



Manager, Business Services

Permanent, full-time (35 hours/week)
\$119,137.20 - \$148,930.60 per annum

At the City of Leduc, our mission is **People. Building. Community.** We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced environment, then this may be the opportunity for you.

Come work with us!

The City of Leduc is proud to provide high-quality recreation programs, services, and facilities that support community well-being, connection, and active living. Our Recreation Services team plays a vital role in enhancing participation, delivering exceptional customer experiences, and creating vibrant community spaces.

We are currently seeking a **Manager, Business Services** to provide strategic leadership and operational oversight across business functions within Recreation Services. This is a key leadership role for a service-driven professional who excels in people leadership, strategic thinking, and delivering results through partnerships, marketing, and service excellence.

What is the Opportunity?

Reporting to the Director, Recreation Services, the Manager, Business Services is a key member of the Recreation Services leadership team responsible for the development, delivery, marketing, and evaluation of recreation programs, services, and facilities. This includes oversight of Guest Services, Marketing & Communications, Corporate Partnerships, Sport Tourism, Events, and Bookings.

This role provides oversight to enhance customer experience, increase participation in recreation and wellness opportunities, and drive revenue generation through memberships, programs, sponsorships, and partnerships. You will lead teams, manage business operations, oversee marketing strategies, and collaborate across departments and with community partners to align services with corporate priorities.

What will you do?

In this role, you will provide leadership across business services, customer experience, and strategic initiatives. Key responsibilities include:

- Lead and supervise teams across Guest Services, Marketing & Communications, Corporate Partnerships, Sport Tourism, Events, and Bookings, fostering a high-performing and engaged workplace culture.
- Develop and implement strategic marketing and communication plans to increase awareness, participation, and utilization of recreation programs, services and facilities.
- Oversee customer experience strategies, including feedback collection, service improvements, and staff training to ensure high service standards.
- Manage operating budgets, revenues, and expenditures, ensuring financial performance aligns with approved plans.
- Lead business development initiatives, including sponsorships, advertising, leasing, and partnership opportunities to support revenue growth.
- Oversee planning and delivery of events, bookings, and community initiatives, ensuring alignment with service standards and community needs.
- Analyze data, KPIs, and customer trends to inform decision-making, improve services, and identify opportunities for growth.
- Collaborate with internal departments, community organizations, and external partners to deliver

integrated services and initiatives.

- Support strategic planning, policy development, and continuous improvement as part of the Recreation Services leadership team.
- Ensure compliance with Occupational Health and Safety standards and support emergency planning and response initiatives.

Who you are?

You are a collaborative and strategic leader with a strong business acumen and a passion for community recreation. You bring:

- University degree in Recreation, Business Administration, or a related field (equivalent combinations of education and experience will be considered).
- Minimum 5 years of experience in recreation administration and/or facility management.
- Proven leadership experience managing teams and multiple service areas.
- Strong knowledge of marketing, customer experience, and business operations, including digital engagement and service delivery trends
- Experience managing operational budgets, revenues, and financial performance.
- Excellent interpersonal, communication, and stakeholder engagement skills.
- Strong analytical and problem-solving abilities with sound decision-making judgment.
- Ability to thrive in a fast-paced environment while balancing competing priorities.
- Experience working in a municipal government environment is considered an asset.

What we Offer?

Working for the City of Leduc means joining a leadership team that values trust, collaboration, and meaningful impact. In this role, we offer:

- **Competitive compensation and comprehensive benefits**, including a defined benefit pension plan, extended health and wellness supports, and paid 3 weeks' Vacation per year.
- **Employee Family Assistance Program**
- **A collaborative and value-driven workplace**, where integrity, accountability, and teamwork guide how decisions are made and how success is shared.
- **Work-life balance and a culture of belonging**, supported by flexible thinking, respectful collaboration, and a focus on sustainable workloads.
- **A free annual pass to City of Leduc recreation facilities**, including access to drop-in programs to support your health and well-being.

Important Notes!

- The successful candidate must provide a current **Criminal Record Check** at their own expense.
- Please include a cover letter outlining how your experience aligns with this role

Ready to Join Us?

If you are a service-driven leader who excels at building strong partnerships, leading teams, and delivering high-quality recreation services and customer experiences, we encourage you to apply and help shape the future of Recreation Services at the City of Leduc.

Apply today at www.leduc.ca/careers.

The competition closes at 11:59 PM (MT) on May 12, 2026.

Due to the high volume of resumes received, we are not able to respond to individual phone calls. This competition may be used to fill future vacancies at the same or lower classification level. We thank all applicants for their interest, however, only those selected for interviews will be contacted.