

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Caretaker		Name Vacant	
Position Number	Reports to Position No., Class & Level Caretaking Supervisor - CT2	Division, Branch/Unit Cypress Hills Provincial Park (CHPP) / Hidden Valley ski Resort (HVSr)	Ministry Forestry & Parks
Present Class Caretaker 1		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Caretaker position reports to the Caretaking Supervisor who is directed by the Operations Supervisor and is part of a team that is responsible for ensuring the CHPP guests have a positive, effective and efficient interaction and communication with the general public and other stakeholders. This position is responsible for the delivery of Custodial services for CHPP. Using approved Caretaking procedures and the position ensures cleaning and Hygiene conforming to Alberta Health Services & Environmental Public Health Standards. The position has considerable independence within well-established guidelines and procedures and is important in ensuring CHPP continues to be an inclusive, responsive and innovative all year-round venue for all visitors. Weekend scheduling and some possible evening shift work may be required.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Provide exceptional customer service for CHPP and surrounding area.
 - Aware of nearby services and their directions.
 - Actively looking for ways to help people.
 - Ensure high standards of customer service.
 - Ability to prioritize daily tasks and provide timely service.
2. Maintain high levels of cleanliness and Hospitality:
 - Knowledge of overall Services and Facilities.
 - Shower Houses, disinfecting toilets, sinks and showers, refill dispensers.
 - Outhouses, disinfecting toilets, sinks and showers, refill dispensers.
 - Inventory, restocking, stock room, vehicles and shower houses when low.
 - Drive to remote locations, safely and adhere to the work alone policy.
 - Spot and deep clean carpets and vacuuming carpets.
 - Floors, sweeping, scrubbing and mopping, washing walls.
 - Assembling and moving heavy furniture, Equipment and supplies.
 - Emptying Garbage bins and general tidiness.
 - Bed duties, cleaning, making, changing linen.
 - Cleaning interior and exteriors of cupboards and appliances.
 - Sanitize dish, cutlery and cooking sets.
 - Organize banquet and meeting room facilities for various functions
 - Light maintenance tasks for facilities
 - Other related caretaking duties
3. Knowledge of OH&S Policies and their delivery.
 - Good Understanding of Sanitation and Hygiene Standards.
 - Refer appropriate concerns in a timely fashion.
 - Have a good understanding of chemical use and MSDS.
 - Support maintaining a good inventory of PPE.
 - Assist Fire Extinguisher inspections.
4. General office administrative support.
 - Keys – sign out procedure.
 - Review and respond to e-mail requests and inquiries.
 - Maintain office supply inventory.
 - Other duties as requested.

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- Occasional Cash Handling / Sales.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position impacts the quality of information/reservation and sales services provided to the clients and visitors to the Cypress Hills and the general area. This position is integral to providing Caretaking support to CHPP department supervisors. The position requires a considerable amount of co-ordination, physical exertion and communication skills to ensure that the other team members are kept informed of and supported by the duties of this position. The position reports directly to the Caretaker Supervisor. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functioning and co-ordination of the site as a whole, and creative, independent decision making is required and one-year of related experience are also required

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- High School Diploma Preferred.
- Experience in the Caretaking Service Industry.
- Health and Hygiene safety course is an asset.
- TDG & WHMIS Certification is an asset.
- Strong interpersonal and communication skills.
- Being able to problem solve in a fast pace environment.
- Good working knowledge of Microsoft Word, Excel and Outlook.
- Ability to stand for long periods of time.
- May occasionally require lifting heavy objects.
- Class 5 Driver's License, Drivers Abstract.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

This is a front line position interacting daily with CHPP clients and the administrative office staff. This position also maintains regular communication with all other CHPP department staff, and onsite partners.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

- Supervise volunteers as needed - Occasional
- Supervise Departmental staff - Occasional

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.