Food Service Worker II (0562)

Basic Purpose/Job Function:
Entry level position responsible for a wide range of tasks associated with safety-sensitive food handling practices, with an emphasis on quality, safety, sanitation, and customer service. Demonstrates Housing and Food Services core values of Service, Honesty, Integrity, Excellence, Respect, Innovation, and Ownership at all times.

Examples of Titles Replaced: Cashier, Cook, Salad Preparer, Pastry Maker, Baker, Cake Decorator, Sous-chef, Meat Preparer, Nutrition Trainee/Assistant, Dietician Trainee/Assistant, Fryer, Food Handler, Food Inventory Assistant; Culinary Assistant/Trainee; Caterer or Caterer’s Assistant; Retail Food Services Person; Concessions Person.

Typical Functions May Include:
1. Prepares food following recipes and applying individual portion control standards.
2. Properly and safely measures, weighs and combines ingredients for quantity preparation of simple menu items.
3. Utilizes various kitchen utensils, appliances, and heavy/industrial equipment in food preparation (ovens, knives, peelers, dicers, slicers, mixers, industrial dish machines, recycling, stoves, etc.).
4. Reviews daily menus and meal counts, advising supervisor if shortages are identified, and addresses inventory by preparing, washing, peeling, and chopping, dicing or seeding items as needed.
5. Orderly stocks and stores food service items. Receives, rotates and dispenses food commodities using University, local, state, and federal guidelines. Pays attention to the amount of supplies in work area. Helps to keep stock areas orderly.
6. Completes inventory and/or production logs timely and accurately. Understands basic audit of inventory quality assurance.
7. Participates in recycling efforts and makes recommendations for better efficiency.
8. Serves food in a courteous and respectful manner, with proper portion control and knowledge of menu items.
9. Load, carry, and transport hot or cold food items or containers to customers, serving lines, or dining tables-safely, efficiently and timely. Loads and transports food carts to and from designated floor units.
10. Provides routine information about meals, various restaurants within Housing and Food Services, and other relevant facts to customers. Explains or recommends favorite dishes of the day.
11. Ready and able to work in any venue, across campuses as necessary, for various shifts, including operations which are open 24/7.
12. Leads and/or actively participates in customer service improvement initiatives and suggests new dishes, menus, and/or methods that lead to better service.
13. Acts on and/or acknowledges any complaint. Brings any issue or concern to a supervisor or HR’s attention. Follows up on requests with a sense of urgency.

14. Maintains professional behavior consistent with role as well as composure in difficult interpersonal situations. Communicates with co-workers and others in calm considerate manner.

15. Washes, sanitizes, and stores pots, pans and kitchen utensils in designated areas. Scrapes dishes and cleans tables, serving areas. Cleans counters and floors. Follows proper kitchen standards when cleaning/sanitizing the work area (floors, food carts, cabinets, tables, kitchen utensils and equipment, dishes, and tableware, etc.).

16. Assures food, drinks, and other items are displayed professionally while maintaining food safety standards.

17. Assists with special events across the University and across campuses that may include Presidential luncheons and dinners, catering needs, student organizational special requests, and day-to-day events. Assists other food services staff when necessary and voluntarily as much as possible.

18. May operate cash register, handle cash, credit and debit cards, Sooner cards and meal plans. When necessary, counts change to customer, is always respectful and courteous.

19. Maintains uniform(s) to assure they are clean, with no tears, rips, stains, etc. Brings attention to supervisor or manager when uniform is in need of repair or replacement. Assures uniform is pressed when needed.

20. Maintains hygiene and dress code standards.

21. Promotes a safe and healthy workplace by identifying unsafe practices, unsafe equipment, and removing refuse as soon as appropriate within the refuse removal guidelines of the area. Picks up trash as necessary, filling empty containers, etc.

