

Working Title <b>Lead Caretaker</b>	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 2 (CT2)	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 Lead Caretaker reports to the Visitor Services Supervisor and/or the Maintenance Supervisor (depending on the park location) and is part of a team responsible for positive, effective, and efficient communication with the public, other divisional and district staff, and relevant stakeholders. This position plays a key role in ensuring visitors to Dinosaur Provincial Park, Kinbrook Island Provincial Park, and Tillebrook Provincial Park have an exceptional experience by providing excellent customer service, maintaining park facilities, and upholding high standards of cleanliness and sanitation. The Lead Caretaker ensures that all facilities and amenities meet Alberta Health Services and Environmental Public Health Standards.

As a Lead Caretaker, responsibilities include overseeing the cleanliness and daily operation of comfort camping units (Dinosaur Park only), staff and public accommodations, a conference facility (Dinosaur Park only), vault toilets and associated buildings, shower houses, washrooms, group-use buildings (as applicable), laundry facilities, and the caretaking shop and storage areas. The role also includes managing inventory for supplies and consumables—such as cleaning chemicals, comfort camping items, toilet paper, paper towels, and hand hygiene products—and performing tasks that require lifting and moving furniture or other heavy objects. The position requires the physical ability to lift, walk, and stand for extended periods in various conditions.

Dinosaur Provincial Park, a UNESCO World Heritage Site, hosts more than 100,000 visitors annually. In addition, Kinbrook Island Provincial Park and Tillebrook Provincial Park attract large numbers of local, provincial, interprovincial, and international visitors. This position directly influences the quality of services offered at these parks. Due to the remote nature of some locations, well-maintained, clean, and comfortable facilities are essential to visitor and staff safety and significantly impact the overall visitor experience.

This role requires a high degree of independence within established guidelines and procedures and is essential to ensuring the parks remain inclusive, responsive, innovative, educational, safe, and successful destinations. Weekend, vacation, and evening shifts may be required, and cross-departmental collaboration 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](#)).

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

**Responsible for the general maintenance, cleaning, and sanitization of all park facilities, amenities, and**

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**accommodation units, including but not limited to:**

- **Vault Toilets & Buildings:** Perform daily cleaning and sanitization of vault toilet buildings (inside and outside), remove cobwebs, manage odors, and restock supplies such as toilet paper, soap, sanitizer, and vault toilet water levels.
- **Comfort Camping Washroom:** Conduct daily sweeping, mopping, washing, and sanitizing of all surfaces—floors, walls, toilets, and sinks—and ensure all necessities are replenished.
- **Shower House, Public Washrooms & Laundry Facility:** Clean and sanitize floors, showers, walls, toilets, sinks, stall doors, and washers/dryers daily.
- **Daily Waste Removal:** Collect and remove garbage from in and around all buildings and facilities.
- **Public & Staff Housing Units:** Clean, sanitize, and maintain housing units as needed, including sweeping, mopping, scrubbing walls and surfaces, cleaning cupboards and appliances, washing windows, and maintaining bathrooms. Perform pest control (mice, spiders, insects), housekeeping duties (bedding changes, laundry, vacuuming, dusting, carpet shampooing), seasonal setup and close-up, and mouse-proofing.
- **Accommodation Supply Management:** Manage inventory, storage, repairs, and ordering of bedding, linens, dishware, cookware, utensils, tools, furniture, appliances, and related items.
- **Conference Facility (Dinosaur Park only):** Clean and sanitize all surfaces, appliances, windows, and bathrooms, and maintain floors using electric polishers/scrubbers, sweeping, and mopping.
- **Caretaking Shop:** Clean, organize, and maintain the caretaking shop and equipment; report maintenance needs to the Caretaking Supervisor.
- **Safety Equipment:** Inspect, repair, replace, and maintain fire extinguishers, smoke detectors, and carbon monoxide detectors.
- **Minor Repairs:** Carry out general minor repairs to facilities, furniture, equipment, and appliances, using basic manual and power tools as required. Report larger required repairs to Maintenance Supervisor (Work Order) and Visitor Services Supervisor.
- **Recycling & Waste Disposal:** Collect and properly dispose of garbage and recycling materials.
- **Inspections:** Follow through with proper building (caretaking shop, storage units) and vehicle inspections as required.

