

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

Working Title Caretaker – Dinosaur Area	Name
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Position Number 50029012 50028811 50029011 Wage	Reports to Position No., Class & Level Lead Caretaker – Caretaker Services 2 (CT2)	Division, Branch/Unit Alberta Parks, Dinosaur District, Dinosaur Provincial Park	Ministry Forestry, Parks and Tourism
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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](#)).

The Caretaker Services 1 (CT1) reports to the Lead Caretaker (CT2) and is part of a team that is responsible for positive, effective and efficient interaction and communication with the general public, other Divisional and District employees, and other stakeholders as required. This position is also responsible for ensuring the visitors of Dinosaur Provincial Park, Kinbrook Island Provincial Park and Tillebrook Provincial Park have an overall positive experience when visiting by providing excellent customer service, maintaining park facilities and ensuring the cleanliness and sanitation of park amenities and facilities. This position ensures that the park facilities and amenities align with the practices of Alberta Health Services and Environmental Public Health Standards. This position is responsible for ensuring the cleanliness and daily operations of comfort camping (Dinosaur Park only), staff and public housing/accommodations, a conference facility (Dinosaur Park only), vault toilets and buildings, shower house, washroom/s, group use buildings (as applicable), public laundry facilities, and caretaking shop & storage facility organization and cleanliness. This position requires assisting with inventory management of supplies and consumables (such as cleaning chemicals, comfort camping supplies, toilet paper, paper towel, hand soap/hand sanitizer), and lifting and moving furniture (and other heavy objects) and as such the physical ability to lift as well as walking and standing for long periods of time is required.

The position has considerable independence and responsibilities within well-established guidelines and procedures and is crucial to ensuring the parks continue to be an inclusive, responsive and innovative, recreational, educational, safe, and successful site venue for all visitors. Weekend, vacation and evening shift scheduling may be required. Working across Departments may be required to fulfill operational requirements.

**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. **Provides exceptional customer service and information services**
  - Greets and welcomes visitors in a friendly, approachable, and professional manner and provides information and/or assistance as required
  - Becomes knowledgeable in (and able to provide) accurate, concise and relevant information to parks visitors regarding park facilities, services, as well as mandates, policies and regulations
  - Be aware of nearby services and able to provide accurate and easy to understand directions and actively seeks to assist visitors
  - Receives, responds and manages customer service issues, complaints, concerns and other feedback in a highly professional and appropriate manner, including referrals to other appropriate departments as required and following up on any such actions as required



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- Interacts with all other park staff and members of the public in a professional and positive manner
- Monitors and responds as necessary to the park radio frequency in a clear, concise, professional, and positive manner and completing any such required actions in a timely and appropriate fashion, maintaining confidentiality and adhering to the Freedom of Information and Privacy Act

## **2. Delivers Comfort Camping Services (Dinosaur Park Only)**

- Works closely with campground booth staff to ensure successful implementation and delivery of comfort camping services
- Responsible for all comfort camping services including, but not limited to: daily turnovers, laundry (as required), sweeping, washing and sanitization of surfaces/appliances/equipment/furniture, maintaining and cleaning of barbecues (includes propane tank swaps/fills), and washing and sanitizing of dishware/cookware/utensils/tools (as required).
- Responsible for the Comfort Tents (the erecting, take down and maintenance/repairs of the tent structures)
- Responsible for moving furniture in and out of storage units and placing into the tents. Also responsible for end of season closures (removing and placing all furniture, appliances, bedding/linens, dishware/cookware/utensils/tools into storage units)
- Responsible for customer service satisfaction (checking in with campers to see if they require any assistance or information after they have checked in)
- Responsible for the maintenance, repair and inventory management of supplies, equipment, appliances, furniture, bedding/linens, dishware/cookware/utensils/tools, propane tanks/propane, towels/dishcloths, dish soap, coffee supplies, etc.
- Becomes familiar with and able to utilize the Reserve.AlbertaParks.ca system in order to track comfort camping check ins and check outs

## **3. Maintains, Cleans and Sanitizes All Park Facilities, Amenities and Accommodation Units**

Responsible for the general maintenance and cleaning to a high standard all park facilities, amenities and accommodation units including but not limited to:

- Daily cleaning and sanitization (including cob web removal) of the vault toilet buildings and amenities (inside and outside), the vault toilets, odor control/management and filling of necessities (toilet paper, soap, sanitizer, vault toilet water levels, etc.)
- Daily cleaning and sanitization of comfort camping washroom (includes floors, walls, toilets, sinks, etc.) Daily duties to include sweeping, mopping, washing and sanitizing of all surfaces and filling of necessities (toilet paper, soap, sanitizer, etc.)
- Daily cleaning and sanitization of the shower house, public washrooms and public laundry facility (includes floors, showers, walls, toilets, sinks, washers/dryers, stall doors/handles)
- Daily garbage pick up and removal in and around buildings and facilities
- Maintaining, cleaning, and sanitization of public and staff housing units as required (includes sweeping, mopping, washing, scrubbing and sanitization of walls, surfaces, cupboards, appliances, windows, bathrooms, etc.) as well as pest control (mice, spiders, insects, etc.) and housekeeping duties (changing of bedding, laundry, vacuuming, dusting, carpet shampooing, etc.); start of season cleaning and set-up and end of season cleaning and close-up operations in accommodations unit; mouse-proofing
- Assist with accommodation unit supply management (including inventory management, repair, storage, and ordering of: bedding, linens, dishware/cookware/utensils/tools, furniture, appliances, etc.)
- Cleaning and upkeep of the conference facility (includes washing, scrubbing and sanitization of walls, surfaces, appliances, windows, bathrooms and the upkeep and maintenance of the floor utilizing electric floor polisher/scrubber, sweeping and mopping)
- Cleaning, organizing, and maintenance of caretaking shop facilities and equipment; alert Caretaking Supervisor when facilities or equipment needs maintenance
- Fire extinguisher, smoke detector and carbon monoxide detector inspections, repair, replacement and upkeep
- General minor repairs as required to facilities, furniture, equipment and appliances (requires basic



