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.

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