

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 3124200

Food Service Worker 1, Grade 5	3124200
Food Service Worker 2, Grade 9	3124300
Food Service Worker 3, Grade 13	3124400

Brief Description of Class Series

Food Service Workers perform a variety of activities related to food preparation and service in State facilities. Depending on the size and type of setting, incumbent responsibilities may include food preparation, serving food, sanitation and hygiene, and ordering food and supplies in accordance with established purchasing guidelines.

Distinguishing Characteristics

Food Service Worker 1: Labor Class; reporting to a Food Service Worker 2 or other higher-level food service title, performs relatively unskilled activities in food preparation, portioning and serving food, and cleaning dishes, dining areas, and food preparation areas.

Food Service Worker 2: reporting to a Food Service Worker 3, Cook, or other higher-level food service title, serves as a working supervisor over a group of Food Service Workers 1; depending on the agency or facility, may also supervise incarcerated individuals, residents, or other individuals in the performance of food preparation and service activities. Incumbents may also perform more complicated food preparation duties such as preparing and cooking meat, fish, vegetables, and desserts.

Food Service Worker 3: reporting to a Head Cook, Dietitian, or other higher-level food service administrator, is responsible for the operation of multiple units supervised by Food Service Workers 2 within a facility's overall food service program; supervises a large sized group of Food Service Workers 1 and 2, or other subordinate staff; and coordinates activities between dining rooms and food production kitchens. Incumbents may be the highest-level non-professional position involved in supervising food service staff.

Related Classes

Cooks and Head Cooks prepare and cook a variety of foods such as meats, fish, vegetables, fruits, salads and baked goods in the kitchen of a State facility. Incumbents prepare and cook food and usually supervise a kitchen staff in meal preparation and cooking, and in the cleaning of the kitchen and pantry areas. Incumbents use all cooking utensils and equipment found in a kitchen including, but not limited to blenders, bowls, grills, grinders, kettles, knives, measuring devices, mixers, ovens, and slicers.

Dietitians provide dietetic care and nutrition services to individuals in State facilities or community residential settings. Incumbents assist in the management of food and nutrition program operations; participate in diet, meal, and menu planning and development; assist in and/or provide instruction on diet and nutrition therapy, meal planning, and food preparation and sanitation to individuals, families, and healthcare, direct care, and food service staff; and inspect and supervise food preparation, service areas, and meals to ensure compliance with dietetic care and nutrition plans, standards, regulations, and requirements.

Nutrition Services Administrators oversee, manage, and administer food, nutrition, and dietetic programs for individuals in State facilities or community residential settings. Incumbents plan, organize, and direct food preparation and service, and clinical dietetic program activities, such as nutrition counseling, menu development, and food safety and sanitation operations; develop and implement nutrition policies and procedures; supervise the activities of Dietitians, and other food and nutrition services staff; and monitor program operations to ensure the nutritional health and well-being of individuals served and compliance with established standards, laws, rules, and regulations.

Illustrative Tasks

Food Service Worker 1

Performs a variety of tasks in the area of food preparation.

- Cleans and sanitizes refrigerators and other equipment, by hand and equipment, using a variety of cleaning substances.
- Cleans and sanitizes loading dock areas, garbage cans, storage areas, food preparation areas and general kitchen area including floors, ceilings, and walls using mops, scrub brushes, and other equipment.
- Cleans and sanitizes pots, pans, and other cooking equipment by hand and machine.

- Assists with delivery trucks and stores deliveries in appropriate storage areas. May be responsible for checking products upon delivery for proper temperatures and storage requirements.
- Transports food and other supplies to preparation and serving areas as directed.
- Cleans, weighs, and measures fruits, vegetables, or other ingredients in preparation for cooking as directed.
- Prepares simple foods such as sandwiches, hamburgers, and eggs on the grill.

Performs a variety of tasks in the area of food service.

