



# Making Volunteerism Work for You!

*Translating Military Spouses'  
Volunteer Experience  
into Strong Resumes*



# Background

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The requirements upon both the service member and the military spouse—for example frequent household moves, prolonged periods of geographic family separation during deployments, and long and unpredictable work hours while service members are not deployed—often present serious employment challenges to military spouses. These obstacles caused by the uniqueness of a military lifestyle can impede military spouses from maintaining employment and establishing career tenure. These barriers have resulted in high unemployment and a wage gap that adversely affect readiness, retention, and the wellbeing of the military community.

For a variety of reasons, a significant portion of service members' spouses choose to participate in command-sponsored "Family Readiness" initiatives in order to better equip themselves for the challenges of life as a military family. According to the United States Marine Corps, "Family readiness directly affects the fundamental purpose of the Marine Corps to make Marines and win battles by building commitment and raising morale, thereby increasing unit readiness." Put another way, military commands rely upon military spouses to facilitate their family readiness objectives through volunteer activities.

An active military lifestyle provides spouses numerous military-affiliated volunteer opportunities. *Blue Star Families'* 2012 Military Family Lifestyle Survey findings reveal 81 percent of military spouse respondents volunteered in the past year. However, 34 percent of those spouses did not consider their volunteer experience relevant to their job search.

To bridge this gap of understanding, *Blue Star Families* has created the initiative, "Making Volunteerism Work For You!" to encourage spouses to take advantage of military-affiliated volunteer opportunities when paid positions are unavailable or unrealistic while simultaneously helping them showcase the value of their volunteer work on resumes when they are able to return to the paid workforce.

We hope that you are able to utilize this document to aid in your employment search and welcome your feedback to continue to develop and adapt it to best fit the needs of today's military spouses!

## General Resume Tips

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- Resumes are designed to highlight skills and achievements. Potential employers review resumes to see what kinds of results new employees may bring to their new companies.
- Accordingly, think about your background, skills and work in terms of action verbs and results that you have achieved. Then write bullets about your experience in that type of format using the material below as an example.
- Add numbers to as many of your bullets as possible to help recruiters and hiring managers understand the scope of your experience. For example, they will probably not know how large a company, battalion, ship, squadron or wing is, so insert numbers to demonstrate what size audiences you work with on a regular basis.
- Spell out all acronyms; civilians will typically not know what a PCS, FRG, AFB, PX are, be sure to explain all phrases, but only use words that are relevant to your professional job search
- For example,
  - “Led 10 volunteers in 2 month fundraising effort; resulting in \$10,000 in funds, a 15% increase over prior years.”
  - “Organized six large scale events for 250+ military family members during six month deployment resulting in high participation and community engagement levels.”
  - “Coordinated five key volunteers to train community members in life skills resulting in improved community member readiness in addressing military life-cycle events.”
- Focus on what your activities enable you to do in a job setting, not what they mean to military families. For example, preparing family members for deployments might include the following “transferable” skills: training, oral & written communications, managing/leading volunteers, motivating volunteers, organizing people and events, managing projects (by setting dates, organizing materials, publicizing the event, reserving the rooms, gathering feedback, etc.) and coordinating with disparate offices to produce communication materials (bringing together unit leadership, family readiness, medical, transportation, etc. to provide family briefings).
- Translate your military language into civilian, professional language.
- Remember, it is not the responsibility of recruiters and hiring managers to understand the military lifestyle; it is the job of hiring managers and recruiters to find the most qualified individuals to fill their job openings. By translating your experience, we hope you will become the most qualified candidate!

# Army

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## Army Family Readiness Group (FRG) Leader

### *Likely Duties Performed:*

- Distribute information related to activities and support resources to targeted groups
- Act as a vocal liaison for communicating needs and concerns of family members to the unit/ship/squadron commander
- Support the commander's family readiness goals
- Serve as a member of the battalion-level steering committee
- Maintain telephone tree and e-mail list with accurate family and contact information for each soldier's family
- Recruit key callers to disseminate information during deployments
- Plan FRG social activities and meetings
- Arrange for care packages to send to soldiers in theater
- Update the Virtual FRG webpage with information regarding unit movement, unit training schedule, family events, etc.
- Oversee the publication and distribution of FRG Newsletters
- Planned social events and philanthropic initiatives to boost morale

