



OPPORTUNITIES IN BUSINESS & FINANCIAL SERVICES

IOWA CAREER PATHWAYS



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**COMMUNITY COLLEGES &
WORKFORCE PREPARATION**
PROSPERITY THROUGH EDUCATION

This project was completed by the Iowa Department of Education, in support of the Future Ready Iowa Initiative, through a public/private collaboration with the Iowa Association of Business and Industry (ABI), Iowa Business Council (IBC), Iowa Bankers Association (IBA), Iowa Business Education Association (IBEA), and the Iowa chapter of the National Association of Insurance and Financial Advisors (NAIFA). Quantitative research was conducted to identify the most common occupations in business and finance fields in Iowa, in addition to a series of online surveys and virtual focus groups with employers, educators, and other stakeholders from around the state. This direct feedback and support was vital in building job descriptions and employer expectations, while the included education and wage levels are averaged based on labor market intelligence gathered from across the state.

FOREWORD

Business and financial services professionals are the backbone of Iowa’s economy. These innovative and hard-working individuals provide the necessary skills, knowledge, and abilities to keep businesses from all industries running smoothly, handle the finances of our community members securely, and maintain the necessary edge to be successful in an increasingly competitive and broadening global market.

To meet these and similar workforce needs of industries across Iowa, the Governor’s Office established the **Future Ready Iowa** Initiative with a goal of 70 percent of Iowans possessing education or training beyond high school by 2025. To support this important initiative, the Iowa Department of Education partnered with the Iowa Association of Business and Industry (ABI), Iowa Business Council (IBC), Iowa Bankers Association (IBA), Iowa Business Education Association (IBEA), and the Iowa chapter of the National Association of Insurance and Financial Advisors (NAIFA) to develop these promotional materials and career pathways to highlight a wide range of exciting career opportunities offered in Iowa’s innovative and growing business and financial services fields.

A challenge to readers of this document, from students just beginning to learn about jobs to adults with extensive work experience who may be looking for a career change, is to drop any preconceived notions or ideas they may have about these types of careers. With an expansive list of specializations, diverse work environments (including working remote or from home), and amazing innovations in technology, there are so many more career opportunities available in Iowa than the more common business office cubicle jobs.

Download these pathways and additional resources at SectorPartnerships.EducateIowa.gov and FutureReadyIowa.gov.



WHAT BUSINESS & FINANCIAL SERVICES MEAN TO ME

Through a series of focus groups and surveys, we asked Iowans what it means to work in business and financial services. Below are a few examples of the responses we received from across the state. As reflected in the words and quotes provided, this industry is full of creative, proud, and hard-working people.

“ Helping members of our community plan and prepare for their future financially is extremely rewarding. ”

“ Everything involves cool new types of technology now that are super user-friendly and helpful. ”

“ I have the ability to choose my own schedule and even work from home, sometimes in my PJ's! ”

“ I appreciate being able to make commissions on my sales that I can use for family. Work hard, play hard! ”

“ I help keep people in my community safe from cybercriminals and other scammers. ”

“ I love that I can combine my interest in accounting and data with a company that focuses on issues that I care about. ”

“ Every day is different and an opportunity to do or learn something new. ”

“ I play an important role in my company to keep things running smoothly and profitably so my neighbors continue to have such a great place to work in our town. ”

“ I found this job by accident and wish I had known about it years ago. Everyone should consider working in business. ”

“ The management and leadership skills I'm learning can be used in any type of company, anywhere in the world. ”

“ I like being able to help my friends and family with money questions. ”

Efficiency
Fun
Business
Community
Challenging
Opportunity
Professional
Independence
Virtual
Digital
Money
Technology
Future
Cryptocurrency
Success
Innovative
Impact
Data
Cybersecurity



WHAT BUSINESS & FINANCIAL SERVICES MEAN TO ME



DENISE J. - MEMBER EMPLOYMENT SERVICES PROGRAM MANAGER FOR AMERIGROUP (WEST DES MOINES, IA)

"As a program manager, I do a lot of different things each day to make a difference in the lives of our members by helping them to overcome barriers and secure employment. I also get to represent Amerigroup at employment fairs and events and am constantly looking for ways to collaborate with our community partners to better assist our members throughout the state. I enjoy meeting our members who are successfully employed to hear their stories and share with our state and corporate leadership teams. I appreciate that Amerigroup/Anthem gives back to the community and truly makes a difference."



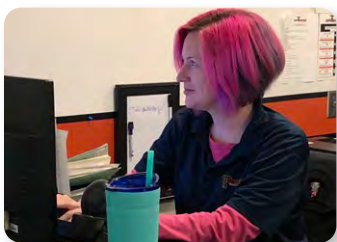
LANE M. - TEAM LEAD, INFRASTRUCTURE & DEV OPS FOR UFG INSURANCE (CEDAR RAPIDS, IA)

"You can have a job, you can have a career, or you can have a calling. I'm fortunate to have found a calling that is now my job! Before going to college, my dad inspired me to build my own computer and I just fell in love with tech. As technology has grown over time, so have my technical skills by having a passion to continually learn something new every day. Today I get to work with some of the latest technology where I never have the same day twice. Combined with working with great people, great leadership, and for a great company like United Fire Group makes every day my best day."



CARRIE K. - BUSINESS EDUCATION TEACHER FOR MISSOURI VALLEY HIGH SCHOOL (MISSOURI VALLEY, IA)

"I've always wanted to be a teacher and originally planned to focus on 3rd grade specifically, but after taking an accounting class in high school, and with a little encouragement from my teacher, I decided to change course and focus on business education instead. Every day presents a new challenge as we plan lessons, check papers, and help students on their journey. I also enjoy sponsoring a business student organization called Future Business Leaders of America (FBLA) that helps students interact with employers and gain real world experience."



MICHELLE V. — SERVICE ADVISOR AT THOMPSON TRUCK & TRAILER (DAVENPORT, IA)

"My father's a mechanic, so I grew up around this type of work. Although I started in the maintenance department, I found that I really liked working directly with the customers. From the time the trucks are checked in to when the repair is complete, I assist with estimates and customer communication. I like the fast-paced, ever-changing environment, building relationships with our customers, and working with our great team each day. People should approach this industry with an open mind. Whatever you think it may be, it is different, and changes often. I don't believe I've reached my full potential yet and look forward to continuing my growth with Thompson in either fleet or service management positions."



TECHNOLOGIES OF THE FUTURE

Although there are already some amazing and innovative technologies in use across the state, below are a few additional examples that have the potential for creating new and exciting business and finance career opportunities across all industries. These technologies further fuel the need for a skilled workforce with advanced critical thinking, information technology, and problem-solving abilities. Behind every new or improved technology, network, or system are real people who set up, operate, and update or maintain them as our businesses and economy continue to advance into the future.

ARTIFICIAL INTELLIGENCE, AUTOMATION, & MACHINE LEARNING

Continued advances in technical software, artificial intelligence, and machine learning will improve the speed, accuracy, and efficiency of a wide range of business and financial processes and procedures across all industries, including complex financial calculations, market forecasting, and even locating and hiring workers. Although these changes will phase out some remedial or manual labor jobs and duties, it will also expand the ability of workers to achieve greater things more quickly, accurately, efficiently, and safely, often away from hazardous situations or materials and in unison with collaborative robots (co-bots) and intuitive technology. Teams of skilled professionals will be needed to design, program, test, and maintain these new forms of technology and any related improvements or redesigns to current processes, programs, or business practices.



DIGITAL CURRENCY, PROPERTY, & SECURITY

As our physical and digital worlds continue to merge, skilled professionals will be needed to support aspects like digital property or asset ownership, virtual banking and financial transactions, and a growing number of other products, services, or identities that reside exclusively in a virtual or digital environment. The secure and reliable oversight, tracking, and insurance or guarantee of transactions, ownership, consumption, and storage within this new digital existence is already evolving quickly through tools or concepts such as cryptography, blockchain, and distributed computing. Visionary and innovative professionals are needed to help design, map, protect, and manage this vast new digital frontier.



CLOUD COMPUTING & IOT

The Internet of Things (IoT) includes a rapidly growing number of interconnected “smart” homes, appliances, streets, vehicles, and other technology, products, or infrastructure that access vast amounts of data, communicate with one another, and complete tasks for users every day, often with little or no direct human interaction. In addition to simple hands-free and voice-enabled convenience features, cloud computing is also enabling quicker, easier, and more reliable and powerful capabilities that will further enhance or improve our lives while removing many geographical, financial, and technical barriers. Creative and skilled professionals are needed to help design, build, secure, and maintain this new interconnected and continuously evolving future.



FLEXIBLE WORK & SCHEDULING OPTIONS – THREE- OR FOUR-DAY WORK WEEKS, BONUS PAY, & REMOTE WORK OPTIONS

Many business and financial services professionals appreciate the consistency and security of the common 40-hour business workweek. This 8-hour workday schedule with limited or no weekend and overtime requirements allows for a healthy work and life balance. Many employers now even allow work to be completed outside of the typical work or office environment, allowing employees to work from places like coffee shops, college campuses, co-working spaces, or even outside in a park or from the comfort of their own home.

A growing number of employers are also beginning to offer flexible and nontraditional scheduling options that are helpful to those with personal or professional responsibilities such as students, parents, and retired workers. In our increasingly interconnected and technological world, many businesses now run 24 hours a day, 7 days a week, 365 days a year to keep up with customer needs and product or service demands. Some even offer 10- or 12- hour shifts that allow employees to complete an entire week of work in three or four days, with the rest of the week off for relaxing, family time, or extended travel.

Many employers offer hard-working and dedicated employees the opportunity to earn overtime pay or shift differentials as a perk for working off hours or weekends too. Workers can expect to earn their normal hourly wages plus an added bonus for these shifts (i.e. \$20 per hour base + \$10 per hour bonus = \$30 per hour total). Additional incentives such as paid employee benefits, tuition reimbursement, and performance-based bonuses allow workers in this industry to quickly make substantially more than some other industries.

| Name | Hours |
|---|---------------------------------|
| 1st Shift | 7 AM – 9 AM until 3 PM – 6 PM |
| 2nd Shift | 3 PM – 5 PM until 10 PM - 12 AM |
| 3rd Shift | 10 PM – 12 AM until 6 AM – 8 AM |
| 4x10 *Four 10-hour days, three days off | 6 AM – 8 AM until 4 PM – 6 PM |
| 3x12 *Three 12-hour days, four days off | 5 AM – 7 AM until 5 PM – 7 PM |



REGISTERED APPRENTICESHIP PROGRAMS LET YOU EARN WHILE YOU LEARN!

Many Iowa employers offer flexible training or work options to fit varying schedules, learning preferences, and career goals. Some careers highlighted in this document have a corresponding Registered Apprenticeship option that offers hands-on training and related technical instruction (RTI) that allows Registered Apprentices to earn a paycheck from day one. Look for the *Earn & Learn* logo for a career that is apprenticeable. Visit [EarnAndLearnIowa.gov](https://www.earnandlearniowa.gov) to learn more about these great opportunities, view testimonials from actual apprentices in Iowa, and fill out a form to be contacted by a representative from a local *IowaWORKS* field office for a direct conversation. Work is also underway to develop exciting training opportunities through Quality Pre-Apprenticeship Programs and new flexible Industry-Recognized Apprenticeship Programs (IRAPs) in Iowa, including the potential for offering 100% virtual work-based learning experiences.



EMPLOYER & EDUCATOR PARTNERSHIPS – MAKING AN IMPACT WHILE STILL IN SCHOOL!

Iowa consistently has the highest number of high school students jointly enrolled in a community college program in the nation, providing students the opportunity to earn college credit and sometimes even full industry-recognized credentials while still in school. A growing number of careers even include options to begin on-the-job training in high school or through one of Iowa's 15 community colleges, saving further time and money, allowing students and workers to begin planning for their future and earning a paycheck sooner. One such example is offered below, but there are many more across the state as Iowa's employers partner with education and training providers to develop the skilled business and financial services workforce of the future.

WELLMARK BEACON INTERNSHIP PROGRAM – LIGHTING A PATH TO ACHIEVEMENT

As a leading health insurance provider in Iowa, Wellmark Blue Cross and Blue Shield strives to deliver high quality and affordable coverage by carefully managing costs, providing outstanding customer service, and empowering their members to stay healthy. Part of the Wellmark mission is also to give back to communities, increasing overall well-being for populations in Iowa and South Dakota. Having the opportunity to engage in meaningful professional-level employment is one way to ensure community members can succeed.

Wellmark lights this path to achievement through the Beacon Internship Program, an innovative high school internship program for Des Moines North High School students. This collaboration represents Wellmark's commitment to diversity and inclusion and is aimed at educating and inspiring young community members to flourish in a corporate environment.

The Beacon program began in 2015 through a partnership with Des Moines Public Schools brokered by Wellmark and Izaah Knox, Executive Director at Urban Dreams. The program provides eligible students with a paid on-the-job learning program during their senior year. Students work alongside full-time employees in all areas of the company including Operations, Marketing, Sales, Human Resources, Technology, and Logistics. Interns gain business acumen, on-the-job training, day-to-day work experience, and professional skills, while also being supported by a dedicated leader and mentor who provides direct and personalized one-on-one mentoring.



“We are pleased to provide a committed group of students the opportunity to experience what it’s like to work in a corporate environment, to learn professional competencies and gain new skills that help prepare them for the future.”

- Stacy Lovan
Talent Acquisition, Wellmark

EXPERIENCE + ENTREPRENEURSHIP – A PATH TO BE YOUR OWN BOSS

Business and financial services offer huge potential for starting a business and one day being your own boss. A mixture of hard work, education, and industry experience open the door to business opportunities that often do not exist in other industries or that would take much longer and cost significantly more to achieve.

