



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
Holders of Job Specification Books

FROM: Alena Martinez

DATE: February 9, 2009

SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Cook
Rev. 02/08/2009

Food Service Worker
Rev. 02/08/2009

Food Production Supervisor
Rev. 02/08/2009

Job Specifications to be Removed

Cook
Est. 09/16/1995

Food Service Worker
Est. 09/16/1995

Food Production Supervisor
Est. 09/16/1995



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Cook

GENERAL STATEMENT OF CLASS DUTIES

Prepares and cooks food for patients, clients, employees, and visitors of Denver Health Medical Center.

DISTINGUISHING CHARACTERISTICS

Positions in this class prepare and cook food for patients, clients, employees and visitors of Denver Health Medical Center; and is distinguished from the class of Institution Food Steward that leads and trains inmate helpers in high-volume food preparation and food service work in the 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 normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with coworkers and other units within the organization in the interest of cooperative work accomplishment.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Prepares, cooks, and bakes foodstuff into meals and prepares food for institutional functions, both standard and special.

Reviews menus and work orders to determine type and quantities of meat, vegetables, soups, salads, desserts, bakery, and other food items to be obtained and prepared.

Alerts supervisor to problems and needs concerning equipment and food supplies. Detects and reports spoiled or unattractive food, defective supplies/equipment, or other unusual conditions.

Uses a variety of kitchen utensils and equipment including grinders, slicers, mixers, and blenders.

Ensures that required sanitary levels are maintained throughout the food preparation process and that all foods prepared meet existing standards for quality, freshness, taste, and appearance.

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

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.

Decision Making – Makes sound, well informed and objective decisions; perceives the impact and implications for decisions; commitment to action, even in uncertain situations.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with uncertainty.

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.

Oral Communication – Expresses information i.e. ideas, facts to individuals or groups effectively, taking into account the audience and nature of the information makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

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

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

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.

Balancing: Maintaining body equilibrium to prevent falling over.

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

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

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

Fingering: Picking, pinching, or otherwise working with fingers.

Handling: Seizing, holding, grasping, or otherwise working with hand(s).

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

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

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

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

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

Working Environment:

Exposed to hazards of steam and heat.

Exposed to heat, wetness, odors in kitchen and/or patient areas.

Exposed to hot and humid work environment.

Exposed to varying degrees of kitchen elements.

Requires judgment/action which could result in death of patient.

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:

One year of experience performing food preparation and/or service for an establishment such as an educational, correctional, military, or medical institution.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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: Pat Anderson

REVISED DATE: 02/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format; added distinguishing characteristic and competency statements. Also added negative TB test requirement.



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Food Production Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of Cooks and Food Service Workers responsible for the cooking and serving of food and preparation of trays for Denver Health Medical Center.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Institution Food Steward Supervisor class that supervises work of Institution Food Steward employees in the production and preparation of food in a correctional institution.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Organizes, directs and coordinates functions and activities in the food service department.

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines and standards.

Resolves problems encountered by employees during the course of the assignment.

Monitors the entire cafeteria operation to ensure that standards of quality, hygiene and efficiency are met.

Checks and prepares patients' trays according to dietary requirements.

Implements safety standards and develops procedures to ensure compliance.

Monitors the preparation of food and prepares it as required.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Performs and/or delegates tasks such as tray stripping, dish washing, pot and pan washing, and cleaning of kitchen equipment, carts, floors, etc.

Attends meetings to coordinate work with other functional areas and resolve problems specifically related to the supervised function.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

Initiates and recommends disciplinary action for employees as necessary.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

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:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Oral Communications – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cue, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Contracting and Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Managing Human Resources – Plans, distributes, coordinates, and monitors work assignments, evaluates work performance, provides feedback on performance, and ensures staff are appropriately selected, utilized, developed, and treated in a fair and equitable manner.

Knowledge of methods and procedures specific to maintaining sanitary food preparation conditions sufficient to be able to direct, coordinate and participate in the preparation of food.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct situations.

Physical Demands:

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

Lifting: raising or lowering an object from one level to another.

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

Feeling: perceiving attributes of objects by means of skin receptors.

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

Hearing: perceiving the nature of sounds by the ear.

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

Lifting: Raising or lowering an object 10-25 pounds.

Working Environment:

Exposed to housekeeping/cleaning agents/chemicals.

Exposed to odors in kitchen and/or patient areas.

Handles absentee replacement on short notice.

Subject to burns and cuts.

Education Requirement:

Graduation from high school or completion of a GED Certificate.

Experience Requirement:

Three years of experience performing large scale food preparation and food service activities.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Monika MacRossie

REVISED DATE: 02/08/2009

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format; added distinguishing characteristic and competency statements. Also added the requirement of a negative TB test.



Career Service Authority
Food Service Worker

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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.