

Job Demands Analysis – Kitchen Attendant II (Cafeteria Attendant) (Community Services)

Purpose

The Cafeteria Attendant working for the City of Vancouver’s Community Services Group is responsible for overseeing the cafeteria.

Essential Duties

The Cafeteria Attendant has one essential duty:

Duty #1 Overseeing the cafeteria

Description of Non-essential Tasks

Not applicable

Summary of Demands

| | Sedentary | Light | Medium | Heavy | Very Heavy | Comments |
|------------------|-----------|-------|--------|-------|------------|---|
| Physical | | | | ✓ | | Based on strength requirements |
| Cognitive | | | | ✓ | | Ability to interact appropriately with volunteers and patrons |

Workers require **physical endurance** due to manual material handling tasks (i. e., for between 34-66 % of their shift) as well as standing and walking continuously (i. e., for between 67-100 % of their shift).

Shift Structure

The Cafeteria Attendant works from 9:30 am – 6 pm (7.75 hour-shifts) four days per week (Monday through Thursday). The Cafeteria Attendant is on call to help upstairs (e.g. during Christmas). The Cafeteria Attendant is allowed a 1-hour lunch break (1:30 – 2:30 pm) and two 15-minute rest breaks (~11 am, ~3:30 pm).

Frequency Rating Definitions

The frequency rating definitions used in the Summary Table are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor. A similar classification is used for each Essential Duty, but the percentages are changed to reflect % of Duty rather than % of shift.

| | Time per Day | Percentage of Shift |
|-------------------|------------------------|----------------------------|
| Never | 0 minutes | 0 % |
| Rare | 0 - 5 minutes | 0-1 % |
| Infrequent | 6 - 25 minutes | 2-5 % |
| Occasional | 26 minutes – 2.5 hours | 6-33 % |
| Frequent | 2.6 - 5.25 hours | 34-66 % |
| Constant | 5.26 - 8 hours | 67-100 % |

| STRENGTH | |
|--------------------------|-----------------------|
| Strength Category | Weight Handled |
| 1. Limited | Up to 5 kg. |
| 2. Light | 5 kg. to 10 kg. |
| 3. Medium | 10 kg. to 20 kg. |
| 4. Heavy | >20 kg |

Job Demands Analysis – Cafeteria Attendant: Summary Table

| a. Physical Demands | | Frequency During Shift | | | | | Weight | | Comments | |
|---------------------|----------------------------|------------------------|------|------------|------------|----------|----------|------------|----------|--|
| | | Never | Rare | Infrequent | Occasional | Frequent | Constant | Usual (kg) | | Max (kg) |
| Strength | Lifting – Floor to Knuckle | | | | ✓ | | | 18 | 20 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. pop cans (18 kg), juice bottles, plastic spoons; bus pans of ice; retrieve sugar (20 kg) from shelf under serving counter; retrieve jam packets and sauces from cabinet; retrieve crackers (2 kg) from cabinet; lift plates from plate holder; lift plastic trays |
| | Lifting – Knuckle to Waist | | | | | ✓ | | 3 | 23 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. pop cans (18 kg), jam packets (3.2 kg), salt (3 kg), pepper (0.6 kg), napkins; one-handed lifting of cereal buckets; lift hotel pans from cart onto steam table; lift percolators with coffee / hot water / cold water (-23 kg) |
| | Lifting – Over Shoulder | | | ✓ | | | | 3 | 7 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. sugar (7 kg), vinegar (4.5 kg), mustard (3.5 kg), Styrofoam cups (2.5 kg), pepper (0.6 kg), coffee filters, hot chocolate |
| | Carrying – with Handles | | | ✓ | | | | 10 | 10 | One-handed lifting of pails (10 kg); none of the cases were equipped with handles |
| | Carrying – without Handles | | | | | ✓ | | 3 | 23 | Carrying as required. |
| | Pushing – Upper Extremity | | | ✓ | | | | | | Pushing trays on dish rack; pushing boxes in storage cabinets / coolers |
| | Pushing – Hips/Legs assist | | | | | ✓ | | <3 | <3 | Carts to transport supplies, dirty dishes via elevator; plate holder |
| | Pulling – Upper Extremity | | | ✓ | | | | | | Pulling trays from dish rack; pulling boxes from storage cabinets / coolers |
| | Pulling – Hip/Leg Assist | | | | | ✓ | | <3 | <3 | Carts to transport supplies, dirty dishes via elevator; plate holder |

