

Resume Resource and Guide to Student Jobs and Related Competencies

Note: This Housing & Food Services (HFS) guide is intended to give examples of how to describe the job and the skills students may gain during employment on their resumes. It should be used as a starting point, and students are encouraged to expand upon the information in this guide. The University of Washington (UW) Career Center is a great place to go for more tips and resume-writing assistance (<http://careers.washington.edu>).

Table of Contents

UW Dining Positions

Student Dining Staff (Barista)	Page 1
Student Dining Staff (General, Non-Coordinator)	Page 2
Student Catering Kitchen Assistant	Page 3
Student Catering Server	Page 4
Student Cultivate Waitstaff	Page 5
Student Coordinator for UW Dining	Page 6
UW Dining Student Systems Assistant.....	Page 7
UW Dining Vending Student Assistant.....	Page 8
UW Dining Student Café Driver Assistant	Page 9

Residential Life Positions

Resident Adviser	Page 10
Assistant Resident Director (Student).....	Page 11
Fitness Center West Student Attendant.....	Page 12
Fitness Center West Student Lead.....	Page 13

Administrative Positions

Student Desk Representative.....	Page 14
Student Desk Representative Lead	Page 15
Student Office Assistant.....	Page 17
Student Conference Office Assistant	Page 18
Student Assistant for Human Resources.....	Page 19
Student Facilities Design Assistant.....	Page 20
Student IT Help Desk Technician.....	Page 21

Communications and Marketing Positions

Student Marketing Assistant.....	Page 22
Student Graphic Designer	Page 23
Student Multimedia Coordinator/Videographer	Page 24

Facilities Services Position

Summer Housekeeper	Page 25
--------------------------	---------

Student Dining Staff (Barista)		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills for Each HFS Student Job	Examples of How to Describe Skills on a Resume
<p>Prepare a variety of coffee and tea-based beverages in a Starbucks Licensed Store, Starbucks Proudly Served location or at one of our Husky Grind cafes. In addition to preparing beverages, portion, heat and serve a variety of menu items including pastries, sandwiches, soups and salads.</p> <p>Reports to: Manager</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Customer service focus • Knowledge of dining operations and food safety • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communicate with internal and external customers • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace • Kitchen-specific skills (i.e., knife skills, using commercial dish washers, following recipes, plating food) • Operate point-of-sale systems • Apply proprietary branding standards 	<ul style="list-style-type: none"> • Provided efficient, helpful and responsive service to dining customers • Applied critical thinking skills and decisiveness to address critical and time-sensitive customer service and operational issues • Worked effectively with a diverse staff to provide students, staff and faculty with exceptional dining experiences and quality service • Organized work using time-management and prioritization skills to complete assigned tasks • Interpreted and followed complex instructions for preparing and cooking menu items • Followed safety procedures for handling knives and commercial kitchen equipment • Tabulated and compiled inventory of food and supplies • Monitored and maintained par levels of food and supplies essential to the operation • Worked effectively with people from diverse age groups, backgrounds, and cultures • Adhered to product and service branding

Student Dining Staff (General, Non-Coordinator)

Examples of How to Summarize the Job	Examples of Career-Relevant Skills for Each HFS Student Job	Examples of How to Describe Skills on a Resume
<p>Support food service by preparing and plating food, bussing tables, operating cash registers, taking payments, and cleaning, including removing and recycling trash and compost.</p> <p>Reports to: Manager</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Customer service focus • Knowledge of dining operations and food safety • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communicate with internal and external customers • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace • Kitchen-specific skills (i.e., knife skills, using commercial dish washers, following recipes, plating food) • Operate point-of-sale systems 	<ul style="list-style-type: none"> • Provided efficient, helpful and responsive service to dining customers • Applied critical thinking skills and decisiveness to address critical and time-sensitive customer service and operational issues • Worked effectively with a diverse staff to provide students, staff and faculty with exceptional dining experiences and quality service • Organized work using time-management and prioritization skills to complete assigned tasks • Interpreted and followed complex instructions for preparing and cooking menu items • Followed safety procedures for handling knives and commercial kitchen equipment • Tabulated and compiled inventory of food and supplies • Monitored and maintained par levels of food and supplies essential to the operation • Worked effectively with people from diverse age groups, backgrounds, and cultures

