

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

## Canteen Operator

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### Definition

Under general supervision, performs canteen operation work involving the provision of limited food service and merchandise sales to residents and employees; leads subordinate staff and residents in the operation of the 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Waits on customers and sells soft drinks, cigarettes, and short order foods; makes sales using a cash register; receives moneys or coupons and makes change; balances receipts against register tapes; prepares and makes bank deposits.

Conducts inventory, orders merchandise, receives and replenishes stock.

Meets with sales representatives and places orders for merchandise.

Prepares basic inventory reports and maintains related records; prepares basic records of purchases and sales and of supplies disbursement records.

Coordinate cleaning duties such as sweeping, mopping, and wiping, to keep equipment and facility sanitary.

Locate, retrieve, display or demonstrate items requested by customers. Greet customers, patrons, or visitors.

Resolve customer complaints or ensure customer satisfaction.

### 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.
- 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.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- 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:**

- Coordination – Adjusting actions in relation to others' actions.
- 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.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Minimum Qualification Requirements**

Applicants must possess the equivalent of two years of full-time experience in food service or retail store work involving public contact.

*Effective date: 04/18 KJ*