

Cook – Subsidiary 4

APS Benchmark Listings

Sub. No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Cook 2 (Point Range 161 - 191)												
004	043CK52	Forestry and Parks	Dinosaur Service Centre Cook	C+	I	1	115	22	25	R1	29	169
Cook 1 (Point Range 114 - 160)												
004	042CK08	Children and Family Services	Cook	C	I	1	100	19	19	R1	22	141

Note: Work at **Cook 3** level no longer exists. New benchmark will be established if work is found at this level in the future.

Last Review / Update: May 2024

Subsidiary 4

Benchmark Evaluation - 043CK52

Identification Section

Working Title:	Dinosaur Service Centre Cook
Department:	Forestry and Parks
Division, Branch/Unit:	Alberta Parks, Dinosaur District, Dinosaur Provincial Park
Reports To:	Business Operations Coordinator (AN2)
Levels to D.M.:	5
Job Description:	043CK52
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Cook
Job Code:	043CK - Cook 2

Comments on Role

The position oversees the operation of the café within the Dinosaur Service Centre and is responsible for planning the menu, ordering supplies, and operating of equipment within the café. The Dinosaur Service Centre Cook also plays a lead hand role for positions working in the kitchen. Dinosaur Provincial Park is a UNESCO World Heritage Site and has an annual visitation of approximately 120,000+ visitors per year, providing services for a wide cross section of visitors from all areas of the world. This position focuses on ensuring the safe delivery of quality food services by complying with food safe handling, preparation and storage procedures and adhering to those practices of Alberta Health Services and Environmental Public Health Standards.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+ I 1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Knowledge of cooking preparation and food handling techniques is typically acquired through a journeyperson level cook certification and related experience to provide operational oversight of a commercial kitchen. In addition, the position requires food safety certification and WHMIS certification to ensure that the café is meeting Alberta Health Safety Standards. The responsibility for operational

oversight of a commercial kitchen supports a push (+) on the C.

Complexity and Diversity:

Position is an individual contributor, oversees the staff in the kitchen, ordering food and materials and ensuring operational requirements of the kitchen are met.

Human Relations Skill:

The main purpose for communication is for the exchange of information with staff working in the kitchen. The 2 rating is not supported as the position is not required to influence behavior and does not have supervisory responsibilities.

- **Creativity/Problem Solving:**

The position exercises judgement on a daily basis for the oversight of the operation of the café; this includes menu planning and preparation, food supplies and safe operation of equipment. The solutions to problems can be found within food safety guidelines or previous experience. A 25% rating is not supported as day-to-day problems are routine, food safety guidelines are available to follow and there is access to assistance.

- **Responsibility:**

Service delivery in the provision of food services.

Last Reviewed: June 2023

Subsidiary 4 Benchmark Job Description - 043CK52

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Dinosaur Service Centre Cook position reports to the Dinosaur Service Centre Supervisor and is part of a team that is responsible for positive, effective and efficient interaction and communication with the general public, other Divisional and District employees, and other stakeholders as required. This position is also responsible for ensuring the visitors of Dinosaur Provincial Park have an overall positive experience when visiting Dinosaur Provincial Park by providing excellent customer service, current and effective information delivery, efficient campground check-in and information services, and safe, high quality food service delivery. This position focuses on ensuring the safe delivery of quality food services by complying with food safe handling, preparation and storage procedures and adhering to those practices of Alberta Health Services and Environmental Public Health Standards. As this position requires ordering and stocking of supplies as well as cooking and baking for the entirety of a work shift, the physical ability to lift as well as stand for extended periods of time is required.

