



**Code: 3049**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **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

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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; May, 2025