

## SERVICE WORKER

### KIND OF WORK

Service and clerical work.

### NATURE AND PURPOSE

Under immediate supervision, employees in this class perform routine and repetitive clerical, custodial, food service, and manual labor tasks as part of a Department of Human Services regional center industrial therapy program or other similar habilitative therapy program for other state agencies; performs related work as required.

This class differs from the Supported Employment Worker because a Service Worker does not require the continued support of a job coach, whereas, the Supported Employment Worker, who is not job ready, requires such assistance. The job coach is employed and paid by a rehabilitative organization (vendor) that serves people with physical, mental and/or developmental disabilities.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Photocopies documents (forms, letters, pages from manuals, bulletins, etc.) so that the duplication requests from the office staff are completed by operating a photocopy machine to select the number of copies, paper size, copy quality; by adding paper and toner as needed; and by clearing simple machine malfunctions such as paper jams, misfeeds, etc.

Files items (forms, cards, letters, etc.) in folders and file drawers so that they will be retained for further use by locating the appropriate folder and file drawer and placing items in them.

Receives, distributes, and forwards correspondence and packages so that they will be received by the proper office and individual by opening and sorting incoming inter-office and U.S. mail according to office or individual; by collating, stapling, folding and placing outgoing correspondence, forms and publications and envelopes and boxes.

Cleans the floors, furnishings, walls and windows of state buildings to maintain their physical condition and appearance by sweeping and mopping floors and vacuuming carpets; by emptying and replacing liners and wastebaskets; by dusting and washing windows, ledges and walls.

Rinses and washes dishes and kitchen utensils so that they are clean and sanitized by operating a dishwasher; by removing dishes and utensils from the dishwashing machine and storing them in the proper location; by cleaning the dishwashing machine at the end of each meal.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Ability to:

Understand and follow simple written and/or oral instructions provided by the supervisor sufficient to complete a sequence of clerical or service work tasks.

Operate equipment, as trained by the supervisor, such as dishwashers and photocopiers sufficient to prepare, load, clean, start, and stop them.

LEGAL OR LICENSURE REQUIREMENTS

An employee in this class must qualify and remain eligible for service work under M.S. 43A.071.

SPECIAL WORK CONDITIONS

Positions in this class may require the employee to lift and handle light to medium weight materials such as boxes of paper, water pails and stacks of dishes. The work environment may include occasional exposure to dust, steam and noise.

Est.: 10/65  
Rev.: 07/91

T.C.:  
Former Title(s):