While education is a critical aspect of being successful in these fields, it is often to supplement what is being learned through shorter, more focused skill development opportunities, such as new products, updated technologies, or changes to industry standards, and hands-on experiences from an internship, apprenticeship, or other direct work experience. Professional licensure or certification may also be necessary for some occupations, depending on aspects such as location, costs, and type of products or services being offered.

Budding entrepreneurs can now market their services and speak directly to current and potential customers much more quickly, easily, and cheaply with social media and digital marketing tools. The “gig economy” also provides a consistent flow of both individual or group projects and work. Specialized funding is often available through partners like the [Iowa Economic Development Authority](#) and [U.S. Small Business Administration](#) to help plan, launch, and strengthen businesses within Iowa’s innovative and growing business and financial services fields.

The diagram to the right highlights a common pathway for someone wanting to start a business as either their own company and direct service provider or that provides contracting and oversight services for other companies, processes, or technologies. Although not the only route for ambitious and driven entrepreneurs in Iowa, many appreciate learning on the job, having less student loan debt, and working at their own pace.



INTERNSHIP/TRAINING PROGRAM
(Marketing/Graphic Design Intern)



WORK EXPERIENCE/ LEADERSHIP ROLE
(Team Lead /Senior Graphic Designer)



BUSINESS OWNER/ CONTRACTING
(Graphic Design & Marketing Company)

IOWA BUSINESS ENTREPRENEUR SPOTLIGHT



Julie Mangels, Founder of julsdesign inc. and QB Studios

“I graduated from DMACC in commercial art and worked for a small design firm before heading to a large corporation. These contrasting roles gave me the experience and knowledge of what I really wanted to do, so in 1992, I started julsdesign. I loved the small, intimate setting of my first job. I got to know my customers on a personal level, which I feel helps us serve them better with their branding

and marketing needs. We have worked with clients all over the world creating brands, publications, and advertising materials. In 2012, we were looking to expand so we started QB Studios. Here we use our artistic talent to create awesome apparel for our clients to look great. From working in my basement to our current office location here in Ankeny, it has been a ride. Anything is possible with the right mindset, drive, and a team of mentors.”



DIVERSE WORK ENVIRONMENT OPTIONS – YOU CAN WORK WHERE IN BUSINESS AND FINANCE?

As the world becomes increasingly technological and interconnected, modern business and financial services professionals are able to specialize and perfect their skills in a wide range of industries, work environments, and causes or areas of interest. This section outlines a few of the more common or growing options in Iowa. Occupations have also been labeled with each throughout the document to assist the reader in finding a stronger match with their personal and professional goals, ideals, or passions in order to make their mark on the world in their own unique ways, sometimes even from the comfort of their own homes. Which type of problems do you want to fix?



Technology Research, Products, & Services

Designing, building, and maintaining technology solutions for Iowa's future



Business, Trade, & Financial Services

Ensuring safe and secure business and financial transactions for Iowans



Energy, Utilities, & Power Generation

Providing safe and consistent power and utilities to Iowans



Automotive, Construction, & Skilled Trades

Designing, building, and maintaining Iowa's structures, vehicles, and roads



Athletics, Gaming, & Entertainment

Providing fun, safe, and quality entertainment options for Iowans



Military, Public Safety, & Law Enforcement

Offering a safe and secure environment for Iowans to live, work, and thrive



Retail, Hospitality, & Food Services

Providing safe and quality shopping, lodging, and dining experiences in Iowa



Non-profit, Activism, & Community Services

Providing a voice for underrepresented populations or causes in Iowa



Advanced Manufacturing & Food Production

Designing and creating safe, quality products Iowans use each day



Health Care, Science, & Services

Offering services and resources to keep Iowans happy, healthy, and productive



Transportation, Distribution, & Logistics

Moving and storing goods and products throughout Iowa safely and efficiently



Agriculture, Wildlife, & Environmental Sciences

Studying, farming, and protecting the delicate balance of nature in Iowa



Government, Public, & Social Services

Providing public support and resources to keep Iowa communities strong



Education, Training, & Development Services

Educating, training, and preparing the skilled workforce of the future in Iowa



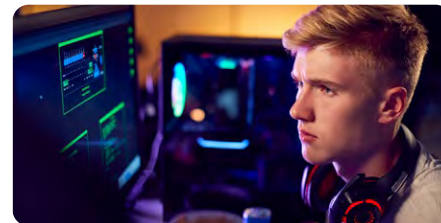
Advertising, Communications, & Media

Keeping Iowans consistently updated, informed, and connected to the world



Contract, Consulting, & Self-Employment

Do things your own way to plan, launch, and thrive as an Iowa business



CAREER INTEREST TYPES - WHAT TYPE OF CAREER MATCHES YOUR PERSONALITY AND INTERESTS?

We are born with certain character traits, while some are developed as we grow and experience new things. There are many different tests or assessments available to help us determine what careers might match our personality or interests. The most common test includes six interest themes based on research by John Holland that can be taken for free at [FutureReadyIowa.gov](https://www.futurereadyiowa.gov). These include the Realistic (R), Investigative (I), Artistic (A), Social (S), Enterprising (E), and Conventional (C) groups, reflected in the diagram to the right.

After identifying the top three preferred interest areas, a user is left with an interest type code, such as RIS, CEA, or ECR. Occupations in this document have been labeled with these codes to help readers better understand potential matches for further research and investigation. Don't worry if a career doesn't match exactly to your code as this is not an exact science, but rather a starting point to help guide users in their career exploration process. As you will see, there are careers for everyone in business and finance!



R

REALISTIC

You like to work with your hands and use physical skills including repairing and making things with tools and machines. You prefer working on projects you can see and feel, not what can be imagined or theorized.

I

INVESTIGATIVE

You tend to focus on ideas and enjoy collecting and analyzing information. You are curious and tend to prefer situations with minimal rules or regulations. You tend to like math and science.

A

ARTISTIC

You focus on artistic self-expression, value independence, and are not afraid to experiment with ideas. You enjoy variety and tend to feel cramped in structured situations. Creativity guides you.

S

SOCIAL

You are highly concerned with people, make friends easily, and are a good communicator. You enjoy working with others to identify and solve problems. You are helpful, friendly, and trustworthy.

E

ENTERPRISING

You are goal-oriented and often provide leadership and a high degree of energy when working with others. You tend to get bogged down by too much science, data, and analytical thinking. You are more comfortable selling and negotiating.

C

CONVENTIONAL

You pay close attention to detail and work well with numbers and data. You prefer following the rules and working with clear expectations.

USING THESE CAREER PATHWAYS

The information in these pathways is not intended to cover every occupation within business and financial services in Iowa. Rather, it is intended to provide the student, job-seeker, parent, educator, and others with a high-level view of some in-demand or growing positions. Information has been averaged to help guide the reader in evaluating which of these jobs are of interest and worthy of further research through the online [Future Ready Iowa Career Coach](#) tool, which allows readers to customize labor, salary, education, and other information based on their specific location within the state. Additional recommendations for next steps and a career exploration action plan are included at the end of the document.

Occupations have been grouped into the following three levels based on factors such as typical education, experience, and wages. Many workers in this industry do not follow a direct pathway within the same occupation family, but rather enter and progress through a wide range of different careers from each area of focus. Actual education requirements, job duties, and wage levels will vary from employer to employer around the state. Leadership and management opportunities are available in all families, but may not be reflected in these materials.



BUSINESS & FINANCIAL SERVICES OCCUPATION FAMILIES

Our increasingly technological and interconnected world requires skilled professionals able to design, manage, and improve the various business and financial services needed for all companies to exist and thrive. The occupation families below outline how these careers will be grouped for purposes of this project, by general job duties and role within the diverse and evolving business and financial services fields in Iowa. Which fits you best?



MANAGEMENT AND OPERATIONS - THE DIRECTORS

[Common Interest Types: **Enterprising, Conventional, Investigative**]

You lead the way! You keep the company running smoothly like a well-oiled machine by keeping projects on track, managing important client relationships, and providing general support and services for both day-to-day operations and surprise problems or set-backs that can quickly derail plans and prevent long-term growth.



INFORMATION AND RISK - THE ANALYZERS

[Common Interest Types: **Conventional, Investigative, Enterprising**]

You're a puzzle master! Your ability to work with numbers, general curiosity, and attention to detail ensure the safe and secure handling, processing, and analysis of vast amounts of information and data that hold the secrets to better products and services that make customers happier, communities safer, and businesses stronger.



PEOPLE & CULTURE - THE DEVELOPERS

[Common Interest Types: **Social, Conventional, Enterprising**]

You make people better! You strive to maximize potential, strengthen employee engagement, and improve organizational performance through holistic solutions towards the attraction, retention, and the development of an organization's workforce or human resources. Your communication, problem-solving, and people skills are top notch.



BANKING & FINANCE - THE ADVISORS

[Common Interest Types: **Enterprising, Conventional, Social**]

You make dreams possible! Your expertise and laser-sharp focus on the secure and intelligent management, investment, and protection of various sources of personal or corporate finances help ensure that goals are met and dreams are fulfilled. You provide invaluable access and services to those in your community and around the world every day through safe, secure, and innovative products, practices, and services.



LOGISTICS & SUPPLY CHAIN - THE CONNECTORS

[Common Interest Types: **Realistic, Conventional, Enterprising**]

You keep everyone supplied and working! Every company needs supplies, equipment, technology, and other resources to not only keep the lights on and employees working, but also to be successful in an increasingly competitive and challenging global market. Without your attention to detail and problem-solving skills to keep everyone equipped and connected at all times, everything else would fall apart.



MARKETING & SALES - THE PROMOTERS

[Common Interest Types: **Conventional, Enterprising, Social**]

You seal the deal! Your outgoing personality, competitive nature, and desire to understand customer needs helps companies create products and services that will be valued and purchased. You also serve as the connector between your company and customers, providing support and services so that everyone wins.

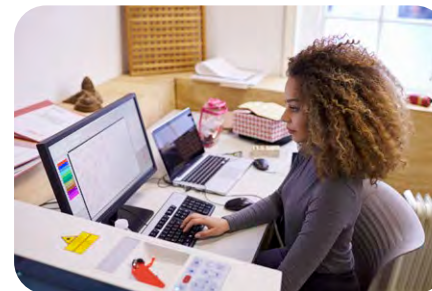
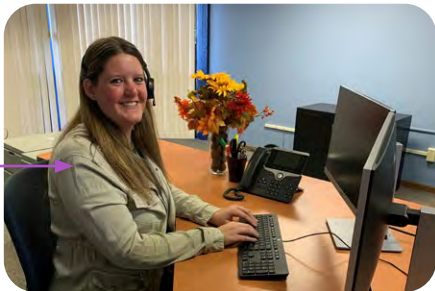


Professionals in the *Management & Operations* family focus on keeping business projects, people, and plans on track!

Modern companies must successfully manage not only normal day-to-day operations, but also an increasing number of domestic and foreign competitors, challenges, and risks that can cut deeply into profits, damage important customer or client relationships, and hinder long-term growth. Skilled professionals are needed to manage these various aspects, stay updated on industry trends or regulations, prepare for market fluctuations or risk, and rally everyone together towards a common goal throughout the various stages and interconnected systems that can derail projects or plans quickly.

Many of these occupations require a higher level of formal education, such as an associate's or bachelor's degree, but a growing number have begun considering a technical certificate or diploma and little or no industry experience by providing on-the-job training opportunities, such as internships and apprenticeships. This can be a great entry point with a company that could lead to advancement and career success with hard work, dedication, and careful planning.

Someone who enjoys working with others, has an eye for detail, and appreciates following checklists will do well in this family. They will find pleasure in seeing a project from start to finish by either playing a support role or leading the charge in helping to keep everything and everyone moving in the right direction.

