



Career Service Authority

Food Service Worker

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of routine duties related to the preparation and serving of food, including cleaning of the kitchen area and cooking utensils.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the class of Food Service Lead Technician that assists in supervising routine duties related to the preparation and serving of food, including cleaning of the kitchen area, utensils, and equipment. It is also distinguished from the class of Institution Food Steward that leads and trains inmate helpers in high-volume food preparation and food service work in Denver County Jail and the Pre-Arrestment Detention Facility, including proper sanitary procedures and food preparation security.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Works on central tray line and assists with patient tray set up and preparation.

Transports and serves trays to patients in accordance with established schedules.

Prepares and sets up steam table and serving line, including placement of dishes, silverware, hot and cold foods, baked goods, beverages, desserts, and condiments.

Serves food as directed.

Participates in post meal cleanup tasks as assigned or directed, including sweeping, mopping, and waxing floors, and working in dish room and pot room as needed.

Maintains established departmental policies and procedures, objectives, quality assurance program, and health and safety standards.

Some positions may perform cashiering duties.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Food Service - Knowledge of preparing and serving food for consumption.

Integrity/Honesty – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understand the impact of violating these standards on an organization, self, and others; is trustworthy.

Stress Tolerance – Deals calmly and effectively with high stress situations i.e. hostile/dangerous situations, deadlines, emergency situations, etc.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identify; fosters commitment and team spirit; works with others to achieve goals.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Self-Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards competing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrate responsible behavior.

Reading – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situation.

Self-Esteem – Believes in own self worth; maintains a positive view of self and displays a confident, capable image.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Memory – Recalls information/situation that has been presented previously.

Knowledge of food services sufficient to be able to prepare and maintain steam tables, cold tables, and various related items.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Talking: expressing or exchanging ideas by means of spoken words.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object 25 – 50 pounds.

Working Environment:

Contacts with patients under wide variety of circumstances.

Exposed to odors in kitchen and/or patient areas.

Subject to burns and cuts.

Subject to injury from moving parts of equipment.

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED certificate desirable.

Experience Requirement:

None.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

A negative TB test is required prior to an offer of employment.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jannell Flaig

REVISED DATE: 02/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format; added distinguishing characteristic and competency statements. Also removed the Food Handler's Certificate requirement and revised the TB test requirement.