### *Potential Resume Phrasing:*

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Family Readiness Group Leader, 1<sup>st</sup> Company, U.S. Army

Ft. Campbell, KY

- Served as customer service liaison and advisor between senior management and 500 service members' families
- Developed and implemented a strategic communication program to ensure effective messaging between organizational leadership and 500 service members' families
- Planned and executed meetings, social events and philanthropic initiatives resulting in high levels of community engagement throughout stressful 18 month deployment

## Army FRG Treasurer

### *Likely Duties Performed:*

- Maintain FRG's account, keeping an accurate log of any and all transactions
- Manage the receipt and deposit of all funds submitted from fundraisers
- Prepare a treasurer's report showing income, expenses, and account balance to be presented to the commander and to the FRG leader at each FRG meeting

### *Potential Resume Phrasing*

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Treasurer, 1<sup>st</sup> Company Family Readiness Group, U.S. Army

Ft. Campbell, KY

- Administered financial controls for \$15,000+ for family nonprofit organization
- Developed annual budgets, produced financial reports and reported on organization's financial status during monthly meetings
- Transitioned organization's financial records from paper to electronic media resulting in increased efficiency and decreasing errors
- Prepared annual audit review resulting in good standing
- Recognized for excellent service and unanimously elected to second term as treasurer

## Army Key Caller

### *Likely Duties Performed:*

- Responsible for being a point of contact for families, answering questions and providing accurate and timely information
  - Disseminate official, accurate information from command to the families
  - Report any information gathered during scheduled call-outs to the FRG leader
  - Maintain a log of all calls
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### *Potential Resume Phrasing:*

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Communications Officer, 1st Company Family Readiness Group

Ft. Campbell, KY

- Ensured effective communication between organizational leadership and military family community members during 18 month period deployment
- Disseminated critical leadership information in a timely and reliable manner resulting in increased community engagement for personnel overseas and their families at home
- Served as key information and resource for family members to ensure community engagement

# Marine Corps

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## U.S.M.C. Family Readiness Officer (FRO)

### *Likely Duties Performed:*

- Actively manage, coordinate and promote all matters pertaining to unit family readiness
- Serve as the military point of contact for unit family readiness issues
- Serve as the military protocol subject matter expert for family readiness events
- Learn about all available resources to promote family readiness
- Arrange for all appropriate KVN (Key Volunteer Network) administrative and logistical support
- Ensure command policy regarding information flow to families of single Marines is established and supported
- *Salaried position for qualified civilians. Originally was a billeted position for active duty USMC officers.*

### *Potential Resume Phrasing:*

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Family Readiness Officer, Marine Corp Air Base Kaneohe Bay

Kaneohe Bay, HI

- Conducted proactive outreach, rapport development, and multifaceted communication efforts to facilitate meaningful two-way communication between the organizational leadership and community members (service members' families)
- Managed a staff of five Family Readiness Staff Members; motivated team to successfully support 900+ community members
- Trained and prepared Marines and their families in life-skills and stress management strategies
- Developed and implemented a strategic communication program to ensure effective communication between organizational leadership and community
- Planned and executed meetings, social events and philanthropic initiatives resulting in high levels of community engagement during 6 month deployment



## U.S.M.C. Family Readiness Assistant (FRA)

### *Likely Duties Performed:*

- Assist with information and referral services to families
- Assist the FRO with family readiness communications, as needed
- Publicize morale support events
- Assist the FRO in evaluating and assessing communication quality and overall effectiveness
- Conduct unit outreach as determined appropriate by the commander or the FRO

### *Potential Resume Phrasing:*

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Family Readiness Assistant, U.S. Marine Corps Kaneohe Bay, HI

- Led collaboration effort for disparate federal organizations to develop and implement policies among community members (military personnel and their families) resulting in improved life skills and stress management strategies.
- Organized and managed six volunteer staff to achieve organizational and community readiness goals established by senior leadership
- Served as assistant customer service manager and liaison between senior leadership and 300 community members resulting in improved, accurate communications and community engagement

## U.S.M.C. Family Readiness Advisor

### *Likely Duties Performed:*

- Serve laterally with the Family Readiness Command Team leadership to support the Unit Family Readiness Program
- Act in concert laterally with the Family Readiness Officer, Executive Officer, Sergeant Major, Chaplain, and other Family Readiness Advisor(s) in support of the commander
- Serve as an additional feedback mechanism from the families to the Command Team and attend all Unit Family Readiness Program meetings
- Contribute content to family readiness communications and assist in development of unit communication strategies



- Serves in conjunction with the FRO in execution of official communication. May assist with Information and Referral services.

