

Sample Job Descriptions/Responsibilities

Industry	Work/School Experiences	Action Verbs to Use
Hospitality	<p>Education</p> <ul style="list-style-type: none"> • Business Classes • Career Bridge Tenacity Soft Skills Curriculum <p>Work Experience</p> <ul style="list-style-type: none"> • Customer Service • Cleaning/Organizing • Restaurant (Fast Food)/Retail 	<ul style="list-style-type: none"> • Greet, assist, direct customers • Collaborate • Anticipate and exceed customer needs • Multi-task/Plan • Attentive to detail/knowledgeable • Maintain cleanliness, order
Champions Childcare	<p>Education</p> <ul style="list-style-type: none"> • Career Bridge Tenacity Soft Skills Curriculum <p>Work Experience</p> <ul style="list-style-type: none"> • Babysitting • Childcare • Tutoring • Volunteer/community service 	<ul style="list-style-type: none"> • Teach/Tutor • Collaborate with peers, parents • Assist • Facilitate • Maintain • Prepare/Organize • Participate • Attentive/knowledgeable
RCM Healthcare	<p>Education</p> <ul style="list-style-type: none"> • Career Bridge Tenacity Soft Skills Curriculum <p>Work Experience</p> <ul style="list-style-type: none"> • For any job emphasize customer service skills • Examples working with different people • Tutoring Experience 	<ul style="list-style-type: none"> • Assist/Aid • Serve • Collaborate • Monitor • Support • Prepare • Complete errands
IT	<p>Education</p> <ul style="list-style-type: none"> • Career Bridge Tenacity Soft Skills Curriculum • Computer Classes (e.g., Coding, Word, Excel, Networking, etc.) <p>Work Experience</p> <ul style="list-style-type: none"> • Data entry (for teacher) • Examples learning new systems at job (ex: learn cash register system) • Knowledge of computer hardware or software applications 	<ul style="list-style-type: none"> • Collaborate • Design/develop/program • Organize • Provide technical support • Manage systems/data • Abreast of industry standards and innovations • Install/configure • Troubleshoot/diagnose • Friendly customer service
Pepco Energy Worker	<p>Education</p> <ul style="list-style-type: none"> • Career Bridge Tenacity Soft Skills Curriculum <p>Work Experience</p> <ul style="list-style-type: none"> • Construction Experience • Customer Service • Working with equipment, assembling objects 	<ul style="list-style-type: none"> • Lift/Carry • Collaborate • Safety • Handle equipment/tools • Assemble
Pre-Apprenticeship	<p>Education</p> <ul style="list-style-type: none"> • Career Bridge Tenacity Soft Skills Curriculum <p>Work Experience</p> <ul style="list-style-type: none"> • Construction Experience • Customer Service 	<ul style="list-style-type: none"> • Observe safety regulations • Attend workshops • Lift/Carry • Collaborate/Serve • Complete tests, evaluations • Read blueprints • Handle equipment/tools

Sample Job Descriptions/Responsibilities

Cashier

- Handle cash, credit or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money at the beginning and end of shifts to ensure accuracy and adequate change
- Make sales referrals, cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Carefully bag items
- Greet customers when entering or leaving establishment
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Bag, box or wrap packages
- Pleasantly deal with customers to ensure satisfaction

Top Skills & Proficiencies:

- Basic Math
- Interpersonal Communication/Written and Verbal Communication
- Time Management
- Product Knowledge
- Telephone Etiquette
- Customer Service
- Dispute resolution
- Dependability
- Efficiency
- Flexibility
- Basic (PC) Computer Knowledge
- Attention to Detail
- Sales
- Point of Sale Systems (POS)
- Positive Attitude
- Punctual

Grocery Store Clerk

- Meet customers needs and assist with their purchases
- Escort customers to the appropriate aisle to assist with purchasing decisions
- Provide knowledgeable and friendly customer service
- Maintain store cleanliness, neat shelves, and safety
- Stock and replace products to ensure availability
- Design store displays and ensure that products are accurately labeled.
- Maintain product inventory
- Process customer orders and payments
- Discard expired items and place near expiry items on special promotions.

Requirements:

- High school diploma or equivalent qualification required
- Great attention to detail
- Good communication and people skills.
- Proven customer service or retail experience is a plus.

Amusement Park Attendant

- Customer focused and utilize opportunities to up sell goods (food & beverage) and services (pool table use, etc.) to guests.
- Maintain the cleanliness of restrooms, assigned areas, and changing garbage cans
- Monitor guests visiting the park and provide accurate directions to attractions
- Stock new supply orders in assigned areas
- Complete daily paperwork and timesheets
- Ensure security in the park by reporting unsafe, emergency, or unusual incidents to security personnel and supervisor
- Comply with operational procedures and safety guidelines at all times encouraging associates to do the same

Sample Job Descriptions/Responsibilities

Babysitter

- Care for children 6 months to 5 years
- Assist with caring for needs of three children by feeding, cleaning, and bathing
- Create daily schedule to maintain an organized and structured environment
- Provide safe and comfortable atmosphere
- Accompany children to parks and activity clubs
- Transport children to and from school or bus stop
- Organize play group activities and gatherings with other children
- Supervise children's activities in play areas

Childcare

- Handle emergency situations efficiently and contact on emergency numbers quickly.
- Assist manager by maintaining a clean and safe environment.
- Maintain daily records of children's individual activities, behaviors, meals and naps.
- Establish positive relationships with the children by designing creative games and activities.
- Maintain child's well-being by preparing healthy meals and snacks
- Assist with hygiene such as, bathing, changing diapers, and potty training
- Motivate and provide encouragement through offering emotional support
- Facilitate snack time, story time, and arts and crafts
- Promote good behavior by using the positive reinforcement method
- Promote language development skills through reading and storytelling.
- Assist the lead teacher with snack time, arts and crafts, naps and outings
- Relieve the head teacher and toddler teacher

Retail Sales Associate

- Knowledge of products and sales principles
- Initiate completion of tasks independent of direct supervision
- Skillfully resolve customer complaints, guide them and provide relevant information

- Friendly communication with customers, peers and management
- Manage multiple tasks while being attentive to customers and remaining flexible

Top Skills & Proficiencies:

- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service
- Customer Service
- Organization
- Sales
- Merchandising
- Product Knowledge
- Merchandising
- Basic Math
- Dependability
- Attention to Detail
- Time Management
- Team Player
- Written and Verbal Communication
- Interpersonal Skills
- Problem Solving
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching and climbing ladders
- High school diploma or equivalent; college degree preferred
- Available to work a variety of hours, which may include early mornings, evenings, weekends and overnight shifts

Sample Job Descriptions/Responsibilities

Lifeguard

- Oversee activities at aquatic facility.
- Assist with swimming lessons
- Explain and enforce rules, regulations and policies to ensure safety of patrons
- Monitor designated areas to recognize signs of danger
- Inform swimmers regarding unsafe situations
- Maintain order in swimming areas
- Respond to emergencies by rescuing swimmers in danger of drowning
- Performing first aid procedures
- Maintain cleanliness and order of all areas
- Maintaining records and reports.

Requirements:

- 16 years of age or older.
- Completion of lifeguard training.
- 1+ months related experience.
- First Aid and CPR certification.
- AED certification preferred.
- Proficient communication skills, both verbal and written.
- Proficient in interacting with people of various ages from diverse backgrounds.
- Available to work shifts.
- Physically fit, strong, agile and dexterous