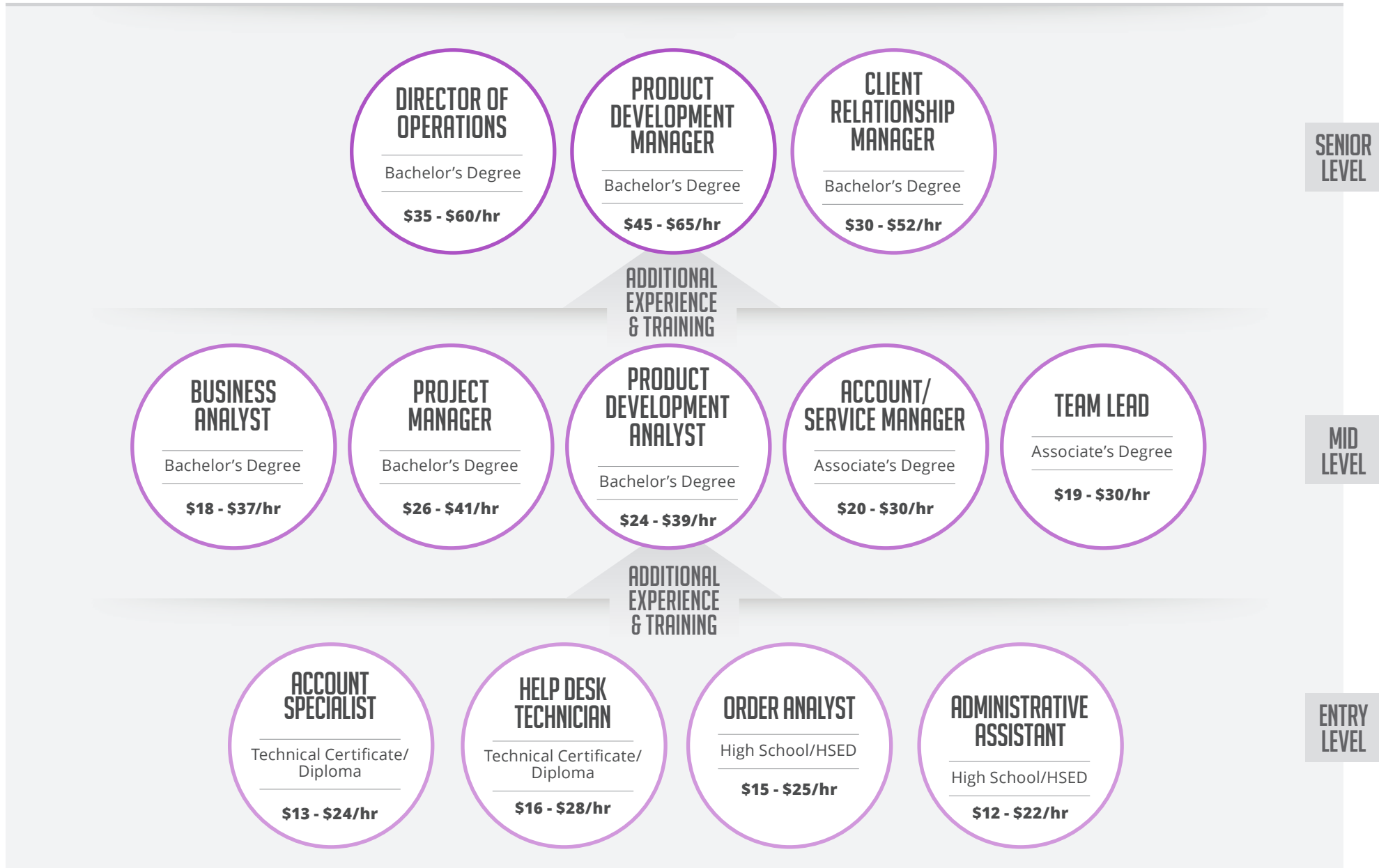


CAREER SPOTLIGHT:

Kelsey G. - Account Manager for Travero Logistics (Cedar Rapids, IA)

"I spend most of my time communicating with past, present, and new customers to provide pricing, match them with service solutions, and help resolve escalated issues in a timely manner. I also work with our internal teams to ensure customer service and operations staff are trained, shipments are handled correctly, and all customer expectations are met. I enjoy knowing that we are helping our customers from the start of production to selling and stocking store shelves with finished products. I also enjoy getting to know each customer more deeply and getting out to visit them and their facilities when possible. Although things can be a bit overwhelming in this fast-paced environment, I plan to learn as much as possible and continue to grow."





MANAGEMENT & OPERATIONS

THE DIRECTORS



ADMINISTRATIVE ASSISTANT

ENTRY LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$12 - \$22/hour

Provide administrative or clerical support for specific staff, departments, or teams, such as handling communication, facilitating information between team members, scheduling meetings or team events, and writing, editing or organizing billing, financing, or other paperwork and digital records. May also assist in training or onboarding of new employees.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Account & Project Management
- 3) Written & Oral Communication
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Record Keeping



Similar Roles/Titles:

Admin Assistant, Office Executive Assistant, Administrative Aide, Administrative Secretary, Administrative Associate

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

ACCOUNT SPECIALIST

ENTRY LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Technical Certificate/Diploma

Work Experience: 0 - 3 years

Wage Range: \$13 - \$24/hour

Provide administrative and support services for various projects or initiatives by conducting research, preparing reports, handling information, and coordinating project progress with other team members, customers, or business partners. May assist with troubleshooting, proofreading, and other routine or on-the-spot quality assurance measures to ensure accounts remain profitable and successful.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Account & Project Management
- 3) Communication & Attention to Detail
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Record Keeping



Similar Roles/Titles:

Office Aide, Office Clerk, Account Assistant, Business Generalist, Account Technician

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

ORDER ANALYST

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$15 - \$25/hour

Receive, review, and process incoming orders via mail, phone, fax, online, or other electronic means for materials, products, or services. Work directly with coworkers and customers to resolve order problems or complaints, answer questions about prices, shipping dates, or delays, and assist with contracts or service agreements.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Account & Project Management
- 3) Written & Oral Communication
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Record Keeping

Similar Roles/Titles:

Order Clerk, Order Entry Representative, Order Processing Clerk, Product Service Rep, Processing Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



HELP DESK TECHNICIAN

ENTRY LEVEL

RIC - REALISTIC, INVESTIGATIVE, CONVENTIONAL

Typical Education/Training: Technical Certificate/Diploma

Work Experience: 0 - 3 years

Wage Range: \$16 - \$28/hour

Answer questions, resolve issues, and provide installation, usage, and other technical assistance to staff and other computer, service, or technology users within an organization. Provide support by phone, email, chat, and other electronic or remote assistance technologies if unable or not necessary to respond in-person. Maintain accurate records of support or service requests and provide recommendations when necessary for equipment and training needs.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Education & Training
- 3) Project & Time Management
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Conflict Resolution & Record Keeping



Similar Roles/Titles:

Help Desk Analyst, Computer Support Specialist, Tech Support, Deskside Support Technician, Office Support Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

BUSINESS ANALYST

MID LEVEL

ECI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$18 - \$37/hour

Plan, conduct, analyze, and document findings from research conducted into the systems, processes, policies, or practices of a business, product line, or broader network of interconnected companies, suppliers, and other related partners or competitors. May specialize on specific areas of focus or provide general recommendations for improving products, services, business practices, and other financial or efficiency aspects.

Knowledge & Skills:

- 1) Data Research & Analysis
- 2) Time & Project Management
- 3) Sales & Negotiation
- 4) Corporate Strategy, Structure, & Culture
- 5) Critical Thinking & Problem Solving
- 6) Communication & Social Media

Similar Roles/Titles:

Business Management Specialist, Organizational Development Consultant, Business Market Analyst, Business Performance Consultant, Product Success Advisor

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

TEAM LEAD

MID LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$19 - \$30/hour

Directly supervise and coordinate the activities of a team, department, or other general and office support staff to keep business operations running efficiently, safely, and profitably. Review procedures and policies, discuss findings with upper management, and make recommendations for improvements or repairs to facilities, technology, staffing, training, and other related programs or procedures.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Communication & Negotiation
- 3) Computers & Technology
- 4) Account & Project Management
- 5) Attention to Detail & Record Keeping
- 6) Critical Thinking & Problem Solving



Similar Roles/Titles:

General Supervisor, Office Supervisor, Shift Manager, Department Supervisor, Division Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



ACCOUNT/SERVICE MANAGER

MID LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$30/hour

Serve as the connection between a company or service provider and external clients or customers for administrative or technical support service needs, such as reviewing account projects or goals, monitoring service or repair needs, and building or strengthening important customer relationships. Identify trends, research solutions, and provide recommendations to ensure both customer satisfaction and long-term company success.

Knowledge & Skills:

- 1) Account & Project Management
- 2) Sales & Negotiation
- 3) Computers & Technology
- 4) Communication & Team Coordination
- 5) Customer & Personal Service
- 6) Critical Thinking & Problem Solving

Similar Roles/Titles:

Account Coordinator, Service Advisor, Account Administrator, Business Services Rep, Account Success Advisor

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

PRODUCT DEVELOPMENT ANALYST

MID LEVEL

EIS - ENTERPRISING, INVESTIGATIVE, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$24 - \$39/hour

Research, identify, and analyze changing customer needs or preferences and potential for new or improved, expanded, or otherwise modified product or service offerings. Collaborate with engineers, business intelligence, and other sales or client relationship teams to explain product or service vision, desired outcomes, and potential solutions to ensure product completion, customer satisfaction, and potential for repeat or referral business.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Time & Project Management
- 3) Communication & Social Media
- 4) Sales & Negotiation
- 5) Critical Thinking & Problem Solving
- 6) Data Research & Analysis

Similar Roles/Titles:

Product Advisor, Product Owner, User Needs Specialist, Product Development Consultant, Business Expansion Consultant

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

PROJECT MANAGER

MID LEVEL

ECI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$26 - \$41/hour

Consult and negotiate with teams and external customers to determine project details, budget, and deadlines. Coordinate projects and delegate tasks with product owners, account managers, and other supervisors or leads across various management, development, and business operations teams. Monitor, gather, and assess information for project status reports, ensuring compliance with regulations and keeping projects on time and within budget.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Account & Project Management
- 3) Communication & Social Media
- 4) Negotiation & Sales
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Attention to Detail

Similar Roles/Titles:

Project Lead, Project Owner, Project Engineer, Project Development Lead, Agile Coach/Scrum Master

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



CLIENT RELATIONSHIP MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$30 - \$52/hour

Plan, develop, and coordinate client relationship and solution management policies and programs, such as determining product demand, evaluation of contracts, and competitive market analysis. Develop pricing strategies with the goal of maximizing profits or share of the market while ensuring customer and business partner satisfaction. Advise corporate strategy or monitor trends that indicate the need for new or improved products, technologies, and services.

Knowledge & Skills:

- 1) Sales & Negotiation
- 2) Management & Leadership
- 3) Communication & Relationships
- 4) Computers & Technology
- 5) Market Research & Analytics
- 6) Social Media & Digital Marketing Tools

Similar Roles/Titles:

Director of Brand Management, Client Relations Manager, Business Solutions Developer, Director of Business Solutions, Business Relationship Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

DIRECTOR OF OPERATIONS

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$35 - \$60/hour

Plan, direct, and coordinate the general operations of a business, system, or network of companies. Communicate policies, review financial statements or performance data, and plan the use of materials, capital, and resources to keep operations running smoothly and profitable. Explore opportunities to streamline staffing, processes, systems, or procedures to meet operational goals and remain in compliance of all rules, laws, and regulations.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Computers & Technology
- 3) Accounting & Finance
- 4) Contracts & Service Level Agreements
- 5) Project & Time Management
- 6) Negotiation & Sales

Similar Roles/Titles:

Operations Manager, Business Manager, Operations Director, Director of Business Operations, Senior Operations Analyst

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PRODUCT DEVELOPMENT MANAGER

SENIOR LEVEL

ECI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$45 - \$65/hour

Oversee, track, and manage the design and development of new or improved products and services. Coordinate communication and work between various teams, customers, or stakeholders to ensure products or projects are completed on time, within budget, and meet customer or user needs. Collaborate with sales and marketing teams on strategies to advertise, release, and gather feedback for continuous improvement and success.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Communication & Negotiation
- 3) Data Research & Analysis
- 4) Computers & Technology
- 5) Project & Time Management
- 6) Sales & Marketing

Similar Roles/Titles:

Research & Development Manager, Director of Product Development, Product Design Manager, Production Manager, Business Expansion Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



Professionals in the *Information & Risk* family secure, manage, and analyze the vast amounts of information necessary for businesses to remain safe, competitive, and successful!

Our interconnected world offers an immense and expanding amount of information, data, and analytics that require specialized professionals able to collect, store, access, manage, and process this trove of information to help companies be more innovative, efficient, and successful, while also in compliance with any rules, regulations, and standards. Companies must also be on guard around the clock to update systems, monitor activity, and protect themselves from increasingly intelligent and evasive malicious or criminal attacks with viruses, ransomware, phishing, hacking, and other complex system breach schemes.

Many of these occupations require some form of advanced formal education or training, although a growing number have begun to offer earn-and-learn opportunities such as internships, apprenticeships, and other on-the-job training options for students or job seekers with little formal experience or education.

These occupations may be a good fit for those who enjoy working with numbers, solving problems or puzzles, and have an eye for detail. Organizations need dedicated and trained professionals able to secure and mine these mountains of data to uncover hidden secrets, patterns, and other advantages if they hope to succeed in our increasingly data-informed world.



CAREER SPOTLIGHT:

Dawson M. - Security Engineer I for ProCircular (Coralville, IA)

“Computers and technology have always been a fascination for me. I started a computer club at my small, rural high school that turned into a cybersecurity club when we participated in Iowa State University’s cyber defense competition. It is an adrenaline pumper when you first start seeing real hackers attack your network. After participating in the competitions, it made me realize how exciting it would be to do something that in most instances would be illegal but, in this case, is legal since you have been granted permission to break into organizations. I often compare it to Mission Impossible, except here you have to document your process. In both the attack and defense sides of cybersecurity, you get to think outside the box, learn new techniques, and most of all have fun!”







DATA ANALYSIS TECHNICIAN

ENTRY LEVEL

CAI - CONVENTIONAL, ARTISTIC, INVESTIGATIVE

Typical Education/Training: Associate's Degree

Work Experience: 0 - 3 years

Wage Range: \$16 - \$28/hour

Manage, analyze, and convert various sources of information or data into visual or 3D elements like charts, graphs, animations, and maps to help identify, document, and leverage otherwise hidden or complex trends, outliers, and patterns. May collaborate with other teams to create and distribute reports, illustrations, or advertising to outline important or beneficial observations, findings, or recommendations.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Data Analysis & Visualization Software
- 3) Inspection & Attention to Detail
- 4) Digital File Handling & Storage
- 5) Critical Thinking & Problem Solving
- 6) Deductive & Inductive Reasoning

Similar Roles/Titles:

Data Visualization Analyst, Data Relationship Specialist, Data & Information Technician, Data Visualization Specialist, Digital Information Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

CLAIMS EXAMINER/ADJUSTER

ENTRY LEVEL

CAI - CONVENTIONAL, ARTISTIC, INVESTIGATIVE

Typical Education/Training: Associate's Degree

Work Experience: 0 - 3 years

Wage Range: \$21 - \$35/hour

Investigate, analyze, and determine the extent of financial liability for personal, commercial, property, and other types of loss or damages being claimed. Interview or collaborate with specialists, agents, witnesses, or claimants to determine the best course of action and appropriate compensation or settlement. Research, calculate, and approve associated benefits or timely payment of claims in compliance with all rules, regulations, and laws.

