

NEW HAMPSHIRE CAREER PLANNING GUIDE 2020-2030

Business Management and Administration Cluster Occupation, SOC Code, and Description	NH Occupational Projections					Future Outlook	2021 Wage Entry Level Median	Usual Entry-Level Preparation			Apprentice	Military	NH License	Holland Interests			Career Pathways
	Employment		Avg. Annual Openings					Education	Experience	Training				1 st	2 nd	3 rd	
	2020	2030	Exits	Transfers	Total												
Administrative Services and Facilities Managers (11-3010): Plan, direct, or coordinate administrative services of an organization, such as records management, mail distribution, facility maintenance, custodial operations, and other office support, or functionalities of facilities and buildings including surrounding grounds.	1,027	1,124	30	54	94	↑	n/a n/a	Bachelor's degree	Less than 5 years	None	★	★		E	C		Operations Management
Chief Executives (11-1011): Determine and formulate policies and provide overall direction of companies or private and public organizations within guidelines set by a board of directors or similar body. Plan, direct, or coordinate operational activities at the highest level of management.	876	833	23	34	53	↗	\$40.44 \$73.36	Bachelor's degree	5 years or more	None		★		E	A		General Management
Compensation and Benefits Managers (11-3111): Plan, direct, or coordinate compensation and benefits activities of an organization.	122	131	3	6	10	↘	\$32.44 \$49.67	Bachelor's degree	5 years or more	None		★		E	C	S	Human Resources Management
Compensation, Benefits, and Job Analysis Specialists (13-1141): Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and pension programs.	376	422	12	23	40	↑	\$25.30 \$30.51	Bachelor's degree	Less than 5 years	None				C	E		Human Resources Management
Correspondence Clerks (43-4021): Compose letters or electronic correspondence in reply to requests for merchandise, damage claims, credit and other information, delinquent accounts, incorrect billings, or unsatisfactory services. May gather data to formulate reply and prepare correspondence.	n	n	n	n	n	↓	n/a n/a	High school diploma or equivalent	None	Short-term OJT				C	E		Administrative Support
Customer Service Representatives (43-4051): Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Excludes individuals whose duties are primarily installation, sales, or repair.	11,095	10,831	515	862	1,351	↗	\$13.93 \$18.23	High school diploma or equivalent	None	Short-term OJT	★	★		E	S	C	Administrative Support
Data Entry Keyers (43-9021): Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing.	1,008	782	40	57	74	↗	\$13.58 \$17.48	High school diploma or equivalent	None	Short-term OJT	★			C	R	E	Administrative Support
Executive Secretaries and Executive Administrative Assistants (43-6011): Provide high-level administrative support. Conduct research, prepare statistical reports, handle information requests, prepare correspondence, receive visitors, arrange conference calls, and schedule meetings.	1,553	1,269	72	79	123	↗	\$23.41 \$29.64	High school diploma or equivalent	Less than 5 years	None		★		C	E		Administrative Support
File Clerks (43-4071): File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested.	201	174	10	12	19	↓	\$13.23 \$17.74	High school diploma or equivalent	None	Short-term OJT				C	R	E	Administrative Support
First-Line Supervisors of Office and Administrative Support Workers (43-1011): Directly supervise and coordinate the activities of clerical and administrative support workers.	7,439	7,411	276	454	727	↗	\$20.48 \$29.34	High school diploma or equivalent	Less than 5 years	None		★		E	C	S	Administrative Support
General and Operations Managers (11-1021): Plan, direct, or coordinate the operations of public or private sector organizations. Duties include formulating policies, managing operations, and planning use of materials and human resources, but are too diverse to be classified in any one functional area.	13,173	14,432	276	856	1,258	↑	\$27.07 n/a	Bachelor's degree	5 years or more	None	★	★		E	C	S	General Management

