

Tomorrow's Jobs



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Tomorrow's Jobs

Making informed career decisions requires reliable information about opportunities in the future. Opportunities result from the relationships between the population, labor force, and the demand for goods and services.

Population ultimately limits the size of the labor force—individuals working or looking for work—which constrains how much can be produced. Demand for various goods and services determines employment in the industries providing them. Occupational employment opportunities, in turn, result from skills needed within specific industries. Opportunities for computer engineers and other computer-related occupations, for example, have surged in response to rapid growth in demand for computer services.

Examining the past and projecting changes in these relationships is the foundation of the Occupational Outlook Program. This chapter presents highlights of Bureau of Labor Statistics projections of the labor force and occupational and industry employment that can help guide your career plans. Sources of detailed information about the projections appear on page xiii.

Population

Population trends affect employment opportunities in a number of ways. Changes in population influence the demand for goods and services. For example, a growing and aging population has increased the demand for health services. Equally important, population changes produce corresponding changes in the size and demographic composition of the labor force.

The U.S. population is expected to increase by 24 million over the 2000-10 period, at a slightly faster rate of growth than during the 1990-2000 period but slower than over the 1980-90 period (chart 1). Continued growth will mean more consumers of goods and services, spurring demand for workers in a wide range of occupations and industries. The effects of population growth on various occupations will differ. The

differences are partially accounted for by the age distribution of the future population.

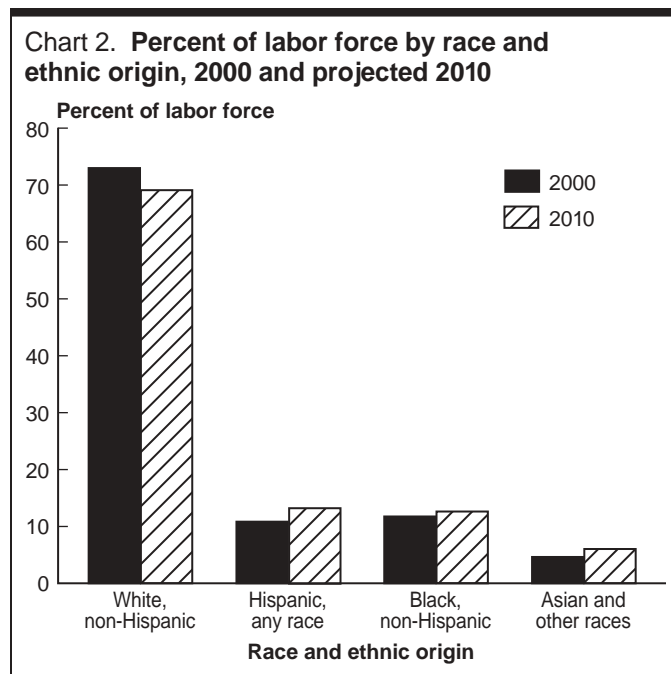
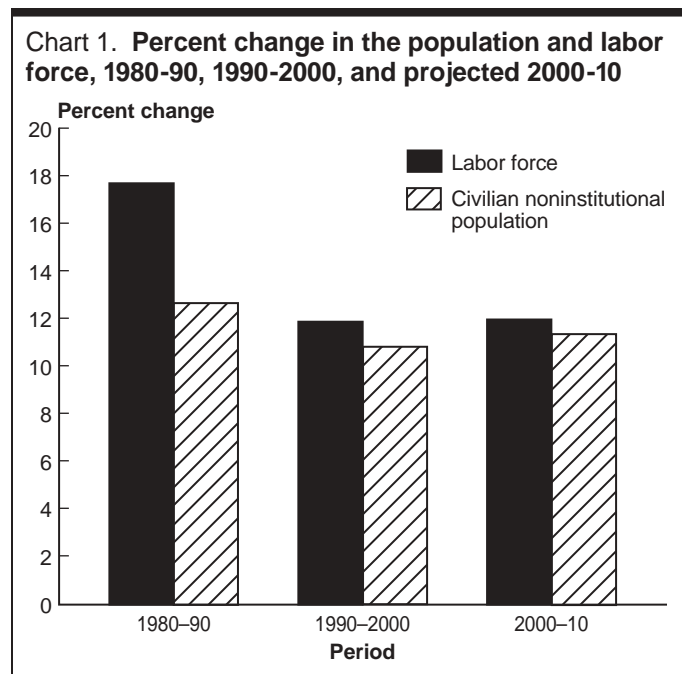
The youth population, aged 16 to 24, will grow more rapidly than the overall population, a turn-around that began in the mid-1990s. As the baby boomers continue to age, the group aged 55 to 64 will increase by 11 million persons over the 2000-10 period—more than any other group. Those aged 35 to 44 will be the only group to decrease in size, reflecting the birth dearth following the baby boom.

Minorities and immigrants will constitute a larger share of the U.S. population in 2010 than they do today. Minority groups that have grown the fastest in the recent past—Hispanics and Asians and others—are projected to continue to grow much faster than white, non-Hispanics.

Labor Force

Population is the single most important factor in determining the size and composition of the labor force—comprising people who are either working or looking for work. The civilian labor force is projected to increase by 17 million, or 12 percent, to 158 million over the 2000-10 period.

The U.S. workforce will become more diverse by 2010. White, non-Hispanic persons will continue to make up a decreasing share of the labor force, falling from 73.1 percent in 2000 to 69.2 percent in 2010 (chart 2). However, despite relatively slow growth, white, non-Hispanics will have the largest numerical growth in the labor force between 2000 and 2010, reflecting the large size of this group. Hispanics, non-Hispanic blacks, and Asian and other ethnic groups are projected to account for an increasing share of the labor force by 2010, growing from 10.9 to 13.3 percent, 11.8 to 12.7 percent, and 4.7 to 6.1 percent, respectively. By 2010, for the first time Hispanics will constitute a greater share of the labor force than will blacks. Asians and others continue to have the fastest growth rates, but



still are expected to remain the smallest of the four labor force groups.

The numbers of men and women in the labor force will grow, but the number of men will grow at a slower rate than the number of women. The male labor force is projected to grow by 9.3 percent from 2000 to 2010, compared with 15.1 percent for women. As a result, men's share of the labor force is expected to decrease from 53.4 to 52.1 percent, while women's share is expected to increase from 46.6 to 47.9 percent.

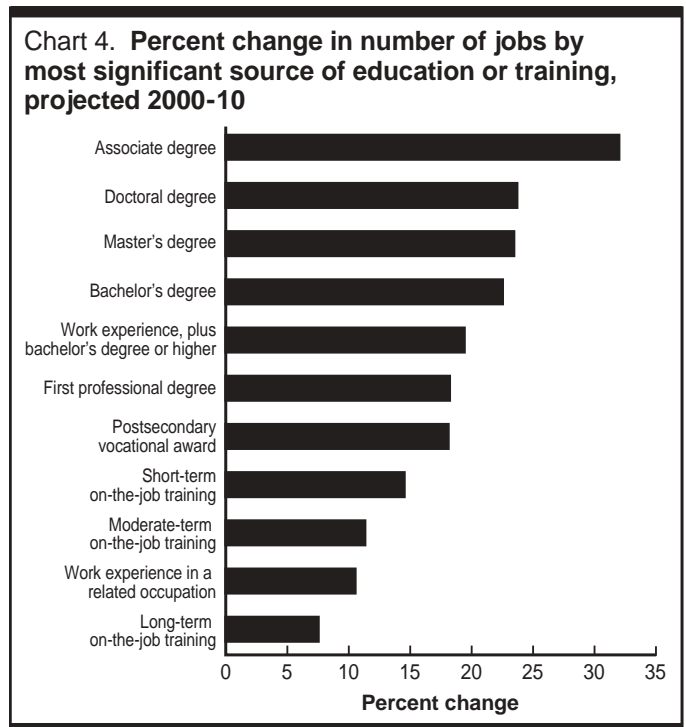
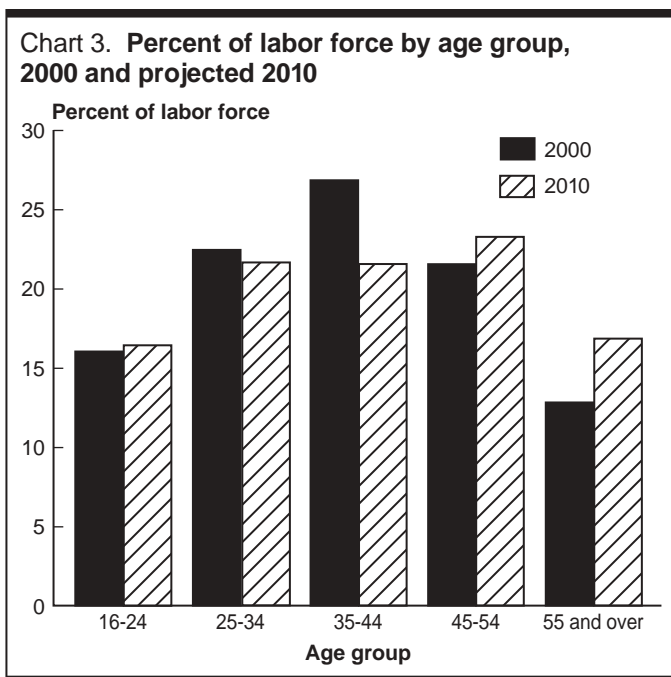
The youth labor force, aged 16 to 24, is expected to increase its share of the labor force to 16.5 percent by 2010, growing more rapidly than the overall labor force. The large group 25 to 54 years old, who made up 71 percent of the labor force in 2000, is projected to decline to 66.6 percent of the labor force by 2010. Workers 55 and older, on the other hand, are projected to increase from 12.9 percent to 16.9 percent of the labor force between 2000 and 2010, due to the aging of the baby-boom generation (chart 3).

Education and Training

Projected job growth varies widely by education and training requirements. All seven of the education and training categories projected to have faster than average employment growth require a postsecondary vocational or academic award (chart 4). These seven categories will account for two-fifths of all employment growth over the 2000-10 period.

