate in farm conditions.
- Strong interpersonal and communication skills in Lao and English.
- Proficient in Microsoft Office (Word, Excel, Outlook).
- Experience in agriculture, manufacturing, or remote site HR preferred.

5. Other Relevant Information:

- This is a full-time, site-based position at the Costa Berry farm in Paksong.
- The role may require extended working hours during seasonal peaks.
- Occasional travel to Vientiane or other sites may be necessary.