

Employment Opportunity

Be part of a team that believes in living life to the fullest. At the TransAlta Tri Leisure Centre (TLC), we are committed to being a regional leader in healthy, active lifestyles by inspiring our communities to join the vitality journey.

Customer Experience Shift Leader (part-time)

The TLC is seeking a mature and professional individual who excels at customer service and thrives in a high-paced environment, to become a key member of our front desk team.

The Customer Experience Shift Leader is responsible for the supervision of the Customer Experience Representatives while on shift, ensuring exceptional customer service is provided in a friendly and helpful atmosphere. The individual will also be responsible for monitoring shift cash outs and reconciliation of daily cash balances.

Customer Experience Shift Leaders have an exceptional customer service focus and strong communication and negotiating skills that are used to effectively present complex issues at all levels in the organization. The chosen applicant will have a positive attitude, strong leadership skills, and independent judgement and decision-making skills.

Minimum 3 years customer service required, as well as competence with IntelliLeisure software. Applicants must provide evidence of current Intermediate First Aid certification taken within the last two (2) years and be eligible for a clear criminal record check prior to commencement of employment. This position will require work outside of traditional business hours. This includes evening and weekend availability (Monday to Friday from 4:45 am–10:30 pm, and Saturday, Sunday and Holidays from 5:45 am – 9:30 pm).

Wage range: \$23.56 to \$26.64/hour

IOUE, Local Union No. 955

Closing Date: 4:00 PM Wednesday, December 3, 2025

Please forward applications by email to:

employment@trileisure.com

TransAlta Tri Leisure Centre
221 Jennifer Heil Way Spruce Grove, AB T7X 4J5