Employment in occupations requiring at least a bachelor's degree is expected to grow 21.6 percent and account for five out of the six fastest growing education or training categories. Two categories—jobs requiring an associate degree, projected to grow 32 percent over the 2000-10 period, faster than any other category, and jobs requiring a postsecondary vocational award—together will grow 24.1 percent. The four categories of occupations requiring work-related training are projected to increase 12.4 percent, compared with 15.2 percent for all occupations combined.

Education is essential in getting a high-paying job. In fact, all but two of the 50 highest paying occupations require a college degree. Air traffic controllers and nuclear power reactor opera-



tors are the only occupations of the 50 highest paying that do not require a college degree.

Employment

Total employment is expected to increase from 146 million in 2000 to 168 million in 2010, or by 15.2 percent. The 22 million jobs that will be added by 2010 will not be evenly distributed across major industrial and occupational groups. Changes in consumer demand, technology, and many other factors will contribute to the continually changing employment structure in the U.S. economy.

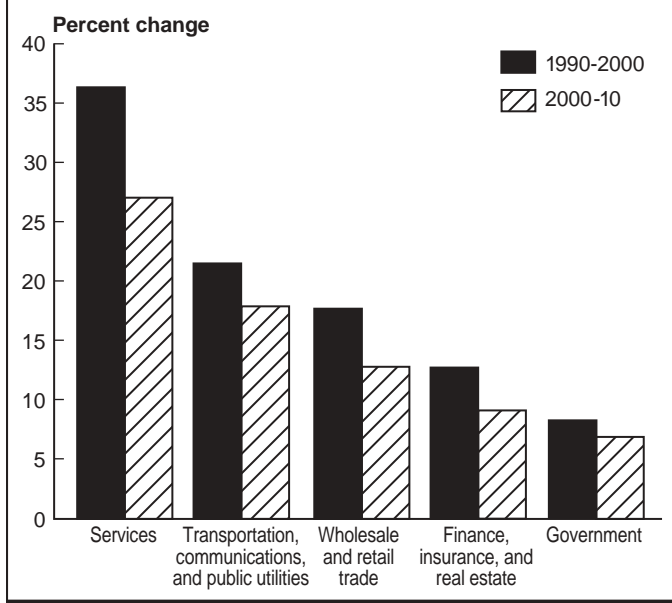
The following two sections examine projected employment change from both industrial and occupational perspectives. The industrial profile is discussed in terms of primary wage and salary employment. Primary employment excludes secondary jobs for those who hold multiple jobs. The exception is employment in agriculture, which includes self-employed and unpaid family workers in addition to wage and salary workers.

The occupational profile is viewed in terms of total employment—including primary and secondary jobs for wage and salary, self-employed, and unpaid family workers. Of the nearly 146 million jobs in the U.S. economy in 2000, wage and salary workers accounted for 134 million; self-employed workers accounted for 11.5 million; and unpaid family workers accounted for about 169,000. Secondary employment accounted for 1.8 million of all jobs. Self-employed workers held 9 out of 10 secondary jobs; wage and salary workers held most of the remainder.

Industry

The long-term shift from goods-producing to service-producing employment is expected to continue (chart 5). **Service-producing industries**—including finance, insurance, and real estate; government; services; transportation, communications, and utilities; and wholesale and retail trade—are expected to account for approximately 20.2 million of the 22.0 million new wage and salary jobs generated over the 2000-10 period. The services and

Chart 5. Percent change in wage and salary employment, service-producing industry divisions, 1990-2000 and projected 2000-10



retail trade industry divisions will account for nearly three-fourths of total wage and salary job growth, a continuation of the employment growth pattern of the 1990-2000 period.

Services. This is the largest and fastest growing major industry group and is expected to add 13.7 million new jobs by 2010, accounting for 3 out of every 5 new jobs created in the U.S. economy. Over two-thirds of this projected job growth is concentrated in three sectors of services industries—business, health, and social services.

Business services—including personnel supply services and computer and data processing services, among other detailed industries—will add 5.1 million jobs. The personnel supply services industry, consisting of employment agencies and temporary staffing services, is projected to be the largest source of numerical employment growth in the economy, adding 1.9 million new jobs. However, employment in computer and data processing services—which provides prepackaged and specialized software, data and computer systems design and management, and computer-related consulting services—is projected to grow by 86 percent between 2000 and 2010, ranking as the fastest growing industry in the economy.

Health services—including home healthcare services, hospitals, and offices of health practitioners—will add 2.8 million new jobs as demand for healthcare increases because of an aging population and longer life expectancies.

Social services—including child daycare and residential care services—will add 1.2 million jobs. As more women enter the labor force, demand for childcare services is expected to grow, leading to the creation of 300,000 jobs. An elderly population seeking alternatives to nursing homes and hospital care will boost employment in residential care services, which is projected to grow 63.5 percent and add 512,000 jobs by 2010.

Transportation, communications, and utilities. Overall employment is expected to increase by 1.3 million jobs, or by 17.9 percent. Employment in the transportation sector is expected to increase by 20.7 percent, from 4.5 million to 5.5 million jobs. Trucking and warehousing will provide the most new jobs in the transportation sector, adding 407,000 jobs by 2010. Due to

population growth and urban sprawl, local and interurban passenger transit is expected to increase 31 percent over the 2000-10 period, the fastest growth among all the transportation sectors.

Employment in the communications sector is expected to increase by 16.9 percent, adding 277,000 jobs by 2010. Half of these new jobs—139,000—will be in the telephone communications industry; however, cable and other pay television will be the fastest growing segment of the sector over the next decade, with employment expanding by 50.6 percent. Increased demand for residential and business wireline and wireless services, cable service, and high-speed Internet connections will fuel the growth in communications industries.

Employment in the utilities sector is projected to increase by only 4.9 percent through 2010. Despite increased output, employment in electric services, gas production and distribution, and combination utility services is expected to decline through 2010 due to improved technology that increases worker productivity. The growth in the utilities sector will be driven by water supply and sanitary services, in which employment is expected to increase 45.1 percent by 2010. Jobs are not easily eliminated by technological gains in this industry because water treatment and waste disposal are very labor-intensive activities.

Wholesale and retail trade. Employment is expected to increase by 11.1 percent and 13.3 percent, respectively, growing from 7 million to 7.8 million in wholesale trade and from 23.3 million to 26.4 million in retail trade. Increases in population, personal income, and leisure time will contribute to employment growth in these industries as consumers demand more goods. With the addition of 1.5 million jobs, the eating and drinking places segment of the retail trade industry is projected to have the largest numerical increase in employment within the trade industry group.

Finance, insurance, and real estate. Overall employment is expected to increase by 687,000 jobs, or 9.1 percent, by 2010. The finance sector of the industry—including depository and nondepository institutions and securities and commodity brokers—will account for one-third of these jobs. Security and commodity brokers and dealers are expected to grow the fastest among the finance segments; the projected 20.3-percent employment increase by 2010 reflects the increased number of baby boomers in their peak savings years, the growth of tax-favorable retirement plans, and the globalization of the securities markets. However, employment in depository institutions should continue to decline due to an increase in the use of Internet banking, ATM machines, and debit cards.

The insurance sector—including insurance carriers and insurance agents and brokers—is expected to add 152,000 new jobs by 2010. The majority of job growth in the insurance carriers segment will be attributable to medical service and health insurance, in which employment is projected to increase by 16 percent. The number of jobs with insurance agents and brokers is expected to grow about 14.3 percent by 2010, as many insurance carriers downsize their sales staffs and as agents set up their own businesses.

The real estate sector is expected to add the most jobs out of the three sectors, 272,000 by 2010. As the population grows, demand for housing also will grow.

Government. Between 2000 and 2010, government employment, excluding public education and hospitals, is expected to increase by 6.9 percent, from 10.2 million to 10.9 million jobs. Growth in government employment will be fueled by growth at the State and local levels, in which the number of jobs will increase by 12.2 and 11.2 percent, respectively, through 2010. Growth at these levels is due mainly to an increased demand for

services and the shift of responsibilities from the Federal Government to the State and local governments. Federal Government employment is expected to decline by 7.6 percent as the Federal Government continues to contract out many government jobs to private companies.

Employment in the *goods-producing industries* has been relatively stagnant since the early 1980s. Overall, this sector is expected to grow 6.3 percent over the 2000-10 period. Although employment is expected to increase more slowly than in the service-producing industries, projected growth within the goods-producing sector varies considerably (chart 6).

Construction. Employment in construction is expected to increase by 12.3 percent, from 6.7 million to 7.5 million. Demand for new housing and an increase in road, bridge, and tunnel construction will account for the bulk of job growth in this industry.

Agriculture, forestry, and fishing. Overall employment in agriculture, forestry, and fishing is expected to increase by 19.3 percent, from 2.2 million to 2.6 million. Three-fourths of this growth will come from veterinary services and landscape and horticultural services, which will add 96,000 and 229,000 jobs, respectively. Employment in crops, livestock, and livestock products is expected to continue to decline due to advancements in technology. The numbers of jobs in forestry and in fishing, hunting, and trapping are expected to grow only 1.9 percent by 2010.

Manufacturing. Rebounding from the 1990-2000 decline of 607,000 manufacturing jobs, employment in this sector is expected to grow modestly, by 3.1 percent, by 2010, adding 577,000 jobs. The projected employment growth is attributable mainly to the industries that manufacture durable goods. Durable goods manufacturing is expected to grow 5.7 percent, to 11.8 million jobs, over the next decade. Despite gains in productivity, the growing demand for computers, electronic components, motor vehicles, and communications equipment will contribute to this employment growth.

Nondurable manufacturing, on the other hand, is expected to decline by less than 1 percent, shedding 64,000 jobs overall. The majority of employment declines are expected to be in apparel

and other textile products and leather and leather products industries, which together are expected to shed 131,000 jobs by 2010 because of increased job automation and international competition. On the other hand, drug manufacturing is expected to grow 23.8 percent due to an aging population and increasing life expectancies.

