



FOOD SERVICES AIDE

DEFINITION

Under general supervision, performs basic food service preparation, serving, and clean-up in support of seniors' congregate meals programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification in the food services series that performs the full range of duties as assigned, works independently, and exercises judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Cleans and sets tables at congregate meal sites for senior citizens; clears and washes tables after meal service.
- Performs basic food preparation duties such as peeling potatoes, chopping and slicing vegetables, shredding cheese, and arranging salads.
- Portions food for dining room or delivery service; assists in serving food to program participants.
- Washes dishes, pots, pans, and various equipment by hand or using a commercial dishwasher.
- Makes coffee; heats water for tea and other drinks; reconstitutes juices according to directions.
- Maintains kitchen, meal site, and related areas in a clean and orderly condition.
- May deliver meals to congregate or home sites.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic food service and preparation methods.
- Techniques for interacting with senior clients.
- Basic safety and hygiene related to the work.
- Basic arithmetic.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform basic food preparation and service work in an efficient manner.
- Use cleaning materials in a safe and effective manner.
- Understand and follow oral and written directions.
- Drive a motor vehicle and use food preparation equipment safely.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school. Experience working with the public in a food service setting or with seniors is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a food preparation or a community center facility, use standard office equipment, including a computer, food preparation equipment, and to operate a motor vehicle to visit various kitchen facilities and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office and food preparation equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a food preparation or community center facility setting with moderate noise levels and controlled temperature conditions. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.