Knowledge & Skills:

- 1) Communication & Interviewing
- 2) Data Research & Analysis
- 3) Inspection & Attention to Detail
- 4) Critical Thinking & Problem Solving
- 5) Computers & Technology
- 6) Deductive & Inductive Reasoning



Similar Roles/Titles:

Claims Representative, Claims Analyst, Claims Investigator, Claims Specialist, Insurance Adjuster

Typical Work Environments:

Tech, Finance, Transportation, Government, Safety, Education, Non-Profit, Self-Employment

INFORMATION SECURITY ANALYST

ENTRY LEVEL

CIA - CONVENTIONAL, INVESTIGATIVE, ARTISTIC

Typical Education/Training: Associate's Degree

Work Experience: 0 - 3 years

Wage Range: \$25 - \$38/hour

Monitor, inspect, test, and protect computer networks, databases, and other related technologies, systems, or sources of information against security breaches, viruses, and other spyware, phishing, or data hostage scenarios. Utilize a combination of technical programs, digital forensics, or software tools and an understanding of psychology, social engineering, and other human factors to provide full security support and guidance to address increasingly complex physical and cyber security threats.

Knowledge & Skills:

- 1) Inspection & Attention to Detail
- 2) Computers & Technology
- 3) Critical Thinking & Problem Solving
- 4) Psychology & Sociology
- 5) Analytical, Test, & Scientific Software
- 6) Data Collection & Analysis



Similar Roles/Titles:

Cybersecurity Analyst, Information Security Officer, Information Security Specialist, IT Security Analyst, Security Analyst

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



BUSINESS INTELLIGENCE ANALYST

MID LEVEL

IEC - INVESTIGATIVE, ENTERPRISING, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$17 - \$35/hour

Research, combine, and analyze various sources of market or business intelligence to identify data patterns or trends that can be used to determine changing consumer needs or preferences, competitive pricing structures, and effective methods for the marketing or distribution of products or services. Prepare data files, reports, and recommendations for sales, marketing, design, compliance, and other business operations or client relations teams.

Knowledge & Skills:

- 1) Data Research & Analysis
- 2) Deductive & Inductive Reasoning
- 3) Critical Thinking & Problem Solving
- 4) Advanced Computers & Technology
- 5) Inspection & Attention to Detail
- 6) Communication & Project Management

Similar Roles/Titles:

Market Intelligence Analyst, Business Intelligence Specialist, Commercial Intelligence Analyst, Competitive Intelligence Analyst, Data Compliance Consultant

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

FRAUD EXAMINER/INVESTIGATOR

MID LEVEL

EIC - ENTERPRISING, INVESTIGATIVE, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$38/hour

Analyze financial data, obtain evidence, take statements, produce reports, and testify to findings regarding resolution of insurance claim or other financial fraud allegations. Assist with the proactive monitoring of areas such as billing trends, financial relationships, and regulatory compliance procedures to spot irregularities and to prevent fraud or other illegal or noncompliant activities of customers, staff, and other professionals.

Knowledge & Skills:

- 1) Inspection & Attention to Detail
- 2) Data Research & Analysis
- 3) Computers & Technology
- 4) Critical Thinking & Problem Solving
- 5) Accounting & Finance
- 6) Rules, Regulations, & Laws

Similar Roles/Titles:

Certified Fraud Examiner, Financial Investigator, Forensic Accountant, Forensic Audit Expert, Fraud Investigator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

CREDIT ANALYST

MID LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$40/hour

Collect, research, and analyze credit data and financial statements for individuals, companies, or other entities to determine the degree of risk involved in extending credit or lending money. Prepare and administer reports for use by financial planners, loan officers, and other professionals. May assist with the completion or review of loan applications, service contracts, or other financial paperwork.

Knowledge & Skills:

- 1) Data Research & Analysis
- 2) Accounting & Economics
- 3) Inspection & Attention to Detail
- 4) Computers & Technology
- 5) Critical Thinking & Problem Solving
- 6) Risk & Probability

Similar Roles/Titles:

Credit Risk Analyst, Risk Analyst, Credit Administrator, Credit and Collections Analyst, Credit Representative

Typical Work Environments:

Tech, Finance, Health Care, Transportation, Agriculture, Government, Safety, Education, Retail, Non-Profit



INSURANCE UNDERWRITER

MID LEVEL

EIC - ENTERPRISING, INVESTIGATIVE, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$39/hour

Review applications for insurance coverage and approve, deny, or request additional information based on aspects such as the degree of risk involved and potential costs or impacts. Examine documents, digital files, and supporting information, sometimes in collaboration with field representatives, medical personnel, and other professionals to make a final determination and best course of action.

Knowledge & Skills:

- 1) Inspection & Attention to Detail
- 2) Data Research & Analysis
- 3) Computers & Technology
- 4) Critical Thinking & Problem Solving
- 5) Accounting & Finance
- 6) Rules, Regulations, & Laws

Similar Roles/Titles:

Account Underwriter, Financial Underwriter, Underwriter, Underwriting Consultant, Insurance Risk Analyst

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

DATABASE ADMINISTRATOR

MID LEVEL

CIA - CONVENTIONAL, INVESTIGATIVE, ARTISTIC

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$25 - \$50/hour

Administer, implement, test, and patch or repair computer databases to assist in the storage of sensitive data, inventory control records, and other sources of information that need to be referenced or accessed by various staff, programs, and other systems or networks. Stay updated on advances in technology, cybersecurity needs, and industry trends to ensure data is safeguarded, accessible, and private at all times.

Knowledge & Skills:

- 1) Database Management & Networking
- 2) Computers & Technology
- 3) Data Collection & Analysis
- 4) Critical Thinking & Problem Solving
- 5) Analytical & Scientific Software
- 6) Communication & Project Management



Similar Roles/Titles:

Data Architect, Data Controls Manager, Database Coordinator, Information Systems Manager, Database Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

ACTUARY

MID LEVEL

CIE - CONVENTIONAL, INVESTIGATIVE, ENTERPRISING

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$30 - \$47/hour

Analyze statistical data, such as accident, sickness, and retirement rates to estimate the financial impacts of uncertainty, minimize risk, and determine costs of associated insurance coverage or mitigation plans, often with advanced software or intelligent technology. May assist in the planning or development of company policies and explanation of complex technical matters to company executives, shareholders, or other professionals.

Knowledge & Skills:

- 1) Advanced Data Research & Analysis
- 2) Accounting, Risk, & Probability
- 3) Inspection & Attention to Detail
- 4) Advanced Computers & Technology
- 5) Critical Thinking & Problem Solving
- 6) Deductive & Inductive Reasoning

Similar Roles/Titles:

Actuarial Analyst, Actuarial Associate, Actuarial Consultant, Pricing Analyst, Product Development Actuary

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



DIRECTOR OF RISK MANAGEMENT

SENIOR LEVEL

SEC - SOCIAL, ENTERPRISING, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$28 - \$61/hour

Plan, direct, and coordinate the activities of an organization to ensure the appropriate planning, response, and control of various physical, financial, and digital risk factors, such as natural disasters, system hacking, supply chain shortages, and other planned or random disruptions in power, communications, and related or interconnected networks, products and services. Oversee the risk and information security teams, related training, and coordination with other departments.

Knowledge & Skills:

- 1) Leadership & Management
- 2) Advanced Data Management & Analysis
- 3) Crisis & Emergency Planning
- 4) Advanced Computers & Technology
- 5) Complex Critical Thinking & Problem Solving
- 6) Deductive & Inductive Reasoning

Similar Roles/Titles:

Occupational Risk Director, Director of Business Continuity, Risk Management Coordinator, Corporate Risk Planner, Hazard Mitigation Officer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

DIRECTOR OF BUSINESS INTELLIGENCE

SENIOR LEVEL

IEC - INVESTIGATIVE, ENTERPRISING, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$30 - \$63/hour

Plan, direct, and coordinate the activities of an organization's capture, analysis, and use of market or business intelligence and other sources of data and information in accordance with security, regulatory, and safety standards. Leverage observations, trends, and other research findings to avoid costly mistakes, expand current and new market share, and strengthen supplier and customer relationships to ensure long-term success and profitability.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Deductive & Inductive Reasoning
- 3) Complex Critical Thinking & Problem Solving
- 4) Advanced Computers & Technology
- 5) Contracts & Regulatory Affairs
- 6) Advanced Data Analysis & Visualization

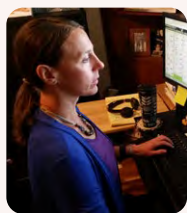
Similar Roles/Titles:

Director of Market Intelligence, Business Intelligence Manager, Commercial Intelligence Manager, Strategic Intelligence Officer, Strategic Information Officer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PROFESSIONALS IN BUSINESS & FINANCIAL SERVICES SPOTLIGHT:



Jen H. - Compliance Reporting Manager for Kirkwood Community College (Cedar Rapids, IA)

"I've spent most of my career as an audit and compliance professional. Although I've always worked with data, it wasn't until my current role at Kirkwood that I realized I'm also a data specialist. I really enjoy working with people across all functions, helping all of us to learn and grow through data. It's even more fun when I get to be creative in finding new and different ways to share information."





Professionals in the *People & Culture* family focus on the management of a company's greatest resource – its people!

Offering a high-quality product or service isn't enough to be successful if there aren't enough dedicated, trained, and motivated workers ready and able to support and achieve a company's goals. Skilled Human Resources (HR) professionals are needed to not only assist with attracting, developing, and retaining this skilled workforce, but also in developing and promoting holistic policies or procedures that offer a safe and welcome work environment, encourage employee wellness and personal development, and provide a positive business culture in which employees can grow and thrive.

Many of the occupations in this family will require some formal education or training, such as an Associate's Degree or Bachelor's Degree, although a growing number of employers are open to providing opportunities to less experienced job applicants with a diverse background and skill set through on-the-job training programs like internships or apprenticeships.

Someone who enjoys working with people, appreciates seeing others succeed, and wants to make a difference will do well in these careers. Advances in technology will continue to change how these occupations are practiced and ways in which human resources or support services are identified, located, and managed in an efficient and successful manner.



CAREER SPOTLIGHT:

Johnathan D. - Human Resources Generalist for Interstates (Sioux Center, IA)

"I learned in high school that I wanted to go into a business field, but it wasn't until college that I had a mentor recommend I look into human resources. We were able to set up an internship with a local manufacturing company and I was hooked. Something I enjoy about HR is that we work with all facets of a company and every day presents a new challenge and learning opportunity. Our team works with onboarding new employees and setting them up to be successful from day one. It is very rewarding when I help our employees solve a problem so they can focus on being their best. I plan to continue my education to advance my career further in this area and recommend others give it a shot like me with an internship or other opportunity."

INTERSTATES





HUMAN RESOURCES ASSISTANT

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$13 - \$25/hour

Assist with the creation, organization, and management of employment or personnel records, such as contact information, earnings or wages, supervisory reports, and attendance records to be used to determine potential for employment advancement, termination, or corrective action. May also assist with development and submission of required data, reports, or other information for auditing, unemployment claims, and other compliance or regulatory needs in a safe and secure manner.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Critical Thinking & Problem Solving
- 3) Customer Service & Communication
- 4) Computers & Technology
- 5) Attention to Detail & Organization
- 6) Project & Time Management

Similar Roles/Titles:

Human Resources Associate, Human Resources Coordinator, HR Representative, Human Resources Technician, Human Resources Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

TRAINING & DEVELOPMENT SPECIALIST

ENTRY LEVEL

SAC - SOCIAL, ARTISTIC, CONVENTIONAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$14 - \$34/hour

Design, schedule, and conduct education, training, and professional development programs in-person or by phone, webinar, virtual reality, or other live and pre-recorded methods. May focus on the explanation, use, or benefits of specific technologies, services, or products or provide general support and guidance to improve individual or organizational performance. Research, observe, and provide recommendations for learning and development improvements or offerings.