**2. Provides exceptional customer service and information services**

- Greet and welcome visitors in a friendly, approachable, and professional manner, providing information or assistance as needed.
- Develop a thorough knowledge of park facilities, services, activities, tours, mandates, policies, and regulations, and provide visitors with accurate, concise, and relevant information.
- Be aware of nearby services and provide clear, easy-to-understand directions, actively seeking opportunities to assist visitors.
- Receive, respond to, and manage customer service issues, complaints, concerns, and feedback professionally, including referring matters to the appropriate department and following up as required.
- Interact positively and professionally with all staff and members of the public.
- Monitor and respond to park radio communications clearly, concisely, and professionally, completing required actions in a timely manner while maintaining confidentiality and complying with the Freedom of Information and Protection of Privacy Act.

**3. Supervises and Delivers Comfort Camping Services (Dinosaur Park Only)**

- Collaborate closely with campground booth staff to ensure smooth delivery and operation of comfort camping services.
- Oversee all aspects of comfort camping, including daily turnovers, laundry (as required), sweeping, washing, and sanitizing surfaces, appliances, equipment, and furniture. Maintain and clean barbecues, including propane tank swaps or refills, and wash and sanitize dishware, cookware, utensils, and tools as needed.

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- Manage Comfort Tents, including setup, takedown, maintenance, and repairs of the tent structures.
- Handle the movement of furniture and equipment between storage and tents, including end-of-season closures where all items—furniture, appliances, bedding, linens, dishware, cookware, utensils, and tools—are properly stored.
- Support visitor satisfaction by checking in with campers to provide assistance, answer questions, and offer information after check-in.
- Maintain, repair, and manage inventory for all supplies and equipment, including appliances, furniture, bedding, linens, dishware, cookware, utensils, tools, propane tanks, towels, dishcloths, dish soap, coffee supplies, and other consumables.
- Utilize the Reserve.AlbertaParks.ca system to track and manage comfort camping check-ins and check-outs efficiently.

#### **4. Operations Management Assistance (Dinosaur Park Only)**

- Assist in managing bookings, check-ins, and check-out deadlines in coordination with the Visitor Services Supervisor, who oversees all reservations and rentals.
- Ensure the conference facility is prepared according to the specific needs of renters, which may involve direct communication with clients. This includes setting up and taking down tables, chairs, and other required equipment.

#### **5. Knowledge of OH&S Policies**

- Follow and comply with all OH&S policies, procedures, training requirements, manuals, and WHMIS standards. Assist in updating and managing OH&S documents and training materials as needed.
- Identify hazards, classify products, label items, and maintain Safety Data Sheets in accordance with current WHMIS procedures and policies.
- Demonstrate solid knowledge of safe chemical handling, mixing, labeling, and storage practices.
- Maintain a current WHMIS certification.
- Report any safety concerns or issues to the supervisor promptly.

#### **6. Supervision and Training of Seasonal Staff**

- Ensure caretakers receive proper training for all duties, including PPE use, OH&S procedures, safe chemical handling, WHMIS, SiteDocs, and Government of Alberta processes, and ensure compliance with all policies.
- Empower caretakers to work independently by establishing clear expectations and decision-making processes.
- Provide ongoing support through regular check-ins, one-on-one training, and follow-up with the Visitor Services Supervisor.
- Offer constructive feedback to caretakers to enhance performance and improve procedures.
- Foster an inclusive, positive, and professional work environment for all staff and visitors.
- Coordinate and oversee day-to-day team tasks, ensuring daily procedures are consistently followed.
- Maintain open communication with other program areas to meet visitor needs.
- Manage schedule changes as they arise.
- Ensure staff are trained on timesheet procedures, submit timesheets on time, and review submissions for accuracy.
- Oversee special projects and deadlines as assigned.
- Conduct staff performance evaluations (mid and end of season).
- Manage inventory and supplies, including cleaning chemicals, consumables, PPE, staff uniforms, and staff keys.

