



Lead Food Service Worker

Classified Range: 25

Board Approved: 11/18/21 P. 1|4

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Performs the more difficult and responsible types of work in addition to a variety of routine tasks in the efficient operation of the food service program.

DISTINGUISHING CHARACTERISTICS

The Lead Food Service Worker classification is distinguished from the Food Service Worker Classification by the level of responsibility assumed and additional duties assigned. Employees perform the most difficult and responsible types of duties such as processing refunds, discounts and security of petty cash.

SUPERVISION RECEIVED AND EXERCISED

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers. Coordinates, oversees, and provides support for the assignments of Food Service Workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Leads, plans, assists, and reviews the work of staff responsible for performing a variety of tasks in the efficient operation of the food service program including setting up serving areas, setting up steam tables and ice trays, and setting out food and beverages; plans, organizes, and implements activities of assigned food service area; adjusts assignments.
2. Provides lead support to employees in their areas of work including proper food service methods, procedures, and techniques; instructs others in food preparation.
3. Oversees the use, care, and operation of food service equipment including grinders and slicers.
4. Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.
5. Assists in the opening and closing of assigned area; turns on lights and starts ovens as assigned.
6. Operates and/or oversees the operation of the computerized point of sale system (POS), trains others in cash register procedures and operation; accounts for register receipts; counts money; opens and/or closes register.
7. Oversees and participates in preparing and serving a variety of foods; maintains food service facility in accordance with health and sanitation standards.
8. Maintains and/or ensures work areas are maintained in a sanitary manner; removes and stacks dirty dishes; washes and cleans steam tables; cleans sink and eating surfaces; sweeps and mops; cleans and stores utensils, pots, coffee urns, trays and kitchen equipment,



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9. Operates a variety of modern kitchen equipment including slicer, grinder, grills, deep fryer, dishwashers, and related equipment.
10. Prepares food for special events; sets up delivery trays for special events.
11. Maintains inventory of food and supplies; informs manager when inventory is low; places orders through main office or directly to vendor; inspects foods for standards of quality.
12. Maintains a variety of records and reports including inventories, sales reports, invoices, and purchase orders.
13. Responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
14. Perform other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Environmental Exposure Tolerance

- Performing under physically demanding conditions
- Accepts and endures the necessity of working in unpleasant or physically demanding conditions
- Shows established adaptation and performance under unpleasant or physically demanding conditions

Safety Focus

- Showing vigilance and care in identifying and addressing health risks and safety hazards
- Maintains high level of conscientious safety practice

General Physical Ability

- Using strength, endurance, flexibility, balance and coordination
- Applying motor and perceptual abilities requiring no specific technique, training or conditioning

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar



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Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Informing

- Proactively obtaining and sharing information

Mechanical Insight

- Chooses the right tool for the job
- Applies principles of mechanical advantage to get the work done
- Follows step-by-step assembly procedures, troubleshooting guides, and simple diagrams

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself



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- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

***Lead, Advanced or Senior Level Positions*

Education and Experience Guidelines

Education/Training:

Equivalent to the completion of high school.

Experience:

One (1) year of experience in food preparation and/or food services.

License or Certificate:

Possession of, or ability to obtain, a Food Handlers Certification.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a food cafeteria setting; exposure to sharp knives and slicers, very hot foods, equipment, and metal objects used in food services. Incumbents may be required to work evenings.

Physical: Primary functions require sufficient physical ability and mobility to work in a food cafeteria setting; to stand or sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, reach, grasp, and twist; to frequently lift, carry, push, and/or pull light to moderate amounts of weight up to 30 pounds; to occasionally lift, carry, push, and/or pull heavier amounts of weight with or without assistance; dexterity of hands and fingers to operate food service equipment; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.