

Working Title Caretaker	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Alberta Parks, Dinosaur District, Dinosaur Provincial Park	Ministry Forestry and Parks
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Present Class Caretaking Services 1 (CT1)	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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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](#)).

Caretakers (CT1) report to the Lead Caretaker (CT2) and work as part of a team responsible for positive, effective, and efficient communication with the public, interdepartmental staff, and other stakeholders. The position plays a key role in ensuring visitors to Dinosaur Provincial Park have an exceptional experience by providing excellent customer service, maintaining park facilities, and upholding high standards of cleanliness and sanitation. Caretakers ensure all park facilities and amenities meet Alberta Health Services and Environmental Public Health Standards.

This role is responsible for the cleanliness and daily operation of comfort-camping units, staff and public accommodations, the Sandstone Lodge, vault toilets and related buildings, shower houses, washrooms, group-use buildings (as applicable), public laundry facilities, and the caretaking shop and storage areas. Caretakers also assist with inventory management of supplies and consumables—such as cleaning products, comfort-camping materials, toilet paper, paper towel, and hand hygiene supplies—and must be able to lift and move heavy objects, as well as walk or stand for extended periods. The position operates with considerable independence within established guidelines and procedures and is vital to maintaining a clean and safe environment for all visitors. Weekend, vacation, and evening shifts may be required, and cross-departmental work may be necessary to meet operational needs.

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](#)).

Provides exceptional customer service and information services

- Greets and welcomes visitors in a friendly, approachable, and professional manner, offering information and assistance as needed.
- Develops a strong understanding of park facilities, services, and regulations, and provides visitors with accurate, concise, and relevant information.
- Maintains awareness of nearby services and gives clear, accurate directions while actively seeking opportunities to support and assist visitors.
- Receives, responds to, and manages customer service issues, complaints, concerns, and feedback in a highly professional manner, including referring matters to appropriate departments and following up when required.
- Interacts with all park staff and members of the public in a positive, respectful, and professional way.
- Monitors and responds to park radio communications clearly, concisely, and professionally, completing required actions in a timely manner while maintaining confidentiality and adhering to the Freedom of

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Information and Protection of Privacy Act.

Delivers Comfort Camping Services (Dinosaur Park Only)

- Works collaboratively with campground booth staff to support the smooth delivery and overall success of comfort camping services.
- Oversees all aspects of comfort camping operations, including daily turnovers, laundry (as required), sweeping, washing, and sanitizing surfaces, appliances, equipment, and furniture; maintaining and cleaning barbecues (including propane tank exchanges and refills); and washing and sanitizing dishware, cookware, utensils, and tools as needed.
- Manages the setup, takedown, maintenance, and minor repairs of all Comfort Tents.
- Handles the movement of furniture and equipment into and out of storage, ensures proper setup within tents, and completes end-of-season closures by storing all furniture, appliances, linens, and supplies appropriately.
- Supports visitor satisfaction by checking in with campers after arrival to offer assistance, information, or additional services as needed.
- Maintains, repairs, and manages inventory for all comfort camping supplies, including equipment, appliances, furniture, linens, dishware, cookware, utensils, propane tanks, propane, towels, dishcloths, dish soap, coffee supplies, and other consumables.
- Becomes familiar with and proficient in the Reserve.AlbertaParks.ca system to monitor comfort camping check-ins and check-outs

Maintains, Cleans and Sanitizes All Park Facilities, Amenities and Accommodation Units

Responsible for maintaining a high standard of cleanliness, sanitation, and general upkeep across all park facilities, amenities, and accommodation units, including but not limited to:

- **Vault Toilets & Associated Buildings:** Perform daily cleaning and sanitization of vault toilet buildings and amenities (inside and outside), including cobweb removal, odor control, and restocking necessities such as toilet paper, soap, sanitizer, and vault toilet water levels.
- **Comfort Camping Washroom:** Complete daily sweeping, mopping, washing, and sanitizing of all surfaces—floors, walls, toilets, sinks—and ensure all supplies are fully stocked.
- **Shower House, Public Washrooms & Laundry Facility:** Conduct daily cleaning and sanitization of floors, showers, walls, toilets, sinks, washers/dryers, stall doors, and handles.
- **Daily Waste Management:** Collect and remove garbage from in and around buildings and facilities.
- **Public & Staff Housing Units:** Perform cleaning, sanitizing, and general housekeeping duties—including sweeping, mopping, scrubbing, appliance cleaning, window washing, pest control (mice, spiders, insects), bedmaking, laundry, vacuuming, dusting, and carpet shampooing.
- **Seasonal Tasks:** Support seasonal operations, including start-of-season setup, end-of-season close-up, and mouse-proofing.
- **Inventory:** Assist with supply management, including inventory, repairs, storage, and ordering of bedding, linens, dishware, cookware, utensils, furniture, appliances, and tools.
- **Conference Facility:** Clean, sanitize, and maintain all areas, including floors (using electric polishers/scrubbers), surfaces, appliances, windows, and bathrooms.
- **Caretaking Shop:** Clean, organize, and maintain the caretaking shop and equipment, and alert the Caretaking Supervisor when maintenance or repairs are required.
- **Safety Equipment:** Inspect, repair, replace, and maintain fire extinguishers, smoke detectors, and carbon monoxide detectors.
- **Minor Repairs:** Perform general minor repairs to facilities, furniture, equipment, and appliances, requiring basic competency with manual and power tools.
- **Recycling & Waste Disposal:** Collect and properly dispose of garbage and recycling materials