Mining. Employment in mining is expected to decrease 10.1 percent, or by some 55,000 jobs, by 2010. The majority of the decline will come from coal mining, in which employment is expected to decrease by 30 percent. The numbers of jobs in metal mining and nonmetallic mineral mining also are expected to decline by 13.8 and 3.2 percent, respectively. Employment decreases in these industries are attributable mainly to technology gains that boost worker productivity, growing international competition, restricted access to Federal lands, and strict environmental regulations that require cleaning of burning fuels.

Oil and gas field services is the only mining industry in which employment is projected to grow, by 3.7 percent, through 2010. Employment growth is due chiefly to the downsizing of the crude petroleum, natural gas, and gas liquids industry, which contracts out production and extraction jobs to companies in oil and gas field services.

Occupation

Expansion of the service-producing sector is expected to continue, creating demand for many occupations. However, projected job growth varies among major occupational groups (chart 7).

Professional and related occupations. Professional and related occupations will grow the fastest and add more new jobs than any other major occupational group. Over the 2000-10 period, a 26-percent increase in the number of professional and related jobs is projected, a gain of 6.9 million. Professional and related workers perform a wide variety of duties, and are employed throughout private industry and government. Nearly three-quarters of the job growth will come from three groups of professional occupations—computer and mathematical occupations, healthcare practitioners and technical occupations, and education, training, and library occupations—which will add 5.2 million jobs combined.

Service occupations. Service workers perform services for the public. Employment in service occupations is projected to increase by 5.1 million, or 19.5 percent, the second largest numerical gain and second highest rate of growth among the major occupational groups. Food preparation and serving related occupations are expected to add the most jobs among the service occupations, 1.6 million by 2010. However, healthcare support occupations are expected to grow the fastest, 33.4 percent, adding 1.1 million new jobs.

Transportation and material moving occupations. Transportation and material moving workers transport and transfer people and materials by land, sea, or air. These occupations should grow 15.2 percent and add 1.5 million jobs by 2010. Among transportation occupations, motor vehicle operators will add the most jobs, 745,000. Rail transportation occupations are the only group in which employment is projected to decline, by 18.6 percent, through 2010. Material moving occupations will grow 14 percent and will add 681,000 jobs.

Management, business, and financial occupations. Workers in management, business, and financial occupations plan and direct the activities of business, government, and other organizations. Employment is expected to increase by 2.1 million, or 13.6 percent, by 2010. Among managers, the numbers of computer and information systems managers and of public relations managers will grow the fastest, by 47.9 and 36.3 percent, respectively.

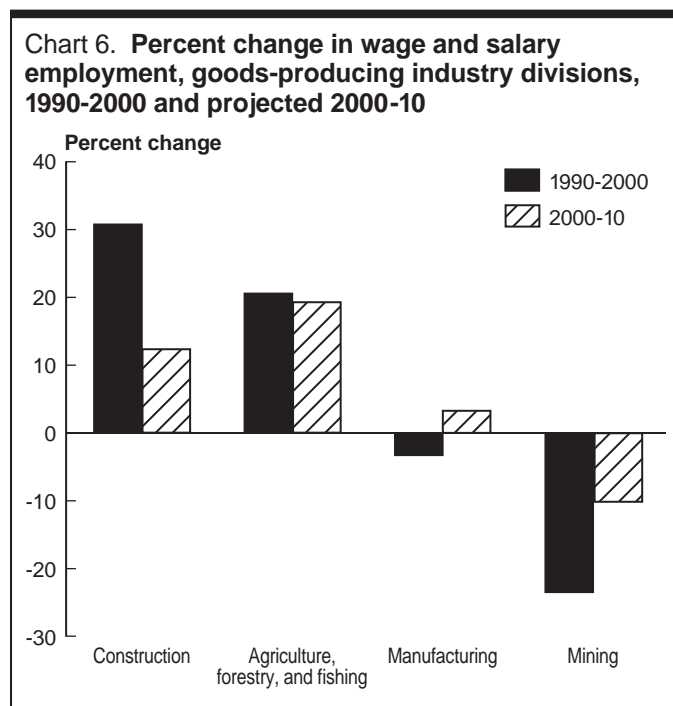
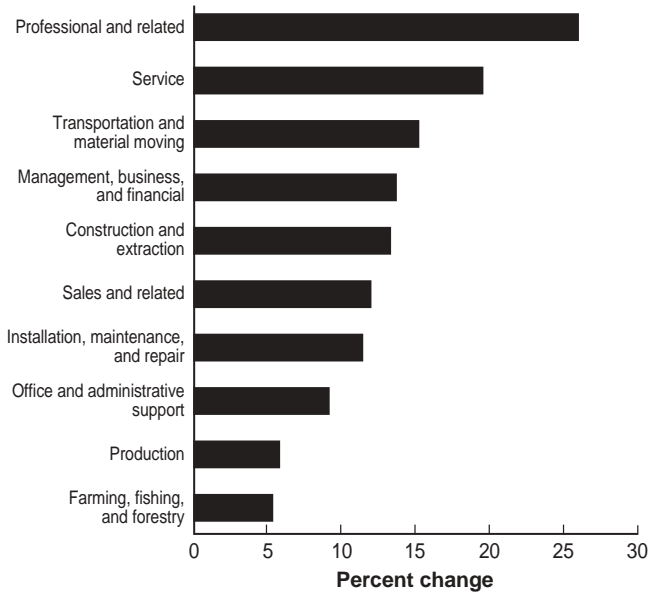


Chart 7. Percent change in total employment by major occupational group, projected 2000-10



General and operations managers will add the most new jobs, 363,000 by 2010. Agricultural managers and purchasing managers are the only workers in this group whose numbers are expected to decline, losing 325,000 jobs combined. Among business and financial occupations, accountants and auditors and management analysts will add the most jobs, 326,000 combined. Management analysts also will be one of the fastest growing occupations in this group, along with personal financial advisors, with job increases of 28.9 and 34 percent, respectively.

Construction and extraction occupations. Construction and extraction workers construct new residential and commercial buildings, and also work in mines, quarries, and oil and gas fields. Employment of these workers is expected to grow 13.3 percent, adding 989,000 new jobs. Construction trades and related workers will account for the majority of these new jobs, 862,000 by 2010. Most extraction jobs will decline, reflecting overall employment losses in the mining and oil and gas extraction industries.

Sales and related occupations. Sales and related workers transfer goods and services among businesses and consumers. Sales and related occupations are expected to add 1.9 million new jobs by 2010, growing by 11.9 percent. The majority of these jobs will be among retail salespersons and cashiers, occupations that will add almost 1 million jobs combined.

Installation, maintenance, and repair occupations. Workers in installation, maintenance, and repair occupations install new equipment and maintain and repair older equipment. These occupations will add 662,000 jobs by 2010, growing by 11.4 percent. Automotive service technicians and general maintenance and repair workers will account for 3 in 10 new installation, maintenance, and repair jobs. The fastest growth rate will be among telecommunications line installers and repairers, an occupation that is expected to grow 27.6 percent over the 2000-10 period.

Office and administrative support occupations. Office and administrative support workers perform the day-to-day activities of the office, such as preparing and filing documents, dealing with the public, and distributing information. Employment

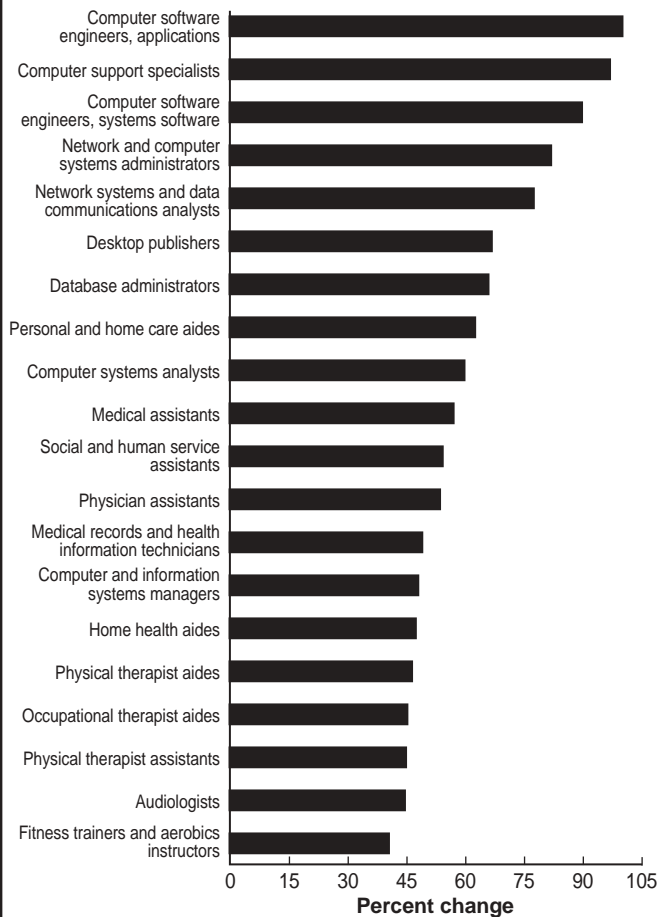
in these occupations is expected to grow by 9.1 percent, adding 2.2 million new jobs by 2010. Customer service representatives will add the most new jobs, 631,000. Desktop publishers will be among the fastest growing occupations, growing 66.7 percent over the decade. Order clerks, tellers, and insurance claims and policy processing clerks will be among the jobs with the largest employment losses.

Production occupations. Production workers are employed mainly in manufacturing, assembling goods and operating plants. Production occupations will grow 5.8 percent and add 750,000 jobs by 2010. Metal and plastics workers and assemblers and fabricators will add the most production jobs, 249,000 and 171,000, respectively. Textile, apparel, and furnishings occupations will account for much of the job losses among production occupations.