Knowledge & Skills:

- 1) Education & Training
- 2) Computers & Technology
- 3) Communication & Conflict Resolution
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Sales & Negotiation

Similar Roles/Titles:

Corporate Trainer, Training Facilitator, Learning & Development Specialist, Professional Development Specialist, Workforce Educator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

SHARED SERVICES & SUPPORT ASSOCIATE

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: Associate's Degree

Work Experience: 0 - 3 years

Wage Range: \$15 - \$28/hour

Offer common or centralized administrative and transactional support services for various aspects of human resources, such as staffing, compensation, training, benefits, and labor relations through direct in-person or virtual interactions, online service portals or systems, or by phone, email, and other correspondence. Collaborate with support staff from other departments or divisions to reduce costs, delays, and errors.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Time & Project Management
- 3) Critical Thinking & Problem Solving
- 4) Communication & Negotiation
- 5) Computers & Technology
- 6) Attention to Detail & Organization

Similar Roles/Titles:

Shared Services Coordinator, HR Shared Services Specialist, Shared Services Analyst, Shared Services Rep, Human Resources Coordinator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



LABOR RELATIONS SPECIALIST

MID LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$15 - \$38/hour

Resolve disputes between workers and managers, collaborate with employee groups or unions, negotiate collective bargaining agreements, and coordinate grievance procedures to handle employee complaints in accordance with all rules, regulations, and laws. Draft contract proposals or counter-proposals to assist in the review, analysis, and negotiation of current or future labor relations policies or procedures.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Computers & Technology
- 3) Communication & Negotiation
- 4) Customer Service & Conflict Resolution
- 5) Critical Thinking & Problem Solving
- 6) Contracts & Labor Law

Similar Roles/Titles:

Labor Relations Agent, Employee Relations Specialist, Grievance Manager, Labor Relations Coordinator, Union Relations Representative

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

COMPENSATION & BENEFITS SPECIALIST

MID LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$17 - \$35/hour

Research, prepare, and present occupational classifications, job descriptions, and salary scales to assist in the filling of open positions. Assist or conduct various compensation and benefits programs for further use or analysis by management team, such as retirement or tuition reimbursement plans, and to ensure compliance with all applicable rules, laws, and regulations.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Computers & Technology
- 3) Customer Service & Communication
- 4) Data Analysis & Math
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Attention to Detail

Similar Roles/Titles:

Benefits Administrator, Benefits Analyst, Compensation Analyst, Compensation Consultant, Compensation Coordinator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

HUMAN RESOURCES GENERALIST

MID LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$17 - \$38/hour

Perform specialized human resource duties or activities, such as screening, recruiting, interviewing, hiring, and retaining a skilled workforce to ensure long-term success. Research company needs, industry trends, and other sources of market or business intelligence to forecast future hiring needs. Interpret and explain company or state and federal human resources policies, procedures, laws, standards, and regulations.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Time & Project Management
- 3) Critical Thinking & Problem Solving
- 4) Communication & Social Media
- 5) Computers & Technology
- 6) Negotiation & Conflict Resolution

Similar Roles/Titles:

Employment Representative, Recruiter, Human Resources Representative, HR Analyst, Talent Acquisition Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



DIVERSITY, EQUITY, & INCLUSION SPECIALIST

MID LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$18 - \$39/hour

Research, evaluate, and recommend improvements to the culture, climate, and performance of companies to ensure a welcome and safe work environment in which a diverse workforce can grow and be successful. Develop, promote, and lead training campaigns, or activities to enhance employee understanding on issues of diversity, equity, and inclusivity. May serve as liaison or outreach coordinator with other related community and support partnerships, events, or tools.

Knowledge & Skills:

- 1) Personnel & Human Resources
- 2) Computers & Technology
- 3) Conflict Resolution & Communication
- 4) Diversity, Equity, & Inclusion
- 5) Critical Thinking & Problem Solving
- 6) Education & Training

Similar Roles/Titles:

Diversity Consultant, D&I Specialist, Diversity & Inclusion Coordinator, Director of Diversity & Inclusion, Employee Belonging Consultant

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

GRANT & FUNDRAISING SPECIALIST

MID LEVEL

ECA - ENTERPRISING, CONVENTIONAL, ARTISTIC

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$18 - \$35/hour

Organize events, campaigns, and other activities to raise funds or otherwise solicit and gather monetary donations or other gifts for an organization or cause. Collaborate with marketing and public relations teams to design, produce, and distribute physical or digital promotional materials. May also build relationships and help raise awareness of the organization's mission, vision, or work and related financial needs.

Knowledge & Skills:

- 1) Communication & Relationship Management
- 2) Marketing & Social Media
- 3) Education & Training
- 4) Sales & Negotiation
- 5) Critical Thinking & Problem Solving
- 6) Administration & Management

Similar Roles/Titles:

Fundraising Consultant, Grant Writer, Gift Planning Consultant, Alumni Relations Specialist, Fundraiser

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

LEARNING & DEVELOPMENT MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$30 - \$56/hour

Plan, direct, or coordinate the training and development activities of an organization and related staff. Research, identify, and provide recommendations for improvements to training offerings, resources, and equipment based on direct observation, industry or market trends, and changes in compliance or regulations. May assist in training of related staff and the facilitation of complex or sensitive training topics or initiatives.

Knowledge & Skills:

- 1) Advanced Education & Training
- 2) Computers & Technology
- 3) Communication & Conflict Resolution
- 4) Customer & Personal Service
- 5) Critical Thinking & Problem Solving
- 6) Sales & Negotiation

Similar Roles/Titles:

Talent Development Manager, Education and Development Manager, Learning and Development Director, Training and Development Coordinator, Training and Development Director

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



COMPENSATION & BENEFITS MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Plan, direct, or coordinate the compensation and benefits activities of an organization and related staff. Research, design, and create benefits policies to ensure that hiring programs and practices are current, competitive, and in compliance with necessary legal requirements or regulations. Evaluate and modify current offerings to remain competitive, maintain high levels of employment, and improve employee morale, productivity, and culture.

Work Experience: 8+ years

- Knowledge & Skills:**
- 1) Personnel & Human Resources
 - 2) Written & Oral Communication
 - 3) Project & Time Management
 - 4) Benefits & Compensation
 - 5) Leadership & Management
 - 6) Critical Thinking & Problem Solving

Wage Range: \$30 - \$65/hour

Similar Roles/Titles:
Employee Benefits Coordinator, Employee Benefits Director, Employee Benefits Manager, Payroll Manager, Director of Compensation

Typical Work Environments:
Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

HUMAN RESOURCES MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Research, design, and coordinate policies or practices regarding the hiring, firing, disciplinary action, and overall management of personnel, staff, and other employees for an organization. Facilitate organizational communication by handling questions, interpreting employment contracts, and helping resolve work-related issues or complaints. Evaluate and modify current policies, procedures, or practices to remain in compliance and to ensure long-term company success and growth.

Work Experience: 8+ years

- Knowledge & Skills:**
- 1) Advanced Personnel & Human Resources
 - 2) Management & Leadership
 - 3) Corporate Finance & Contracts
 - 4) Communication & Conflict Resolution
 - 5) Customer & Personal Service
 - 6) Critical Thinking & Problem Solving

Wage Range: \$32 - \$66/hour

Similar Roles/Titles:
Employee Relations Manager, Director of Human Resources, Human Resources Operations Manager, Senior HR Representative, HR Director

Typical Work Environments:
Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PROFESSIONALS IN BUSINESS & FINANCIAL SERVICES SPOTLIGHT:



Kristi Y. - Senior HR Representative for SHAZAM (Des Moines, IA)

"I've always been drawn to the business field. Although I wasn't initially aware of the field of human resources, it actually fits my personality quite well. There is no 'typical day' in HR. Our employees come to us with a variety of questions. I like working for a smaller company like SHAZAM. While we continue to grow, I don't have to specialize in one area of my profession. Instead, I get to work in a variety of HR areas, such as benefits, recruiting, compensation, employee relations, and government compliance. We have a great team and I look forward to continuing to learn and grow with them in the years ahead. My advice to future business students would be to explore all different areas. Network with career professionals. I think a lot of students think about finance/business and think of accounting. There are so many other areas of business within a company and so many opportunities out there in the financial services industry to explore."



Professionals in the *Banking & Finance* family focus on keeping everyone and everything in our community financially prepared and secure!

Whether planning for retirement, purchasing a home, or financing a business expansion, these professionals offer a wide range of personal and commercial products and services to help their customers achieve their goals or dreams through careful financial analysis and planning, while minimizing unnecessary risk, damaging costs, and other potential setbacks. This is often easier said than done, however, as consumers continue to push for more flexibility and the convenience of banking and financial services through online web sites, portals, applications, and other systems or technologies that are still being designed and developed.

Many of these careers will require some education or training beyond high school to be successful, such as an associate's degree or bachelor's degree. Some occupations may even require professional licensure or certifications, depending on factors such as location, area of focus, and types of products or services being offered. An added perk for most of these occupations is that they may include the opportunity for increased wages through bonuses or commissions based on sales, referrals, or financial performance, allowing workers to make substantially more than their base pay.

Someone who enjoys working with others, wants to make a difference, and is able to deal with a little uncertainty will do well in these careers. Continued advances in technology, specifically cryptocurrencies, blockchain technology, and digital property management are going to continue to change how these occupations are practiced. Professionals are needed to stay updated on those trends while working with members of their community to successfully plan for the future.

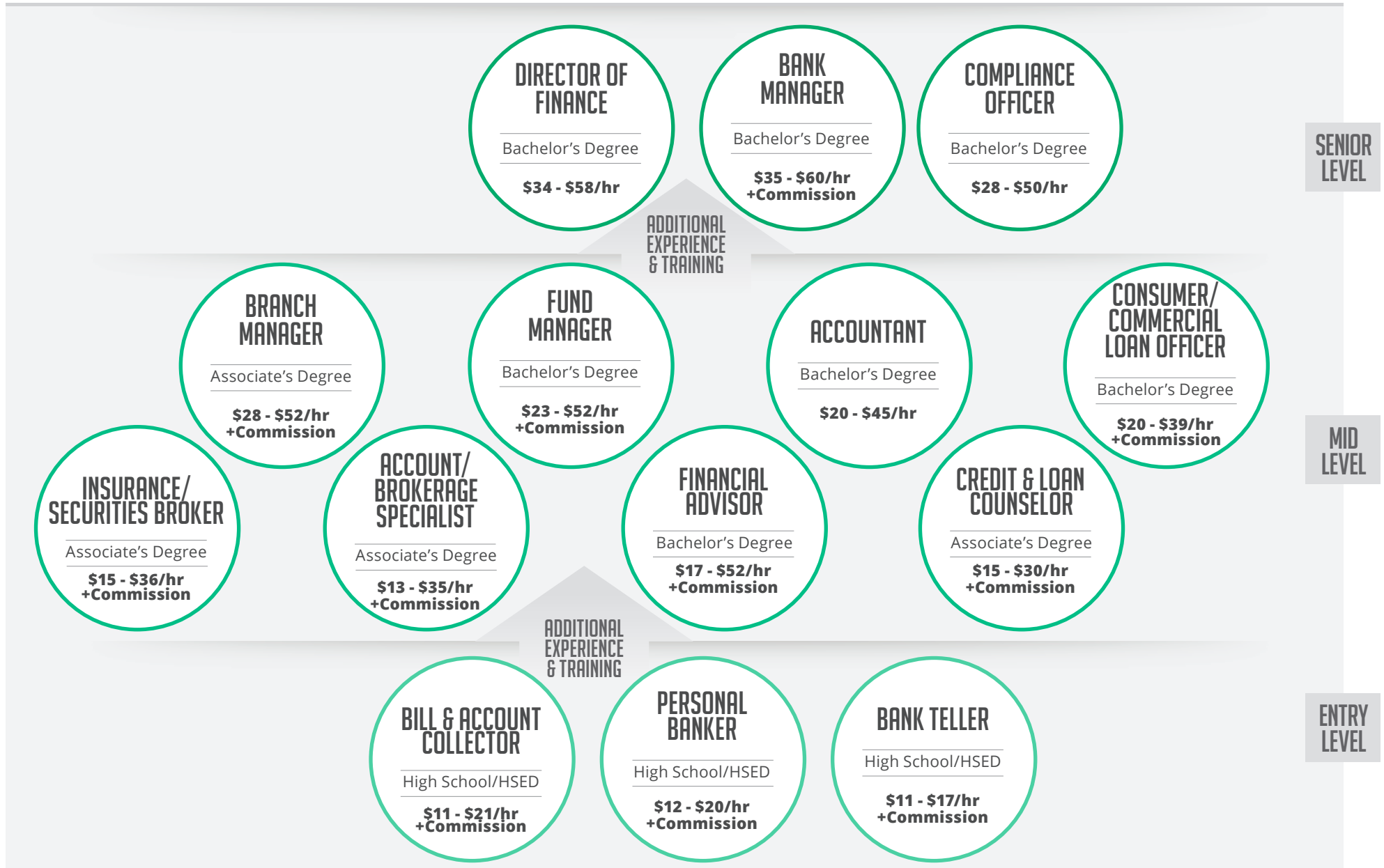


CAREER SPOTLIGHT:

Emily H. - Branch Manager for Veridian Credit Union (Waterloo, IA)

"I never considered a job in financial services until some of my friends starting telling me about how much they loved working for Veridian. Although my days vary quite a bit, I spend most of my time ensuring our branch operates smoothly, working with our members to create successful futures, and coaching employees to accomplish their goals. I love that I get to help people see possibilities in their futures that weren't immediately evident. I have the great joy of assisting them in their journeys. I plan to continue my education towards a master's degree and coaching program so I can help more people discover their passions, seek joy, and reach their goals in our community."







BANK TELLER

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$11 - \$17/hour + Commission

Assist customers with receiving, handling, and paying out of money through in-person, drive-up window, phone, social media, and other virtual and digital communication interactions. Monitor and maintain accurate and secure records of account transactions, balances, and other aspects, alerting customers and internal staff of potential issues with overdrafts, fraud, or other concerns in a timely manner. May include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Basic Finance & Math
- 2) Customer & Personal Service
- 3) Communication & Recordkeeping
- 4) Attention to Detail & Inspection
- 5) Computers & Technology
- 6) Critical Thinking & Problem Solving



Similar Roles/Titles:

Teller, Banking Associate, Customer Relationship Specialist, Financial Services Representative, Member Services Representative

Typical Work Environments:

Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit

BILL & ACCOUNT COLLECTOR

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$11 - \$21/hour + Commission

Research, locate, and notify customers of delinquent accounts or unpaid bills by mail, phone, social media, or other interactions. Safely and securely set up payment plans, process payments, update accounts, and prepare related correspondence or account statements. May initiate repossession proceedings or service disconnection if unable to collect timely payments or adequate amounts from customers. May include opportunity for increased wages through commissions based on collection performance.

