

**Job Class Profile: Food Service Worker II****Pay Level: CG-21 Point Band: 340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	5	3	2	2	2	1	5	
Points	47	33	32	14	60	43	41	21	54	345

**JOB SUMMARY**

The Food Service Worker II performs standardized food service and sanitation work involving heavy manual tasks in kitchen areas of schools, health care facilities and other food production centers.

**Key and Periodic Activities:**

- Participates in the preparing, portioning and serving of meals.
- Heats hot menu items if operating under point of service meal delivery system.
- Moves food service equipment to deliver and retrieve meal trays throughout the facility.
- Loads and unloads dishes, pots, sheet pans, utensils, mixing bowls, bins, cutting boards, etc into a pot washing machine or dishwashing machine.
- Ensures that all equipment is working properly.
- Ensures that food and equipment temperatures are at the appropriate levels.
- Cleans and sanitizes tables, sinks, counters, floors, walls and equipment such as walk-in refrigerators and freezers, dishwashers, ovens, microwaves, deep fryers, shelves, racks, etc. Ensures that the correct chemicals are used in all cleaning activities.
- Ensures the correct quantities of food items are removed from freezer and properly thawed using proper food safety techniques.
- Orders supplies and ingredients from storeroom; ensures nursing units and outpatient areas have adequate food related supplies.
- Assists Cook by preparing dry goods for recipes and opening canned products.
- Operates equipment such as a floor scrubber, pot washing machine, dishwashing machine.
- Prepares and cleans vegetables.
- Unloads food and supplies from trucks, inspects food orders for quality and freshness and stores items in storage area, refrigerators or freezers.
- Carries sacks of flour, sugar and other bulk food supplies from storeroom to kitchens.
- Collects all waste material from food service area and delivers to waste disposal unit.
- May train new employees.
- May perform inventory checks of all supplies
- May operate delivery vehicle.
- May answer telephone and take messages.

**Key and Periodic Activities:****SKILL****Knowledge****General and Specific Knowledge:**

- WHMIS (Chemical use and safety)
- Fire Safety
- Occupational Health and Safety
- Food safety, food preparation and sanitation
- Policies and Procedures related to Waste Disposal and Segregation, Sanitation Codes, Infection Control/Isolation Precautions, Safe Work Practices
- Kitchen related duties and activities
- Hand washing hygiene
- Cleaning procedures
- Temperature standards for food and equipment

**Formal Education and/or Certification(s):**

- Minimum: High School Diploma. Completion of workplace training in Safe Food Handling and Infection Control. May require a valid driver's license.

**Years of Experience:**

Up to 6 months of related experience

**Competencies:**

- Ability to communicate/interact effectively
- Ability to write straightforward text such as a message
- Ability to operate machinery
- Ability to work under pressure
- Ability to follow basic instructions and work processes
- Ability to calibrate thermometers

**Interpersonal Skills**

- A range of interpersonal skills used include listening to information from co-workers and supervisors and asking questions to obtain information regarding daily activities or troubleshooting challenges or problems; and working in a team environment and gaining the cooperation of co-workers to complete work, address issues and/or solve problems.
- Communication occurs with co-workers, supervisor/manager, residents/patients, students, staff, general public, suppliers, equipment repairpersons, clinical dietitians and nursing staff.
- The most significant contacts are with co-workers regarding the completion of daily activities;

supervisors/managers to receive daily work assignments and/or to get advice/guidance on difficult or unusual issues; and with residents/patients, students, staff or general public who receive the meal service to ensure all nutritional needs are met.

## EFFORT

### Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects less than 10 lbs such as meal trays, stock pots, boxes of food items, etc is a constant requirement. Lifting or moving objects over 50 lbs such as sacks of flour or potatoes, food carts, floor scrubbers, etc is performed on a regular basis.
- Constantly standing or walking in the performance of their daily work activities. Examples include standing while loading/unloading pot washers/dishwashers and/or food carts and walking to nursing units or the cafeteria to deliver supplies or meal carts containing food supplies or dishware or removing waste materials. Working in awkward or cramped positions or body movements such as bending, kneeling and stretching are required when performing cleaning activities or when receiving and storing supplies.
- Manual or physical activities include using gross motor skills regularly when lifting, pushing, walking, bending, etc.