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Human Resources Assistants, Except Payroll and Timekeeping (43-4161): Compile and keep personnel records. Record data for employees, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination.	669	676	26	41	68	↗	\$16.51 \$20.82	Associate's degree	None	None	★	★		C	E	S	Human Resources Management
Human Resources Managers (11-3121): Plan, direct, or coordinate human resources activities and staff of an organization.	717	778	17	42	65	↑	\$40.63 \$61.14	Bachelor's degree	5 years or more	None		★		E	S	C	Human Resources Management
Human Resources Specialists (13-1071): Perform activities in the human resource area. Includes employment specialists who screen, recruit, interview, and place workers.	2,786	3,111	80	196	308	↑	\$21.54 \$29.93	Bachelor's degree	None	None	★	★		E	C	S	Human Resources Management
Industrial Production Managers (11-3051): Plan, direct, or coordinate the work activities and resources necessary for manufacturing products in accordance with cost, quality, and quantity specifications.	1,070	1,146	21	52	81	↗	\$41.00 \$61.24	Bachelor's degree	5 years or more	None	★	★		E	C		Operations Management
Information and Record Clerks, All Other (43-4199): All information and record clerks not listed separately.	267	274	11	18	30	↗	\$14.58 \$21.04	High school diploma or equivalent	None	Short-term OJT		★		C	E		Administrative Support
Interviewers, Except Eligibility and Loan (43-4111): Interview persons by telephone, mail, in person, or by other means for the purpose of completing forms, applications, or questionnaires. Ask specific questions, record answers, and assist persons with completing form. Sort, classify, and file forms.	1,311	1,272	75	83	154	↗	\$16.06 \$18.23	High school diploma or equivalent	None	Short-term OJT				C	E	S	Administrative Support
Labor Relations Specialists (13-1075): Resolve disputes between workers and managers, negotiate collective bargaining agreements, or coordinate grievance procedures to handle employee complaints.	141	131	4	9	12	↓	\$9.35 \$29.96	Bachelor's degree	Less than 5 years	None				E	C	S	Human Resources Management
Library Assistants, Clerical (43-4121): Compile records, sort, shelve, issue, and receive materials such as books, electronic media, pictures, cards, slides and microfilm. Locate materials for loan and replace in shelving, stacks, or file. Register patrons to permit them to borrow library materials.	830	809	73	52	123	↗	\$10.26 \$14.10	High school diploma or equivalent	None	Short-term OJT				C	R	S	Administrative Support
Mail Clerks and Mail Machine Operators, Except Postal Service (43-9051): Prepare incoming and outgoing mail for distribution. Use hand or mail machines to time stamp, open, read, sort, and route incoming mail; and address, seal, stamp, fold, stuff, and affix postage to outgoing mail or packages.	355	328	17	21	35	↗	\$11.69 \$15.80	High school diploma or equivalent	None	Short-term OJT	★	★		C	R		Administrative Support
Management Analysts (13-1111): Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively.	3,527	3,997	121	216	384	↑	\$30.59 \$46.75	Bachelor's degree	Less than 5 years	None	★	★		I	E	C	Operations Management
Meter Readers, Utilities (43-5041): Read meter and record consumption of electricity, gas, water, or steam.	49	46	1	2	3	↓	\$12.81 \$23.19	High school diploma or equivalent	None	Short-term OJT				C	R		Administrative Support
Office and Administrative Support Workers, All Other (43-9199): All office and administrative support workers not listed separately.	361	397	16	26	46	↑	\$8.26 \$10.38	High school diploma or equivalent	None	Short-term OJT		★		C	E		Administrative Support