Knowledge & Skills:

- 1) Sales & Negotiation
- 2) Customer & Personal Service
- 3) Communication & Conflict Resolution
- 4) Attention to Detail & Inspection
- 5) Computers & Technology
- 6) Critical Thinking & Problem Solving

Similar Roles/Titles:

Collection Agent, Account Representative, Accounts Receivable Specialist, Debt Collector, Collections Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

PERSONAL BANKER

ENTRY LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$12 - \$20/hour + Commission

Meet, interview, and assist customers interested in opening new accounts, changing current accounts, or expanding investments, banking, and other financial holdings. Prepare, explain, and ensure accurate completion and upload or transfer of information from paper or digital applications. Answer questions and make recommendations to customers for new or improved products and services to help achieve their financial goals. May include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Basic Finance & Economics
- 2) Customer & Personal Service
- 3) Sales & Negotiation
- 4) Computers & Technology
- 5) Communication & Active Listening
- 6) Critical Thinking & Problem Solving



Similar Roles/Titles:

Banking Services Representative, Financial Services Representative, Member Services Representative, New Accounts Representative, Relationship Banker

Typical Work Environments:

Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit



ACCOUNT/BROKERAGE SPECIALIST

MID LEVEL

ECI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$13 - \$35/hour + Commission

Assist with the purchase, sale, or holding of securities, investments, and related accounts through activities such as writing orders for stock purchases or sales, calculating transfer taxes, verifying stock transactions, tracking stock price fluctuations, and keeping records of daily transactions and holdings. Answer questions, discuss market fluctuations, or resolve account problems for both external clients or customers and internal staff or team members. May include opportunity for commissions or referral bonus pay.

Knowledge & Skills:
 1) Math & Data Analysis
 2) Finance & Economics
 3) Personal & Customer Service
 4) Communication & Attention to Detail
 5) Critical Thinking & Problem Solving
 6) Computers & Technology

Similar Roles/Titles:
 Trading Assistant, Brokerage Assistant, Account Administrator, Client Service Associate, Operations Coordinator
Typical Work Environments:
 Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit, Self-Employment

CREDIT & LOAN COUNSELOR

MID LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$15 - \$30/hour + Commission

Educate and advise individuals or organizations on acquiring and managing debt, such as for business, home, or education financing. Provide guidance in determining the best type of loan and explaining product details based on variables like monthly income, credit history, and financial goals. May help develop debt management plans, advise on credit issues, or provide budget, mortgage, and bankruptcy counseling. May require professional licensure and include opportunity for commissions or referral bonus pay.

Knowledge & Skills:
 1) Finance & Economics
 2) Communication & Active Listening
 3) Personal & Customer Service
 4) Math & Data Analysis
 5) Critical Thinking & Problem Solving
 6) Education & Training

Similar Roles/Titles:
 Financial Counselor, Credit and Housing Counselor, Financial Aid Counselor, Financial Health Counselor, Financial Assistance Advisor
Typical Work Environments:
 Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

INSURANCE/ SECURITIES BROKER

MID LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$15 - \$36/hour + Commission

Research, buy, and sell stock, securities, and other investments or insurance products for an investment and trading firm or as part of a customized financial plan developed for individuals, businesses, and organizations. Interview clients or customers to determine financial status, needs, and objectives. Develop financial plans to achieve desired goals and maintain safe and secure records of all related account activity or financial transactions. May require professional licensure and include opportunity for commissions or referral bonus pay.

Knowledge & Skills:
 1) Finance & Economics
 2) Sales & Negotiation
 3) Personal & Customer Service
 4) Communication & Active Listening
 5) Critical Thinking & Problem Solving
 6) Computers & Technology

Similar Roles/Titles:
 Stock Broker, Financial Consultant, Investment Representative, Investment Advisor, Investment Consultant
Typical Work Environments:
 Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit, Self-Employment



FINANCIAL ADVISOR

MID LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$17 - \$52/hour + Commission

Research, develop, and advise clients on financial plans through careful assessment of aspects like income, liabilities, risk tolerance, insurance coverage, and tax status. Utilize computers, technology, and advanced software systems to forecast future returns, minimize risk, manage or update plans, and help customers achieve their financial goals. May require professional licensure. May include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Finance & Economics
- 2) Communication & Active Listening
- 3) Personal & Customer Service
- 4) Math & Accounting
- 5) Critical Thinking & Problem Solving
- 6) Computers & Technology

Similar Roles/Titles:

Certified Financial Planner (CFP), Financial Consultant, Financial Planner, Investment Advisor, Wealth Advisor

Typical Work Environments:

Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit, Self-Employment

CONSUMER/ COMMERCIAL LOAN OFFICER

MID LEVEL

CES - CONVENTIONAL, ENTERPRISING, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$39/hour + Commission

Evaluate, authorize, or recommend approval of various commercial, real estate, personal, and other types of loan products or services. Research products, obtain additional information, and advise borrowers on financial status, payment methods, terms of service, and other related rules, regulations, or restrictions for consideration when aligned with financial plans or objectives. May require professional licensure and include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Finance & Economics
- 2) Communication & Active Listening
- 3) Computers & Technology
- 4) Math & Data Analysis
- 5) Critical Thinking & Problem Solving
- 6) Education & Training

Similar Roles/Titles:

Commercial Banker, Corporate Banking Officer, Loan Officer, Mortgage Loan Officer, Mortgage Loan Originator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

ACCOUNTANT

MID LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$45/hour

Prepare, examine, and analyze financial information and reports to determine or maintain accurate records of assets, liabilities, profit and loss, taxes, or other financial activities within an organization. Assist with the development, maintenance, and analysis of balanced budgets and financial plans. Review accounts for discrepancies or signs of fraud, noncompliance, or other issues and provide recommendations for resolution or repair plans. May require professional licensure.

Knowledge & Skills:

- 1) Accounting & Math
- 2) Compliance, Laws, & Regulations
- 3) Computers & Technology
- 4) Finance & Budgets
- 5) Critical Thinking & Problem Solving
- 6) Inspection & Attention to Detail

Similar Roles/Titles:

Accounting Manager, Accounting Officer, Certified Public Accountant (CPA), Cost Accountant, Business Analyst

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



FUND MANAGER

MID LEVEL

ECI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$23 - \$52/hour + Commission

Plan, direct, or coordinate the investment strategy or operations for a large fund or portfolio made up of a collection of smaller investments supplied by institutional or individual investors. Monitor fund performance and associated investments to ensure portfolio goals are met. Research market trends, forecast fluctuations, and buy or sell financial products to maximize return on client investments. May require professional licensure and include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Administration & Management
- 2) Finance & Economics
- 3) Accounting & Math
- 4) Data Research & Analysis
- 5) Critical Thinking & Problem Solving
- 6) Computers & Technology

Similar Roles/Titles:

Investment Fund Manager, Portfolio Manager, Investment Analyst, Equity Advisor, Portfolio Advisor

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

BRANCH MANAGER

MID LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$28 - \$52/hour + Commission

Plan, direct, and coordinate the administrative and financial activities of workers in a branch, office, or department of an organization, such as a bank, brokerage firm, or insurance agency. Establish and maintain important relationships with individual or business customers within a community or region. Assist staff with higher level complaints, security protocols, and other sensitive or confidential projects. May require professional licensure and include opportunity for commissions or referral bonus pay.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Budgets & Finance
- 3) Personal & Customer Service
- 4) Communication & Conflict Resolution
- 5) Critical Thinking & Problem Solving
- 6) Computers & Technology

Similar Roles/Titles:

Assistant Manager, Branch Supervisor, Financial Manager, Regional Manager, Service Center Manager

Typical Work Environments:

Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit

COMPLIANCE OFFICER

SENIOR LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$28 - \$50/hour

Oversees and audits all investments, sales, purchases, and related activities by an organization to ensure compliance with all related laws, rules, and regulations or guidelines by all associated departments and personnel. Prepare and present detailed reports on audit findings and recommendations. Consult with company officials about financial and regulatory matters currently or potentially impacting the industry and associated contracts or partners.

Knowledge & Skills:

- 1) Advanced Accounting & Mathematics
- 2) Financial Regulations & Law
- 3) Advanced Computers & Technology
- 4) Analytical & Critical Thinking
- 5) Records Inspection & Examination
- 6) Contracts & Compliance Procedures

Similar Roles/Titles:

Director of Compliance, Compliance Auditor, Compliance Analyst, Financial Auditor, Financial Compliance Officer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



DIRECTOR OF FINANCE

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Plan, direct, and coordinate the accounting, auditing, and other financial operations staff of an organization to ensure financial health, regulatory compliance, and long-term growth. Collaborate with division, department, or team leads and managers to review spending plans, revenue projections, financial risk, and other performance or budgetary metrics.

Work Experience: 8+ years

Knowledge & Skills:
 1) Management & Leadership
 2) Contracts & Budgets
 3) Advanced Accounting & Finance
 4) Critical Thinking & Problem Solving
 5) Advanced Data Research & Analysis
 6) Financial Regulations & Law

Wage Range: \$34 - \$58/hour

Similar Roles/Titles:
 Finance Manager, Director of Accounting, Accounting Manager, Financial Operations Manager, Business Finance Manager

Typical Work Environments:
 Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

BANK MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Plan, direct, and coordinate the activities of workers throughout an entire banking or financial services organization or system. Coordinate with managers or supervisors from local or regional branches, offices, or departments to review revenue, costs, staffing, and other performance or budgetary metrics. Build important relationships and communicate value to investors, shareholders, and other business or community partners to ensure long-term success. May require professional licensure and include opportunity for commissions or referral bonus pay.

Work Experience: 8+ years

Knowledge & Skills:
 1) Management & Leadership
 2) Advanced Finance & Economics
 3) Contracts & Budgets
 4) Critical Thinking & Problem Solving
 5) Sales & Negotiation
 6) Financial Regulations & Laws

Wage Range: \$35 - \$60/hour + Commission

Similar Roles/Titles:
 Bank Director, Bank Officer, Senior Financial Manager, Director of Branch Operations, Director of Banking Services

Typical Work Environments:
 Tech, Finance, Health Care, Trades, Government, Safety, Education, Retail, Non-Profit



PROFESSIONALS IN BUSINESS & FINANCIAL SERVICES SPOTLIGHT:

Peg S. - Chief Executive Officer/Chief Financial Officer for Union State Bank (Greensfield, IA)

"Union State Bank is a relatively small institution, so everyone on staff wears many hats. No two days are the same, but I generally spend most of my time meeting with various committees, managing the bank's bond portfolio, reviewing compliance, HR, and cybersecurity needs, collaborating with partners on community development issues, and interacting with our customers to make sure we are serving them as well as we possibly can. Although I've always been a numbers person, I appreciate doing something different every day and having personal interactions with people in my community the most. There are so many different positions in financial services that anyone should be able to find an area that is interesting, rewarding, and exciting."



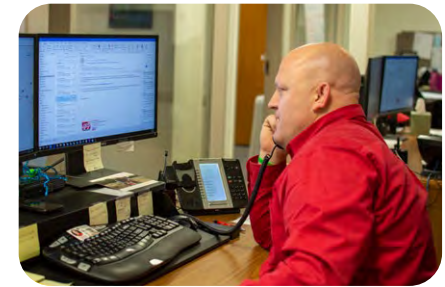


Professionals in the *Logistics & Supply Chain* family focus on keeping everyone supplied and equipped to do their best work each and every day!

These professionals forecast current and future project supply needs, order new or replacement parts, materials, and other resources, review materials and products for quality control, and finally help to ensure everything gets to where it needs to go safely and quickly to keep everyone working and projects on time. This is often easier said than done because of various factors, such as severe weather, supply shortages, transportation issues, and other potential set-backs. A growing reliance on technology, data, and telecommunications will also complicate some of these roles and further change how they are practiced in the future.

Many of these careers require additional education or training beyond high school, such as a technical certificate or bachelor's degree to be successful, but a growing number are providing on-the-job training opportunities for students and job seekers with little education or experience through internships or apprenticeships.

Someone with initiative, enjoys supporting others, and is able to deal with some uncertainty will do well in these careers. An eye for detail and ability to think quickly is also often needed to solve sudden issues and stay ahead of potential supply shortages or other issues.



CAREER SPOTLIGHT:

Carlos C. - Buyer for Vermeer Corporation (Pella, IA)

"I was attracted to supply chain because I like to see and understand how the overall business is behaving with inbound and outbound operations and processes. My goal is to meet our customers' expectations and have parts ready when and where they need them. This requires reviewing part availability, placing orders to meet lead times and avoid backorders, negotiating with our vendors to replenish supplies, and confirming parts are received by our customers. Every day presents a new challenge and problem to solve! I'm currently working on finishing my master's degree in industrial management and plan to get my certification in supply chain management. This profession is very broad and gives you a lot of range to move around and be challenged."







MATERIALS HANDLER

ENTRY LEVEL

REI - REALISTIC, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$12 - \$20/hour

Manually move freight, stock, or other materials and perform general labor duties in a supply warehouse, distribution center, or office/work-site. Attach tags or mark containers and shipments with identifying information. Read work orders and record numbers of units stored, handled, or moved with production and tracking sheets or tickets, often with computers, tablets, and other mobile devices or technology.

Knowledge & Skills:

- 1) Attention to Detail & Inspection
- 2) Computers & Technology
- 3) Comprehend & Follow Instructions
- 4) Time & Inventory Management
- 5) Quality Control & Safety
- 6) Critical Thinking & Problem Solving

Similar Roles/Titles:

Materials Receiver, Materials Tender, Merchandise Pickup/Receiving Associate, Shipping and Receiving Clerk, Warehouse Worker

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

INVENTORY/ SUPPLY ASSOCIATE

ENTRY LEVEL

CRE - CONVENTIONAL, REALISTIC, ENTERPRISING

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$14 - \$21/hour

Verify, prepare, and maintain records on incoming and outgoing shipments within an office, warehouse, or other facility with computers and mobile devices or technology. Assemble, address, stamp, and ship merchandise or materials. Receive, unpack, verify, and record incoming merchandise or materials before distribution to locations or departments for internal company use or final delivery to customers.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Shipping & Receiving Methods
- 3) Communication & Coordination
- 4) Time & Record Management
- 5) Inspection & Attention to Detail
- 6) Package Handling & Organization

Similar Roles/Titles:

Receiving Clerk, Receiving Specialist, Shipping Assistant, Receiving Technician, Supply Specialist

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

QUALITY CONTROL TECHNICIAN

ENTRY LEVEL

CRI - CONVENTIONAL, REALISTIC, INVESTIGATIVE

Typical Education/Training: Technical Certificate/Diploma

Work Experience: 0 - 3 years

Wage Range: \$17 - \$26/hour

Assist with the review, testing, and evaluation of a company's raw materials and finished product or service offerings for quality, safety, reliability, and compliance against intended specifications or schematics. May use precision measuring instruments, complex test equipment, and advanced computer or software systems in a lab, office, production floor, or other external job sites. Provide findings and associated recommendations to analysts, engineers, managers, and other related professionals.