Student Catering Kitchen Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support food service production by preparing food, cleaning, delivering and serving food and beverages as well as washing dishes and doing laundry.</p> <p>Reports to: Executive Chef and Sous Chef</p>	<ul style="list-style-type: none"> • Knowledge of dining operations, and food handling and sanitation guidelines • Clear verbal and written communication • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communicate with internal and external customers • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace • Kitchen-specific skills (i.e., knife skills, using commercial dish washers, following recipes) 	<ul style="list-style-type: none"> • Worked collaboratively with a variety of colleagues in catering, sales, service and food production in a multimillion-dollar catering operation • Interpreted and followed complex instructions for preparing and cooking menu items • Followed safety procedures for handling knives and commercial kitchen equipment • Provided timely and accurate reports to supervisors on work production and activities • Tabulated and compiled inventory of food and supplies • Maintained par levels of food and supplies essential to the operation • Acted with a sense of urgency in identifying operational issues and the resources needed to resolve them • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Catering Server

Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support service to catering customers by delivering and serving food and beverages. Participate in the setup, takedown and table service for banquets and catered events.</p> <p>Reports to: Catering Operations Manager</p>	<ul style="list-style-type: none"> • Knowledge of dining operations, and food handling and sanitation guidelines • Clear verbal and written communication • Customer service focus • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communicate with internal and external customers • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace • Event execution 	<ul style="list-style-type: none"> • Provided efficient, helpful and responsive service to catering event guests • Learned and applied proper food safety and handling guidelines • Applied critical thinking skills and decisiveness to address critical and time-sensitive customer service and operational issues • Used time-management and prioritization skills in individual and teamwork settings to complete assigned work on time • Participated in the inventory of food and supplies • Monitored and maintained par levels of food and supplies essential to the operation • Identified operational issues and determined the appropriate resources needed to resolve problems in a timely manner • Worked effectively with people from diverse age groups, backgrounds and cultures • Provided timely and accurate reports to supervisors on work production and activities

Student Cultivate Waitstaff		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Wait tables and work collaboratively with kitchen staff to ensure that customer orders are organized so that each table receives the orders at once and that the menu items are freshly prepared and served at the appropriate temperature.</p> <p>Reports to: Assistant Manager</p>	<ul style="list-style-type: none"> • Knowledge of dining operations, and food handling and sanitation guidelines • Clear verbal and written communication • Customer service focus • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communicate with internal and external customers • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace 	<ul style="list-style-type: none"> • Provided efficient, helpful and responsive service to restaurant guests • Explained daily menu offerings, including ingredients, made suggestions based on customer tastes, and assisted guests with allergies in the selection of appropriate items • Learned to read nonverbal gestures to anticipate and address customer questions and concerns • Maintained serving standards and followed proper food-handling and sanitation guidelines • Worked in a restaurant environment that required coordination of tasks and collaboration with a variety of colleagues • Used time-management and prioritization skills to provide efficient, helpful and responsive customer service • Developed a body of knowledge about dining and restaurant service that allowed me to be effective in addressing time-sensitive issues • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Coordinator for UW Dining		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support the manager through delegated responsibility for leadership of student employees, including assigning, instructing and checking work as well as providing key input to the manager on staffing and the student-customer perspective. Perform administrative tasks and work alongside student staff in service and production areas.</p> <p>Reports to: Manager</p>	<ul style="list-style-type: none"> • Knowledge of dining operations, and food handling and sanitation guidelines • Clear verbal and written communication • Understand and communicate complex policies and procedures • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Initiative and responsiveness • Inventory management • Customer service focus • Confidentiality • Ability to work autonomously • Manage team dynamics and conflict resolution • Motivate others • Effectively train others 	<ul style="list-style-type: none"> • Assigned and delegated work to student staff • Instructed students and provided performance feedback to my supervisor • Motivated student staff through modeling strong organizational skills and work ethics • Reinforced to student staff how their work related to the department’s priorities and goals • Ensured that workplace-safety and food-safety procedures were followed • Provided feedback to student staff about their performance and followed up with retraining or redirection as needed to meet expectations • Reinforced good work through individual and team recognition • Provided students, staff and faculty with exceptional dining experiences and quality service • Organized work using time-management and prioritization skills • Exercised proper judgment to determine appropriate resources needed to resolve problems in a timely manner • Worked effectively with people from diverse age groups, backgrounds and cultures

