

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Canteen Clerk

Definition

Under immediate supervision, performs limited clerical and food service work by assisting in the operation of an institutional canteen; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Greet customers, patrons, or visitors.

Helps stock and price standard canteen merchandise; assists in seasonal inventories; sells cigarettes, candies and magazines.

Prepares short order fried food servings; dispenses coffee, soft drinks, candies, sandwiches, and ice cream.

Sweeps floors and canteen area; fills sugar bowls, salt and pepper shakers; replenishes napkin holders; prepares pancake syrup; waits on tables; cleans deep fryers and kitchen equipment.

Operates a cash register in receiving moneys; balances receipts against register tapes; assists in preparing and making bank deposits.

Assumes the duties of the lead worker or supervisor when absent; assists in ordering, receiving, and stocking supplies and materials.

Assists in the orientation of resident helpers; provides incidental lead work in the operation of the canteen.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Sales and Marketing – Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.

Abilities:

- Oral Comprehension — Listen to and understand information and ideas presented through spoken words and sentences.

- Oral Expression — Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation – Actively looking for ways to help people.

Minimum Qualification Requirements

No specific education or experience is required.

Effective date: 04/18 KJ