CLASS TITLE: HOSPITALITY WORKER

CHARACTERISTICS OF THE CLASS

Under immediate supervision, assists an Assistant Specialist in Aging in providing direct services at a City of Chicago sponsored nutrition program, and performs related duties as required.

ESSENTIAL DUTIES

- Registers new participants for the nutrition program at a City of Chicago sponsored nutrition program site
- Maintains daily attendance records and collects clients’ contributions
- Completes weekly financial forms to maintain statistics on food ordered and served
- Receives and verifies food deliveries and reports food service problems
- Maintains sufficient inventories of nutrition site supplies
- Prepares and serves simple foods such as salads
- Performs light housekeeping in dining area and kitchen
- Assists in providing information and facilitating nutrition 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

- Willingness and ability to perform the duties of the job

Licensure, Certification, or Other Qualifications

- Persons offered employment must attend classes and obtain a Food Services Sanitation Manager certificate within six months of employment

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

PHYSICAL REQUIREMENTS

- No specific requirements

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

**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

December, 2010