UW Dining Student Systems Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Perform a variety of administrative and technical tasks and projects, execute technical processes and perform data entry.</p> <p>Reports to: UW Dining Systems Specialist</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Knowledge of primary inventory and purchasing system with an emphasis on accurate receiving processes and financial accountability • Gather, organize and interpret data • Attention to detail • Resourcefulness and the ability to synthesize information 	<ul style="list-style-type: none"> • Organized work using time-management and prioritization skills to complete short- and long-term projects • Completed work assignments with a sense of urgency and attention to detail • Worked effectively as an individual contributor and team member • Solicited constructive feedback from my supervisor and peers and used it to improve performance • Applied knowledge of what was urgent and important to compile and disseminate critical information to staff • Prepared and reviewed documents and reports used by management • Monitored and maintained the inventory of supplies • Worked effectively with people from diverse age groups, backgrounds and cultures

UW Dining Vending Student Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support vending operations. Monitor the functionality of vending machines distributed throughout a large urban campus. Make site visits and perform project work.</p> <p>Reports to: Vending Manager</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Project management • Knowledge of various systems and technical skills • Customer service focus • Ability to work autonomously • Gather, organize and interpret data for problem solving and decision making 	<ul style="list-style-type: none"> • Supported operations that were distributed throughout the UW's main campus and branches in Tacoma and Bothell • Used tact, diplomacy and collaboration in resolving service issues with the vending machines • Completed work assignments with a sense of urgency and attention to detail • Organized work using time-management and prioritization skills • Monitored program activity and alerted supervisor to concerning issues and trends • Analyzed and diagnosed issues and determined the resources needed for timely resolution • Collected data and generated reports on the vending program • Worked effectively with people from diverse age groups, backgrounds and cultures

UW Dining Student Café Driver Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Accompany the Cafés Driver in making deliveries by loading and unloading perishable and non-perishable items for the café units on campus.</p> <p>Reports to: Cafés Manager</p>	<ul style="list-style-type: none"> • Knowledge of complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Initiative and responsiveness • Problem solving and critical thinking • Flexibility • Accountability • Customer service focus • Ability to work autonomously • Attention to detail • Knowledge of various systems and technical skills • Resourcefulness and the ability to synthesize information • Work with outside vendors • Organization • Invoice tracking and inventory management 	<ul style="list-style-type: none"> • Supported café operations that were distributed throughout the UW’s main campus • Worked collaboratively with a variety of staff to deliver and stock units with accurate inventories of food and merchandise • Completed work assignments with a sense of urgency and attention to detail • Managed complex projects that required teamwork and collaboration • Contributed to my unit’s effectiveness through participation in staff meetings and improvement initiatives • Addressed operational issues with my supervisor to ensure that high levels of service were maintained • Worked effectively with people from diverse age groups, backgrounds and cultures

Resident Adviser		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Represent the mission, values and goals of the Department in a live-in capacity with peers that demands a variety of leadership, teamwork and team-building skills. Enforce policies, procedures and the conduct code. Support and encourage students to make the most of their Husky Experience by exploring their identity, developing meaningful relationships, making intentional choices about their UW experience and focusing on their trajectory at the UW and beyond.</p> <p>Reports to: Resident Director</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication and public speaking • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Understand and manage team dynamics • Motivate others • Event planning and project management • Crisis response and risk/safety assessment • Peer counseling and mediation • Conflict resolution 	<ul style="list-style-type: none"> • Effectively managed confidential information • Organized work using time-management and prioritization skills • Performed all work accurately with attention to urgency and detail • Collaborated with colleagues in a large diverse department to assist customers and implement procedures • Exemplified autonomous work habits for staff and volunteers • Spoke publicly to diverse audiences to communicate critical information about safety and standards of behavior • Assessed situations for risk and safety concerns and communicated with supervisor as appropriate • Utilized peer counseling skills to support students in crisis • Recruited, selected, trained and motivated volunteers responsible for planning community events

