

2004 –2014 Projected Occupations in Demand

Occupational Title	Minimum Education Requirements	** Total Annual Demand	1 st Quarter 2006 Average Hourly Wage
First-Line Supervisors/Managers of Office and Administrative Support Workers	Work Exp. in a related occ.	420	\$17.65
Administrative Services Managers	Wk Exp.+ Bachelor's or higher degree	100	\$24.77
Management Analysts	Wk Exp.+ Bachelor's or higher degree	90	29.30
Office Clerks, General	Short-term Tng. & Exp.	890	\$8.99
Stock Clerks and Order Fillers	Short-term Tng. & Exp.	730	9.03
Receptionists and Information Clerks	Short-term Tng. & Exp.	600	9.16
Shipping, Receiving, and Traffic Clerks	Short-term Tng. & Exp.	160	11.67
Payroll and Timekeeping Clerks	Short-term Tng. & Exp.	140	12.92
Operators	Short-term Tng. & Exp.	110	11.66
Service	Short-term Tng. & Exp.	100	9.08
Interviewers, Except Eligibility and Loan	Short-term Tng. & Exp.	80	10.39
File Clerks	Short-term Tng. & Exp.	80	8.71
Couriers and Messengers	Short-term Tng. & Exp.	50	10.37
Order Clerks and Timekeeping	Short-term Tng. & Exp.	50	11.19
Mail Clerks and Mail Machine Operators, Except Postal Service	Short-term Tng. & Exp.	40	14.62
Procurement Clerks	Short-term Tng. & Exp.	30	9.93
Legal Secretaries	Postsecondary voc.	20	13.70
Secretaries, Except Legal, Medical, and Executive	Mod.-term Tng. & Exp.	120	\$15.31
Customer Service Representatives	Mod.-term Tng. & Exp.	740	\$10.95
Bookkeeping, Accounting, and Auditing Clerks	Mod.-term Tng. & Exp.	640	11.29
Executive Secretaries and Administrative Assistants	Mod.-term Tng. & Exp.	560	12.54
Data Entry Keyers	Mod.-term Tng. & Exp.	390	15.06
Word Processors and Typists	Mod.-term Tng. & Exp.	70	10.37
Tax Preparers	Mod.-term Tng. & Exp.	40	12.22
Accountants and Auditors	Bachelor's degree	30	10.58
Employment, Recruitment, and Placement Specialists	Bachelor's degree	420	\$22.41
Training and Development Specialists	Bachelor's degree	60	20.00
Compensation, Benefits, and Job Analysis Specialists	Bachelor's degree	50	19.93
Market Research Analysts	Bachelor's degree	40	17.02
		30	21.56

**Total Annual Demand = Demand in the occupation as a function of replacement demand (retirements + turnover) + new growth.

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JULY, 2007

Occupations in the Spotlight



Customer Service Representatives



Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

- ◆ Knowledge of principles and processes for providing customer and personal services
- ◆ Knowledge of principles and methods for showing, promoting, and selling products or services
- ◆ Knowledge of the structure and content of the English language

Required WorkKeys® Scores:

AM	LI	RI
4	4	4

Human Resources Assistants, Except Payroll & Timekeeping



Compile and keep personnel records, provide reports from employment records, and furnish information to authorized persons.

- ◆ Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems
- ◆ Knowledge of computer hardware and software

Required WorkKeys® Scores:

AM	LI	RI
4	4	4

AM = Applied Mathematics
LI = Locating Information
RI = Reading for Information

WorkKeys® assessments give students and workers reliable, relevant information about workplace skill levels. Combined with information about skill levels required for jobs, assessments information can help students make better career and educational decisions. Louisiana uses three WorkKeys® assessments as the foundation for awarding career readiness certificates. For more information, contact the Workforce Education and Training Office at the Louisiana Board of Regents (225-342-4253).

LOUISIANA Opportunities in



This diverse Career Cluster prepares learners for careers in the planning, implementation, production, management, processing, and/or marketing of agricultural commodities and services, including food, fiber, wood products, natural resources, horticulture, and other plant and animal products. It also includes related professional services.

