

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**FOOD SERVICE ASSISTANT  
CLASSIFICATION SERIES**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future food service support positions. This classification specification is not intended to identify every duty that may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses positions performing food production support food distribution, related dining facility and sanitation activities or quantity cooking and/or a combination of quality cooking and customer direct display cookery in large volume marketplace or restaurant setting,. Positions at the higher levels of this series have independent responsibility for a distinct and specialized food distribution or cookery function, or function as lead workers to assist a supervisor in coordinating and monitoring work activities of assistants.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions meeting the statutory definition of supervisor or management in Wis. Stats. s. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that, for a majority of the time, independently lead the day-to-day operations of a separate and distinct retail unit, with responsibilities including selecting for hire, scheduling, training and leading assistants, ordering food and supplies, keeping sales and inventory records, overseeing customer service, and monitoring unit performance against profit and loss goals, or coordinate operations for individually contracted catered functions and are more appropriately classified in the Food Retail/Catering Leader series.

3. Positions that for a majority of the time lead or direct a group of incarcerated offenders or psychiatric patients in food service activities, and are more appropriately classified in the Corrections Food Service Leader series.
4. Positions that are responsible, for a majority of the time, for preparing or leading the preparation of the main lunch and dinner entrees either on a full-time basis, or as a regular substitute or rotation cook, and are more appropriately classified as a Cook or a Food Production Assistant.
5. Positions that perform baking work a majority of the time, and are more appropriately classified in the Baker series.
6. Positions that receive, store and issue material, supplies, equipment, tools, merchandise or foodstuffs a majority of the time, and are more appropriately classified as Inventory Control Assistants.
7. All other positions more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Entrance into this series is by competitive examination. Movement from the Food Service Assistant 1 to the Food Service Assistant 2 level will occur by reclassification. Movement to leadworker positions is by competition. Movement to non-leadworker Food Service Assistant 3 and 4 positions will occur by reclassification.

## II. DEFINITIONS

### FOOD SERVICE ASSISTANT 1

- 1) Under close progressing to limited supervision, these positions assist with quantity food production, perform breakfast or grill cooking, interpret diet cards to serve standard and modified meals on tray lines and in serveries, provide cafeteria or retail food service, perform cashier duties, and perform related sanitation work. Positions learn equipment, work processes and nutrition, food safety and sanitation standards.
- 2) This allocation is an objective level for positions performing heavy manual labor in support of a food service program. Under close progressing to general supervision, these positions perform heavy loading, unloading and transport of food carts between kitchen and serveries areas, distribute and rotate stock, perform set-up and take-down of food service equipment and tables and chairs, clean food carts and heavy pots and pans, wash dishes and perform any other sanitation duties as needed. Positions are responsible for working in compliance with food safety and sanitation standards.

### FOOD SERVICE ASSISTANT 2

- 1) Under general supervision, these positions assist with quantity food production, perform breakfast or grill cooking, interpret diet cards to serve standard and modified meals on tray lines and in serveries, provide cafeteria or retail food service, perform cashier duties, and perform related sanitation work. Positions may be required to perform heavy manual duties such as those identified at the second allocation of the Food Service Assistant 1 level for less than a majority of the time. At this level, employees are fully trained in work responsibilities, activities, and equipment operation and are responsible for working in compliance with food safety and sanitation standards.

- 2) Under general supervision, these positions perform on an on-going basis a combination of heavy manual labor duties as identified in the second allocation at the first level of this series and the food production and distribution duties described in the first allocation at the first level of this series. Positions are responsible for working in compliance with food safety and sanitation standards.