Assistant Resident Director (Student)		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Provide leadership to Resident Advisers in a live-in capacity with peers that demands a variety of leadership, teamwork and team-building skills. Enforce policies, procedures and the conduct code. Participate in and facilitate a team approach with coworkers, complete necessary administrative tasks, and provide appropriate customer service to students and visitors.</p> <p>Reports to: Resident Director</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication and public speaking • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Understand and manage team dynamics • Motivate others • Effectively train others • Event planning and project management • Manage fiscal resources • Crisis response and risk/safety assessment • Peer counseling, advising and mediation • Conflict resolution • Provide performance-based feedback about other staff 	<ul style="list-style-type: none"> • Worked in an environment where confidentiality, accuracy and attention to detail were essential • Organized work using time-management and prioritization skills • Performed all work accurately with attention to urgency and detail • Led effective training for staff and volunteers • Collaborated with colleagues in a large diverse department to assist customers and implement procedures • Exemplified autonomous work habits for staff and volunteers • Oversaw the work of staff and volunteers to ensure timely and accurate task completion • Spoke publicly to diverse audiences to communicate critical information about safety and standards of behavior • Assessed situations for risk and safety concerns and communicated with supervisor as appropriate • Utilized peer counseling skills to support students in crisis • Recruited, selected, trained and motivated staff and volunteers responsible for planning community events

Fitness Center West Student Attendant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Maintain a safe environment for students to use the fitness equipment and other fitness center resources by monitoring the use of the facility and equipment and intervening when necessary to prevent accidents and damage.</p> <p>Reports to: Elm Hall Resident Director</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Customer service focus • Ability to work autonomously 	<ul style="list-style-type: none"> • Served as a resource for guests in a busy work environment similar to a health club or gym • Communicated effectively with residents on facility policies and educated them on appropriate use of equipment • Collected data and generated reports on facility use • Made independent decisions based on my assessment of the situation, knowledge of the work and my supervisor's expectations • Worked independently on short- and long-term assigned tasks and met established deadlines for projects • Worked effectively with people from diverse age groups, backgrounds and cultures

Fitness Center West Student Lead		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support the operation of the fitness center through delegated responsibility for leadership of student employees, including assigning, instructing and checking work as well as providing key input to the manager on staffing and operational needs and concerns.</p> <p>Ensure that staff and operations are efficient, effective, resourceful, professional, helpful and responsive to the needs of residents.</p> <p>Reports to: Elm Hall Residence Director</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Understand and manage team dynamics • Motivate others • Effectively train others • Conflict resolution • Provide performance-based feedback about other staff 	<ul style="list-style-type: none"> • Led student staff in a busy work environment similar to a health club or gym • Assigned and delegated work to student staff • Instructed students and provided feedback on their performance to my supervisor • Motivated student staff through modeling strong organizational skills and work ethics • Exemplified autonomous work habits for student staff • Administered training for student staff • Created staffing schedules • Worked in an environment where confidentiality, accuracy and attention to detail were essential • Worked effective as an individual contributor and team member • Organized work using time-management and prioritization skills • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Desk Representative		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Provide front-desk services to student residents, guests and visitors that are efficient, effective, professional, courteous, polite and helpful and responsive to the needs of residents.</p> <p>Reports to: Desk Supervisor</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Resourcefulness and the ability to synthesize information • Use of Microsoft Office, SharePoint, SC Logic, Catalyst, inventory systems and databases • Accountability • Initiative and responsiveness • Inventory management • Attention to detail • Customer service focus • Handle confidential information sensitively and according to FERPA guidelines • Ability to work autonomously • Crisis response and risk/safety assessment 	<ul style="list-style-type: none"> • Worked as a host to students at a residence hall front desk on the UW's main campus • Worked collaboratively with colleagues from Residential Life, Facilities Services and UW Police to ensure smooth residence hall operations • Effectively handled confidential information • Carried out work assignments accurately and with attention to detail • Organized work using time-management and prioritization skills • Effectively communicated complex departmental policies and procedures to customers • Demonstrated effective work relationships with people from diverse age groups, backgrounds and cultures • Identified issues and determined the appropriate resources needed to resolve problems in a timely manner • Assessed situations for risk and safety concerns and took appropriate action • Promoted and exemplified the core values of Desk Services and HFS