The position has responsibilities within well-established guidelines and procedures and is crucial to ensuring Dinosaur Provincial Park continues to be an inclusive, responsive and innovative, recreational, educational, and successful UNESCO World heritage site venue for all visitors. Weekend, vacation and evening shift scheduling may be required. Working across Departments may be required to fulfill operational requirements.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Food services/preparation, adherence to food safe practices and managing kitchen equipment:

- Has a thorough and working knowledge of and extensive experience with overall food services, facilities and equipment.
- Manages all aspects of the safe and high-quality food preparation and delivery, including setting the menu, determining pricing, ordering and maintaining food supplies and inventory as required.
- Oversees and participates in all steps of the safe and high-quality food preparation, including but not limited to pre-preparation tasks, portioning, storage, cooking, frying, baking, etc.
- Develops and prepares all menu items and ensures prompt, safe and high-quality food services (includes use of kitchen equipment such as gas-powered deep fat fryer, gas powered grill, electrical grill, gas powered stove/oven, electric meat slicer, food processor, etc.).
- Responsible for the training of café staff in the safe operation and maintenance of all kitchen equipment (as aforementioned), tools, appliances, etc.
- Oversees and participates in the proper recording and documenting of temperatures of food such as grill cooking, refrigerator, and freezer storage areas according to safe food handling practices and regulations.
- Oversees and is responsible for the cleanliness and sanitization of all kitchens and eating areas including but not limited to the kitchen, dining and store areas, coolers/freezers, equipment, and dishware/cookware/utensils, etc.

- This position also involves cleaning tables, washing dishes, stocking, and all aspects of preparing menu items as well as preparation of a selection of baked goods.
- Responsible for ensuring storage of food in designated containers and storage areas to prevent spoilage and utilize first in first out and physical dating methods of food to ensure safe food delivery and prevent spoilage and wastage.
- Solid knowledge of procedures and regulations regarding maintaining the proper standards for Food Safety and performs all duties in a safe and professional manner adhering to all approved food safe practices and procedures and Alberta Health Services and Environmental Public Health Standards.
- Meeting with the Public Health Inspector as required and adhering to the processes and recommendations provided and ensuring the Café license is current and valid.
- Ensuring the overhead ventilation system is cleaned and certified on an annual basis.
- Current Food Safety Training and Certification is required.
- Ensuring that the menu offering, and food services provide for three quality meals per day in order to provide reliable and appealing food services to those staying multiple days in comfort camping or in the regular campground as well as for staff that are working on site.
- Ensuring that quick food options or “grab and go” options are available for the visitors that may need it (such as leaving for a tour, etc.). These options are also important when the kitchen shuts down in the evenings, but guests and campers are still on site and may require food services.

Training of Seasonal Staff:

- Responsible for the training of the seasonal café staff with respect to all aspects of food preparation tasks, preparation of all menu items, safe equipment operation, and regular equipment maintenance.

Knowledge of OH&S Policies:

- Becomes familiar with and adheres to all OH&S Policies, training, procedures and manuals with respect to the Cretaceous Café food service operations and ensures that all staff are trained in and adhere to such OH&S Policies and Procedures. Assists with updating and maintaining OH&S Policy and Training Manuals with respect to food services.
- Follows and maintains all sanitation standards and procedures.
- Refers appropriate concerns to the Dinosaur Service Centre supervisor in a timely fashion.
- Acquires and maintains an understanding of proper and safe chemical use and storage. WHIMIS certification is required.
- Responsible for ensuring that all cleaning and sanitation chemicals are used properly and safely for food preparation facility standards and are properly labelled and stored according to current WHIMIS standards.

General office administrative tasks:

- Maintains supply inventory.
- May be required to assist with Cash Handling / Sales / Till Operations and customer service.
- May be required to provide visitor information services.
- Cooperates with and assists other service centre and park personnel as required.
- Other duties as requested.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Dinosaur Provincial Park UNESCO World Heritage Site has an annual visitation of approximately 120,000+ visitors per year and provides services for a wide cross section of visitors from all areas of the world. As such, the level of customer service and information service requirements fluctuates with each visitor and can be influenced by culture, language, visitor experience goals and needs, etc. The position impacts the quality of services provided to the visitors of Dinosaur Provincial Park, UNESCO World Heritage Site. Given the remote location of Dinosaur Provincial Park, the provision of safe, high quality and well-rounded food services is integral to the safety and well being of visitors and staff as well as directly impacting visitor experience.

The position requires a substantial amount of knowledge, training and a wide range of job skills and abilities. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functioning and co-ordination of the site as a whole, and creative, independent decision making is required.