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Office Clerks, General (43-9061): Perform duties too varied to be classified in a specific occupation, requiring knowledge of office systems and procedures. Duties may include answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.	16,772	16,646	912	991	1,890	↗	\$14.20 \$19.21	High school diploma or equivalent	None	Short-term OJT	★	★		C	E	R	Administrative Support
Office Machine Operators, Except Computer (43-9071): Operate one or more of a variety of office machines, such as photocopying, photographic, and duplicating machines, or other office machines.	426	379	21	24	40	↗	\$12.32 \$14.40	High school diploma or equivalent	None	Short-term OJT				R	C		Administrative Support
Operations Research Analysts (15-2031): Formulate and apply mathematical modeling and other optimizing methods to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions.	513	663	13	26	54	↑	\$26.65 \$37.09	Bachelor's degree	None	None		★		I	C	E	Operations Management
Order Clerks (43-4151): Receive and process orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Take orders via mail, phone, fax, or electronic means. Inform customers of receipt, prices, ship dates, or delays, and handle complaints.	509	409	20	29	39	↗	\$14.55 \$20.87	Some college, no degree	None	Short-term OJT				C	E	S	Administrative Support
Payroll and Timekeeping Clerks (43-3051): Compile and record employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions, or prepare paychecks.	676	599	30	35	57	↗	\$18.96 \$23.45	High school diploma or equivalent	None	Moderate-term OJT	★	★		C	E		Human Resources Management
Personal Service Managers, Entertainment and Recreation Managers, Except Gambling, and Managers, All Other (11-9198): Plan, direct, or coordinate entertainment and recreational activities or operations of a recreational facility, including cruise ships and parks. Includes all personal service managers, such as fitness and wellness and spa managers.	1,334	1,489	33	69	118	↑	n/a n/a	Bachelor's degree	Less than 5 years	None		★	★	E	C		General Management
Procurement Clerks (43-3061): Compile information and records to draw up purchase orders for procurement of materials and services.	271	256	7	17	22	↓	\$15.36 \$18.87	High school diploma or equivalent	None	Moderate-term OJT		★		C	E		Administrative Support
Purchasing Managers (11-3061): Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.	498	537	11	28	43	↑	\$45.82 \$61.62	Bachelor's degree	5 years or more	None		★		E	C		Operations Management
Receptionists and Information Clerks (43-4171): Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.	4,467	4,730	257	318	601	↗	\$11.75 \$16.47	High school diploma or equivalent	None	Short-term OJT				C	E	S	Administrative Support
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014): Perform routine clerical and administrative functions. Draft correspondence, schedule appointments, organize and maintain paper and electronic files, or provide information to callers.	10,434	9,650	511	561	994	↗	\$14.23 \$18.29	High school diploma or equivalent	None	Short-term OJT	★	★		C	E		Administrative Support
Shipping, Receiving, and Traffic Clerks (43-5071): Verify and maintain records on incoming and outgoing shipments involving inventory. Duties include verifying and recording incoming merchandise or material and arranging for the transportation of products. May prepare items for shipment.	4,021	3,859	144	232	360	↗	\$13.94 \$18.13	High school diploma or equivalent	None	Short-term OJT		★		C	R	E	Administrative Support

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Stock Clerks and Order Fillers (43-5081): Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays.	14,153	15,133	834	1,428	2,360	↗	\$11.73 \$14.51	High school diploma or equivalent	None	Short-term OJT	★		C	R	E	Administrative Support	
Switchboard Operators, Including Answering Service (43-2011): Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages.	307	240	14	16	23	↓	\$12.50 \$16.95	High school diploma or equivalent	None	Short-term OJT	★		C	E	S	Administrative Support	
Training and Development Managers (11-3131): Plan, direct, or coordinate the training and development activities and staff of an organization.	250	270	6	17	25	↘	\$43.27 \$60.56	Bachelor's degree	5 years or more	None	★		E	S		Human Resources Management	
Training and Development Specialists (13-1151): Design and conduct training and development programs to improve individual and organizational performance. May analyze training needs.	1,559	1,718	49	100	165	↑	\$18.61 \$29.74	Bachelor's degree	Less than 5 years	None	★	★	S	A	C	Human Resources Management	
Word Processors and Typists (43-9022): Use word processor, computer, or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.	69	50	4	3	5	↓	\$14.73 \$17.59	High school diploma or equivalent	None	Short-term OJT	★	★	C	E		Administrative Support	