Student Desk Representative Lead		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Serve as a primary assistant to the Residence Hall Office Support Supervisor or the Program Support Supervisor for Desk Services. Provide leadership to student employees and ensure that services are efficient, effective, professional, courteous, polite and helpful and responsive to the needs of residents.</p> <p>Reports to: Desk Supervisor</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Resourcefulness and the ability to synthesize information • Use of Microsoft Office, SharePoint, various databases and inventory-management software • Accountability • Attention to detail • Initiative and responsiveness • Inventory management • Customer service focus • Confidentiality and adherence to FERPA guidelines • Ability to work autonomously • Crisis response and risk/safety assessment • Manage team dynamics and conflict resolution • Motivate others • Effectively train others • Project management 	<ul style="list-style-type: none"> • Worked as a host to students at a residence hall front desk on the UW's main campus • Worked collaboratively with a variety of colleagues from Residential Life, Facilities Services and UW Police to ensure smooth residence hall operations • Effectively handled confidential information • Carried out work assignments accurately and with attention to detail • Organized work using time-management and prioritization skills • Led effective training especially in key record maintenance to ensure facility security • Oversaw the daily work and tasks of other staff and provided leadership and direction that ensured high-quality and responsive service for residents, staff and guests • Used sound judgement in assessing situations for risk and safety concerns and taking the appropriate action • Conveyed important information thoroughly to supervisors • Interpreted, communicated and assisted in enforcing complex departmental policies and procedures

Student Desk Representative Lead		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
		<ul style="list-style-type: none">• Worked effectively with people from diverse age groups, backgrounds and cultures

Student Office Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Perform clerical duties including copying materials, filing documents, posting records, answering telephones, receiving visitors, and receiving and distributing mail and other materials.</p> <p>Reports to: Resident Director and Administrative Coordinator</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Accountability • Attention to detail • Customer service focus • Time management and prioritization • Problem solving and critical thinking • Resourcefulness and the ability to synthesize information • Use of Microsoft Office, SharePoint, inventory systems and databases • Initiative and responsiveness • Inventory management • Handle confidential information sensitively and according to FERPA guidelines • Ability to work autonomously 	<ul style="list-style-type: none"> • Worked in an environment where confidentiality, accuracy and attention to detail were essential • Carried out work assignments accurately and with attention to detail • Met supervisor’s deadlines and goals through individual and team contributions • Collaborated with colleagues in a large diverse department to provide excellent customer service • Worked effectively with people from diverse age groups, backgrounds and cultures • Compiled and disseminated information to supervisors and colleagues • Prepared, reviewed and edited important documents • Inventoried and maintained supplies essential to the operation • Effectively communicated complex departmental policies and procedures to customers • Identified issues and determined appropriate resources needed to resolve problems in a timely manner

