

## **CLERK AND FOOD SERVICE HELPER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is routine clerical and food-service support work involving the performance of a variety of clerical, recordkeeping, food preparation, serving and cleaning activities. Clerical duties generally involve the processing and maintenance of records and information in accordance with established procedures, while food service duties involve assisting with the preparation, portioning and serving of food and maintaining food service areas, equipment and supplies. The work is performed under general supervision in accordance with established procedures and instructions. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Opens, sorts, distributes and processes mail, correspondence and other materials;  
Sorts, indexes, files and retrieves records and materials;  
Enters and updates routine data in spreadsheets, databases and electronic records;  
Responds to routine telephone, electronic and in-person inquiries;  
Operates computers and other office equipment in the performance of routine clerical activities;  
Collects and records payments and maintains routine cash, sales and inventory records;  
Receives, stores and distributes food and supplies;  
Assists with routine food preparation activities such as washing, cutting, slicing, portioning and assembling food items;  
Prepares simple food and beverage items such as sandwiches, salads and beverages in accordance with established procedures;  
Sets up and maintains serving areas;  
Portions and serves food;  
Packages food for distribution/delivery;  
Operates routine food-service equipment and appliances in accordance with established procedures;  
Cleans and sanitizes food-service equipment and work areas;  
May review and assemble forms/records;  
May maintain routine records and perform basic arithmetic;  
May prepare routine reports, correspondence and notices;  
May collect, transport and deposit funds.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of basic clerical and recordkeeping procedures; working knowledge of basic arithmetic and English; working knowledge of basic food preparation, serving and sanitation practices; ability to understand and follow oral and written instructions; ability to enter, retrieve and maintain routine information and records; ability to perform routine clerical tasks accurately; ability to make basic arithmetic computations and maintain routine cash and inventory records; ability to safely operate routine office and food service equipment; ability to maintain food preparation, serving and work areas in a clean and sanitary condition; ability to communicate effectively; ability to deal courteously with the public and others; ability to work effectively with others; ability to use computer applications necessary to perform routine clerical work; dependability; accuracy; neatness; courtesy.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma.

**NOTE:** Clerical, food service or related work experience may be substituted for the required education on a year-for-year basis.

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Competitive

03.13.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.