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Knowledge of OH&S Policies

- Understands and adheres to all Occupational Health & Safety (OH&S) policies, training requirements, procedures, manuals, and WHMIS standards.
- Assists in identifying hazards and ensuring proper product classification, labeling, and use of Safety Data Sheets, in accordance with current WHMIS procedures and policies.
- Demonstrates knowledge of safe chemical handling, use, and storage practices.
- Holds a current WHMIS certification.
- Reports any safety concerns or issues to the supervisor promptly.

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](#)).

Dinosaur Provincial Park, a UNESCO World Heritage Site, welcomes over 100,000 visitors each year. We serve a diverse range of guests from around the world, each with varying needs for customer service, facility access, and amenities. Kinbrook Island Provincial Park and Tillebrook Provincial Park also attract high numbers of local, provincial, interprovincial, and international visitors. This position directly influences the quality of services provided across these parks. Because several of these sites are remote, maintaining clean, safe, and comfortable facilities is essential to ensuring visitor and staff well-being and has a significant impact on overall visitor experience.

This role requires substantial knowledge, training, and a broad range of skills. Strong coordination and communication abilities are essential to keep team members informed, supported, and aligned with ongoing tasks and operations. While work is guided by established procedures, the position demands a strong understanding of overall site operations, as well as independent, creative decision-making.

The responsibilities of this role have a direct and meaningful effect on the public, shaping the quality, comfort, and safety of their visit. This position is essential to providing visitors with a positive, enjoyable, and secure experience.

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](#)).

- Some high school education.
- Minimum of 6 months of related experience (e.g., janitorial, housekeeping); equivalencies may be considered.
- Current WHMIS certification.
- Valid Class 5 driver's licence (or equivalent), a 5-year Driver's Abstract with no more than 8 demerits (4 demerits for GDL), and a current Defensive Driving Certificate.
- Ability to stand and walk for extended periods and safely lift or move caretaking equipment, furniture, and other heavy objects.
- Strong work ethic and professional attitude.
- Ability to work independently and collaboratively within a team.
- Strong organizational and time-management skills, with the ability to prioritize tasks effectively.
- Ability to problem-solve in a fast-paced environment.

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- Working knowledge of Microsoft Word, Excel, and Outlook.
- Outgoing, friendly, and professional demeanor, with a genuine enjoyment of working with the public in a team environment.
- Strong communication and interpersonal skills, enabling clear, accurate information sharing with visitors and effective teamwork.
- Knowledge of Dinosaur Provincial Park, the local area, nearby services, other provincial parks, and regional/provincial tourism opportunities is an asset.
- Experience operating off-highway vehicles or small equipment is an asset.
- Experience using floor polishing, scrubbing, or buffing equipment is an asset.
- Standard First Aid and CPR Level C certification are assets and may be required.
- General understanding of the Freedom of Information and Protection of Privacy Act is desirable.
- Completion of all required Government of Alberta and/or Environment and Parks online training (e.g., Cyber Security, Code of Conduct and Ethics, FOIP, Respect in the Workplace, Harassment-Free Workplace, Information and Records Management) within required timelines.

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

• **Service Centre Supervisor:**

Occasional interaction to provide updates on caretaking services, facility conditions, and any staff concerns.

• **Lead Caretaker:**

Regular, often daily communication to exchange information, coordinate customer service needs, receive support, obtain feedback, and review daily task requirements.

• **Dinosaur Service Centre Supervisor (Dinosaur Park only):**

Regular or occasional contact to coordinate comfort camping check-ins/check-outs, address customer service or facility cleanliness issues, and manage consumable supplies (e.g., paper towels, soap, cleaning chemicals, garbage bags).

• **Business Operations Assistant:**

Regular or occasional communication to support comfort camping operations, resolve customer service concerns, ensure facilities are stocked, and coordinate supply management.

• **Campground Booth Supervisor:**

Regular or occasional interaction to support comfort camping check-ins/check-outs, address facility-related customer service needs, and manage consumable supplies.

• **Booth Information Officers (Dinosaur Park only):**

Regular or occasional contact to facilitate comfort camping operations, respond to customer service concerns, and support facility cleanliness and supply upkeep.

• **Caretaking Staff:**

Regular or occasional interaction with fellow caretakers to coordinate daily tasks, comfort camping services, customer service issues, and supply management.

• **Maintenance Staff:**

Regular or occasional communication regarding facility repairs, campground service needs, customer concerns, and coordination of supplies and materials.

• **Seasonal Staff & Public Accommodation Renters:**

Occasional contact to assist with check-in/out procedures, paperwork, customer service needs, facility issues,

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and supply or repair requests.

• **Campground Hosts (as applicable):**

Occasional communication to exchange information, share updates, and discuss feedback.

• **General Public:**

Regular interaction to provide information, address customer service issues, and support facility management

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

Not applicable

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.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

**Division
Director/ADM**

Name

Signature

Date