

Recreation Business Operations Supervisor (Permanent, Full-Time) - 2017

Close Date

September 17, 2026

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

Let's make Kamloops shine! Join our team today.

Position Overview

The City of Kamloops is seeking a **permanent, full-time Recreation Business Operations Supervisor** to join our Recreation team. In this leadership role, you'll help shape how recreation services are delivered across the Community and Culture Department. This is an exciting opportunity for someone who enjoys leading people, improving systems, solving operational challenges, and finding better ways to serve the community. You'll lead a team responsible for centralized customer service, recreation systems, facility scheduling, and business operations, while driving improvements that make services more efficient, accessible, and customer-focused. You'll work with internal teams, external partners, and community interest holders to enhance the customer experience, strengthen operations, identify new revenue opportunities, and support long-term financial sustainability. We're looking for a collaborative and innovative leader who brings strong business and operational expertise, enjoys asking "how can we do this better?", and is excited to help modernize recreation services for the community.

Ready to make a difference in your community? We'd love to hear from you!

Living in Kamloops

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The successful candidate must have the following qualifications:

1. Post-secondary degree in Business Administration, Public Administration, Recreation Management, or related field.
2. Minimum three (3) to five (5) years of progressive experience in recreation, business operations, systems management, or service delivery.
3. Experience supervising staff and providing leadership, coaching, and direction to employees.
4. Experience developing and implementing policies, procedures, business processes, and service improvements.
5. Experience with enterprise systems, process improvement, and project management.
6. Demonstrated ability to analyse information, identify opportunities for improvement, and support effective decision-making.
7. Strong understanding of customer service delivery and operational practices in a municipal setting.
8. Working knowledge of recreation software and reporting tools, with the ability to interpret data to support informed decisions and strategic direction.
9. Strong interpersonal, communication, and leadership skills.
10. Understanding of municipal budgeting, financial reporting, and cost recovery.
11. Demonstrated ability to establish and maintain effective working relationships with staff, internal departments, community partners, and external interest holders.

For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check.

The annual salary range for this position is \$115,178.70 to \$124,776.60. The City offers a comprehensive benefit package including generous vacation and an Earned Days Off program. Along with these benefits, the City provides access to fitness facilities, various instructed programs, and community volunteer/engagement opportunities. This is an exempt Management position.

Salary

\$115,178.70 - \$124,776.60

Hours & Days of Work

37.5

Hours per Week

Monday to Friday 8:00 AM - 4:00 PM (summer) 8:30 AM - 4:30 PM (winter)

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email hr@kamloops.ca or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at kamloops.ca/careers.