



SEASONAL EMPLOYMENT OPPORTUNITY

**HERITAGE
CROWSNEST**

Summer 2025

SHIFT SUPERVISOR [SEASONAL]

The Bellevue Underground Mine is seeking a proactive, energetic, and motivated individual to fill the role of Shift Supervisor. Applicants must have proven customer service and leadership skills, and work well in a team environment. Within this team you are responsible for providing guidance to staff and customers on immediate concerns, and handle sudden staffing issues. The Shift Supervisor will work along side the Operations Lead to maintain the high level of tour operation we are known for.

DUTIES

- Responsible for the safe, efficient, and professional operation of mine tours and scheduled programs
- Interpreting the rich history of the Bellevue Underground Mine and Crowsnest Pass
- Maintain a safe, inclusive, and friendly atmosphere for all guests, staff, and stakeholders
- Provide guest services including: tour bookings and check-ins, gift shop sales and restocking, customer/tourist information service, cash handling, using a Point of Sale system and booking software
- Provide guidance on immediate staff and customer concerns.
- Handle sudden scheduling issues.
- Work in a fast paced, customer service based environment with a team of interpreters and management
- Be a positive promoter of tourism in the Crowsnest Pass
- Participate in special events
- Work directly with the Operations Lead and other Heritage Crowsnest Staff.
- Help train new employees.

REQUIREMENTS

- Comfort working in the unique environment of the Bellevue Underground Mine, as well as in outdoor conditions
- Exceptional customer service skills
- Excellent public speaking, communication, and organizational skills
- Previous leadership experience
- Steel toe boots

ASSETS

- WHIMIS/GHS certificate
- Standard First Aid with Level C CPR training
- Experience in guest services, tour guiding, tourism and hospitality, outdoor leadership, heritage interpretation, or performing arts
- Knowledge of Crowsnest Pass history, geology, tourism industry, outdoor recreation opportunities

Post-secondary students in history, geology, archaeology, education, tourism and hospitality are encouraged to apply. Candidates may need to meet summer grant criteria.

This is a full-time seasonal position (37.5 hours/week) beginning April 28, 2025 through to September 1, 2025. Starting wage will be \$19/hr.

Please apply by emailing your resume and cover letter to mine@heritagecrowsnest.com

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



BELLEVUE UNDERGROUND MINE
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