### ***Potential Resume Phrasing***

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- Trained and prepared clients in life skills and stress management strategies improving community preparedness for addressing challenging military life-cycle events
- Ensured quality customer service through providing feedback from unit families to organizational leadership concerning the quality of communication and overall organizational effectiveness
- Served as subject matter expert to community members in need of information and referral services for a wide array of social service, employment and leadership information
- Planned and executed meetings, social events and philanthropic initiatives resulting in high levels of community engagement during 6 month deployment

## **U.S.M.C. Morale Support Volunteer**

### ***Likely Duties Performed:***

- Serve on the Family Readiness Command Team for specific, event-driven, short-term unit morale events
- Morale Support Volunteers serve to assist the FRO in the planning, coordination, and execution of unit morale support events (unit family days, Return and Reunion events, holiday parties, etc.)
- Provide informal information and referral services to the families

### ***Suggested Resume Phrasing:***

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- Worked as part of a six person team to plan and foster personal connections between the organization and its targeted audience

increasing cohesion and facilitating feedback from the audience to organization

- Advanced leadership objectives by providing quality support and customer service through accurate and timely information and referral services to target audience members
- Planned and executed meetings, social events and philanthropic initiatives resulting in high levels of community engagement during 6 month deployment

# Navy

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Navy Family Readiness organizations are not universally similar and vary with each command. Below please find the various volunteer positions that exist, sometimes many exist within one command. Despite different names and divisions in responsibilities all of the positions are understood to serve the command's family readiness objectives.

## **Navy FRG**

Family Readiness Group leadership similar to Army structure: FRG Leader, Assistant, Treasurer and Key Caller. See above Army section for applicable descriptions.

## **Navy Ombudsman**

### *Likely Duties Performed:*

- Serve as a liaison between the command and command families
- Keep the command informed regarding the overall health, morale, and welfare of command families
- Regularly communicate and distribute information to and from the command and command family members
- Provide information and referral to assist command families with any concerns or issues
- Coordinates and executes care-based plans for families affected by individual and group deployment activities
- Establish and maintain an up-to-date and timely telephone tree/email to distribute and/or gather information
- Develop and distribute a command-approved monthly or quarterly newsletter, or if not possible, contribute to a command-approved column in appropriate publications
- Represent the command at Ombudsman Assembly meetings
- Maintain well-organized and up-to-date communication records on the performance of ombudsman duties

### *Potential Resume Phrasing:*

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- Served as a liaison between organization's leadership and its members (military family members)
- Advanced organization's objectives by determining and providing

appropriate information referral and services to targeted members of organization

- Established and maintained a communication system ensuring accurate and timely information dissemination for over 300 members of organization
- Served as organization's representative on community-wide executive board requiring frequent interface and teamwork in order to achieve consensus among numerous and disparate stakeholders
- Serve as primary point of contact for emergency and crisis information for organization and community members

## **Spouse Club President/Vice President/CO & XO Spouse Advisor**

### *Likely Duties Performed:*

- Manage activities related to spousal support for squadron
- Plan and facilitate monthly meetings
- Serve as liaison for spouse issues and needs to military and community organizations
- Writes and publishes monthly newsletter
- Counsels spouses on family issues as related to military readiness
- Manages group finances in coordination with Treasurer to ensure short and long-term organizational needs are funded
- Develops monthly and quarterly activities calendars, including event development to ensure balanced opportunities for all family types

### *Potential Resume Phrasing:*

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- Conducted proactive outreach, rapport development, and multifaceted communication efforts to facilitate a meaningful two-way information flow between the organization and its families
- Provided leadership to a 50-member non-profit organization by emphasizing teamwork, mutual respect and cooperation among a diverse membership

- Planned and executed fundraising activities, including solicitation of community groups and businesses for financial and in-kind donations
- Planned and executed meetings, social events and philanthropic initiatives resulting in high community and organizational engagement enabling the successful deployment of 300 personnel for 6 months

