

Meet Kassie Hill, Online Student Assistant for the Wildcat Shop Department

“Kassie can empathize with others like few other employees I have seen. Ever observant, she will pick up on nuances of interactions between other employees and quickly work to diffuse any tension that exists. She is my barometer for team morale in that I can ask her how the team is doing on any given day and she readily has the answers, with her own reflection and suggestions for improvement following close behind. The thoughtful, constructive solutions she provides while raising problems makes my life as a manager that much easier. On top of this, Kassie handles phone calls with many people who mistakenly call the Wildcat Shop looking for general information about the school. Despite these calls not directly relating to her department, she takes it upon herself to research the information they are looking for and provide the best possible answer to their inquiry, or at least get the caller to the correct department the very first time. This saves a big amount of trouble for parents, potential students and alumni alike and makes CWU look that much better in terms of the service it provides. It is for these reasons and many, many more that Kassie stands out when thinking about who deserves this nomination.”

Thank you for exhibiting the Wildcat Way, Kassie!

Wildcat



Way