Farming, fishing, and forestry occupations. Farming, fishing, and forestry workers cultivate plants, breed and raise livestock, and catch animals. These occupations will have the slowest job growth among the major occupational groups, 5.3 percent, adding 74,000 new jobs by 2010. Farmworkers account for nearly 3 out of 4 new jobs in this group. The numbers of both fishing and logging workers are expected to decline, by 12.2 and 3.5 percent, respectively.

Computer occupations are expected to grow the fastest over the projection period (chart 8). In fact, these jobs account for 8 out of the 20 fastest growing occupations in the economy. In addition to high growth rates, these eight occupations combined

Chart 8. Percent change in employment in occupations projected to grow fastest, 2000-10



will add more than 1.9 million new jobs to the economy. Health occupations comprise most of the remaining fastest growing occupations. High growth rates among computer and health occupations reflect projected faster-than-average growth in the computer and data processing and health services industries.

The 20 occupations listed in chart 9 will account for over one-third of all new jobs, 8 million combined, over the 2000-10 period. The occupations with the largest numerical increases cover a wider range of occupational categories than those occupations with the fastest growth rates. Computer and health occupations will account for some of these increases in employment, as well as occupations in education, sales, transportation, office and administrative support, and food service. Many of these occupations are very large, and will create more new jobs than those with high growth rates. Only 4 out of the 20 fastest growing occupations—computer software engineers, applications; computer software engineers, systems software; computer support specialists; and home health aides—also are projected to be among the 20 occupations with the largest numerical increases in employment.

Table 1 lists occupations projected to grow the fastest and to generate the largest numbers of new jobs over the 2000-10 period, by level of education or training required.

Declining occupational employment stems from declining industry employment, technological advancements, changes in

business practices, and other factors. For example, increased productivity and farm consolidations are expected to result in a decline of 328,000 farmers over the 2000-10 period (chart 10). The majority of the 20 occupations with the largest numerical decreases are office and administrative support and production occupations, which are affected by increasing automation and the implementation of office technology that reduces the needs for these workers. For example, the increased use of ATM machines and Internet banking will reduce the number of tellers.

Total Job Openings

Job openings stem from both employment growth and replacement needs (chart 11). Replacement needs arise as workers leave occupations. Some transfer to other occupations while others retire, return to school, or quit to assume household responsibilities. Replacement needs are projected to account for 60 percent of the approximately 58 million job openings between 2000 and 2010. Thus, even occupations with little or no change in employment still may offer many job openings.

Professional and related occupations are projected to grow faster and add more jobs than any other major occupational group, with 7 million new jobs by 2010. Three-fourths of this job growth is expected among computer and mathematical occupations; healthcare practitioners and technical occupations; and education, training, and library occupations. With 5.2 million job open-

Chart 9. Job increases in occupations with the largest numerical increases in employment, projected 2000-10

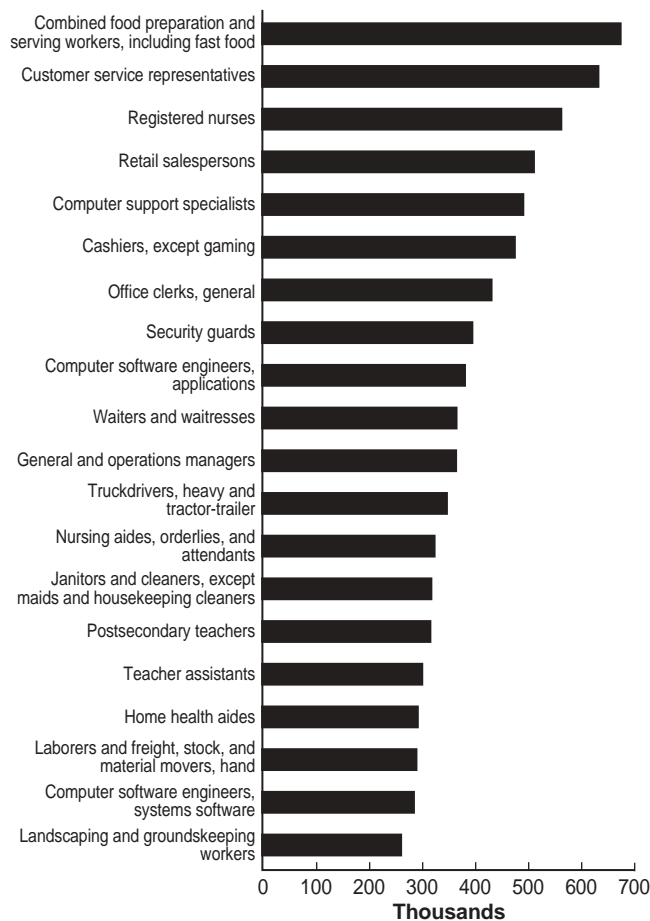


Chart 10. Job declines in occupations with the largest numerical decreases in employment, projected 2000-10

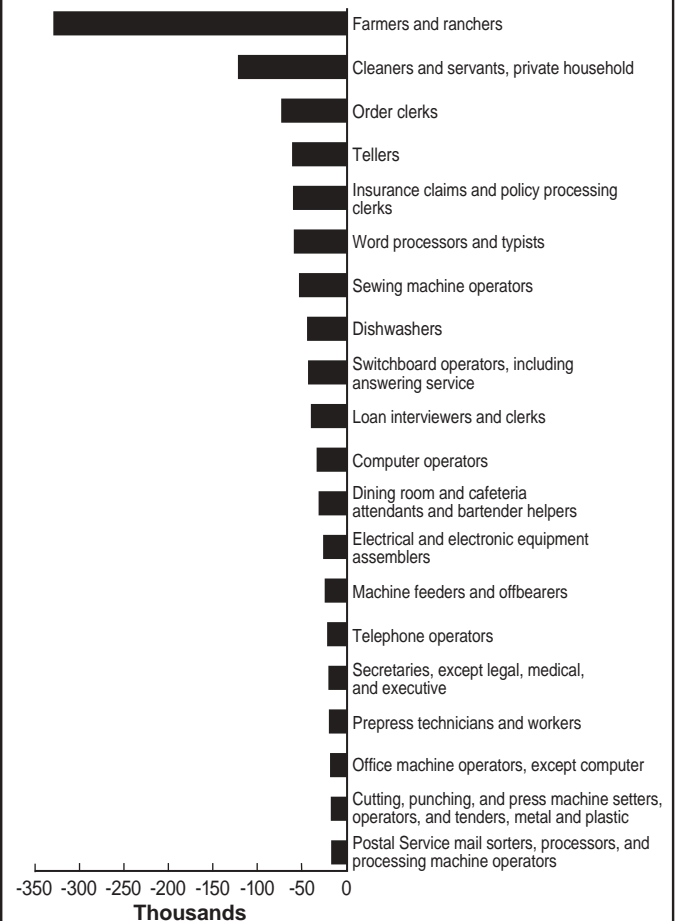
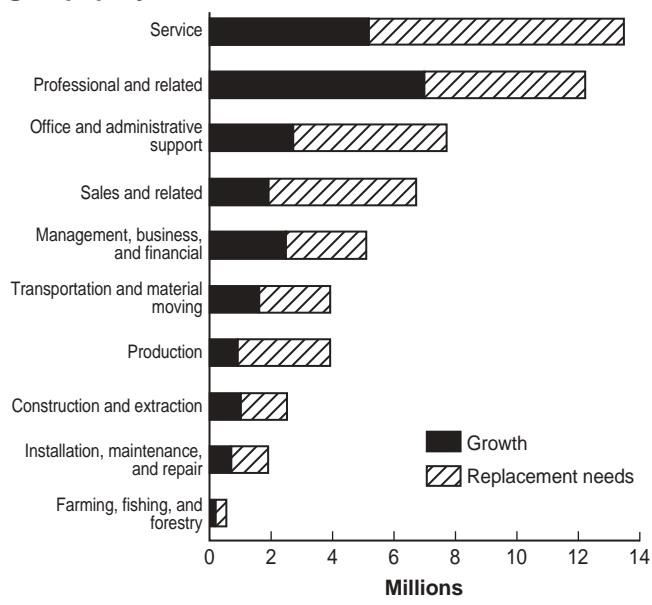


Chart 11. Number of job openings due to growth and replacement needs by major occupational group, projected 2000-10



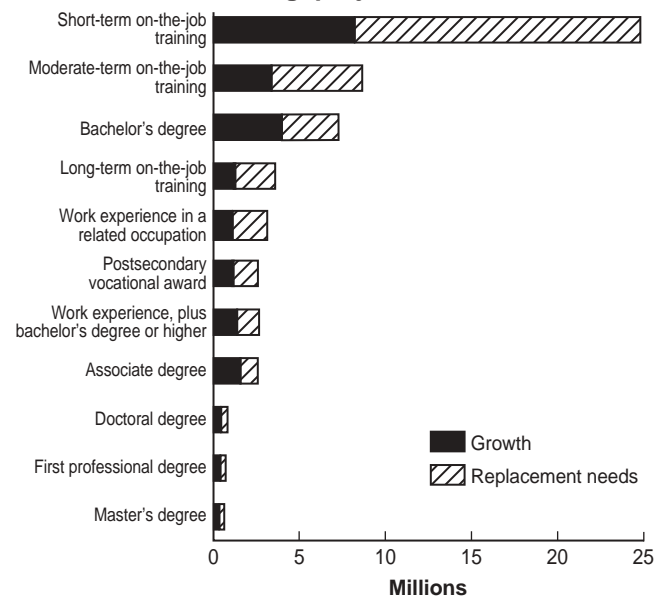
ings due to replacement needs, professional and related occupations are the only major group projected to generate more openings from job growth than from replacement needs.

Due to high replacement needs, service occupations are projected to have the largest number of total job openings, 13.5 million. A large number of replacements are expected to arise as young workers leave food preparation and service occupations. Replacement needs generally are greatest in the largest occupations and in those with relatively low pay or limited training requirements.