# Air Force

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## Key Spouse Program

### *Likely Duties Performed:*

- Selected by the Squadron Commander for the volunteer position
- Served as the primary liaison between the Commander and 300+ Squadron families
- Informed the Commander of the overall health, morale, and welfare of Squadron families
- Regularly communicated and distributed information to and from the Squadron and Squadron family members
- Provided information and referral to assist Squadron families with concerns, issues or family emergencies
- Established and maintain an up-to-date and timely telephone tree/email to distribute and/or gather information
- Maintain well-organized and up-to-date communication records on the performance of Key Spouse duties
- Provided leadership and direction of other unit Key Spouses during emergency response situations

### *Potential Resume Phrasing:*

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- Selected as a primary liaison between organizational leadership and its 300+ military family community members
- Provided information and referral to assist community members with concerns, issues or family emergencies.
- Created communication system ensuring accurate and timely information dissemination for 300+ community members.
- Serve as primary point of contact for family emergency and crisis events for community members.
- Provided crisis response support to community members including organizing 20+ volunteers on short notice on five occasions in the past year.

## **Spouse Club President/Vice President/Commander & Deputy CC Spouse**

### *Likely Duties Performed:*

- Plans and facilitates monthly meetings for squadron/wing spouses
- Plans and leads spouse and family support activities
- Serves as liaison for spouse issues and needs to military and community organizations, including military leadership
- Writes and publishes monthly newsletter
- Counsels spouses on family issues as related to military readiness
- Manages group finances in coordination with Treasurer to ensure short and long-term organizational needs are funded
- Serves as Key Spouse Mentor

### *Potential Resume Phrasing:*

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- Led a 50-member non-profit organization through teamwork, facilitation and leadership of a diverse membership.
- Planned and executed fundraising activities, including solicitation of community groups and businesses for financial and in-kind donations. Raised \$10,000; an increase of 50% over prior year events.
- Provided written and oral communications to organization members to boost activity participation and achieve organizational goals.
- Coordinated thirty-five volunteers to produce seven events for 300+ participants in the past year.
- Coached and mentored junior volunteers to boost leadership and volunteer management skills.

# Coast Guard

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## Coast Guard Ombudsman

### *Likely Duties Performed:*

- Serve as a liaison between the command and command families
- Keep the command informed regarding the overall health, morale, and welfare of command families
- Regularly communicate and distribute information to and from the command and command family members
- Help new members of organization transition to activities and special interest groups
- Provide new members a resource for guidance in acclimatizing to new area and occupation

### *Potential Resume Phrasing:*

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- Served as a liaison between organization's leadership and 50 military family members
- Advanced organization's objectives by determining and providing appropriate information referral and services to targeted audience members
- Conducted proactive outreach, rapport development, and multifaceted communication efforts to facilitate meaningful two-way information flow between the leadership and its families
- Advanced leadership objectives by determining and providing appropriate information referral and services to targeted members of organization



# Assorted Volunteer Positions

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## USO Center Volunteer

### *Likely Duties Performed:*

- Greet guests at USO airport locations
- Assist visitors to USO location in signing in and check IDs
- Dispense snacks and beverages
- Issue games, movies, cell phones, and equipment
- Manage the Wi-Fi password for visitor laptops
- Implement waiting lists/time limits for all center equipment during busy hours
- Restock snacks, ice, soda syrup, CO2, paper goods, etc., as needed
- Answer the center telephone and take messages for USO staff
- Provide information and referral to visitors and callers
- Give tours to first-time visitors
- Accept donations and properly log them
- File registration sign-in and sign-out forms

### *Potential Resume Phrasing:*

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- Advanced leadership and organizational objectives by determining and providing appropriate and high-quality customer service
- Conducted outreach and rapport development initiatives among target clients resulting in higher client satisfaction and increasing the number of repeat clients by 30 percent
- Trained, supervised and led a team of 8 volunteers
- Developed and implemented a more efficient re-stocking system for snack-food sales component of organization
- Managed guests' online wireless access and usage to ensure high levels of client satisfaction
- Employed technical skills to effectively manage and troubleshoot internet access problems reducing the number of required service visits and costs