Knowledge & Skills:

- 1) Attention to Detail & Inspection
- 2) Analytical & Scientific Software
- 3) Math & Data Analysis
- 4) Quality Control & Safety
- 5) Critical Thinking & Problem Solving
- 6) Computers & Technology

Similar Roles/Titles:

Quality Assurance Technician, Quality Engineering Technician, Product Inspector, Quality Inspector, Quality Technician

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



INVENTORY MANAGEMENT SPECIALIST

MID LEVEL

REI - REALISTIC, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Technical Certificate/Diploma

Work Experience: 4 - 7 years

Wage Range: \$15 - \$24/hour

Compile information, prepare reports, and update records to develop purchase orders for procurement of goods, materials, and services to assist cost estimators, materials purchasers, and other sourcing professionals. Review, analyze, and pay bills for related products or services. May also assist with comparing prices, specifications, and delivery dates to determine the best bid among potential suppliers.

Knowledge & Skills:

- 1) Materials Inspection & Monitoring
- 2) Gather & Analyze Data
- 3) Computers & Technology
- 4) Basic Accounting & Contracts
- 5) Communication & Critical Thinking
- 6) Safety & Quality Control

Similar Roles/Titles:

Procurement Assistant, Materials Assistant, Procurement Specialist, Purchasing Assistant, Supply Management Technician

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

QUALITY CONTROL ANALYST

MID LEVEL

CIR - CONVENTIONAL, INVESTIGATIVE, REALISTIC

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$18 - \$28/hour

Review, evaluate, and recommend changes to products, services, or processes in order to achieve a high level of quality, safety, and reliability. Conduct routine and on-the-spot analysis of raw materials, test samples, service offerings, and perishable foods or non-perishable finished products. Interpret and compare test results to established specifications and control limits. Monitor physical, environmental, and other factors to forecast and resolve any potential safety or quality assurance issues.

Knowledge & Skills:

- 1) Data Analysis & Record Keeping
- 2) Measuring, Testing, & Math
- 3) Advanced Computers & Technology
- 4) Safety & Quality Control
- 5) Inspection & Attention to Detail
- 6) Critical Thinking & Problem Solving

Similar Roles/Titles:

Quality Analyst, System Analyst, Quality Assurance Analyst, Efficiency Specialist, Quality Engineer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

LOGISTICS PLANNER

MID LEVEL

RCS - REALISTIC, CONVENTIONAL, SOCIAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$20 - \$32/hour

Analyze and coordinate the logistical functions for an organization, including receiving, distribution, delivery, and waste management of materials or resources within offices, facilities, or on job sites. Maintain and develop positive business relationships with customers and vendors to assist in long-term business growth and success. May assist in contract analysis or negotiation.

Knowledge & Skills:

- 1) Analyze Data & Information
- 2) Logistics & Supply Chain
- 3) Project Management & Leadership
- 4) Shipment Processing & Systems
- 5) Communication & Coordination
- 6) Supply Storage & Organization



Similar Roles/Titles:

Logistician, Logistics Team Lead, Supply Chain Planner, Logistics Analyst, Logistics Engineer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



MATERIALS PURCHASER

MID LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Technical Certificate/Diploma

Work Experience: 4 - 7 years

Wage Range: \$21 - \$31/hour

Purchase resources and materials necessary for routine business operation or unique projects. Analyze past buying trends, sales records, price, usage data, and quality of merchandise to determine value and yield. Select, order, and authorize payment for equipment and supplies according to contractual agreements. May also assist with contract negotiation and project bidding procedures.

Knowledge & Skills:

- 1) Math & Statistics
- 2) Sales & Negotiation
- 3) Computers & Technology
- 4) Business & Finance Fundamentals
- 5) Communication & Relationship Management
- 6) Basic Contract Language & Analysis



Similar Roles/Titles:

Buyer, Purchasing Buyer, Purchasing Agent, Procurement Agent, Materials Coordinator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PROCUREMENT AUDITOR

MID LEVEL

CEI - CONVENTIONAL, ENTERPRISING, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$23 - \$38/hour

Oversees and audits purchases of materials, supplies, and other resources to ensure legal, safety, and regulatory compliance guidelines are being followed by all associated departments and personnel. Prepare and present detailed reports on audit findings and recommendations. Consult with company officials about financial and regulatory matters or trends impacting the industry and associated contracts or partners.

Knowledge & Skills:

- 1) Accounting & Mathematics
- 2) Financial Regulations & Laws
- 3) Advanced Computers & Technology
- 4) Analytical & Critical Thinking
- 5) Inspection & Attention to Detail
- 6) Contracts & Procurement Procedures

Similar Roles/Titles:

Procurement Review Auditor, Purchasing Auditor, Assurance Manager, Financial Auditor, Internal Audit Director

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

SUPPLY CHAIN MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$28 - \$47/hour

Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing and transporting materials, products, and services for an organization. Identify, review, and negotiate contracts with suppliers and vendors to maintain a consistent and reliable supply of materials and inventory in a profitable manner to ensure long-term growth.

Knowledge & Skills:

- 1) Logistics & Supply Chain Systems
- 2) Management & Leadership
- 3) Communication & Organization
- 4) Critical Thinking & Problem Solving
- 5) Sales & Negotiation
- 6) Inventory & Project Management

Similar Roles/Titles:

Supply Chain Director, Supply Chain Vice President, Logistics Manager, Logistics Solution Manager, Logistics Operation Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



DIRECTOR OF QUALITY CONTROL

SENIOR LEVEL

EI - ENTERPRISING, CONVENTIONAL, INVESTIGATIVE

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$30 - \$48/hour

Plan, direct, and coordinate the activities of an organization to ensure compliance with safety, regulatory, and quality standards throughout the entire supply chain process from the raw materials to the packaging and transportation of the final product. Research, review, and consult with other department directors or leads on financial, budgetary, and forecasting findings to ensure profitability and long-term growth.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Advanced Computers & Technology
- 3) Sales & Negotiation
- 4) Accounting & Finance
- 5) Quality & Safety Control
- 6) Compliance & Regulatory Affairs

Similar Roles/Titles:

Director of Quality Assurance, Quality Assurance Manager, Quality Control Manager, Director of Compliance, Compliance Manager

Typical Work Environments:

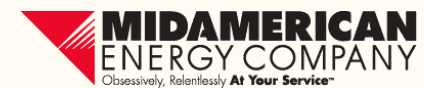
Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PROFESSIONALS IN BUSINESS & FINANCIAL SERVICES SPOTLIGHT:



Jessica G. - Procurement Auditor for MidAmerican Energy Company (Des Moines, IA)

"I spend most of my time reviewing purchases of fuel, equipment, and other supplies needed for our workers to do their job. I like working with numbers and data, so this is a perfect fit for me. I work with lots of different types of people from various departments or locations around the state also, so no two days are the same. My goal is to continue to learn and advance into a senior level management position here at MidAmerican. The sky is the limit for these types of careers!"

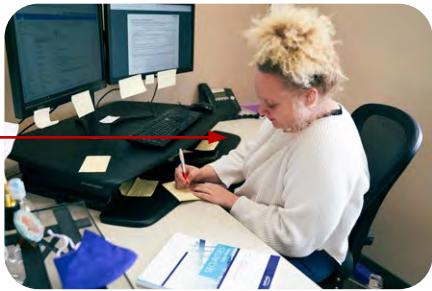




Professionals from the *Marketing & Sales* family market, sell, and manage customer expectations for products and services to keep a company profitable and competitive! Simply having great products or services isn't enough to be successful if no one is aware of or wants to purchase them. These professionals work directly with customers, clients, or end users to provide education or training, resolve complaints or issues, and promote new or improved products and services to ensure customer satisfaction and long-term success. Advances in telecommunications, cloud computing, and the mixing of our physical and digital identifies will continue to change how important client or customer relationships are managed and many of these occupations are practiced.

Many of these occupations will require advanced education or training in addition to a high school diploma or equivalent. Experience in the industry may serve as a replacement, however, to help professionals "speak the language" when selling or consulting on projects. Experience with social media and digital communications tools is often a must as client and customer relationship management preferences change in a digital or virtual environment. An added perk for some of these occupations is that they may include the opportunity for increased wages through commissions based on sales performance or service level agreements, allowing workers to make substantially more than their base pay. Professional licensure or certification may also be necessary for some occupations, depending on aspects such as location, costs, and type of products or services being offered.

Someone who works well with others, has a competitive side, and doesn't mind the uncertainty of interacting with potentially unhappy customers will do well in these roles. They often work behind the scenes to ensure customers are happy and more likely to return for future business or refer others.



CAREER SPOTLIGHT:

Zana L. - Senior Consultant/Trainer of Fiduciary Services for Cambridge Investment Research (Fairfield, IA)

"I have family that works in financial services, so their stories peaked my interest at an early age. My team focuses on supporting our financial professionals by answering questions and leading consultations or training on different investment and technology solutions at our firm. In between these 2-4 consultations each day, I assist with keeping resources maintained, leading different projects for our team, or serving as a point of contact for financial professionals. I enjoy getting to know so many different types of people in this industry. Cambridge has been a great company to work for and I plan to continue to learn as much as I can to better serve our financial professionals."





MARKETING & SALES

THE PROMOTERS



CUSTOMER SERVICE REPRESENTATIVE

ENTRY LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$13 - \$25/hour

Interact with customers by phone, email, online, and in person to provide information in response to inquiries about products and services. Handle, record, and resolve complaints when necessary, weighing the needs of the customer and the company for long-term growth and success. May provide recommendations for new or improved product and service offerings.

Knowledge & Skills:

- 1) Customer & Personal Service
- 2) Critical Thinking & Problem Solving
- 3) Sales & Negotiation
- 4) Communication & Social Media Tool
- 5) Active Listening & Understanding
- 6) Conflict Management & Resolution



Similar Roles/Titles:

Customer Service Agent, Customer Care Representative, Customer Service Specialist, Member Services Representative, User Assistance Agent

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

MARKETING ASSOCIATE

ENTRY LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: Technical Certificate/ Diploma

Work Experience: 0 - 3 years

Wage Range: \$15 - \$28/hour

Assist with researching market conditions, gathering information, producing reports, and providing competitive analysis data to sales, marketing, and other communications professionals. May lead or assist with focus groups, surveying, and other data collection techniques or initiatives. Provide recommendations for areas of improvement or need to expand product or service offerings to keep pace with changing customer needs, technology, or other aspects.

Knowledge & Skills:

- 1) Basic Marketing & Advertising
- 2) Critical Thinking & Problem Solving
- 3) Sales & Negotiation
- 4) Research & Data Analysis
- 5) Communication & Social Media Tool
- 6) Time & Project Management



Similar Roles/Titles:

Marketing Assistant, Marketing Representative, Marketing Support Analyst, Market Research Technician, Marketing Intern

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

GRAPHIC/ MEDIA DESIGNER

ENTRY LEVEL

AIC - ARTISTIC, INVESTIGATIVE, CONVENTIONAL

Typical Education/Training: Associate's Degree

Work Experience: 0 - 3 years

Wage Range: \$16 - \$35/hour

Research, design, and create the initial framework, storyline, and other content or features for artwork, animations, and other visual images, files, or media. Work with various forms of digital files, computers, virtual reality, and other electronic tools, technology, and design software. May work as part of a team or individually on broad marketing, sales, or multimedia campaigns.

Knowledge & Skills:

- 1) Computers & Technology
- 2) Application & Software Design
- 3) Basic Programming & Development
- 4) Graphic & Digital File Processing
- 5) Critical Thinking & Problem Solving
- 6) Deductive & Inductive Reasoning



Similar Roles/Titles:

Graphic Artist, Content Developer, Digital Artist, Multimedia Designer, Digital Media Specialist

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment



SALES REPRESENTATIVE

ENTRY LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: High School Diploma/HSED

Work Experience: 0 - 3 years

Wage Range: \$17 - \$34/hour + Commission

Identify the needs of current and potential customers through direct and indirect interaction and research. Match customer needs with product or service offerings, negotiate sales, and train customers to operate, manage, or maintain services or technology and related supplies, materials, or equipment. Estimate or quote prices, credit or contract terms, and service level agreements or timelines. Opportunity for increased wages through commissions based on sales performance. May require professional licensure.

Knowledge & Skills:

- 1) Sales & Negotiation
- 2) Social Media & Marketing
- 3) Customer & Personal Service
- 4) Computers & Technology
- 5) Critical Thinking & Problem Solving
- 6) Communication & Relationship Management



Similar Roles/Titles:

Sales Associate, Sales Specialist, Financial Sales Rep, Service Representative, Insurance Agent

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

DIGITAL MARKETING SPECIALIST

MID LEVEL

IEC - INVESTIGATIVE, ENTERPRISING, CONVENTIONAL

Typical Education/Training: Bachelor's Degree

Work Experience: 4 - 7 years

Wage Range: \$18 - \$34/hour

Research market conditions and gather information to determine sales potential for technology products or services in digital environments or designated physical sales regions or areas. Measure the effectiveness of marketing, advertising, and communications programs and strategies, including social media, search engine optimization, and other digital tools or strategies. Collect and analyze data on competition, customer base, and advances in technology.