Student Conference Office Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Provide services to conference groups and campus guests during the summer conference season while supporting HFS Conference Services staff in the coordination of conference arrangements and management of UW facilities.</p> <p>Reports to: Conference Services Operations Manager</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Prepare and maintain reports • Collaborate with marketing to develop directional and informational signage • Time management and prioritization • Problem solving and critical thinking • Conflict management • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Event planning and project management 	<ul style="list-style-type: none"> • Worked in an environment similar to a hotel conference center, where summer conference guests were hosted in the residence halls • Assisted in conference planning and communicating conference information • Performed work in collaboration with a diverse group of campus partners to coordinate all aspects of a conference including dining services, entertainment and unique facility requests • Addressed critical and time-sensitive customer and operational issues effectively • Carried out work assignments accurately and with attention to detail • Prepared and organized reports regarding departmental operations • Explained departmental processes to other staff, guests and customers • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Assistant for Human Resources		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Provide entry-level human resources services coordinating the hiring of students for dining positions, conducting reference checks, and assisting with online screening, data entry, filing and other duties.</p> <p>Reports to: Human Resources Specialist</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Customer service focus • Confidentiality • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Communication with internal and external customers • Ability to work autonomously • Initiative and responsiveness • Problem solving and critical thinking • Time management and prioritization • Flexibility 	<ul style="list-style-type: none"> • Worked in Human Resources for a department with approximately 1,200 student employees • Effectively handled confidential information. • Managed information with accuracy and attention to detail • Organized work using time-management and prioritization skills • Met supervisor’s deadlines and goals through individual and team contributions • Collaborated with colleagues in a large diverse department to provide excellent customer service • Worked effectively with people from diverse age groups, backgrounds and cultures • Explained complex policies and procedures for international students • Confirmed employment verification and criminal background checks • Maintained and reported on key recruitment metrics • Reviewed student applications in an online system to place students based on their availability, interests and qualifications • Composed announcements for open student positions and published them internally and externally • Greeted and provided a welcoming environment for job applicants, staff and visitors • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Facilities Design Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Participate in the design, development and coordination of HFS projects under the direction of the Facilities Design Manager and the Assistant Director for Facilities Operations.</p> <p>Reports to: Facilities Design Manager and Assistant Director of Facilities Operations</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Customer service focus • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Knowledge of various systems and technical skills: <ul style="list-style-type: none"> ○ Exposure to construction drawings and specifications ○ Familiarity with sustainability best practices and LEED standards ○ Interior space planning experience ○ AutoCAD drafting • Initiative and responsiveness 	<ul style="list-style-type: none"> • Worked in a student housing environment on the UW campus that provided services to residence halls, dining units and business offices • Worked effectively with people from diverse age groups, backgrounds and cultures • Organized work using time-management and prioritization skills to complete short- and long-term tasks and projects • Assisted in all phases of the design process including programming, developing concepts, color selection, material selection, managing documents and specifications • Coordinated with vendors for installation and maintenance projects • Conveyed information and status of projects to supervisor • Applied practical design theory to achieving project goals • Worked collaboratively with a variety of colleagues • Solicited constructive feedback and used it to improve performance and project results

Student IT Help Desk Technician		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Respond to IT Help Desk customer requests and needs by providing professional, timely and thorough support and service.</p> <p>Reports to: HFS Technical Manager</p>	<ul style="list-style-type: none"> • Understand and communicate complex policies and procedures • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Confidentiality • Initiative and responsiveness • Project Management • Knowledge of various systems and technical skills • Customer service focus • Ability to work autonomously • Gather, organize and interpret data for problem solving and decision making 	<ul style="list-style-type: none"> • Worked in a large UW department with multiple, diverse units and complex operating environments and interfaces • Detected, analyzed and resolved computer hardware, software and network problems • Installed and maintained computer hardware and software • Worked independently on short- and long-term tasks • Worked effectively as an individual contributor and team member • Provided clear and useful instructional training to colleagues and customers • Collaborated with colleagues in a large, diverse department to assist customers and implement IT solutions with attention to detail • Assisted staff by efficiently assessing and addressing critical and/or time-sensitive IT issues or concerns • Managed projects using time management and prioritization skills in individual and teamwork settings while meeting deadlines • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Marketing Assistant		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Assist the marketing team on a variety of marketing tasks and projects, including basic errands and office tasks. May manage marketing projects under minimal supervision.</p> <p>Reports to: Marketing Manager Creative Services Manager</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Confidentiality • Understand policies and procedures • Knowledge of various systems and technical skills including design software for the Web and print • Gather, organize and interpret data • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Initiative and responsiveness • Customer service focus • Ability to work autonomously 	<ul style="list-style-type: none"> • Produced quality campaigns by applying practical marketing and design theory • Collaborated with diverse staff and customers to design marketing concepts that achieved the desired project goals • Prepared and reviewed important documents • Inventoried and maintained supplies essential to the operation/office • Managed short- and long-term projects • Organized work using time-management and prioritization skills • Solicited constructive feedback and used it to improve performance and projects • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Graphic Designer		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Support the design and production of a variety of marketing pieces for HFS with emphasis on graphic design.</p> <p>Reports to: Creative Services Manager</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Initiative and responsiveness • Customer service focus • Ability to work autonomously • Knowledge of various systems and technical skills including design software for the Web and print • Gather, organize and interpret data 	<ul style="list-style-type: none"> • Produced quality designs by applying practical design theory • Collaborated with other graphic designers and diverse customers to create design concepts that achieved desired project goals • Managed short- and long-term projects • Organized work using time-management and prioritization skills • Solicited constructive feedback and used it to improve performance and projects • Worked effectively with people from diverse age groups, backgrounds and cultures