## USO Administrative and Special Event Volunteer

### *Likely Duties Performed:*

- Plan, coordinate and implement special event activities
- Run errands and pick up supplies and donations
- Create scrapbooks of USO activities, to include photos, newspaper clippings
- Tally USO statistical information (such as number of center visitors, volunteer hours, etc.) and enter
- into appropriate spreadsheets
- Troubleshoot computer, XBOX, electronics, and networking issues
- Speak to community groups about supporting the USO
- Brief military units about USO programs
- Man booths at information fairs and other public outreach events
- Record videos of troops reading for the United Through Reading® Military Program
- Coordinate drives for books, toiletries, snack foods, etc.
- Welcome home troops and celebrate with their families at homecoming flights

### *Potential Resume Phrasing:*

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- Conducted outreach and rapport development initiatives among organization's targeted audience resulting in increased customer service and satisfaction
- Planned and implemented special projects at the discretion of USO director including fundraising events and community outreach initiatives
- Established and maintained spreadsheet records of USO statistical information that contributed to the successful application for additional grant funds

## **USO Team Leader Volunteer**

### *Likely Duties Performed:*

- Primarily responsible for opening and closing the center
- Notify USO staff of any issues or concerns
- Act as stand in supervisor during absence of USO Staff
- Alert USO staff to volunteers' problems or concerns
- Provide leadership to encourage and facilitate the success of USO center operations and larger USO mission
- Employ excellent customer relations practices
- Ensure the center is appropriately staffed and volunteer capacity is evenly distributed throughout center
- Receive orders and packages, reconcile invoices, and store shipments as necessary

### *Potential Resume Phrasing:*

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- Coordinated with USO staff in operational support activities by serving as a liaison between USO management and staff in the resolution of day-to-day administrative and operational problems
- Motivated, managed and scheduled a staff of 6 USO volunteers to ensure optimal service to USO patrons
- Trained all new volunteers regarding proper USO policies and procedures
- Ensured USO center opened and closed appropriately and safely per Baltimore-Washington International airport authority's security requirements and guidelines

## **American Red Cross Community Outreach Intern**

### *Likely Duties Performed:*

- Develop, work with, support and promote the regional Speakers Bureau and coordinate outreach to local government officials for the American Red Cross in the National Capital Region
- Support Red Cross workplace giving campaigns
- Organize and support regional Speakers Bureau

- Screen speaking/presentation requests and schedule speaker, equipment and space requests

### *Potential resume phrasing*

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- Supported and improved the community outreach process within the National Capital Region American Red Cross chapter
- Cultivated, built and grew relationships with United Way, the Combined Federal Campaign (CFC) and other federated groups
- Collaborated with regional management representatives to grow relationships with the American Red Cross and local advisory boards, committees, city councils and legislative bodies through outreach to and effective communication with elected officials
- Ensured stewardship of campaign donors through acknowledgements, recording donors in Raiser's Edge database, and monthly newsletters

## **Navy-Marine Corps Relief Society Caseworker**

### *Likely Duties Performed:*

- Evaluate client needs and requests and determine if they meet society policy
  - Conduct interviews with clients and make informed decisions with limited guidance
  - Complete required verifications
  - Assess spending plans and review previous casework history
  - Assist client in determining required documents for interview and guide the client through NMCRS policies and procedures
  - Distribute resources to clients and complete data entry
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### ***Potential Resume Phrasing***

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- Provided financial and budget counselling to service members and their families by developing family budgets and improving financial self-sufficiency
- Facilitated process for registration and interviews of new clients and assisted in completion of required documentation
- Determined appropriate level of client assistance by independently assessing and responding to needs of clients in a professional and timely manner
- Maintained confidential client information and ensured accuracy of data input into NMCRS CAP system

## **Navy-Marine Corps Relief Society Thrift Shop Manager**

### ***Likely Duties Performed:***

- Manage NMCRS Thrift Shop operations and donor collections
- Maintain cash register, daily deposits, and reconciliations
- Supervise Thrift Shop employees
- Develop ability to appraise and accurately price items to maintain desired income and inventory levels

### ***Potential Resume Phrasing***

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- Trained, supervised, and led a team of sales associates, including staffing and scheduling
- Developed and managed internal control procedures for inventory, cash proceeds, deposits, and reconciliations that ensured accuracy and accountability of shop revenue