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**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, receives over 100,000 visitors annually. The park serves a diverse range of visitors from around the world, each with varying needs for customer service, facility access, and amenities. Kinbrook Island Provincial Park and Tillebrook Provincial Park are also highly popular, attracting local, provincial, interprovincial, and international visitors. This position plays a key role in maintaining the quality of services provided at these parks. Due to the remote locations of some sites, providing well-maintained, clean, and comfortable facilities is essential for the safety and well-being of both visitors and staff, and it directly impacts the visitor experience. The position requires extensive knowledge, training, and a wide range of skills and abilities. Strong coordination and communication skills are essential to ensure that team members are informed, supported, and able to carry out their duties effectively. While work is guided by established procedures, this role also demands a broad awareness of overall site operations, as well as independent and creative decision-making.

The responsibilities of this position have a direct impact on the public, influencing the quality of their experience and their health and safety during visits. This role is essential for delivering a positive, comfortable, engaging, and safe experience for all park 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](#)).

**Education & Experience:**

- Some high school education, plus two years of related experience (equivalencies considered).
- Previous supervisory experience is an asset.
- Experience in hospitality, janitorial cleaning, or with floor polishing/scrubbing/buffing equipment is an asset.
- Off-highway vehicle and small equipment experience is an asset.

**Certifications & Licenses:**

- Current WHMIS certificate required.
- Standard First Aid Certificate and CPR-Level C required.
- Valid Class 5 driver's license, a 5-year Driver's Abstract with no more than 8 demerits (4 demerits for GDL), and a current Defensive Driving Certificate required.

**Skills & Abilities:**

- Strong interpersonal, communication, and organizational skills.
- Professional, outgoing, and friendly attitude; enjoys working with the public and as part of a team.
- Ability to work independently and make decisions in a fast-paced environment.
- Well-developed time management and problem-solving skills.
- Proficient in Microsoft Word, Excel, and Outlook.

**Physical Requirements:**

- Ability to stand and walk for long periods.
- Physically capable of lifting and handling caretaking equipment, furniture, and other heavy objects.
- Ability to perform physically demanding tasks in extreme weather conditions.

**Knowledge & Other Requirements:**

- Knowledge of Dinosaur Provincial Park, local area services, other provincial parks, and tourism opportunities is an asset.
- General understanding of the Freedom of Information and Privacy Act is desirable.

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- Completion of all required Government of Alberta or Environment and Parks online training courses/certifications in a timely manner (e.g., 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.).

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

- **Visitor Services Supervisor and/or Maintenance Supervisor:** Regular or daily interaction to provide feedback on caretaking services, facilities, staff concerns, check-in/check-out information, and booking requirements, and to receive directions on task priorities.
- **Caretaking Staff:** Regular contact to coordinate comfort camping check-ins/check-outs, customer service issues (facility cleanliness, filling of necessities, etc.), consumable supply management (e.g., paper towels, soap, cleaning chemicals, garbage bags), facility and booking management, and to provide or receive supervisor feedback, directions, and training.
- **Dinosaur Service Centre Supervisor (Dinosaur Park only):** Regular or occasional contact to manage comfort camping check-ins/check-outs, address customer service issues, and oversee consumable supply management.
- **Area Facilities Operations Assistant:** Regular or occasional contact to manage comfort camping check-ins/check-outs, address customer service issues, and oversee consumable supply management.
- **Campground Booth Supervisor:** Regular or occasional contact to manage comfort camping check-ins/check-outs, address customer service issues, and oversee consumable supply management.
- **Information Officers (Service Centre/Booth Attendants – Dinosaur Park only):** Regular or occasional contact to manage comfort camping check-ins/check-outs, address customer service issues, and oversee consumable supply management.
- **Maintenance Staff:** Regular or occasional contact regarding customer service issues, campground services, facility maintenance and repairs, and consumable supply management.
- **Seasonal Staff and Public Accommodation Renters:** Occasional contact as required to assist with check-in/check-out procedures, paperwork, customer service, and facility maintenance or supply requests.
- **Campground Hosts (as applicable):** Occasional contact to share information, provide updates, and receive feedback.
- **General Public:** Regular contact to exchange information, manage customer service issues, and maintain facilities.

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

**Dinosaur:**

**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, 6<sup>th</sup> 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

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Name

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Signature

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Date

#### Manager

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Name

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Signature

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Date

#### Division Director/ADM

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Name

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Signature

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Date