THE METHODIST HOSPITAL JOB DESCRIPTION

Company Name: Methodist Willowbrook Hospital

Cost Center Number: 7963  Cost Center Name: Food & Nutrition

Job Code: S021  Job Title: Diet Clerk

FLSA Status: Non-Exempt  Reports To: Director / Coordinator

Date Initiated: November, 2003  Date Revised: February 2009

Date Reviewed: June 2009  Approved By: Chris Teasdale

JOB SUMMARY

Responsible for taking diet order requests from patients. Responsible for explaining which diets patients are on and answering questions regarding food choices.

PATIENT AGE GROUP SERVED

Pediatric, Adolescent, Adult and Geriatric

DUTIES AND RESPONSIBILITIES

1. Responds to enquiries from patients for the purpose of providing information on their food orders.
2. Explains procedure for ordering of meals to all patients and take orders for patients.
3. Input the order to At Your Request system
4. Verify patient diets and create and print reports as necessary.
5. Practices good customer service at all times.
7. Performs clerical duties as needed, such as typing, filing & making copies.
8. Coordinate with other staff in the department to ensure timely delivery of orders.
9. Demonstrates the components of the ICARE values statement (Integrity, Compassion, Accountability, Respect, Excellence).
10. Demonstrates ServicePRIDE standards (Smile and make eye contact; greet each patient and visitor; seek out patient and visitor contact; displays appropriate body language at all times; take 5 minutes each day to go above and beyond for one patient or visitor; honor diversity; thanks every customer.)
11. Follows all safety rules while on the job. Reports accidents promptly and corrects minor safety hazards.
12. Perform other duties as assigned.

EDUCATION REQUIREMENTS

High School Diploma or GED required

EXPERIENCE REQUIREMENTS

6 months previous food service, customer service or hospital/hotel experience preferred
Knowledge of food service equipment and sanitation standards preferred.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED

N/A

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Ability to adapt to a changing work environment.
High level of customer service skills required
Good communication skills (Written and Verbal) in English required
Basic knowledge of Diet Management system
Ability to work using computers is required.

PHYSICAL REQUIREMENTS

See Activity Checklist.

WORKING ENVIRONMENT

Normal office setting with heavy phone usage
Extensive sitting in front of a computer screen.
Some weekends/overtime may be required

Signature: ____________________________ Date: __________________
### Activity Checklist

**Work Environment % of time spent**

<table>
<thead>
<tr>
<th>Inside</th>
<th>99</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside</td>
<td>1</td>
</tr>
</tbody>
</table>

**General**

- Yes
- No

**Vision**

- General
- Depth Perception
- Color Perception
- Smell
- Hearing/Listening
- Speaking Clearly

**Touching**

- Hand
- Finger
- Dexterity
- Sensitivity

**Physical Activities**

- Sitting
- Standing
- Twisting
- Bending
- Stooping
- Squatting
- Kneeling

**Strength Requirements**

- Heaviest weight lifted
- Heaviest weight push/pulled
- Distance pushed/pulled

**Lifting Requirements**

<table>
<thead>
<tr>
<th>Weight</th>
<th>Above</th>
<th>At Shoulder</th>
<th>Below</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 - 10 lbs</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>10 - 25 lbs</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>25 - 50 lbs</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>over 50 lbs</td>
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</tbody>
</table>

**Mobility Requirements**

- Yes
- No

- Walk
- Run
- Climb
- Stairs
- Ladders
- Inclines
- Objects/Equipment
- Crawl
- Carrying (30 lbs)

**Occupational Environmental Conditions**

- Extreme Cold
- Extreme Heat
- Noise
- Dust
- Fumes/Odors
- Confined Spaces
- High Places
- Mechanical Equipment
- Electronic Equipment
- Pressurized Equipment

**Equipment Used**

- Keyboard
- Computer
- Telephone
- TV Monitor
- Mechanical Equipment
- Mobile Equipment
- Non Motorized
- Motorized

**Tools**

- Hand
- Long Handle
- Precision/Surgical Inst.
- Power
- Power Precision