- Maintained high standards for donor and customer relations resulting in high sales performance, customer satisfaction, and increased repeat customer sales
- Managed systems to facilitate collection, sorting, merchandising, and pricing donated items

## **Operation Homefront Chapter Website Content Manager**

### *Likely Duties Performed:*

- Maintain website for Operation Homefront chapter
- Manage web content
- Writing, editing and proofreading website content

### *Potential Resume Phrasing*

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- Utilized advanced knowledge of HTML and EKTRON CMS systems to establish and maintain a professional, effective, and dynamic online presence for a chapter of a national non-profit organization
- Worked closely with the non-profit organization's technical team to maintain site standards and comply with new development demands
- Underwent rigorous content management software system training in order to ensure a consistent and accurate look and feel throughout all web properties
- Worked cooperatively with key team members of the chapter and national organization

## **Protestant Women of the Chapel (PWOC) President**

### *Likely Duties Performed:*

- Work with a designated chaplain who serves as the advisor to the PWOC Executive Board
- Assemble a team of leaders; mentoring, supervising and training board members
- Establish and maintain the fiscal viability of the organization

### ***Potential Resume Phrasing***

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- Interfaced with senior management to ensure effective daily functioning of a 320-member non-profit community organization
- Established a leadership training program in order to serve needs of organization, including mentoring, supervising and training 10 board members
- Managed an annual budget of \$12,000; maintained a balanced budget with no issues following annual audit
- Developed annual goals and objectives with local board members in support of organization's national goals and objectives

## **Mothers of Preschoolers (MOPS) Area Developer**

### *Likely Duties Performed:*

- Works in cooperation with Community Outreach Strategists to assist individuals or organization interested in starting a MOPS chapter or raising funds for MOPS
- Provides training and support to Area Field Leaders
- Reports to the Regional Developer for meeting the needs of assigned MOPS group leadership

### ***Potential resume phrasing***

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- Managed ongoing training of 3 Area Field Leaders in support of 75 families through 8 local chapters, including training for new Field Leaders and annual training for established Area Field Leaders
- Ensured the effective functioning of 8 local chapters and was responsible for expansion of the national organization through the successful establishment of 2 new local chapters
- Generated and implemented new regional strategies ensuring the successful achievement of annual national goals

## **Mothers of Preschoolers (MOPS) Community Event Planner**

### *Likely Duties Performed:*

- Plan community events
- Supervise volunteers
- Schedule speakers for area events

### *Potential Resume Phrasing*

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- Identified, contracted and scheduled speakers and entertainment for organization events and area meetings
- Managed event planning, local production, and technical needs in support of organization functions ensuring the desired event outcome
- Employed excellent organization and planning skills to successfully supervise a team of 16 area event staffers

## **Military Chapel Wedding Coordinator**

### *Likely Duties Performed:*

- Schedule weddings to be performed at chapel



- Assist in planning and organizing chapel weddings

### *Potential Resume Phrasing*

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- Successfully organized and scheduled over 160 wedding requests annually; ensured superior customer service by employing high-level conflict management and communication skills with chapel's staff and wedding party members
- Effectively scheduled chapel weddings and ensured that appropriate chapel resources were available while minimizing any potential conflicts with other chapel functions
- Served as central contact for all chapel wedding inquiries and requests

# Frequently Developed Skills as a Military Spouse

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## Leadership/Management Skills

*Examples of activities where this skill is employed:*

- Permanent Change of Station (PCS) moves
- Family Readiness Executive Board membership
- Organizing a "Walk for the Cure" fundraising group

## *Suggested Resume Phrasing:*

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- Successfully interacted with and employed practices of U.S. Department of Defense and U.S. Navy bureaucracy in order to achieve desired outcomes; coordinated and interfaced with numerous stakeholders including government and private providers during 8 relocations
- Managed a team of 6 moving company employees to encourage/ensure superior job performance, safety, and accuracy of administrative paperwork
- Employed superior communication skills to interface with numerous and significantly varied stakeholders in order to determine and ensure appropriate levels of support were provided to a non-profit organization serving 1600 military families
- Provided leadership in order to assure Executive Board members remained motivated to perform their duties resulting in optimal outcomes for U.S. Navy Family Readiness Group successfully serving 280 members during a high-stress, 8-month deployment period
- Worked at an optimal level of efficiency in planning and executing household relocation plans under high levels of stress and uncertainty during 14 household moves in 10 years