Job Demands Analysis – Cafeteria Attendant: Summary Table (continued)

| a. Physical Demands (continued) | | Frequency During Shift | | | | | | Comments |
|------------------------------------|---------------------------|------------------------|---|---|---|---|---|---|
| | | N | R | I | O | F | C | |
| Mobility | Reach - Shoulder or Above | | | | ✓ | | | Items in storage stored at 2-88" ht.; reaching for coffee machine filters; reaching for items in concession coolers; reaching for cups above cooler |
| | Reach - Below Shoulder | | | | | | ✓ | Washing dishes at sink |
| | Handling | | | | | | ✓ | Hotel pans |
| | Fine finger movements | | | | | | ✓ | Operate controls on equipment (coffee machine, toaster, cash register, steam table, telephone); handle small items such as keys, money, food coupons, jam packets, sugar packets, individual condiment packets, markers, scotch tape; use tongs to lift hotel pans; writing signs |
| | Neck - Static Flexion | ✓ | | | | | | |
| | Neck – Static Neutral | ✓ | | | | | | |
| | Neck – Static Extension | ✓ | | | | | | |
| | Neck – Rotation | | | | | | ✓ | |
| | Throwing | ✓ | | | | | | |
| | Sitting | ✓ | | | | | | |
| | Standing | | | | | ✓ | | Anti-fatigue mats at serving area and toaster |
| | Walking | | | | | ✓ | | |
| | Running/Jumping | ✓ | | | | | | |
| | Climbing | | | ✓ | | | | Stairs (elevators are available) |
| | Bending/Stooping | | | | | ✓ | | Handling items in storage - items in storage stored at 2-88" ht.; reaching for cleaners (e.g. dish detergent) on bottom shelf |
| | Crouching | | | ✓ | | | | While dumping ice into bus pan |
| | Kneeling | ✓ | | | | | | |
| | Crawling | ✓ | | | | | | |
| | Twisting | | | ✓ | | | | Retrieving jam packets from cabinet; if area is congested |
| | Balancing | ✓ | | | | | | |
| Travelling | ✓ | | | | | | | |

Job Demands Analysis – Cafeteria Attendant: Summary Table (continued)

| a. Physical Demands (continued) | | Frequency During Shift | | | | | | Comments |
|------------------------------------|-----------------------------|------------------------|---|---|---|---|---|---|
| | | N | R | I | O | F | C | |
| Sensory / Perception | Hear/Conversations | | | | | | ✓ | |
| | Hear/Other Sounds | | | | | | ✓ | |
| | Vision/Far | | | | | | ✓ | |
| | Vision/Near | | | | | | ✓ | |
| | Vision/Colour | | | | | | ✓ | |
| | Vision/Depth | | | | | | ✓ | |
| | Perception/Spatial | | | | | | ✓ | |
| | Perception/Form | | | | | | ✓ | |
| | Feeling | | | | | | ✓ | |
| | Speech | | | | | | ✓ | |
| Work Environment | Inside Work | | | | | | ✓ | |
| | Outside Work | | | ✓ | | | | Clean tables outside |
| | Slippery | | | | ✓ | | | After using ice machine; condensation from walls from sink area; customers spilling drinks; at water fountain |
| | Congested worksite | | | | ✓ | | | Depends on number of patrons and volunteers (could be as many as 5 in concession area) |
| | Chemical Irritants | | | ✓ | | | | Cleaners |
| | Confined Space Entry | ✓ | | | | | | |
| | Vapour Fumes | | | | | | ✓ | Steam |
| | Noise | | | | | | ✓ | |
| | Proximity to moving objects | | | ✓ | | | | People with carts |
| | Hazardous Machines | | | ✓ | | | | Sharp edges on ice machine (only staff are permitted to use ice machine) |
| | Electrical hazard | | | | | | ✓ | Fan, 2 coolers, microwave, toaster - all plugged into one outlet |
| | Hazardous objects | | | ✓ | | | | Knives |
| | Radiant/Thermal Energy | | | | | | ✓ | Steam table, coffee machine, toaster |
| | Hot/Cold | | | | | | ✓ | Hot due to steam table |
| | Humid | | | | | | ✓ | Humid due to steam table |
| | Environmental Dust | ✓ | | | | | | |
| | Organic Substances | ✓ | | | | | | |
| | Medical Waste | ✓ | | | | | | |
| | Blood Products | ✓ | | | | | | |
| | Lighting – Direct | | | | | | ✓ | Natural light outdoors |
| Lighting – Indirect | | | | | | ✓ | | |
| Vibration – Whole Body | ✓ | | | | | | | |
| Vibration – Hand/Arm | ✓ | | | | | | | |