22. Understands and uses appropriate chemicals for safe cleaning and sanitation.

23. Follows and is subject to all risk management, drug and alcohol policy guidelines.

24. The employee is responsible for his/her own safety and the safety of others.

   This includes:
   - Preventing illicit or wrongful use of alcohol or prescription drugs in violation of the University’s alcohol and drug or Sooner Safety policies
   - Securing food, money, credit/debit cards, inventory or equipment, such as meat slicers, ovens, knives
   - Safeguarding master keys and other keys where students, student employees or the public are present
   - Safely operating motorized or heavy equipment including trucks, golf carts, vehicles, forklifts and loading platforms
   - Safely performing hazardous duties such as using chemicals to clean
   - Safeguarding direct contact with children, including anyone under 18 years of age
   - Applying safe posture and lifting practices

25. Adheres to standard operating procedures, University guidelines, handbooks and policies.
Risk Management: Applies established high-risk, safety-sensitive practices including those related to fire, burns, cuts, and other emergency responses, to protect health and safety of personnel and property. Hepatitis A & B shots or testing required annually at the employee’s expense. Must be able to act on emergencies, such as fire, tornadoes, earthquakes, or other critical situations. All positions in Food Services are considered high risk. Each employee is responsible for ensuring their own safety and the safety of those around them. All employees have a duty to report violence, bullying or other inappropriate or dangerous behavior.

Supervision of Others: Has no supervisory responsibilities. Operates effectively as a team member.

Supervision Received: Receives direct to general supervision and/or coaching and mentoring from supervisors, managers and directors. Expected to function with close to general supervision following training.

Minimum Qualifications:

- **Education**: None.
- **Experience**: 0 - 12 months
  - **Type**: Prior work experience as a student food service employee, or in a position working with customers, cash registers, counting money, cooking, serving food, or related role in a food service work environment.
- **Preference**: 3 + months
  - **Type**: Prior work experience as a student food service employee, or in a position working with customers, cash registers, counting money, cooking, serving food, or related role in a food service work environment.

- **Skills**: Understands and demonstrates Housing and Food Services core values at all times. Basic understanding of nutrition and portion control. Uses tools, such as knives, splicers, potato peelers, etc. and/or small kitchen equipment in a manner requiring reasonable proficiency, generally derived from previous training or during the introductory period. Skilled in the safe, sanitary, and effective handling of food, cooking utensils, food processing equipment, walk-in refrigeration, elevators, cash registers, food digester, dishwashers, time clock, etc. May operate forklifts, drive golf carts, load/unload platforms. Understands and promotes safe and clean conditions. Understands and applies time and attendance guidelines with ability to use systems to clock in/out. Able to handle varying workloads and meet deadlines as necessary. Performs addition, subtraction, multiplication, simple accounting, and division effectively enough to count change, when necessary, take inventory, serve portions, enter time on a times sheet, etc. Reads and interprets routine written materials, menus, instructions and e-mails. Communicates effectively, in English, orally and/or in writing.
Office of Human Resources

Broadband Job Description – Food Service Worker Series –Updated: 4/3/2014

**Special Requirements:** Must be 18 years or older. Must submit to a background check. For internal or external position, must pass Post Offer Employment Test (POET): Perseverance, both physically and mentally, for fast-paced and demanding responsibilities required. Exposure to disagreeable conditions such as handling greasy, dirty materials, walking on slippery floors, walking or riding between buildings on campus, going in and out of walk-in refrigeration units, etc. Frequent and repetitive arm and wrist movement. Exposure to chemicals and noxious odors. Ability to lift objects up to 50 lbs, and push/pull up to 100 lbs, depending on job assignment. Ability to stand and/or walk for long periods of time and adapt to a large kitchen environment with varying temperatures (-8 to 80 degrees Fahrenheit). Climb stairs, as necessary, and depending on job assignment, occasionally to frequently. This will be determined by employee’s assignment.

As essential personnel you may be required to work during emergency University closings. Nights and weekends may apply for any operations especially those operating 24/7.

- **Licenses:** To be determined by nature of job and/or department. May be required to hold a valid driver’s license.

- **Certifications:** Oklahoma Food Handler’s Permit required within 1 month of hire and must keep updated thereafter.

- **Driver’s License:** Employees who drive any university vehicle or their own personal vehicle while performing an assigned duty by his/her supervisor must have a valid driver’s license. It is the employee’s responsibility to tell his/her supervisor if the license is invalid and explain they cannot drive. Catering and Concessions jobs require a Driver’s License.

Minimum requirements may be met by an equivalent combination of education and experience.

Departments are responsible for site-specific job descriptions.

The work environment characteristics described here are representative and not all-encompassing of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.