- Employed high levels of interpersonal and resiliency skills to connect with others and locate new resources in the course of 15 geographic military relocations during a 20 year period

## **Administrative Skills**

*Examples of activities where this skill is employed:*

- Front office volunteer at a child's school
- Maintaining a file system for one's personal records
- Library volunteer
- Parent-Teacher Association member

### ***Suggested Resume Phrasing:***

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- Ensured effective and accurate telephone communication between school administration and the wider community which it served
- Coordinated with school staff in support of the resolution of day-to-day administrative problems
- Successfully implemented and administered new online website for Thunderbolt Elementary school that increased school to parent communication and reduced the volume of incoming phone calls to the school's main telephone line
- Generated new display system for featuring newly received books that increased knowledge and interest at Brunswick City Library
- Provided administrative/secretarial support for various departments by answering telephones, assisting visitors and resolving a range of administrative problems and inquiries
- Operate desktop word-processing software to compose and edit correspondence and memoranda
- Prepared, transcribed, composed, and edited agendas and minutes of meetings

## Child Care

*Examples of activities where this skill is employed:*

- YMCA Childwatch, Kid Zone, or afterschool program volunteer
- Nursery/child care volunteer during religious services
- Veterans Administration (VA) hospital childcare volunteer

### ***Suggested Resume Phrasing:***

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- Ensured safety, well-being, and development of multiple toddler-age children
- Instructed children in personal habits and health practices
- Support children's social and emotional development, encourage understanding of others and enhance positive self-concepts
- Established and maintained records of each child comprising regular observation, information about activities, medications administered, and meals served

## Training/Tutoring

*Examples of volunteer activities where this skill is employed:*

- Classroom parent volunteer
- Assisting children with homework
- Training new family readiness volunteers
- Tutoring one's fellow high school/college classmates in a subject in which you excel

### ***Suggested Resume Phrasing:***

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- Instructed children in personal habits and health practices
- Generated and refined personalized education strategies to achieve learning outcomes in children of varied educational backgrounds and abilities

- Recognized for outstanding academic performance and asked to lead a supplementary study period for students requiring supplementary assistance

## **Healthcare/Nursing/Patient Advocacy**

*Examples of volunteer activities where this skill is employed:*

- VA Nursing Areas volunteer
- Caring for a wounded spouse
- Caring for a family member with special needs
- End of life/hospice care for family member

### ***Potential Resume Phrasing:***

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- Successfully managed administrative and medical healthcare records for VA patients
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- Coordinated patient care from a team of 6 different specialists in order to ensure optimal healthcare for patient
- 
- Ensured healthcare providers' orders were carried out promptly and accurately
- 
- Provided a clean, safe and healthy environment for hospital/hospice patients
- 
- Established a new filing system that increased administrative effectiveness within the Radiology Department
- 
- Ensured effective telephone communication between the Oncology department and its patients

# Sample Resumes

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Below please find two resumes that effectively incorporate volunteer work as professional experience. The resumes also highlight how to use volunteer work as a strategy for ameliorating the impact of absences from the professional workforce. Blue Star Families has found that these absences—frequently resulting from the demands of a military-family lifestyle—are one of the greatest, and most often cited, challenges to military spouse employment.

# Sophia Spouse

## Objective

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To advance an established career in sales and management.

## Professional Accomplishments

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### Management

Chairman of a 5 member Scholarship Committee  
Family Services Coordinator responsible to 700+ families  
Supervisor of 9 volunteer leaders  
Founder of Career Coaching Home-based business  
Advised Senior Executives on Family Support, Policy, and Implementation of Programs

### Fund Raising/Fiscal Management

Raised \$2000+ for non-profit in support of families of deployed soldiers  
Raised \$500+ for Scholarship Fund  
Distribute \$10,000 for Scholarship Fund  
Manage Budget for Small Business

### Training and Development

Facilitated training for volunteers at various locations; Approximately 100+  
Developed Leadership workshops for Volunteers  
Developed a Reunion Workshop for Spouses of returning Soldiers  
Facilitated a Financial Planning program