Job Demands Analysis – Cafeteria Attendant: Summary Table (continued)

| b. Cognitive and Psychosocial Demands | Frequency During Shift | | | Comments |
|---------------------------------------|------------------------|-------------------------|---------------------|---|
| | Never / Rare | Infrequent / Occasional | Frequent / Constant | |
| Degree of Supervision | ✓ | | | |
| Time Pressure | | | ✓ | Inadequate time between start time and serving time |
| Attention to Detail | | | ✓ | |
| Memory Requirements | | | ✓ | |
| Interact with co-workers | | | ✓ | Co-workers, volunteers |
| Interact with public | | | ✓ | Patrons |
| Work Alone | | ✓ | | |
| Reading | | ✓ | | Pre-paid list, menus, prepare signs |
| Writing | | ✓ | | Food order, menus, prepare signs as required |
| Irregular Hours | | ✓ | | May have to come early to ensure breakfast prep is completed on time; may have to stay later to replenish stock |
| Operating Equipment | | | ✓ | Kitchen equipment including steam table, toaster, coffee machine; microwaves; telephone; cash register |

Physical Environment

Majority of the work takes place at indoor community centres. The Cafeteria Attendant may have to go outside to clean tables.

Staffing Levels

There are two Cafeteria Attendants per shift.

Tools and Equipment Used

The Cafeteria Attendant uses a variety of equipment and tools including cash registers, kitchen equipment, and carts.

Other Equipment

Not applicable.

Data Collection

An ergonomics consultant from WorkWell Consulting (Ms. Farzana Ismail) conducted the JDA assessment on October 22nd 2008. One Cafeteria Attendant was interviewed and observed performing the job.

Contact for the on-site assessment

Robert Begin was the management contact for the on-site assessment.

Description of Essential Duties

This section describes the work tasks that comprise the essential duty of the job. Table 1 (located at the end of this report) provide the physical, cognitive and psychosocial demands for performing each of the essential duties. Appendix A provides illustrations of the essential duty.

Essential Duty 1: Oversee the Cafeteria

Duty 1 involves the following tasks:

- i) Replenish stock as required (Duty 1, Task 1)
- ii) Serving the meals (Duty 1, Task 2)
- iii) Clean-up (Duty 1, Task 3)