Office automation will significantly affect many individual office and administrative support occupations. Overall, these occupations are projected to grow more slowly than the average, while some are projected to decline. Office and administrative support occupations are projected to create 7.7 million job openings over the 2000-10 period, ranking third behind service and professional and related occupations.

Agriculture, forestry, and fishing occupations are projected to have the fewest job openings, approximately 500,000. Because job growth is expected to be slow, and levels of retirement and job turnover high, more than 80 percent of these projected

Chart 12. Number of job openings due to growth and replacement needs by most significant source of education or training, projected 2000-10



job openings are due to replacement needs.

Employment in occupations requiring an associate degree is projected to increase 32 percent, faster than any other occupational group categorized by education or training. However, this category ranks only eighth among the 11 education and training categories in terms of job openings. The largest number of job openings will be among occupations requiring short-term on-the-job training (chart 12).

Almost two-thirds of the projected job openings over the 2000-10 period will be in occupations that require on-the-job training, and arise mostly from replacement needs. These jobs will account for 37.3 million of the projected 57.9 million total job openings through 2010. However, many of these jobs typically offer low pay and benefits; this is more true of jobs requiring only short-term on-the-job training, which will account for 24.8 million openings, than of the occupations in any other education or training category.

Jobs requiring a bachelor's degree, and which usually offer higher pay and benefits, will account for about 7.3 million job openings through 2010. Most of these openings will result from job growth.

Table 1. Fastest growing occupations and occupations projected to have the largest numerical increases in employment between 2000 and 2010, by level of education or training

Fastest growing occupations	Education/training category	Occupations having the largest numerical increases in employment
	First-professional degree	
Veterinarians Pharmacists Chiropractors Optometrists Lawyers		Lawyers Physicians and surgeons Pharmacists Clergy Veterinarians
	Doctoral degree	
Computer and information scientists, research Medical scientists Postsecondary teachers Biological scientists Astronomers and physicists		Postsecondary teachers Biological scientists Computer and information scientists, research Medical scientists Astronomers and physicists
	Master's degree	
Audiologists Speech-language pathologists Mental health and substance abuse social workers Substance abuse and behavioral disorder counselors Physical therapists		Educational, vocational, and school counselors Physical therapists Speech-language pathologists Psychologists Mental health and substance abuse social workers
	Bachelor's or higher degree, plus work experience	
Computer and information systems managers Public relations managers Advertising and promotions managers Sales managers Medical and health services managers		General and operations managers Computer and information systems managers Management analysts Financial managers Sales managers
	Bachelor's degree	
Computer software engineers, applications Computer software engineers, systems software Network and computer systems administrators Network systems and data communications analysts Database administrators		Computer software engineers, applications Computer software engineers, systems software Computer systems analysts Elementary schoolteachers, except special education Network and computer systems administrators
	Associate degree	
Computer support specialists Medical records and health information technicians Physical therapist assistants Occupational therapist assistants Veterinary technologists and technicians		Registered nurses Computer support specialists Medical records and health information technicians Paralegals and legal assistants Dental hygienists
	Postsecondary vocational award	
Desktop publishers Fitness trainers and aerobics instructors Surgical technologists Respiratory therapy technicians Gaming dealers		Automotive service technicians and mechanics Licensed practical and licensed vocational nurses Welders, cutters, solderers, and brazers Hairdressers, hairstylists, and cosmetologists Fitness trainers and aerobics instructors
	Work experience in a related occupation	
First-line supervisors/managers of correctional officers Aircraft cargo handling supervisors First-line supervisors/managers of protective service workers, except police, fire, and corrections Private detectives and investigators Transportation, storage, and distribution managers		First-line supervisors/managers of retail sales workers First-line supervisors/managers of construction trades and extraction workers First-line supervisors/managers of office and administrative support workers First-line supervisors/managers of food preparation and serving workers First-line supervisors/managers of mechanics, installers, and repairers
	Long-term on-the-job training (more than 12 months)	
Telecommunications line installers and repairers Actors Recreational vehicle service technicians Interpreters and translators Police and sheriff's patrol officers		Cooks, restaurant Police and sheriff's patrol officers Electricians Carpenters Maintenance and repair workers, general
	Moderate-term on-the-job training (1 to 12 months)	
Medical assistants Social and human service assistants Dental assistants Pharmacy technicians Ambulance drivers and attendants, except emergency medical technicians		Customer service representatives Truckdrivers, heavy and tractor-trailer Medical assistants Executive secretaries and administrative assistants Social and human service assistants
	Short-term on-the-job training (0 to 1 months)	
Personal and home care aides Home health aides Physical therapist aides Occupational therapist aides Veterinary assistants and laboratory animal caretakers		Combined food preparation and serving workers, including fast food Retail salespersons Cashiers, except gaming Office clerks, general Security guards

Sources of Career Information

This section identifies sources of information about career planning, counseling, training, education, and financial aid. *Handbook* statements also include a section on sources of additional information, which lists organizations that can be contacted for more information about particular occupations including, in some cases, the required training and education.

Career information

Listed below are several places to begin collecting information on careers and job opportunities.

Personal contacts. The people close to you—your family and friends—can be extremely helpful in providing career information. They may be able to answer your questions directly or put you in touch with someone else who can. Networking can lead to meeting someone who can answer your questions about a specific career or company and provide inside information and other helpful hints. It is an effective way to learn the type of training necessary for a certain position, how someone in that position entered the field, the prospects for advancement, and what they like and dislike about the work.

Public libraries, career centers, and guidance offices. These institutions maintain a great deal of up-to-date material. To begin your library search, look at the computer listings under “vocations” or “careers” and then under specific fields. Check the periodicals section, where trade and professional magazines and journals about specific occupations and industries are located. Become familiar with the concerns and activities of potential employers by skimming their annual reports and other public documents. Occupational information on video cassettes and computerized information systems or the Internet can be valuable. Don’t forget the librarians; they can be a great source and can save you valuable time by directing you to relevant information.

Check your school’s career centers for resources such as individual counseling and testing, guest speakers, field trips, books, career magazines, and career days.

Always assess career guidance materials carefully. The information should be current and objective. Beware of materials that seem to glamorize the occupation, overstate the earnings, or exaggerate the demand for workers.

Counselors. These professionals are trained to help you discover your strengths and weaknesses, evaluate your goals and values, and help you determine what you would like in a career. Counselors will not tell you what to do. However, they may administer interest inventories and aptitude tests, interpret the results, and help you explore various options. Counselors also may discuss local job markets and the entry requirements and costs of schools, colleges, or training programs. Counselors are found in:

- High school guidance offices
- College career planning and placement offices
- Placement offices in private vocational or technical schools and institutions
- Vocational rehabilitation agencies

- Counseling services offered by community organizations
- Private counseling agencies and private practices
- State employment service offices

Before employing the services of a private counselor or agency, you may want to seek recommendations and check their credentials. The International Association of Counseling Services (IACS) accredits counseling services throughout the country. To receive a listing of accredited services for your region, send a self-addressed, stamped, business-size envelope to:

- ▶ IACS, 101 South Whiting St., Suite 211, Alexandria, VA 22304. Phone: (703) 823-9800. Internet: <http://www.iacsinc.org>

The *Directory of Counseling Services*, an IACS publication providing employment counseling and other assistance, may be available in your library or school career counseling center. A list of certified career counselors by city or State is available from:

- ▶ National Board of Certified Counselors, 3 Terrace Way, Suite D, Greensboro, NC 27403-3660. Phone: (336) 547-0607. Internet: <http://www.nbcc.org>

Internet networks and resources. The growth of online listings has made countless resources instantly available at any time. Most companies, professional societies, academic institutions, and government agencies maintain Internet sites that highlight the organization’s latest information and activities.

Listings may include information such as government documents, schedules of events, and job openings. Corporate and government websites often provide job application information, including links for submitting resumes. Listings for academic institutions often provide links to career counseling and placement services through career resource centers, as well as information on financing your education. Colleges and universities also offer online guides to campus facilities and admission requirements and procedures.

The variety of career information available through the Internet provide much of the same information available through libraries, career centers, and guidance offices. However, no single network or resource will contain all desired information, so be prepared to search a variety of places. As in a library search, look through various lists by field or discipline, or by using keywords.

Career sites can be an excellent place to obtain information about job opportunities. They provide a forum for employers to list job openings and for individuals to post their resumes. Some Internet sites also may provide an opportunity to research a particular industry or company.

America’s Career InfoNet provides ideal information for anyone exploring different careers. It provides data on employment growth and wages by occupation; the knowledge, skills, and abilities required by an occupation; and links to employers. Internet: <http://www.acinet.org/acinet>

America’s Job Bank (AJB), administered by the U.S. Department of Labor, lists more than 1 million job openings on any given day. These job openings are compiled by State employment service offices throughout the Nation. AJB is accessible at: <http://www.ajb.dni.us>

Professional societies, trade associations, labor unions, business firms, and educational institutions. These organizations provide a variety of free or inexpensive career material. Many of these are listed in the sources of additional information section at the end of individual *Handbook* statements. For information on occupations not covered in the *Handbook*, consult directories in your library's reference section for the names of potential sources. You may start with *The Guide to American Directories* or *The Directory of Directories*. Another useful resource is *The Encyclopedia of Associations*, an annual publication listing trade associations, professional societies, labor unions, and fraternal and patriotic organizations.

The National Technical Information Service Audiovisual Center, a central source for audiovisual material produced by the U.S. Government, sells material on jobs and careers. For a catalog, contact:

- ▶ NTIS Audiovisual Center, Springfield, VA 22161. Phone: (800) 553-6847. Internet: <http://www.ntis.gov/nac>

Federal Government. Information on employment with the Federal Government is available from the Office of Personnel Management (OPM) through a telephone-based system. Consult your telephone directory under U.S. Government for a local number or call (912) 757-3000; Federal Relay Service: (800) 877-8339. The first number is not tollfree, and charges may result. Information also is available from the OPM Internet site: <http://www.usajobs.opm.gov>

Organizations for specific groups. The organizations listed below provide information on career planning, training, or job opportunities prepared for specific groups. Consult directories in your library's reference center or a career guidance office for information on additional organizations associated with specific groups.