The responsibility of this position impacts the general public, the type of experience they have and their health and safety while visiting. The Café (Dinosaur Service Centre) is often the first and only contact that visitors have with park staff and is essential for providing a positive, fulfilling, and safe experience for visitors.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- Journeyperson level cook certification and 2 years related experience (equivalencies considered: (a) some high school education and 6 years related cooking experience in a restaurant, institution, camp operation or other related area; or (b) Certificate in Cooking and 5 years related experience; or (c) Diploma in Cooking and 4 years related experience).
- Current Food Safety Certificate is required.
- Current WHMIS Certificate is required.
- Valid Class 5 driver's license (or equivalent), a 5-year Driver's Abstract with no more than 8 demerits (4 demerits for a GDL) and current Defensive Driving Certificate is required.

Knowledge:

- Knowledge of Dinosaur Provincial Park, local area and services, and other local Provincial Parks is an asset.
- Knowledge of park, local, regional and provincial and tourism opportunities is an asset.
- Knowledge of till/POS operations and customer service experience are assets.
- Working knowledge of Microsoft Word, Excel and Outlook.

Skills and Abilities:

- Strong interpersonal skills and communication skills.
- Outgoing, friendly, and professional personality that enjoys working with the public in a team atmosphere.

- Ability to problem solve in a fast-paced environment.
- Well developed organizational and time management skills.
- Ability to stand for extended periods of time.
- May occasionally require lifting of heavy objects.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Dinosaur Service Centre Supervisor (Direct Supervisor) – reports directly to and interacts with regularly to discuss menu and baking options, ordering and supply management, specials, and staff training with respect to food services, etc.
- Business Operations Coordinator – interacts with regularly with respect to menu items, all aspects of the food preparation service, supply and inventory management, menu and food service options, and to receive direction and/or feedback, etc.
- Business Operations Assistant – interacts with regularly to discuss kitchen equipment management and upkeep, supply management, operational/supply/equipment needs. The Business Operations Assistant may also be available to assist with obtaining groceries or other supplies when needed.
- Information Officers (Café/Booth Attendants) - interacts with daily to discuss menu and food services, and to provide training with respect to all aspects of food preparation and food safe practices.
- Caretaking Staff – requires occasional contact with Caretaking Staff with respect to and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.).
- Maintenance Staff – requires regular or occasional contact with Maintenance (as required) with respect facility repairs and consumable supply management (paper towels, soap, cleaning chemicals, garbage bags, etc.).
- Visitor Services Staff – requires occasional contact with visitor services to relay information and exchanging of information (food services, specials, tours, programs, etc.).
- Interpreter/Communicator Staff – requires occasional contact with visitor services to relay information and exchanging of information (food services, specials, tours, programs, etc.).
- General Public – daily and regular contact with the general public to provide food services and information services, customer service, and issue resolution.

Supervision Exercised

No Supervision.

Subsidiary 4

Benchmark Evaluation - 042CK08

Identification Section

Working Title:	Cook
Department:	Children and Family Services
Division, Branch/Unit:	Child Intervention Division/ Sifton Campus Based Treatment Centre
Reports To:	Program Supervisor (CYCW3)
Levels to D.M.:	5
Job Description:	042CK08
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Cook
Job Code:	042CK - Cook 1

Comments on Role

The Cook is responsible to plan and develop menus in accordance with the Canada Food Guide and that meet dietary and cultural needs for youth that attend the Sifton Campus Based Treatment Centre. This is a small centre that houses 10 Youths and Child and Youth Care Worker staff. The position works in a small kitchen and is responsible for all aspects of food preparation, including inventory, ordering, receiving, food safety (including sanitation), storage, and actual meal preparation for their program as well as the centre events as required. In addition, they are responsible for all household supplies for their program and for ensuring the program passes health inspections.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C 1 100	19% 19	R1 22	141

Comments on Evaluation

- **Knowledge:**

- Professional/Content Knowledge:**

- Knowledge of cooking preparation and food handling techniques is typically acquired through graduation from a cooking program and related experience to plan nutritional menus for the youth and food preparation in the kitchen as well as current food safety and WHMIS certification. A push (+) on the "C" was not supported, as the position prepares food for a small group of residents and staff working in a small, standardized kitchen in a non-commercial setting.

