



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

FOOD SERVERS, NONRESTAURANT

Class Title	Class Code	Pay Band	Alt Pay Band*
Food Servers, Nonrestaurant-B	N3041B	25	
Food Servers, Nonrestaurant-O	N3041O	25	
Food Servers, Nonrestaurant-A	N3041A	25	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Serve food to patrons outside of a restaurant environment, such as in hotels, hospital rooms, or cars.

Nature of Work

Food servers, nonrestaurant, serve food to patrons outside of a restaurant environment. They might deliver room service meals in hotels or meals to hospital rooms or act as carhops, bringing orders to parked cars.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role perform a variety of kitchen duties and assist in serving residents general or prescribed diets.

Recommended Education and Experience for Full Performance

Eighth grade education.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role are responsible for serving food to residents of a hospital or institution.
- Employees set up and deliver general or prescribed diet food trays to residents, pick up trays and return them to the kitchen, and clean and sterilize kitchen, utensils and equipment.
- Employees may do limited cooking.

Recommended Education and Experience for Full Performance*

Eighth grade education.

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Minimum Qualifications

Eighth grade education.

Advanced

- Employees in this Role are responsible for planning, preparing, and ensuring that patients with special diets receive them.
- Employees ensure that food preparation and serving techniques are adhered to, oversee preparation of regular and special diets, and ensure kitchen operations/methods are used to keep kitchen work areas and utensils in clean, sanitary condition.

Recommended Education and Experience for Full Performance

Eighth grade education.

Minimum Qualifications

Eighth grade education.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Speaking — Talking to others to convey information effectively.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

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Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.