Knowledge & Skills:

- 1) Research, Data, & Analytics
- 2) Customer & Personal Service
- 3) Critical Thinking & Problem Solving
- 4) Sales & Marketing
- 5) Social Media & Communication Tool
- 6) Computers & Technology



Similar Roles/Titles:

Marketing Analyst, Communications Specialist, Market Research Analyst, Social Media Specialist, Search Marketing Strategist

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

CUSTOMER SERVICE SUPERVISOR

MID LEVEL

ESC - ENTERPRISING, SOCIAL, CONVENTIONAL

Typical Education/Training: Associate's Degree

Work Experience: 4 - 7 years

Wage Range: \$22 - \$34/hour

Plan, direct, and coordinate the activities of customer service agents and representatives of the organization who answer questions, address complaints, and may handle billing for customers. Handle complex or elevated cases and customer complaints. Monitor and trends in product or service requests, identify common problems or complaints, and provide updates or recommendations for related solutions.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Customer & Personal Service
- 3) Project & Time Management
- 4) Advanced Conflict Management & Negotiation
- 5) Critical Thinking & Problem Solving
- 6) Computers & Technology

Similar Roles/Titles:

Administrative Supervisor, Office Supervisor, Client Facing Supervisor, Customer Service Lead, Shift Manager

Typical Project Types:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



WEB/ APP DEVELOPER

MID LEVEL

CIA - CONVENTIONAL, INVESTIGATIVE, ARTISTIC

Typical Education/Training: Associate's Degree

Design, build, and maintain web sites, applications, and other digital tools with programming or scripting languages, content creation and management tools, and graphic or digital media. Analyze user trends, site visits, feedback, and other metrics to match or modify content, graphics, performance, and capacity. May integrate sites, applications, and other digital tools with additional computer programs or applications and convert written, graphic, audio, or video components to compatible formats.

Work Experience: 4 - 7 years

Knowledge & Skills:

- 1) Computers & Design Software
- 2) Programming & Development
- 3) Web & Mobile Technology
- 4) Attention to Detail & Inspection
- 5) Critical Thinking & Problem Solving
- 6) Deductive & Inductive Reasoning



Wage Range: \$27 - \$50/hour

Similar Roles/Titles:

Application Developer, Software Developer, Web Designer, App Designer, Software Engineer

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

SALES ENGINEER

MID LEVEL

ERS - ENTERPRISING, REALISTIC, SOCIAL

Typical Education/Training: Bachelor's Degree

Sell products or services requiring technical expertise and support for installation or use, such as specialized or advanced equipment, machinery, or systems. Prepare and deliver technical presentations that explain products or services to customers, sometimes at work sites, trade shows, and on live production floors. May require professional licensure and include opportunity for increased wages through commissions based on sales performance.

Work Experience: 4 - 7 years

Knowledge & Skills:

- 1) Sales & Negotiation
- 2) Education & Training
- 3) Social Media & Digital Marketing
- 4) Advanced Technology & Computer Systems
- 5) Communication & Data Analysis
- 6) Critical Thinking & Problem Solving

Wage Range: \$31 - \$52/hour + Commission

Similar Roles/Titles:

Senior Sales Representative, Technical Sales Lead, Solutions Analyst, Product Sales Engineer, Account Executive

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

CUSTOMER SERVICE MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Oversee the management and coordination of all customer service agents, administrative staff, and other employees who interact directly or indirectly with customers. Monitor customer trends, review and negotiate contracts or service level agreements, and enact staffing, training, or budgetary solutions to ensure long-term organizational success and growth.

Work Experience: 8+ years

Knowledge & Skills:

- 1) Management & Leadership
- 2) Advanced Customer & Personal Service
- 3) Contracts, Budgets, & Financial Models
- 4) Communication & Human Resources
- 5) Complex Critical Thinking & Problem Solving
- 6) Sales & Marketing

Wage Range: \$26 - \$43/hour

Similar Roles/Titles:

Customer Service Coordinator, Customer Service Director, Client Facing Manager, Administrative Officer, Business Administrator

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit



SALES MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$29 - \$56/hour + Commission

Plan, direct, and coordinate sales activities, goals, and strategies, including the establishment of associated training programs for sales representatives and support staff. Analyze sales statistics, market intelligence data, and internal product or service requests to determine variables such as sales potential, inventory or service requirements, and changing customer preferences or regulatory/political guidelines.

Knowledge & Skills:

- 1) Management & Leadership
- 2) Advanced Sales & Negotiation
- 3) Contracts, Budgets, & Financial Models
- 4) Market Research & Data Analysis
- 5) Complex Critical Thinking & Problem Solving
- 6) Social Media & Communication

Similar Roles/Titles:

National Sales Manager, Regional Sales Manager, Sales and Marketing Vice President, Sales Director, Client Solutions Manager

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit, Self-Employment

MARKETING MANAGER

SENIOR LEVEL

ECS - ENTERPRISING, CONVENTIONAL, SOCIAL

Typical Education/Training: Bachelor's Degree

Work Experience: 8+ years

Wage Range: \$30 - \$55/hour

Plan, develop, and coordinate marketing policies and programs, such as determining product demand and competitive market analysis. Develop pricing strategies with the goal of maximizing profits or share of the market while ensuring customer satisfaction. Oversee product or project development and monitor trends that indicate the need for new or improved vehicles, facilities, and other products or services.

Knowledge & Skills:

- 1) Sales & Negotiation
- 2) Management & Leadership
- 3) Advanced Communication & Marketing
- 4) Market Research & Analytics
- 5) Advanced Computers & Technology
- 6) Social Media & Digital Marketing Tools

Similar Roles/Titles:

Director of Marketing, Brand Manager, Business Developer, Marketing Officer, Marketing Planner

Typical Work Environments:

Tech, Manufacturing, Finance, Health Care, Energy, Transportation, Trades, Agriculture, Entertainment, Government, Safety, Media, Education, Retail, Non-Profit

PROFESSIONALS IN BUSINESS & FINANCIAL SERVICES SPOTLIGHT:



Billy O. - Insurance Agent for State Farm (Algona, IA)

"I always envisioned myself as a teacher and never thought of even working in the financial services world, let alone insurance. Honestly, it has been the best career path that I could have chosen. I've been with State Farm for 8 years now and just opened my own agency location in Algona. So many perks to pick from, but mostly I enjoy being able to help make a huge difference in my community while leading a team daily. I have a passion for small town values while wanting to help people achieve their goals. My team and I are committed to providing exceptional customer service and are ready to help life go right."



ADDITIONAL CAREER OPTIONS - THERE IS A CAREER FOR EVERYONE IN BUSINESS AND FINANCIAL SERVICES!

Don't see a career you like? This document is not meant to cover every possible career option in this industry in Iowa, so don't worry if you don't see something that immediately grabs your attention or seems to match your career interest type. There are a wide range of additional career options available that are necessary for all types of businesses, regardless of industry, size, or location. Below are just a few examples of where you might also fit within this exciting and fulfilling industry.

- **INFORMATION TECHNOLOGY** – A wide range of careers that focus on the use of computers and other technology to receive, store, transmit, and work with different types of information and data.
PROGRAMMERS, NETWORK TECHNICIANS, SOFTWARE DEVELOPERS, SCRUM/AGILE SPECIALISTS, AND QUALITY ASSURANCE TESTERS.
- **HEALTH & SAFETY** – Skilled professionals are often needed to help with workplace safety, security, wellness, and compliance with a wide range of general and industry-specific rules, regulations, or laws.
OCCUPATIONAL HEALTH & SAFETY TECHNICIANS, SAFETY ENGINEERS, SECURITY OFFICERS, REGULATORY AFFAIRS SPECIALISTS, AND BUILDING INSPECTORS.
- **SKILLED AND MECHANICAL TRADES** – Buildings and facilities take a lot of time and work to maintain, so companies sometimes employ specialized workers or contractors to keep a facility properly maintained and running smoothly, in addition to leading any expansion efforts.
PLUMBERS, ELECTRICIANS, HEATING AND AIR CONDITION TECHNICIANS, CONSTRUCTION WORKERS, AND INDUSTRIAL PAINTERS.
- **TRANSPORTATION & DISTRIBUTION** – The dedicated and trained professionals who make sure people, materials, products, or services are delivered to customers in a safe, reliable, and enjoyable manner.
SHIPPING & RECEIVING CLERKS, WAREHOUSE MANAGERS, DELIVERY DRIVERS, FORK LIFT OPERATORS, AND SERVICE ADVISORS.
- **EXECUTIVE MANAGEMENT** – A team of individuals at the highest level of management of an organization who oversee the mission, vision, and general tasks of managing an organization.
PRESIDENTS, VICE PRESIDENTS, CHIEF OPERATIONS OFFICERS (COO), CHIEF INFORMATION OFFICERS (CIO), AND CHIEF EXECUTIVE OFFICERS (CEO).



NEXT STEPS & PLANNING RECOMMENDATIONS

This document was meant to begin the conversation about the great career opportunities available in business and financial services in Iowa. Below are some additional recommendations for next steps readers can take to continue their career exploration journey. Utilize the basic career exploration plan on the next page to begin putting thought into action. Links have been provided to help guide readers to additional online resources.

STUDENTS AND JOB SEEKERS

- **FUTURE READY IOWA CAREER COACH** – The free interactive Career Coach tool at FutureReadyIowa.gov is a great way for students and job seekers of all ages to learn more about their career interests and research specific occupations, including the ability to customize labor market information, education offerings, and employer listings to their specific geographic location. The new [Clearinghouse for Work-Based Learning](#) also allows students to tackle projects to learn more about different industries and gain real-world experience, regardless of where they are located in Iowa.
- **HANDS-ON EXPERIENCE & VOLUNTEERING** – Contact an employer directly to ask questions, learn about current openings, and request either a site tour or job shadow opportunity for a better idea of what it would be like to work for them. Internships and volunteering are also great opportunities to earn experience, build up a resume, and test out a career before making any long-term and expensive career decisions. Consult with counselors, educators, and the Iowa Intermediary Network for local opportunities or visit VolunteerIowa.org to search for additional openings. Also consider starting or joining a local chapter of student organizations like [Business Professionals of America \(BPA\)](#), [Future Business Leaders of America/Phi Beta Lambda \(FBLA/PBL\)](#), or the [Iowa Cyber Hub](#) to meet employers, gain industry skills, build lasting friendships, and compete in statewide and national challenge events.
- **EARN SKILLS AND CERTIFICATIONS** – Many careers in this industry will rely on some foundational skills and certifications that can be earned relatively easily and affordably by students and job seekers proactively before entering the workforce. Some schools even have dual-enrollment or pre-apprenticeship agreements that allow students to earn college credit, apprenticeship technical requirements, and even full industry certifications before graduating. Having these skills, experience, and certifications will increase your chances of landing a great job compared to others who have not taken any such action to improve themselves.

EMPLOYERS, EDUCATORS, AND COMMUNITY SUPPORT PARTNERS

- **WORK-BASED LEARNING INTERMEDIARY NETWORK** – The Iowa Intermediary Network is made up of 15 regional networks that serve as a single one-stop point of contact by connecting businesses and schools with work-based learning opportunities. These can include job shadows, internships, site tours, guest speakers, and educator externships. Contact your regional [Intermediary](#) and access the [Work-Based Learning Guide](#) to learn more about setting up a successful local work-based learning experience. With adult supervision and appropriate privacy and safety measures, youth under the age of 18 can work in these roles.
- **IOWA STEM TEACHER EXTERNSHIPS** – Teachers across Iowa have the opportunity to take advantage of an externship program, where during the summer, they work side-by-side with knowledgeable and skilled industry professionals who help bring the classroom curriculum to life. Teacher Externships are full-time, six-week temporary summer positions in local businesses and agencies for secondary STEM educators. Teachers earn a stipend of up to \$4,800 (including two days of professional development), as well as one graduate credit through the University of Northern Iowa's Continuing Education program. Teacher Externships provide educators with the exposure to answer questions about real-world application, prepare students for careers they may have in the future, and improve educational experiences. Visit IowaSTEM.gov/externships to learn more and apply for these great opportunities.
- **INDUSTRY SECTOR PARTNERSHIPS AND BOARDS** – Employers, educators, and other community support partners can take a more active role in training and developing their local workforce by meeting to collaborate on local education, economic, and community issues. These employer-led groups are often referred to as sector partnerships or sector boards. There are currently over 60 of them spread throughout Iowa, with a growing number devoted exclusively to various aspects of business and financial services roles. More information, group locations, contact information, and resources can be found at SectorPartnerships.EducateIowa.gov.

MY CAREER EXPLORATION ACTION PLAN

Use the following template to create a career exploration action plan for taking the next steps towards a fun, exciting, and fulfilling career in business and financial services!

| | What is the goal? | Who is involved? | How will it be completed? | Where will it be completed? | When will it be completed? |
|---------------------|--|---|--|--|-----------------------------------|
| Goal Example | I want to actually see what its like to be a Business Analyst. | Me, my teacher, my parents, and a Business Analyst. | I will watch videos online and call a local business to set up a job shadow to sit with and observe a Business Analyst work. | Online and in-person at a local training center or job site. | Summer 2023 |
| Goal #1 | | | | | |
| Goal #2 | | | | | |
| Goal #3 | | | | | |
| Goal #4 | | | | | |



**COMMUNITY COLLEGES &
WORKFORCE PREPARATION**
PROSPERITY THROUGH EDUCATION

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