- Sets and waits on tables, assisting those individuals unable to feed themselves.
- Serves food in the designated portions to individuals.
- Ensures those individuals on special diets receive proper food and portions.
- Makes simple foods such as sandwiches, toast, coffee, tea, and salads as necessary.
- Records number of meals served.
- Cleans dining room and service areas including furniture, woodwork, windows, floors, and steam tables.
- Washes dishes and serving utensils by machine and hand.
- Inventories requisitions and stores supplies.

Food Service Worker 2

May perform all the same duties and functions as a Food Service Worker 1.

Supervises a subordinate staff in food preparation and service activities.

- Plans and schedules appropriate coverage for assigned dining room or kitchen activities. Effects changes as necessary.
- Provides in-service training for subordinate staff in the procedures and techniques required in the performance of their jobs. Ensures appropriate follow-up on training as appropriate.
- Reviews the work of subordinates for compliance with established standards and schedules. Inspects for proper procedures including routine food preparation,

food portion control, appropriate dish washing and other cleaning actions, and the maintenance of pertinent sanitary standards.

- Evaluates individual work performance of subordinate staff. Initiates corrective action as appropriate.
- Investigates and resolves routine complaints relating to assigned areas.
- Prepares reports and other documents of food preparation and service activities per established agency procedure.
- Requisitions needed supplies in area of responsibility and oversees proper storage and safekeeping.

May weigh and measure ingredients; prepare and cook various meats, fish, hot cereals, vegetables, desserts, and simple baked goods. In some smaller settings, Food Service Workers 2 may prepare and cook an entire meal on an assigned shift.

Food Service Worker 3

May perform all the same duties as lower-level Food Service Workers.

Directs the activities of Food Service Workers 2 assigned to kitchens and other food service areas.

- Prepares work schedules to ensure adequate coverage of all areas; schedules and coordinates shift and work assignments for Food Service Workers 1 and 2 as they move from dining room to dining room or dining room to kitchen.
- Orients new employees in on-the-job procedures; participates in employee training and attends training classes as assigned.
- Ensures that time and accrual records for food service staff are maintained according to facility policy.
- Prepares evaluations of Food Service Workers 2.
- Coordinates with Food Service Workers 2 the evaluations of Food Service Workers 1.
- Advises subordinate employees as to acceptable work habits. Submits requests for counseling or disciplinary action following approved procedures.

Inspects dining rooms, pantries, and kitchens for proper sanitation and adherence to correct procedures. Prepares written reports of inspection.

Orders food and non-food supplies in accordance with established purchasing guidelines; supervises the storage of food and non-food items to ensure proper handling, safety, and security.

Ensures that food service and preparation equipment is maintained in operating condition by monitoring work control orders to ensure completion and/or to report excessive downtime of essential equipment.

Submits reports of activities (i.e., reports meal counts and census to kitchen, identifies problems in performance of duties for resolution by Dietitian. Conducts food acceptance studies and monitors quality control and provides menu planning input from food acceptance reports).

Minimum Qualifications

Food Service Worker 1

Labor Class: There are no education or experience qualifications for this class. Applicants must be physically able to perform the tasks of the position and speak and write in English.

Food Service Worker 2

Promotion: one year of permanent service as a Food Service Worker 1.

Open Competitive: two years of qualifying experience in commercial or institutional food preparation or food service. Examples of qualifying experience: employment in a hospital, nursing home, or school cafeteria; residential dining hall; restaurant; or diner. Experience must have included responsibility for food preparation, food service, and ordering of food and non-food supplies.

Appropriate* formal culinary arts or food service training which resulted in a certificate or degree may be credited towards the above experience as follows: 1. a six-month certificate training program* - up to six months of the required experience; or 2. a one-year certificate training program* - up to one year of the required experience; or 3. an associate degree* or higher in culinary arts or food service from a regionally accredited college or university - up to two years of the required experience.

*Appropriate formal food service training programs are programs accredited by one of the following: American Culinary Federation Education Foundation Accrediting Commission (ACFEFAC) or non-degree programs recognized by the American Culinary Federation Foundation Educational Assurance program or programs accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCST).

Food Service Worker 3

Promotion: one year of permanent service as a Food Service Worker 2.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 6/2024

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