### **FOOD SERVICE ASSISTANT 3**

Positions at this level, for a majority of the time, function either as leadworkers with a supervisor present on-site, or work with a high degree of independence in a small, distinct and specialized food service activity. The two allocations are more fully described as follows:

- 1) **Leadworker.** These positions function for a majority of the time as leadworkers with responsibility to assign, prioritize, and monitor the work of classified, limited term, or student workers within a food service program unit. For the majority of the time, these positions work with a supervisor present on-site in the same production or service facility. Duties within this allocation are: lead worker for a tray line in a State institution with responsibility for ensuring that individual diet modifications have been implemented accurately; leads or coordinates the preparation of cold foods or hot side items (such as salads, vegetables, appetizers, desserts) in a production kitchen; leads assistants in the work activities of a retail specialty food outlet in a food court on a UW campus; leads assistants in the performance of server, cafeteria, kitchen, grill, fountain, dishroom, dining room, or cleaning tasks in support of food preparation, distribution, serving, or sanitation.
- 2) **Operator of a Separate, Distinct Food Service Function.** These positions function with a high degree of independence to operate a small, distinct and specialized food service program function, with a maximum of one full-time-equivalent assistant, and which is apart from the main food service function of quantity production and distribution of daily meals. Duties required for this allocation are: (a) for the majority of the time, independently prepares and transports food and supplies to a small retail outlet/cart and performs duties of opening, cashier, server, food preparation, record keeping, internal ordering and securing unit and assets at the end of the shift, with supervisory consultation available via phone or pager; or (b) independently leads the preparation and distribution of evening snacks to residents in a state institution by reviewing records to determine usage trends and daily production needs, ordering food and other supplies, leading preparation and distribution of snacks, and keeping related records.

### **FOOD SERVICE ASSISTANT 4**

For a majority of the time, these positions function as leadworkers with responsibility to assign, prioritize, and monitor the work of classified, limited term, or student workers within a food service program. These positions are differentiated from those at the Food Service Assistant 3 level by a higher degree of independent responsibility, characterized either by independently leading more than one full-time-equivalent assistant for a majority of the time without a supervisor present (due to the isolation of the work location or the scheduled hours of work), or by assisting a unit supervisor in leading work activities for a complex retail food distribution unit characterized by extended hours beyond meal times, a wide variety of food and beverage choices and direct service to individual customers. Positions are responsible for monitoring compliance with food safety and sanitation standards. Allocations at this level are:

- 1) Independently leads food production support activities or food distribution activities in a satellite location where a supervisor, for a majority of the time, is not present on-site;
- 2) Regularly responsible on an on-going basis for leading assistants in food assembly, sales, and customer service during hours when supervision is not present;

- 3) Regularly responsible on an on-going basis for leading lower level food service employees in final food preparation and food distribution activities when supervision is not present;
- 4) Assists the unit supervisor in leading work activities for a complex restaurant characterized by multiple sales points, alcohol service, a wide and daily varied menu, and continuous service hours spanning breakfast through dinner hours;
- 5) Assists the food service supervisor or manager in a UW-System student dining retail or cafeteria facility, with responsibility for training and leading student supervisors and other assistants in food distribution, customer service, and sanitation duties, monitoring the attractiveness of foods as displayed and served, and ensuring quality of customer service.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective May 21, 2000 and announced in Bulletin CLR/SC-112, and results from the partial implementation of the Food Service Occupations Survey, initiated on September 11, 1997, and announced in Bulletin CC/SC-71. Most positions in this new series were previously classified as Food Service Laborer or in the Food Service Worker 1 through 5 series. Those classifications were abolished effective with the creation of the new Food Service Assistant series. This classification series was modified effective September 5, 2004 and announced in Bulletin OSER-0051-MRS-SC to reflect the change in what level of employees the Food Service Assistant 4 may lead. This classification series was modified effective December 10, 2006 and announced in bulletin OSER 0154-MRS/SC to reflect an additional allocation at the Food Service Assistant 4 level. This classification series was modified effective November 9, 2008 and announced in bulletin OSER-0231-MRS.SC to reflect the removal of an allocation at the Food Service Assistant 4 level which was moved to the Food Production Assistant classification.

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