# **a**uxiliary **Services**MORE THAN JUST A PAYCHECK!



Your employment with Auxiliary Services provides you with far more than a paycheck. It provides you with on-the-job training, valuable work experience and marketable skills as you begin your career path after college.

There are specific skills that top employers in **all fields** are looking for and your employment with Auxiliary Services helps you build these skills. It does not matter what your major is - communication, business, education, etc.; these skills benefit everyone!

Place value on your employment with Auxiliary Services.

Your future employers already have!

# DO YOU HAVE WHAT EMPLOYERS WANT?

### Top Skills Employers Are Looking For:





Some work settings may be more listening and verbal (such as in our dining facilities) while others may require some written communication as well (Accounting & Administration, Commissary Office and ID & Dining). No matter what specific job you are doing, our student employees improve their ability to communicate effectively.

► Teamwork. Because so many jobs involve working in one or more work groups, you must have the ability to work with others in a professional manner while attempting to achieve a common goal.

All our locations rely on teamwork to get the job done. Whether being part of a line crew serving a meal, pulling, boxing, or delivering books for Prepack, or helping with part of a catered event—they all require teamwork to make the effort a success.

Flexibility/Adaptability/Managing Multiple Priorities. Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.

One minute you may be asked to proof vouchers, then a customer arrives to turn in tax forms. Students at the Accounting Office and all our locations know how to multitask--switching gears when the situation calls for it.

▶ Interpersonal Abilities. The ability to relate to your co-workers, inspire others to participate, and mitigate conflict with co-workers is essential given the amount of time spent at work each day.

There is a tremendous difference between merely putting food on a plate, and serving customers their meal with a smile and a few pleasant words.

▶ Leadership/Management Skills. While there is some debate about whether leadership is something people are born with, these skills deal with your ability to take charge and manage your coworkers.

Our student Group Leaders are often called upon to help with additional training of fellow student employees. Their ability to both lead and work alongside their fellow student employees is a well-balanced skill.

▶ Analytical/Research Skills. Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.

Whether determining if the salad bar needs restocking, more patties grilled, or a display tweaked to better present the merchandise, your work with Auxiliary Services strengthens your ability to assess the situation at hand.

▶ Problem-Solving/Reasoning/Creativity. Involves the ability to find solutions to problems using your creativity, reasoning, and past experiences along with available information and resources.

Whether it is determining how to best serve our customers, how to best address a customer concern, or how to best display the delicious meal just prepared, these skills will be essential to future employment.

▶ Multicultural Sensitivity/Awareness. There is possibly no bigger issue in the workplace than diversity, and job-seekers must demonstrate a sensitivity and awareness of other people and cultures.

SUNY Oswego embraces diversity. Auxiliary Services' student employees work and live among a large, diverse population and they pride themselves on respecting one another and being open to cultural differences.



#### Group Leader, Cooper Dining Center, Auxiliary Services, SUNY Oswego

- Provided training to new student employees
- Collaborated with management and students to achieve common goals
- Maintained a positive environment using teamwork and open communication

#### Student Employee, Pathfinder Dining Center, Auxiliary Services, SUNY Oswego

- Provided excellent customer service utilizing interpersonal skills
- · Cross-trained to serve food, operate cash register, and maintain cleanliness of dining hall
- · Displayed ability to multi-task on a daily basis in a fast-paced environment

#### Student Employee, ID & Dining, Auxiliary Services, SUNY Oswego

- · Assisted students and faculty using customer-service skills
- · Operated cash register and credit card machine to ensure an accurate daily drawer
- Educated students regarding the various functions and options of their ID cards and meal plans

#### Student Employee, Cash Operations, SUNY Oswego

- Collaborated as a team member to accomplish tasks in a timely manner
- Focused on interpersonal skills to make customer experiences enjoyable
- Interacted with faculty members, administrators, and staff in a professional, friendly manner

#### Student Employee, Catering, SUNY Oswego

- Worked with a team of students to implement catering needs for on campus events
- Met with event planners prior to events to clarify program and handle additional needs
- Maintained a professional, friendly work environment

#### Student Employee, Accounting & Administration, SUNY Oswego

- · Honed knowledge of accounting procedures, with emphasis on attention to detail
- · Prioritized simultaneous responsibilities while completing all tasks by deadline
- Enhanced written and oral communication skills through interaction with colleagues and customers

#### Student Employee, College Store, SUNY Oswego

- Provided excellent customer-service skills while helping students and faculty with their purchases
- Multi-tasked on a regular basis; stocking shelves, operating cash register, and assisting students with class book searches and apparel

#### Student Employee, Commissary, SUNY Oswego

- · Greeted a variety of people in a professional manner- in person and on the phone
- Handled accounting tasks as assigned
- · Processed confidential information in a professional manner





Working for Auxiliary Services has provided you with valuable employment history and job skills. Now you need to make the most of what you have learned. Career Services can help! They offer many services to SUNY Oswego students and best yet, almost all their services are free!

## Career Services can provide assistance with:

- Resume critiques
- Alumni networking events
- Job Fairs
- Company site visits
- Interviewing skills
- Online job search process
- Job search process
- Career exploration
- Company research
- Credential file service

Call for our drop-in hours or to make an appointment today! Whether you are a freshman or senior, there are things you should be doing today, to make your future more promising.

## Contact:

Career Services 142 Campus Center (315) 312-2255

http://www.oswego.edu/careerservices