Table 1: Essential Duty 1 – Overseeing the Cafeteria

| a. Physical Demands | | Frequency During Task | | | | | Weight | | Comments | |
|---------------------|----------------------------|-----------------------|------|------------|------------|----------|----------|------------|----------|--|
| | | Never | Rare | Infrequent | Occasional | Frequent | Constant | Usual (kg) | | Max (kg) |
| Strength | Lifting – Floor to Knuckle | | | | ✓ | | | 18 | 20 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. pop cans (18 kg), juice bottles, plastic spoons; bus pans of ice; retrieve sugar (20 kg) from shelf under serving counter (ht. 8”); retrieve jam packets and sauces from cabinet (ht. 5.5”); retrieve crackers (2 kg) from cabinet (ht. 8-21”); lift plates from plate holder (ht. 13-32”); lift plastic trays (ht. >11”) |
| | Lifting – Knuckle to Waist | | | | | ✓ | | 3 | 23 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. pop cans (18 kg), jam packets (3.2 kg), salt (3 kg), pepper (0.6 kg), napkins; one-handed lifting of cereal buckets; lift hotel pans from cart onto steam table; lift percolators with coffee / hot water / cold water (-23 kg) |
| | Lifting – Over Shoulder | | | ✓ | | | | 3 | 7 | Retrieve items from storage as required (storage rack ht. 2-88”), e.g. sugar (7 kg), vinegar (4.5 kg), mustard (3.5 kg), Styrofoam cups (2.5 kg), pepper (0.6 kg), coffee filters, hot chocolate |
| | Carrying – with Handles | | | ✓ | | | | 10 | 10 | One-handed lifting of pails (10 kg); none of the cases were equipped with handles |
| | Carrying – without Handles | | | | | ✓ | | 3 | 23 | Carrying as required. |
| | Pushing – Upper Extremity | | | ✓ | | | | | | Pushing trays on dish rack; pushing boxes in storage cabinets / coolers |
| | Pushing – Hips/Legs assist | | | | | ✓ | | <3 | <3 | Carts to transport supplies, dirty dishes via elevator; plate holder |
| | Pulling – Upper Extremity | | | ✓ | | | | | | Pulling trays from dish rack; pulling boxes from storage cabinets / coolers |
| | Pulling – Hip/Leg Assist | | | | | ✓ | | <3 | <3 | Carts to transport supplies, dirty dishes via elevator; plate holder |

| | | | | | | | |
|-----------------|---------------------------|---|--|--|---|---|---|
| Mobility | Reach - Shoulder or Above | | | | ✓ | | Items in storage stored at 2-88" ht.; reaching for coffee machine filters (ht. 76"); reaching for items in concession coolers (ht. 20-65"); reaching for cups above cooler (ht. 76-88") |
| | Reach - Below Shoulder | | | | | ✓ | Washing dishes at sink |
| | Handling | | | | | ✓ | Hotel pans |
| | Fine finger movements | | | | | ✓ | Operate controls on equipment (coffee machine, toaster, cash register, steam table, telephone); handle small items such as keys, money, food coupons, jam packets, sugar packets, individual condiment packets, markers, scotch tape; use tongs to lift hotel pans; writing signs |
| | Neck - Static Flexion | ✓ | | | | | |
| | Neck - Static Neutral | ✓ | | | | | |
| | Neck - Static Extension | ✓ | | | | | |
| | Neck - Rotation | | | | | ✓ | |
| | Throwing | ✓ | | | | | |
| | Sitting | ✓ | | | | | |
| | Standing | | | | | ✓ | Anti-fatigue mats at serving area and toaster |
| | Walking | | | | | ✓ | |
| | Running/Jumping | ✓ | | | | | |
| | Climbing | | | | ✓ | | Stairs (elevators are available) |
| | Bending/Stooping | | | | | ✓ | Handling items in storage - items in storage stored at 2-88" ht.; reaching for cleaners (e.g. dish detergent) on bottom shelf |
| | Crouching | | | | ✓ | | While dumping ice into bus pan |
| | Kneeling | ✓ | | | | | |
| | Crawling | ✓ | | | | | |
| | Twisting | | | | ✓ | | Retrieving jam packets from cabinet; if area is congested |
| | Balancing | ✓ | | | | | |
| Travelling | ✓ | | | | | | |

Frequency Rating Definition for % of Task

The definitions for frequency ratings are contained at the end of the Table (page 11).

Table 1: Essential Duty 1 – Overseeing the Cafeteria (continued)