Disabled workers:

Counseling, training, and placement services for those with disabilities is available from:

- ▶ National Business and Disability Council, 201 I.U. Willets Rd., Albertson, NY 11507. Phone: (516) 465-1515. Internet: <http://www.business-disability.com>

Blind workers:

Information on the free national reference and referral service for the blind can be obtained by contacting:

- ▶ National Federation of the Blind, Job Opportunities for the Blind (JOB), 1800 Johnson St., Baltimore, MD 21230. Phone: (410) 659-9314. Internet: <http://www.nfb.org>

Older workers:

- ▶ National Council on the Aging, 409 3rd St. SW., Suite 200, Washington, DC 20024. Phone: (202) 479-1200. Internet: <http://www.ncoa.org>
- ▶ National Caucus and Center on Black Aged, Inc., Senior Employment Programs, 1220 L St. NW., Suite 800, Washington, DC 20005. Phone: (202) 637-8400. Fax: (202) 347-0895. Internet: <http://www.ncba-aged.org>
- ▶ Asociación Nacional por Personas Mayores (National Association for Hispanic Elderly), 234 East Colorado Blvd., Suite 300, Pasadena, CA 91101. Phone: (626) 564-1988. E-mail: anppm@aol.com

Veterans:

Contact the nearest regional office of the U.S. Department of Labor Veterans' Employment and Training Service or:

- ▶ Veterans' Employment and Training Service (VETS), 200 Constitution Ave. NW., Room S-1316, Washington, DC 20210. Phone: (202) 693-4738. Internet: <http://umet-vets.dol.gov>

Women:

- ▶ Department of Labor, Women's Bureau Clearinghouse, 200 Constitution Ave. NW., Washington, DC 20210. Phone: (800) 827-5335. Internet: <http://www.dol.gov/dol/wb>
- ▶ Wider Opportunities for Women, 815 15th St. NW., Suite 916, Washington, DC 20005. Phone: (202) 638-3143. Internet: <http://www.wowonline.org>

Federal laws, executive orders, and selected Federal grant programs bar discrimination in employment based on race, color, religion, sex, national origin, age, and handicap. Information on how to file a charge of discrimination is available from U.S. Equal Employment Opportunity Commission offices around the country. Their addresses and telephone numbers are listed in telephone directories under U.S. Government, EEOC. Internet: <http://www.eeoc.gov>

Education and training information

Colleges, schools, and training institutes readily reply to requests for information about their programs. When contacting these institutions, you may want to keep in mind the following items:

- Admission requirements
- Courses offered
- Certificates or degrees awarded
- Cost
- Available financial aid
- Location and size of school
- Placement rate of graduates

Check with professional and trade associations for lists of schools that offer career preparation in a field in which you are interested. High school guidance offices and libraries usually have copies of the directories listed below, as well as college catalogs that can provide more information on specific institutions.

America's Learning Exchange, a Department of Labor website, is a valuable resource for anyone searching for specific training courses. It provides a searchable database that includes more than 6,000 training providers, offering more than 350,000 programs, seminars, and courses. Internet: <http://www.alx.org>

The Department of Education's IPEDS (Integrated Postsecondary Education Data System) program has an interactive school search system. You can search for any postsecondary school, focusing your search for a school based upon many factors: number of students, type of school (two-year colleges, four-year colleges, trade schools), public or privately funded institutions, instructional programs and fields of study (majors), accreditation, and geographic location. Once you've narrowed your choices, the site provides more detailed information on specific schools, including contact information. There also are links to helpful sites. Internet: <http://nces.ed.gov/ipeds/cool/index.asp>

The Directory of Private Career Schools and Colleges of Technology, put out by the Accrediting Commission of Career Schools and Colleges of Technology, is a helpful resource. Be sure to

use the latest edition because these directories and catalogs are revised periodically.

Information about home or correspondence study programs appears in the *Directory of Accredited Institutions*. Send requests for the *Directory* and a list of other publications to:

- Distance Education and Training Council, 1601 18th St. NW., Washington, DC 20009-2529. Phone: (202) 234-5100. Internet: <http://www.detc.org>

Information about apprenticeships is available from local labor unions, school guidance counselors, and State employment offices or from:

- Apprenticeship Training, Employer and Labor Services, U.S. Department of Labor, 200 Constitution Ave. NW., Washington, DC 20210. Phone: (202) 693-3812. Internet: <http://www.doleta.gov/individ/apprent.asp>

Completing an internship is an excellent way for students and others to learn about an occupation and to make valuable contacts. Many employers offer internships that provide short-term or part-time job experience that can lead to a permanent position. Contact your school's career guidance center or employers directly regarding internship opportunities.

Financial aid information

Information about financial aid is available from a variety of sources. Contact your high school guidance counselor and college financial aid officer for information concerning qualifications and applications for scholarships, fellowships, grants, loans, and work-study programs. Every State administers financial aid programs; contact State Departments of Education for information. Banks and credit unions will provide information about student loans. You also may want to consult the directories and guides available in guidance offices and public libraries for sources of student financial aid.

The Federal Government provides grants, loans, work-study programs, and other benefits to students. Information about programs administered by the U.S. Department of Education is presented in *The Student Guide to Federal Financial Aid Programs*, updated annually. To receive a copy, write to:

- Federal Student Aid Information Center, c/o Federal Student Aid Programs, P.O. Box 84, Washington, DC 20044-0084. Phone: (800) 433-3243. Internet: <http://www.ed.gov/offices/OSFAP/Students>

The U.S. Department of Health and Human Services offers student loan, scholarship, and faculty loan repayment programs. For information, contact:

- HRSA, Bureau of Health Professions, Division of Student Assistance, Parklawn Bldg., Room 8-34, 5600 Fishers Lane, Rockville, MD 20857. Phone: (888) 275-4772. Internet: <http://www.bhpr.hrsa.gov/dsa/index.htm>

Copies of *The Student Guide*, a guide to financial aid, are available from the U.S. Department of Education, Federal Student Aid Information Center.

- Phone: (800) 433-3243. Internet: http://www.ed.gov/prog_info/SFA/StudentGuide

College is Possible—a resource guide prepared by the Coalition of America's Colleges and Universities and the U.S. Department of Education—lists books, pamphlets, and Internet sites to help students prepare for, choose, and pay for college. It includes information on scholarships and is available in English and Spanish.

- Phone: (800) 433-3243. Internet: <http://www.collegeispossible.org>

The Armed Forces have several educational assistance programs. These include the Reserve Officers' Training Corps (ROTC), the new G.I. bill, and tuition assistance. Information can be obtained from military recruiting centers, located in most cities.

- Internet: http://www.defenselink.mil/other_info/careers.html

State and local information

The *Handbook* provides information for the Nation as a whole. State or local area information is available from:

State employment security agencies. These agencies develop detailed information about local labor markets, such as current and projected employment by occupation and industry, characteristics of the work force, and changes in State and local area economic activity. Listed below are the Internet addresses of these agencies and addresses and telephone numbers of the directors of research and analysis in these agencies.

Most States have career information delivery systems (CIDS). Look for these systems in secondary schools, postsecondary institutions, libraries, job training sites, vocational rehabilitation centers, and employment service offices. The public can use the systems' computers, printed material, microfiche, and toll free hotlines to obtain information on occupations, educational opportunities, student financial aid, apprenticeships, and military careers. Ask counselors for specific locations.

State occupational projections also are available on the Internet: <http://www.dws.state.ut.us/bls>

Alabama

Chief, Labor Market Information, Alabama Department of Industrial Relations, 649 Monroe St., Room 422, Montgomery, AL 36130. Phone: (334) 242-8800. Internet: <http://www.dir.state.al.us/lmi>

Alaska

Chief, Research and Analysis, Alaska Department of Labor and Workforce Development, P.O. Box 25501, Juneau, AK 99802-5501. Phone: (907) 465-4500. Internet: <http://www.labor.state.ak.us>

Arizona

Research Administrator, Arizona Department of Economic Security, Site Code 733A, P.O. Box 6123, Phoenix, AZ 85005. Phone: (602) 542-3871. Internet: <http://www.de.state.az.us/links/economic/webpage/page6.html>

Arkansas

Robert Mantione, LMI Director, Arkansas Employment Security Department, P.O. Box 2981, Little Rock, AR 72203-2981. Phone: (501) 682-3159. Internet: <http://www.state.ar.us/esd>

California

Chief, Labor Market Information Division, California Employment Development Department, P.O. Box 826880, MIC 57, Sacramento, CA 94280-0001. Phone: (916) 262-2160. Internet: <http://www.calmis.cahwnet.gov>

Colorado

Colorado Department of Labor and Employment, Labor Market Information, 1515 Arapahoe St., Tower 2, Suite 400, Denver, CO 80202-2117. Phone: (303) 318-8850. Internet: <http://lmi.cdle.state.co.us>

Connecticut

Director, Office of Research and Information, Connecticut Labor Department, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114. Phone: (860) 263-6255. Internet: <http://www.ctdol.state.ct.us/lmi/index.htm>

Delaware

Office of Occupational and Labor Market Information, Delaware Department of Labor, P.O. Box 9965., Wilmington, DE 19809-0965. Phone: (302) 761-8060. Internet: <http://www.oolmi.net>

District of Columbia

Chief of Labor Market Information, District of Columbia Department of Employment Services, 500 C St. NW., Room 201, Washington, DC 20001. Phone: (202) 724-7213. Internet: http://does.dc.gov/info/labor_mkt.shtm

Florida

Agency for Workforce Innovation, Labor Market Statistics, Commerce Industrial Center Building B, 367 Marpan Lane, Tallahassee, FL 32305. Phone: (850) 488-1048. Internet: <http://www.labormarketinfo.com>

Georgia

Director, Labor Market Information, Georgia Department of Labor, 148 International Boulevard NE., Atlanta, GA 30303-1751. Phone: (404) 656-3177. Internet: <http://www.dol.state.ga.us/lmi>

