



## FOOD SERVICE WORKER

### **CHARACTERISTICS OF WORK:**

Workers in this classification are responsible for the performance of various tasks relating to the preparation and serving of food and the cleaning of appliances, equipment, and premises. The work also includes preparation of menu items from scratch and convenience foods for each meal served. The work involves operating dishwashing machines, removing dishes from dining area, and serving food to customers in a cafeteria line. The work also includes scouring heavy pots, pans, and other cooking utensils. The duties are performed in accordance with specific assignments under direct supervision.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

Graduation from a standard four year high school or equivalent (GED).

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Taste/Smell:** Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to walk; and stoop kneel, crouch, or bend. The incumbent is occasionally required to sit; and climb or balance.

### **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal. Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results. Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is

a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

#### **TECHNICAL COMPETENCIES:**

**Food Service Safety and Sanitation:** Follows regulations and procedures concerning food safety and sanitation.

Follows proper procedures for food preparation and service. Uses proper personal sanitation and safety measures in food preparation and services such as personal hygiene and use of safety equipment (goggles, potholders, aprons, etc.) Follows proper procedures for checking and cleaning/sanitizing cooking equipment and utensils. Maintains safety and sanitation requirements. Cleans refrigerators, cupboards, steam carts, and dining tables. Keeps kitchens, dining rooms, and large storage areas clean. Scours and sanitizes pots, pans, and other utensils.

**Customer Service:** Works and communicates with customers and is committed to offering quality services.

Serves food to customers in a cafeteria line. Serves as a waitress or waiter in an employee or staff dining hall. Prepares and serves food for clients/patients following specific standards.

**Eye-Hand Coordination:** Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks such as carrying, moving, or manipulating objects.

Places food on trays, loads trays on carts, and transports food to patients/clients. Transports food from kitchen to steam tables in cafeteria. Transports supplies from storeroom to kitchen. Serves food in a dining hall. Operates cooking equipment, sanitation equipment, and utensils according to instructions, written and verbal.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Prepares and serves food for clients/patients following specific standards.
2. Monitors and maintains food stock.
3. Cleans, sanitizes, and maintains kitchen, utensils and equipment, and dining areas.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

May place food on trays, load trays on carts, and transport food to patients/clients in wards/classrooms.

Serves as a waitress or waiter in an employee or staff dining hall.

Transports food from kitchen to steam tables in a cafeteria.

Serves food to customers in a cafeteria line.

Prepares meal items as indicated on menu for all meal types.

Prepares meals for individuals with special diets (i.e., diabetics, vegetarians, overweight and underweight individuals, and individuals with allergies).

Transports supplies from storeroom to kitchen.

Sweeps, mops, and scrubs kitchens and dining rooms and large storage areas.

Washes, sanitizes, and scours pots, pans, and other cooking utensils.

Cleans and sanitizes refrigerators, cupboards, steam carts, and dining tables.

Washes, sanitizes, and dries dishes, silverware, and trays.

Operates dishwashing machines and other kitchen appliances.

Monitors temperatures of frozen, refrigerated, and cooked foods.

Properly disposes of garbage and food refuse after each meal.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.