Complexity and Diversity:

The position needs to understand the different components involved with preparing meals for the youth which includes meal planning, available food supplies, food preparation techniques and food safety.

Human Relations Skill:

The rating of '1' recognizes that communication skills are for the purpose of exchange of information with the youth and Child and Youth Care Workers. Position is not required to influence behaviour of the youths and does not have supervisory responsibilities; hence, a "2" rating is not supported.

▪ Creativity/Problem Solving:

The positions problems are routine and involve equipment maintenance and menu planning and can be resolved based on past cooking experience. The position also has a procedure manual, and guidelines set by the Canada Food Guide and provincial and federal agencies. If a youth has a specialized diet, the position is provided information from the treatment team and may get a meal plan from a dietician. A rating of "22%" is not supported as procedures are standard and there is access to assistance if needed.

▪ Responsibility:

Position primarily delivers cooking service to the youth and staff at Sifton.

Last Reviewed: June 2023

Subsidiary 4 Benchmark

Job Description - 042CK08

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The position is part of the multi-disciplinary treatment team at Sifton Campus-Based Treatment Centre which requires them to support, supervise and manage trauma-based behaviors for the youth as required. The Cook is responsible to plan and develop menus in accordance with the Canada Food Guide and that meet youth's dietary and cultural needs. The position is also responsible for all aspects of food preparation, including inventory, ordering, receiving, food safety (including sanitation), storage, budgeting and actual meal preparation for their program as well as the centre events as required. In addition, they are responsible for all household supplies for their program and for ensuring their program passes health inspections.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Plan and prepare meals in accordance with established weekly menu plans:

- Prepare and serve meals in accordance with youth's dietary/cultural needs, weekly menu plans and the Canada Food Guide.
- Monitor youth's participation in meal clean-up and ensure safe food storage.
- Maintain the kitchen/kitchen equipment and food storage areas in a clean, safe, sanitized and serviceable condition.
- The cook will be responsible for completing an Equipment Inventory every three months.

Financial Responsibilities:

- Stay within established budget. The cook is to operate within an allocated budget and be accountable for their inventories.
- Order and control all of the Centre's supplies of meat, groceries, produce and kitchen supplies, laundry, cleaning supplies and personal supplies for youth.
- Being aware of food supply issues and the impact to budget and availability (ordering within season, etc.).

Supervise resident youth:

- Provide guidance and direction, implementing clear limits.
- Model and reinforce appropriate behaviours.
- Occasionally assist with supervising youth on special activities outside the living unit.
- Participate in special activity planning for events such as birthdays, camping trips, social functions, etc.
- Supervise youth performing meal preparation and clean-up, providing concrete tasks.
- Observe youth and apprise unit staff of their progress.
- The cook teaches and supervises youth in a kitchen-based environment for work experience.

Attend training related to nutrition, food safety, WHMIS, meal preparation, health inspections, first aid and all other centre related training in relation to Accreditation (which includes child and youth care trauma-based learnings).

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Primary responsibility is to plan and prepare meals within an established budget, as well as the maintaining a safe inventory of food and supplies for the Centre. Position develops, evaluates and adjusts menus based on youth's individual dietary and/or cultural needs. Position also has responsibility to interact with youth as part of the multi-disciplinary treatment team.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- A post-secondary diploma specific to cooking and 2 years of related experience. A Journeyperson Certificate in Cooking would also be considered an asset.
- Standard First Aid, Food Safety and WHMIS.
- Position requires knowledge of nutritional menu and food preparation for large groups.
- Must have an understanding of dietary requirements, cultural needs, purchasing and budgeting skills. Requires communication skills and the ability to work with adolescents with trauma-based needs.
- Must possess reasonable knowledge of related legislation and Accreditation Standards.

Supervision Exercised

No supervision.