Student Social Media & Multimedia Coordinator		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Conceptualize, develop and produce multimedia projects and assist in maintaining a social media presence for Housing & Food Services.</p> <p>Reports to: Project & New Media Manager</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Time management and prioritization • Problem solving and critical thinking • Flexibility • Accountability • Initiative and responsiveness • Customer service focus • Ability to work independently • Knowledge of various systems and technical skills (i.e., video/photography using Nikon and Canon DSLRs). Proficient with Mac and PC, iLife, Microsoft Office and Adobe Creative Suite (primarily Premiere Pro, Photoshop and InDesign) • Gather, organize and interpret data • Attention to detail • Resourcefulness and the ability to synthesize information • Communication with internal and external customers • Budgeting 	<ul style="list-style-type: none"> • Worked effectively with people from diverse age groups, backgrounds and cultures • Produced, created and edited content for use in a variety of mediums • Managed, evaluated and disseminated important information to residents, prospective residents and campus partners • Worked collaboratively to conceptualize, develop and produce multimedia projects • Performed work requiring a high degree of attention to detail • Employed thorough knowledge of popular media such as Facebook, Twitter and Instagram to efficiently maintain the department's social media presence • Managed short- and long-term projects • Organized work using time-management and prioritization skills • Solicited constructive feedback and used it to improve performance

Summer Housekeeper		
Examples of How to Summarize the Job	Examples of Career-Relevant Skills	Examples of How to Describe Skills on a Resume
<p>Perform housekeeping duties for summer conference guests with an emphasis on customer service that is efficient and effective. Represent the UW and HFS positively to conference guests by sharing in Facilities Services and Planning’s core values of planning, partnership, proactive communication, and excellent customer service while providing physical environments that are clean, sustainable, safe and secure.</p> <p>Reports to: Facilities Custodial Supervisor</p>	<ul style="list-style-type: none"> • Clear verbal and written communication • Build and foster collaborative relationships in a diverse workplace • Resourcefulness and the ability to synthesize information • Accountability • Attention to detail • Customer service focus • Ability to work autonomously • Problem solving and critical thinking • Time management and prioritization • Flexibility • Knowledge of cleaning procedures and other relevant HFS policies and procedures in order to provide safe and responsive service to guests • Initiative and responsiveness • Teamwork • Ability to take feedback and use it to improve performance 	<ul style="list-style-type: none"> • Worked in an environment similar to a hotel or conference center • Worked effectively as an individual contributor and team member • Worked effectively with people from diverse age groups, backgrounds and cultures • Collaborated with the team to efficiently complete daily cleaning and related tasks • Organized work using time-management and prioritization skills • Conveyed important information to supervisors when status updates were needed • Demonstrated a sense of urgency and thoroughness in assessing situations for risk and safety, and reporting them to supervisors • Solicited constructive feedback and used it to improve performance • Explained complex departmental policies and procedures to customers • Identified issues and determined appropriate resources needed to resolve problems in a timely manner