Guam

Administrator, Department of Labor, Guam Employment Services, P.O. Box 9970, Tamuning, Guam 96931-9970. Phone: (671) 647-7066. Internet: <http://gu.jobsearch.org>

Hawaii

Chief, Research and Statistics Office, Hawaii Department of Labor and Industrial Relations, 830 Punchbowl St., Room 304, Honolulu, HI 96813. Phone: (808) 586-8999. Internet: <http://dlir.state.hi.us>

Idaho

Bureau Chief, Research and Analysis, Idaho Department of Labor, 317 Main St., Boise, ID 83735-0001. Phone: (208) 332-3570 x3136. Internet: <http://www.sde.state.id.us/cis>

Illinois

Economic Information and Analysis Manager, Illinois Department of Employment Security, 401 South State St., Suite 743, Chicago, IL 60605. Phone: (312) 793-2316. Internet: <http://www.ioicc.state.il.us/LMI/default.htm>

Indiana

Director, Labor Market Information, Indiana Department of Workforce Development, Indiana Government Center South, E211, 10 North Senate Ave., Indianapolis, IN 46204-2277. Phone: (317) 232-7460. Internet: <http://www.dwd.state.in.us>

Iowa

Division Administrator, Research and Information Services, Iowa Workforce Development, 1000 East Grand Ave., Des Moines, IA 50319-0209. Phone: (800) JOB-IOWA. Internet: <http://www.state.ia.us/iwd>

Kansas

Chief, Labor Market Information Services, Kansas Department of Human Resources, 401 SW Topeka Blvd., Topeka, KS 66603-3182. Phone: (785) 296-5058. Internet: <http://laborstats.hr.state.ks.us>

Kentucky

Manager, LMI Branch, Division of Administration/Financial Management, Department of Employment Services, 275 East Main St., Suite 2-C, Frankfort, KY 40621. Phone: (800) 542-8840. Internet: <http://www.des.state.ky.us/agencies/wforce/des/lmi/lmi.htm>

Louisiana

Louisiana Department of Labor, Office of Occupational Information, Research and Statistics Division, P.O. Box 94094, Baton Rouge, LA 70804-9094. Phone: (888) 302-7662. Internet: <http://www.ldol.state.la.us/LMIQM.asp>

Maine

Director, Labor Market Information Services, Maine Department of Labor, 20 Union St., Augusta, ME 04330. Phone: (207) 287-2271. Internet: <http://www.state.me.us/labor/lmis/frdef.htm>

Maryland

Director, Office of Labor Market Analysis and Information, Maryland Department of Labor, Licensing and Regulations, 1100 North Eutaw St., Room 601, Baltimore, MD 21201. Phone: (410) 767-2250. Internet: <http://www.dlir.state.md.us/lmi/index.htm>

Massachusetts

Labor Market Information and Research Director, Massachusetts Division of Employment and Training, 19 Staniford St., 2nd Floor, Boston, MA 02114. Phone: (617) 626-5744. Internet: <http://www.detma.org/lmi>

Michigan

Director, Office of Labor Market Information, Department of Career Development, Employment Service Agency, 7310 Woodward Ave., Room 520, Detroit, MI 48202. Phone: (313) 872-0990. Internet: <http://www.michlmi.org>

Minnesota

Director, BLS Programs, Research and Statistical Office, Minnesota Department of Economic Security, 390 North Robert St., 5th Floor, St. Paul, MN 55104. Phone: (651) 296-4087. Internet: <http://www.mnworkforcecenter.org/lmi/careers/index.htm>

Mississippi

Labor Market Information Director, Mississippi Employment Security Commission, P.O. Box 1699, Jackson, MS 39215-1699. Phone: (601) 961-7424. Internet: <http://208.137.131.31/lmi/index.html>

Missouri

Department of Economic Development, Division of Workforce Development, Labor Market Information Section, P.O. Box 1087, Jefferson City, MO 65102. Phone: (573) 751-3595. Internet: <http://www.works.state.mo.us/lmi>

Montana

Research and Analysis Bureau, Job Services Division, Montana Department of Labor and Industry, P.O. Box 1728, Helena, MT 59624-1728. Phone: (406) 444-2430; within Montana at (800) 633-0229; outside Montana at (800) 541-3904. Internet: <http://rad.dli.state.mt.us>

Nebraska

Labor Market Information Administrator, Nebraska Department of Labor, 550 South 16th St., P.O. Box 94600, Lincoln, NE 68509-4600. Phone: (402) 471-2600. Internet: <http://www.dol.state.ne.us/nelmi.htm>

Nevada

Chief, DETR, Bureau of Research and Analysis, Information Development and Processing Division, 500 East Third St., Carson City, NV 89713-0001. Phone: (775) 684-0450. Internet: <http://detr.state.nv.us/lmi/index.htm>

New Hampshire

Director, Economic and Labor Market Information Bureau, New Hampshire Department of Employment Security, 32 South Main St., Concord, NH 03301. Phone: (603) 228-4123. Internet: <http://www.nhworks.state.nh.us/lmipage.htm>

New Jersey

Assistant Commissioner, Labor Planning and Analysis, New Jersey Department of Labor, P.O. Box 56, 5th Floor, Trenton, NJ 08625-0056. Phone: (609) 292-2643. Internet: <http://www.state.nj.us/labor/lra>

New Mexico

Economic Research and Analysis Bureau, New Mexico Department of Labor, 401 Broadway Blvd. NE, P.O. Box 1928, Albuquerque, NM 87103. Phone: (505) 841-8645. Internet: http://www3.state.nm.us/dol/dol_lmif.html

New York

Director, Division of Research and Statistics, New York Department of Labor, State Office Building Campus, Room 400, Albany, NY 12240. Phone: (518) 457-6369. Internet: <http://www.labor.state.ny.us/html/career/lmi.htm>

North Carolina

Director, Labor Market Information, North Carolina Employment Security Commission, P.O. Box 25903, Raleigh, NC 27611. Phone: (919) 733-2936. Internet: <http://www.esc.state.nc.us>

North Dakota

Program Support Area Manager, Job Service North Dakota, 1000 East Divide Ave., P.O. Box 5507, Bismarck, ND 58506-5507. Phone: (701) 328-2868. Internet: <http://www.jobsnd.com>

Ohio

Director, Ohio Department of Job and Family Services, ORAA, LMI Bureau, 4300 Kimberly Pkwy., 3rd Floor, Columbus, OH 43232. Phone: (614) 752-9494. Internet: <http://lmi.state.oh.us>

Oklahoma

Director, Labor Market Information, Economic Research and Analysis Division, Oklahoma Employment Security Commission, P.O. Box 52003, Oklahoma City, OK 73152-2003. Phone: (405) 525-7265. Internet: <http://www.oesc.state.ok.us/lmi/default.htm>

Oregon

Labor Market Information Director, Oregon Employment Department, 875 Union St. NE., Salem, OR 97311. Phone: (503) 947-1212. Internet: <http://olmis.emp.state.or.us>

Pennsylvania

Director, Center for Workforce Information and Analysis, Pennsylvania Department of Labor and Industry, 7th and Forester Streets., Room 220, Labor and Industry Building, Harrisburg, PA 17120-0001. Phone: (877) 4WF-DATA. Internet: <http://www.dli.state.pa.us/workforceinfo>

Puerto Rico

Director, Research and Statistics Division, Puerto Rico Bureau of Employment Security, 505 Munoz Rivera Ave., 17th Floor, Hato Rey, PR 00918. Phone: (787) 754-5385. Internet: <http://www.interempleo.org>

Rhode Island

Director, Labor Market Information, Rhode Island Department of Labor and Training, Building 73, 2nd Floor, 1511 Pontiac Ave., Cranston, RI 02920-4407. Phone: (401) 462-8740. Internet: <http://www.det.state.ri.us/webdev/lmi/lmihome.html>

South Carolina

Director, Labor Market Information, South Carolina Employment Security Commission, 631 Hampton St., P.O. Box 995, Columbia, SC 29202. Phone: (803) 737-2660. Internet: <http://www.sces.org/lmi/index.htm>

South Dakota

Director, Labor Market Center, South Dakota Department of Labor, P.O. Box 4730, Aberdeen, SD 57402-4730. Phone: (605) 626-2314. Internet: <http://www.state.sd.us/dol/lmic/index.htm>

Tennessee

Director, Research and Statistics Division, Tennessee Department of Labor and Workforce Development, 500 James Robertson Pkwy., Davy Crockett Tower, 11th Floor, Nashville, TN 37245-1000. Phone: (615) 741-2284. Internet: <http://www.state.tn.us/esdiv.html>

Texas

Director of Labor Market Information, Texas Workforce Commission, 9001 IH-35 North, Suite 103A, Austin, TX 78753. Phone: (866) 938-4444. Internet: <http://www.texasworkforce.org/lmi/lfs/lfshome.html>

Utah

Director, Labor Market Information, Utah Department of Workforce Services, 140 East 300 South, P.O. Box 45249, Salt Lake City, UT 84145-0249. Phone: (801) 526-9675. Internet: <http://www.dws.state.ut.us>

Vermont

Chief, Research and Analysis, Vermont Department of Employment and Training, 5 Green Mountain Dr., P.O. Box 488, Montpelier, VT 05601-0488. Phone: (802) 828-4153. Internet: <http://www.det.state.vt.us>

Virgin Islands

Chief, Bureau of Labor Statistics, Virgin Islands Department of Labor, 53A and 54A&B Kronprindsens Gade, Charlotte Amalie, St. Thomas, VI 00802. Phone: (340) 776-3700. Internet: <http://www.vidol.org>

Virginia

Director, Economic Information and Services Division, Virginia Employment Commission, 703 East Main St., P.O. Box 1358, Richmond, VA 23218-1358. Phone: (804) 786-8223. Internet: <http://www.vec.state.va.us/lbrmkt/lmi.htm>

Washington

Director, Labor Market and Economic Analysis, Employment Security Division, Mail Stop 6000—P.O. Box 9046, Olympia, WA 98507-9046. Phone: (800) 215-1617. Internet: <http://www.wa.gov/esd/lmea>

West Virginia

Director, Research, Information and Analysis, West Virginia Bureau of Employment Programs, 112 California Ave., Charleston, WV 25305-0112. Phone: (304) 558-2660. Internet: <http://www.state.wv.us/bep/lmi/default.htm>

Wisconsin

Chief, LMI Data Development, Wisconsin Department of Workforce Development, 201 East Washington Ave., Room G200, Madison, WI 53702. Phone: (608) 266-2930. Internet: <http://www.dwd.state.wi.us/lmi>

Wyoming

Manager, Research and Planning, Employment Resources Division, Wyoming Department of Employment, P.O. Box 2760, Casper, WY 82602-2760. Phone: (307) 473-3801. Internet: <http://wydoe.state.wy.us>

Finding a Job and Evaluating a Job Offer

Finding information on available jobs

It takes some people a great deal of time and effort to find a job they enjoy. Others may walk right into an ideal employment situation. Do not be discouraged if you have to pursue many leads. Friends, neighbors, teachers, and counselors may know of available jobs in your field of interest. Read the classified ads. Consult State employment service offices and consider private employment agencies. You also may contact employers directly.

