



Code: 3049
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: HOSPITALITY WORKER

CHARACTERISTICS OF THE CLASS

Under immediate supervision, performs a combination of food service and clerical functions to help support City of Chicago sponsored nutrition programs, and performs related duties as required

Positions in this class title work on a part-time basis and may be required to work weekends

ESSENTIAL DUTIES

- Sets up and cleans up serving area to ensure adherence to applicable food sanitation standards and quality control efforts
- Prepares, pre-ports, and serves meals delivered in bulk, pre-plated and/or pre-packaged servings
- Receives and verifies food deliveries and reports food service problems
- Performs light housekeeping in dining area and kitchen (e.g., clearing and sanitizing tables, washing and sanitizing food pans and serving utensils, etc.)
- Registers new participants for the nutrition program at a City of Chicago sponsored nutrition program site
- Maintains daily attendance records and collects, counts, and reconciles clients' contributions
- Completes weekly programmatic and financial forms to maintain statistics on the number of meals ordered and served, and the number of clients served
- Maintains sufficient inventories of nutrition site supplies
- Greets clients at the site and assists in providing information and facilitating program activities and services

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Foodservice Sanitation Manager certificate

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment and dining site

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Food service equipment (e.g., coffee makers, digital thermometers, steam tables)

PHYSICAL REQUIREMENTS

- Ability to lift and carry serving pans, containers and related equipment up to 20 pounds

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- food service and sanitary food handling methods
- social services programs and resources
- particular needs, issues, and concerns of the elderly
- record keeping practices and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- SERVICE ORIENTATION - Actively look for ways to help people
- SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- MATHEMATICS – Uses basic mathematics to solve problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

Other Work Requirements

- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2017