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knowledge and ability to use manual tools and power tools)

- Collection and disposal of garbage and recycling materials

#### 4. Knowledge of OH&S Policies

- Is or becomes knowledgeable with and adheres to all OH&S Policies, training, procedures and manuals and WHMIS requirements.
- Assists with hazard identification, and product classification, labelling, safety data sheets, etc. (abiding by and incorporating current WHMIS procedures, applications and policies)
- Knowledgeable and understands proper and safe chemical use and storage.
- A current WHMIS certificate is required
- Refers appropriate concerns to supervisor in a timely fashion

**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 UNESCO World Heritage Site has an annual visitation of approximately 100,000+ visitors per year. We provide services for a wide variety of visitors from all areas of the world that require a variety of levels of customer service and access to facilities, amenities and services. Kinbrook Island Provincial Park and Tillebrook Provincial Park are also very popular destinations with local, provincial, inter-provincial and international visitors. This position impacts the quality of services provided to the visitors these parks. Given the remote location of some of these parks, the provision of maintained, clean, and comfortable facilities and amenities is integral to the safety and well being of our visitors and staff as well and has a direct impact on visitor experience.

The position requires a substantial amount of knowledge, training and a wide range of job skills and abilities. The position requires a considerable amount of co-ordination and communication skills to ensure that other team members are kept informed of and supported by the duties of this position. 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.

The responsibilities of this position greatly impact the general public, the type of experience they have and their health and safety while visiting. The position is essential for providing a positive, comfortable, fulfilling and safe experience for visitors.

**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
- 6 months related experience (such as janitorial, housekeeping, etc.) (equivalencies considered)
- Current WHMIS required
- Valid Class 5 driver's license (or equivalent), a 5-year Driver's Abstract with no more than 8 demerits (4 demerits for a GDL) and current Defensive Driving Certificate are required
- Ability to stand and walk for long periods of time and physically able to lift and handle caretaking equipment, furniture and other heavy objects
- Strong work ethic and professional attitude
- Ability to work both independently and as part of a team
- Well developed organizational and time management skills and the ability to prioritize tasks



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- Ability to problem solve in a fast paced environment
- Good working knowledge of Microsoft Word, Excel and Outlook
- Outgoing, friendly and professional personality that enjoys working with the public in a team atmosphere
- Good communication and interpersonal skills that will contribute to providing clear and accurate information to park visitors and a successful working team environment
- Knowledge of Dinosaur Provincial Park, local area and services, other local Provincial Parks, and local/provincial tourism opportunities is considered an asset
- Off-highway vehicle and small equipment experience is an asset
- Experience with floor polishing/scrubbing/buffing equipment is an asset
- Standard First Aid Certificate and CPR-Level C Certificate is an asset and may be required
- General understanding of the Freedom of Information and Privacy Act is desirable
- Completion of all required online training courses/certification required by the Government of Alberta and/or Environment and Parks as an employee in the public service (may include, but not be limited to: Cyber Security, Code of Conduct and Ethics, Freedom of Information and Privacy Act, Respect in the Workplace, Harassment Free Workplace, Information and Records Management, etc.) in a timely manner

**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 feedback on caretaking services and facilities, staff concerns, etc.

**Lead Caretaker** – regular and possibly daily contact to exchange information, customer service, and to receive supervisor support, feedback and daily task requirements

**Dinosaur Service Centre Supervisor (Dinosaur Park only)** – requires regular or occasional contact to manage comfort camping check ins/check outs, customer service issues (facility cleanliness/filling of necessities, etc.), and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Business Operations Assistant** - requires regular or occasional contact to manage comfort camping check ins/check outs, customer service issues (facility cleanliness/filling of necessities, etc.), and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Campground Booth Supervisor** - requires regular or occasional contact to manage comfort camping check ins/check outs, customer service issues (facility cleanliness/filling of necessities, etc.), and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Booth Information Officers (Dinosaur Park only)** - requires regular or occasional contact to manage comfort camping check ins/check outs, customer service issues (facility cleanliness/filling of necessities, etc.), and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Caretaking Staff** – requires regular or occasional contact with other Caretaking Staff to manage comfort camping check ins/check outs, customer service issues (facility cleanliness/filling of necessities, etc.), and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Maintenance Staff** – requires regular or occasional contact with Maintenance (as required) with respect to customer service issues and concerns, campground services and facility management and repairs and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.)

**Seasonal Staff and Public Accommodation Renters** – occasional contact as required to assist with check in/check out procedures, paperwork, customer service and facility maintenance/repair/supplies request, etc.

**Campground Hosts (as applicable)** – occasional contact to discuss and share information and feedback

**General Public** – regular contact with the general public to exchange information, manage customer service issues and facility management