Where To Learn About Job Openings

Personal contacts
School career planning and placement offices
Employers
Classified ads
—National and local newspapers
—Professional journals
—Trade magazines
Internet networks and resources
State employment service offices
Federal Government
Professional associations
Labor unions
Private employment agencies and career consultants
Community agencies

Job search methods

Personal contacts. Your family, friends, and acquaintances may offer one of the most effective ways to find a job. They may help you directly or put you in touch with someone else who can. Such networking can lead to information about specific job openings, many of which may not be publically posted.

School career planning and placement offices. High school and college placement offices help their students and alumni find jobs. They set up appointments and allow recruiters to use their facilities for interviews. Placement offices usually have a list of part-time, temporary, and summer jobs offered on campus. They also may have lists of jobs for regional, nonprofit, and government organizations. Students can receive career counseling and testing and job search advice. At career resource libraries they may attend workshops on such topics as job search strategy, resume writing, letter writing, and effective interviewing; critique drafts of resumes and watch videotapes of mock interviews; explore files of resumes and references; and attend job fairs conducted by the placement office.

Employers. Through your library and Internet research, develop a list of potential employers in your desired career field. Employer websites often contain lists of job openings. Websites and business directories can provide you with information on how to apply for a position or whom to contact. Even if no open positions are posted, do not hesitate to contact the employer and the relevant department. Set up an interview with someone working in the same area you wish to work. Ask them how they got

started, what they enjoy or dislike about the work, what type of qualifications are necessary for the job, and what type of personality succeed in that position. Even if they don't have a position available, they may be able to put you in contact with other people who might hire you and they can keep you in mind if a position opens up. Make sure to send them your resume and a cover letter. If you are able to obtain an interview, be sure to send a thank you note. Directly contacting employers is one of the most successful means of job hunting.

Classified ads. The "Help Wanted" ads in newspapers list numerous jobs. You should realize, however, that many other job openings are not listed, and that the classified ads sometimes do not give all of the important information. They may offer little or no description of the job, working conditions, or pay. Some ads do not identify the employer. They may simply give a post office box to which you can mail your resume, making follow-up inquiries very difficult. Some ads offer out-of-town jobs; others advertise employment agencies rather than actual employment opportunities.

When using classified ads, keep the following in mind:

- Do not rely solely on the classifieds to find a job; follow other leads as well.
- Answer ads promptly, because openings may be filled quickly, even before the ad stops appearing in the paper.
- Read the ads every day, particularly the Sunday edition, which usually includes the most listings.
- Beware of "no experience necessary" ads. These ads often signal low wages, poor working conditions, or commission work.
- Keep a record of all ads to which you have responded, including the specific skills, educational background, and personal qualifications required for the position.

Internet networks and resources. The Internet provides a variety of information, including job listings and job search resources and techniques. However, no single website or resource will contain all of the information available on employment or career opportunities, so be prepared to search for what you need. Remember that job listings may be posted by field or discipline, so begin your search using keywords. Some websites provide National or local classified listings and allow job seekers to post their resumes online. Other sites offer advice on how to search for a job, prepare for an interview, or write your resume. When searching employment databases on the Internet, it usually is possible to send your resume to an employer by e-mail or to post it online.

State employment service offices. The State employment service, sometimes called Job Service, operates in coordination with the U.S. Department of Labor's Employment and Training Administration. Local offices, found nationwide, help job seekers find jobs and help employers find qualified workers at no cost to either. To find the office nearest you, look in the State government telephone listings under "Job Service" or "Employment."

Job matching and referral. At the State employment service office, an interviewer will determine if you are "job ready" or if

you need help from counseling and testing services to assess your occupational aptitudes and interests and to help you choose and prepare for a career. After you are “job ready,” you may examine available job listings and select openings that interest you. A staff member can then describe the job openings in detail and arrange for interviews with prospective employers.

America’s Job Bank, sponsored by the U.S. Department of Labor, is an Internet site that allows you to search through a database of over one million jobs Nationwide, create and post your resume online, and set up an automated job search. The database contains a wide range of mostly full-time private sector jobs that are available all over the country. Job seekers can access America’s Job Bank at: <http://www.ajb.org>. Computers with access to the Internet are available to the public in any local public employment service office, school, library, and military installation.

Tips for Finding the Right Job, a U.S. Department of Labor pamphlet, offers advice on determining your job skills, organizing your job search, writing a resume, and making the most of an interview. *Job Search Guide: Strategies For Professionals*, another U.S. Department of Labor publication, discusses specific steps that job seekers can follow to identify employment opportunities. This publication includes sections on handling job loss, managing personal resources, assessing personal skills and interests, researching the job market, conducting the job search, and networking. Many Department of Labor publications for job seekers are available at: <http://safetynet.doleta.gov/netsourc.htm>. Check with your State employment service office, or order a copy of these and other publications from the U.S. Government Printing Office’s Superintendent of Documents. Phone: (202) 512-1800. Internet: <http://bookstore.gpo.gov> or <http://www.doleta.gov/etaindex.asp>.

Services for special groups. By law, veterans are entitled to priority for job placement at State employment service centers. If you are a veteran, a veterans’ employment representative can inform you of available assistance and help you deal with problems.

State service centers refer youths between 16 and 21 and economically disadvantaged applicants to opportunities available under the Job Training Partnership Act (JTPA) of 1982. They also help prepare individuals facing employment barriers for jobs.

Federal Government. Information on obtaining a position with the Federal Government is available from the Office of Personnel Management (OPM) through a telephone-based system. Consult your telephone directory under U.S. Government for a local number or call (912) 757-3000; Federal Relay Service (800) 877-8339. The first number is not tollfree, and charges may result. Information also is available from the OPM Internet site: <http://www.usajobs.opm.gov>.

Professional associations. Many professions have associations that offer employment information, including career planning, educational programs, job listings, and job placement. To use these services, associations usually require that you be a member of their association; information can be obtained directly from an association through the Internet, by telephone, or by mail.

Labor unions. Labor unions provide various employment services to members, including apprenticeship programs that teach a specific trade or skill. Contact the appropriate labor union or State apprenticeship council for more information.

Private employment agencies and career consultants. These agencies can be helpful, but they are in business to make money. Most operate on a commission basis, with the fee dependent upon a percentage of the salary paid to a successful applicant. You or the hiring company will pay a fee. Find out the exact cost and who is responsible for paying associated fees before using the service.

Although employment agencies can help you save time and contact employers who otherwise might be difficult to locate, the costs may outweigh the benefits if you are responsible for the fee. Contacting employers directly often will generate the same type of leads that a private employment agency will provide. Consider any guarantees the agency offers when determining if the service is worth the cost.

Community agencies. Many nonprofit organizations, including religious institutions and vocational rehabilitation agencies, offer counseling, career development, and job placement services, generally targeted to a particular group, such as women, youth, minorities, ex-offenders, or older workers.

Applying for a job

Resumes and application forms. Resumes and application forms are two ways to provide employers with written evidence of your qualifications and skills. Generally, the same information appears on both the resume and the application form, but the way it is presented differs. Some employers prefer a resume and others require an application form. The accompanying box presents the basic information you should include in your resume.

There are many ways of organizing a resume. Depending on the job, you should choose the format that best highlights your skills, training, and experience. It may be helpful to look in a variety of books and publications at your local library or bookstore for different examples.

What Usually Goes Into a Resume

- Name, address, e-mail address, and telephone number.
- Employment objective. State the type of work or specific job you are seeking.
- Education, including school name and address, dates of attendance, curriculum, and highest grade completed or degree awarded. Consider including any courses or areas of focus that might be relevant to the position.
- Experience, paid and volunteer. For each job, include the job title, name and location of employer, and dates of employment. Briefly describe your job duties.
- Special skills, computer skills, proficiency in foreign languages, achievements, and membership in organizations.
- References, only when requested.
- Keep it short; only one page for less experienced applicants.
- Avoid long paragraphs; use bullets to highlight key skills and accomplishments.
- Have a friend review your resume for any spelling or grammatical errors.
- Print it on high quality paper.

When you fill out an application form, make sure you fill it out completely and follow all instructions. Do not omit any requested information and make sure that the information you provide is correct.

Cover letters. A cover letter is sent with a resume or application form, as a way of introducing yourself to prospective employers. It should capture the employer's attention, follow a business letter format, and usually should include the following information:

- The name and address of the specific person to whom the letter is addressed.
- The reason for your interest in the company or position.
- Your main qualifications for the position.
- A request for an interview.
- Your home and work phone numbers.

Interviewing. An interview gives you the opportunity to showcase your qualifications to an employer, so it pays to be well prepared. The information in the accompanying box provides some helpful hints.

Job Interview Tips

Preparation:

- