



Bellevue Underground Mine
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2022 Employment Opportunity – Site Supervisor (Summer)

The Bellevue Underground Mine is a unique and historically designated underground coal mine located in the Crowsnest Pass. We provide visitors with an authentic experience of what it was like to be a coal miner, while taking guests on an exciting hour-long tour underground guided by Heritage Interpreters.

The Bellevue Underground Mine is seeking an enthusiastic, outgoing, and motivated individual to fill a Site Supervisor position for the summer of 2022.

DUTIES

- Oversees the general supervision, orientation, and daily operations training of all staff.
- Clearly sets, models, and reinforces professional conduct, customer service behavior, and a positive work culture for all staff.
- Provides hands on front-line customer service, oversees staff breaks, shortages or during peak periods.
- Creates staff schedules to ensure an adequate and efficient staffing.
- Manage and monitor tour bookings, guest check-ins, booking schedules, and overall daily operations
- Ensures quality of the tour and services provided by the staff meets or exceeds established standards set by the Bellevue Underground Mine.
- Provides direction, coaching and coordination to all staff as required.
- Ensures staff maintain cash floats and sales revenue following established accounting procedures.
- Ensures the overall site remains clean, grounds maintained, and the gift shop is properly stocked on an on-going basis. Performs cleaning and maintenance duties as required.
- Performs safety checks and ensures all work areas are safe for guests, staff, and volunteers.
- Other duties as assigned.

QUALIFICATIONS:

- Post-secondary education
- Experience in a supervisory position is considered an asset.
- Customer service experience is mandatory.

SKILLS & REQUIREMENTS:

- It is necessary that applicants have a strong customer service orientation with excellent administrative skills, particularly in training, motivating and supervising staff.
- Excellent communication skills are required with the ability to handle difficult situations diplomatically and professionally.
- Must have excellent computer skills, be detail oriented, well organized, and able to prioritize and multi-task.
- Knowledge of Crowsnest Pass history, geology, tourism industry, outdoor recreation opportunities considered an asset

This is a *full-time seasonal position (37.5 hours/week)* beginning early April 2022 through to October 2022. The wage is \$20.00/hour. Please note, candidates are required to adhere to the organization's COVID-19 policies.

Please apply by emailing your resume and cover letter to bellevuemine@shaw.ca

Thank you to all who apply, but only those selected for an interview will be contacted.

**HERITAGE
CROWSNEST**