FASTEST GROWING JOBS

- Office Clerks, General
- Secretaries, Except Legal, Medical, and Executive
- Stock Clerks and Order Fillers
- Customer Service Representatives
- Receptionists and Information Clerks
- Bookkeeping, Accounting, and Auditing Clerks
- Accountants and Auditors
- First-Line Supervisors/Managers of Office and Administrative Support Workers

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"This document was produced as a collaborative endeavor between the Louisiana Departments of Labor, Education and the Board of Regents".

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Reference Center:

Louisiana Department of Labor -
<http://www.LAWORKS.net>

Occupational Information – go to Career Exploration
<https://www.voshost.com/default.asp>

Louisiana Employment Outlook -
http://www.laworks.net/LaborMarketInfo/LMI_employmentprojections.asp

Louisiana Technical Colleges -
<http://www.ltc.edu/home.asp>

Financial Aid-
<http://www.osfa.state.la.us/>

Louisiana Board of Regents-
<http://www.regents.state.la.us>

Louisiana Community & Technical College System
<http://www.lctcs.net/>

ACT
<http://www.act.org>

National Career Clusters
<http://www.careerclusters.org>



This brochure is designed to provide assistance to students as they prepare to make decisions about course selection, their career options and future plans.

The Career Options Law (Act 1124) mandates that all high school students have a five-year educational plan and that all high schools offer career majors/areas of concentrations. It is the intent of the law that students have a focus while in school to help make learning more relevant and meaningful.

Students in 6th – 8th grades must complete at least six career awareness activities which help students to develop a five-year educational plan. It also requires school systems to offer areas of concentrations to address students' interests.

The Five-Year Educational Plan Students must complete this plan at the end of their 8th grade year with input from their counselor and/or advisor and family. This plan must be reviewed and revised on an annual basis throughout high school with student, parent and counselor/advisor signatures each year.

Business, Management and Administration Cluster High School Areas of Concentrations (2007 – 2008)

Diploma Endorsements will help provide for students the preparation necessary for college and/or a career. By the same token employers will be getting better prepared workers, and higher education institutions will have students better prepared for success in their post secondary institutions. These endorsements help students to maximize their 11th and 12th grades, encourage more students to take Advanced Placement courses, encourage students to take advantage of career and technical education courses and opportunities, as well as hold high schools accountable for what is taught during the 11th and 12th grades. Students can complete the necessary requirements for two different diploma endorsements:

- Academic Endorsement
 - Career and Technical Endorsement
- Please see your guidance counselor for further details.

The Louisiana WORKReady! Certificate is a portable credential that signifies to an employer that an individual has achieved acceptable levels in the foundation skills necessary for success in the workplace and gives Louisiana citizens a “key to work”. Issued by the Workforce Commission, the Certificate is a tool that helps employers identify qualified candidates to fill the openings they have in their businesses.

People who attain the Certificate, which will display their workplace readiness skill levels, will have an advantage as they pursue their career goals. The Certificate increases the likelihood that business will receive a well-trained, highly skilled worker and that education will prepare students for available jobs. For more information, contact the Workforce Commission at 225-342-2094 or the Board of Regents at 225-342-4253.

Career Cluster

Business, Management and Administration

Areas of Concentrations

Administrative Support
Business Administration

Post Secondary Programs

Office Administration
Management and Supervision
General Business
Accounting
Business Administration
Human Resource Management

Training Programs Related

Certification(s):

Corel Certified Proficient User
Microsoft Office Specialist
IC³

For more information on course selection visit our Web site:

<http://www.doe.state.la.us/lde/ssa/currichome.html>

TOP EMPLOYING INDUSTRIES

Industry

(based on North American

Industry Classification System NAICS)

Management of companies and enterprises

Administrative and support services

Waste management and remediation service

2004

2014

**Number
of New
Jobs**

**Percent
Change**

21,975

24,288

2,313

10.5%

83,920

88,726

4,806

5.7%

6,147

7,288

1,141

18.6%