### Concentration

- There is a constant requirement for **visual** concentration when performing activities such as reading instructions on cleaning chemicals; delivering meal trays and ensuring the correct person is receiving the meal; measuring ingredients accurately; reading ingredient labels to ensure product meets specifications and allergy restrictions; working with sharp objects to cut, grate, or chop food items; assessing food quality; ensuring that the appropriate food item is placed on the meal tray during the service line process and an alertness for safety issues when working in a kitchen environment.
- **Auditory** concentration or strain is constantly experienced when working in a noisy kitchen environment and listening to instructions from supervisor or listening for public announcements, timers, telephone, etc.
- **Other sensory demands** include tasting, touching and smelling food to test for freshness, spoilage and temperature changes.
- Alertness and concentration are required when performing **repetitive** tasks such as moving carts or other equipment through the facility; placing the appropriate food item on the meal tray during the service line process; unloading freight from delivery truck; using sharp objects to cut, chop or grate food items, and using the proper body mechanics when lifting, pushing or pulling. **Higher than normal levels of attentiveness or alertness** for the health and safety of others is required when checking the temperature of food and equipment to ensure that it meets the appropriate standard, ensuring that food items and equipment are stored properly, reassembling and sanitizing food equipment and cleaning up spills and removing waste material promptly and properly.
- **Time pressures and deadlines** are experienced on a constant basis as meals must be prepared to meet scheduled timelines and trucking schedules to ensure there is no delay in delivery and

when frozen or perishable food items are received they must be stored promptly in accordance with food safety guidelines. **Interruptions** such as equipment breaks down, staff shortages, power outages or delays in dirty dishes being returned to the kitchen result in lack of **control over the work pace**.

- **Exact results and precision** are required when testing the temperature of food, performing cleaning and sanitizing tasks and when assembly meal trays to ensure the correct food items are placed on the tray.

### Complexity

- Work involves performing standardized food service and sanitation work that is similar/related in terms of the skills and knowledge used and the tasks are usually well defined.
- A typical problem or challenge equipment breakdown and identification of an alternate method to get the work done.
- Reference material to assist in addressing problems, challenges and issues includes advice and guidance from Food Operations Supervisor, Manager, Clinical Dietitian or Nursing Staff; policies, procedures and guidelines and safety standards (temperature standards for food and equipment) and WHMIS.

## RESPONSIBILITY

### Accountability and Decision-Making

- Works in a controlled and monitored environment. Policies and procedures exist for all daily operations as well as food safety guidelines for safe food handling and preparation.
- Authority to inspect freight to determine if it meets appropriate standards of quality and freshness, provide an additional meal tray if no food allergies or special diet requirements are in place, and order food and supplies, within established guidelines.
- Approval is required to make menu substitutions, change work schedule or procedure, or to dispose of unsafe food items.
- Discretion and independence of action is exercised when determining if a piece of equipment has not been sanitized properly and reporting it to the supervisor or when estimating the quantity of food to be taken out of freezer for meal preparation.
- Provides advice to co-workers or new employees on unusual or challenging situations such as equipment breakdowns.

### Impact

- Work results can have a positive impact within the immediate work area, department, organization, and on customers/ clients/patients/general public as well as on equipment, processes and systems, finances, facilities, human resources, health and safety and corporate image when food is prepared in accordance with food safety guidelines in a clean and sanitized environment and delivered on schedule.
- Mistakes or errors can result in issues such as delays in meal schedule/delivery; food shortages; health and safety issues if equipment or cookware is not sanitized properly or food is spoiled or a person is served an incorrect meal; occupational health and safety issues for employees if equipment is not maintained or operated properly; and an increased financial cost for the employer if there is food wastage/spoilage, equipment is not maintained properly or if there is a

workplace accident.

- All daily work activities are guided by policies, procedures and food safety guidelines. Quality assurance checks of food and equipment are continuously performed by Food Operations Supervisor and deficiencies are typically identified and resolved within hours of identification.

#### **Development and Leadership of Others**

- There is no supervision of staff.
- May be required to provide advice/guidance, orientation and on-the-job training to new employees.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- There is a requirement for safety precautions such as wet floor signage and isolation precautions or the use of safety equipment such as safety shoes, masks, glasses, pot mitts, chemical resistant gloves and gowns, hair nets, aprons, and ear protection.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Regularly exposed to unusual/distracting noise from kitchen equipment wet or slippery floors from spills or grease and dirt, dust, filth or garbage in the performance of daily activities.
- There is occasional exposure to fumes from the ventilation system; hazardous chemicals used for cleaning/sanitizing; infectious diseases when handling patient trays; awkward or confining workspaces when working in a walk-in refrigerator or freezer and loading/unloading trays on meal carts; sharp objects when cutting, chopping or grating food and odours and fire when working in a kitchen environment.