| a. Physical Demands (continued) | | Frequency During Task | | | | | | Comments |
|------------------------------------|-----------------------------|-----------------------|---|---|---|---|---|---|
| | | N | R | I | O | F | C | |
| Sensory / Perception | Hear/Conversations | | | | | | ✓ | |
| | Hear/Other Sounds | | | | | | ✓ | |
| | Vision/Far | | | | | | ✓ | |
| | Vision/Near | | | | | | ✓ | |
| | Vision/Colour | | | | | | ✓ | |
| | Vision/Depth | | | | | | ✓ | |
| | Perception/Spatial | | | | | | ✓ | |
| | Perception/Form | | | | | | ✓ | |
| | Feeling | | | | | | ✓ | |
| | Speech | | | | | | ✓ | |
| Work Environment | Inside Work | | | | | | ✓ | |
| | Outside Work | | | ✓ | | | | Clean tables outside |
| | Slippery | | | | ✓ | | | After using ice machine; condensation from walls from sink area; customers spilling drinks; at water fountain |
| | Congested worksite | | | | ✓ | | | Depends on number of patrons and volunteers (could be as many as 5 in concession area) |
| | Chemical Irritants | | | ✓ | | | | Cleaners |
| | Confined Space Entry | ✓ | | | | | | |
| | Vapour Fumes | | | | | | ✓ | Steam |
| | Noise | | | | | | ✓ | |
| | Proximity to moving objects | | | ✓ | | | | People with carts |
| | Hazardous Machines | | | ✓ | | | | Sharp edges on ice machine (only staff are permitted to use ice machine) |
| | Electrical hazard | | | | | | ✓ | Fan, 2 coolers, microwave, toaster - all plugged into one outlet |
| | Hazardous objects | | | ✓ | | | | Knives |
| | Radiant/Thermal Energy | | | | | | ✓ | Steam table, coffee machine, toaster |
| | Hot/Cold | | | | | | ✓ | Hot due to steam table |
| | Humid | | | | | | ✓ | Humid due to steam table |
| | Environmental Dust | ✓ | | | | | | |
| | Organic Substances | ✓ | | | | | | |
| | Medical Waste | ✓ | | | | | | |
| | Blood Products | ✓ | | | | | | |
| | Lighting – Direct | | | | | | ✓ | Natural light outdoors |
| Lighting – Indirect | | | | | | ✓ | | |
| Vibration – Whole Body | ✓ | | | | | | | |
| Vibration – Hand/Arm | ✓ | | | | | | | |

Table 1: Essential Duty 1 – Overseeing the Cafeteria (continued)

| b. Cognitive and Psychosocial Demands | Frequency During Task | | | Comments |
|---------------------------------------|-----------------------|-------------------------|---------------------|---|
| | Never / Rare | Infrequent / Occasional | Frequent / Constant | |
| Degree of Supervision | ✓ | | | |
| Time Pressure | | | ✓ | Inadequate time between start time and serving time |
| Attention to Detail | | | ✓ | |
| Memory Requirements | | | ✓ | |
| Interact with co-workers | | | ✓ | Co-workers, volunteers |
| Interact with public | | | ✓ | Patrons |
| Work Alone | | ✓ | | |
| Reading | | ✓ | | Pre-paid list, menus, prepare signs |
| Writing | | ✓ | | Food order, menus, prepare signs as required |
| Irregular Hours | | ✓ | | May have to come early to ensure breakfast prep is completed on time; may have to stay later to replenish stock |
| Operating Equipment | | | ✓ | Kitchen equipment including steam table, toaster, coffee machine; microwaves; telephone; cash register |

Frequency Rating Definitions for % of Task

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor.

| | Percentage of Task |
|-------------------|--------------------|
| Never | 0 % |
| Rare | 0-1 % |
| Infrequent | 2-5 % |
| Occasional | 6-33 % |
| Frequent | 34-66 % |
| Constant | 67-100 % |

| STRENGTH | |
|-------------------|------------------|
| Strength Category | Weight Handled |
| 1. Limited | Up to 5 kg. |
| 2. Light | 5 kg. to 10 kg. |
| 3. Medium | 10 kg. to 20 kg. |
| 4. Heavy | >20 kg |

Appendix A Essential Duty Illustrations

Essential Duty 1: Overseeing the cafeteria



Coffee machine (ht. 45-63")



Breakfast table (ht. 35")



Ice machine (ht. 15")



Sink for washing dishes (ht. 36")



Cooler in concession area



Cooler in concession area



Serving area (steam table ht. 36"; shelf ht. 53")



Using tongs to lift pans



Storage of condiments (e.g. sugar)



Storage of jam packets (ht. 5.5")



Storage of pop and Styrofoam cups



Storage of juice bottles



Percolators



Storage of cleaners



Plastic tray holder (ht. >11")



Plate holder (ht. 13-32")



Bag of sugar stored under serving counter