### Project Management

Managed bi-monthly Volunteer/Family activities for 29 months  
Developed a Haunted House; 250+ attended  
Facilitated Leadership change for Family Services organization

## Employment History

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2011 to present	Chairman, Scholarship Committee	United Way, Annapolis, MD
2005 to present	Owner	Military Spouse Job Solutions, Annapolis, MD
2009 to 2011	Family Services Coordinator/Advisor to Senior Management	Army Emergency Relief, Ft. Hood, TX

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## Education

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2003	Master of Arts, Organizational Leadership	Old Dominion University, Norfolk, VA
1989	Bachelor of Science, Administration of Justice	Santa Clara University, Santa Clara, CA

## References

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References are gladly provided upon request



# Jane Joe

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## Summary

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- Experienced finance professional seeking employment with desire to further career in financial counseling.
- Diverse international and cultural experience. Fluent Spanish speaker.
- Excellent communicator and project manager with strong ability to quickly adapt to new situations.

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## Experience

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### **Navy/ Marine Corps Relief Society - Portsmouth, VA**

#### **Caseworker, 01/11-present**

Supported Relief Society's efforts to provide financial counseling and assistance to members of the Navy and Marine Corps and their families. Selected Achievements:

- Provided financial and budget counselling to service members and their families by developing budgets and teaching skills to improve financial self-sufficiency
- Assessed and delivered appropriate level of client assistance by independently assessing and responding to needs of clients in a professional, thorough, and timely manner
- Mastered and improved existing registration process for interviewing new clients and provided professional and clerical support to senior management

### **FINRA Foundation Military Spouse Fellowship**

#### **Accredited Financial Counselor Certification (pursuing), 12/10-present**

Selected for fellowship program that provides education and training for financial counselor certification. Currently pursuing certificate requirements with expected completion date of 06/12.

### **U.S. Bank - San Diego, CA**

#### **Credit Analyst, 05/08-08/10**

Used finance and analysis skills and knowledge to perform credit evaluations on new and existing loans.

#### Selected Achievements:

- Conducted thorough credit analyses by gathering, analyzing and interpreting multiple forms of information on existing and prospective customers and portfolios
- Made detailed lending recommendations to loan officers and committees regarding the extension of credit on new, renewal, and extension loans
- Proactively monitored customer accounts and loan portfolios for signs of risk or potential loss the result of which maximized credit quality and decreased losses
- Maintained control over credit standings of accounts and furnished timely information relative to credit inquiries



**Navy/Marine Corps Relief Society - Rota, Spain**

**Client Services Assistant, 12/05-03/07**

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Supported Relief Society's efforts to provide financial counseling and assistance to members of the Navy and Marine Corps and their families. *Selected Achievements:*

- Greeted clients in a professional, friendly, and objective manner and guided them in initial registration and intake process
- Assisted clients with Quick Assist Loans and in determining appropriate paperwork required for interview
- Effectively and calmly managed incoming phone calls and answered general questions in a fast-paced environment

**USAA – Jacksonville, FL**

**Mortgage Loan Advisor, 09/03-05/05**

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Managed large volume of loan applications and served as primary contact with all involved parties on individual loans from the origination to closing. *Selected Achievements:*

- Ensured that all loan applications were complete and accurate through verification of income, employment, assets, down payments, debts, and property values
- Reviewed and evaluated title examination reports to determine loan eligibility and proper ownership
- Coordinated and prepared pre-closing files by effectively collaborating with title companies, clients, and attorneys

**Claims Adjuster, 08/02-08/03**

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Quickly and thoroughly learned claims processes and procedures for providing service to USAA members with auto and property claims. *Selected Achievements:*

- Investigated auto and property claims presented by or against insured clients to ensure claim validity, legal liability and to determine settlement value
- Assisted with establishing appropriate claims reserves, evaluating settlement of claims, and completing loss reports

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**Education**

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**University of Tampa-Tampa, FL**

Bachelor's Degree – International Business (May 2002)

Minor – Spanish

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**References are gladly provided upon request.**

## Get Involved!

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We realize that this list of volunteer positions is not exhaustive and will continue to develop it with input from our members and military spouses just like you! If you would like to suggest a position that is not currently listed, provide feedback, or if you have questions please email our Director of Research and Policy at [vgreentree@bluestarfam.org](mailto:vgreentree@bluestarfam.org)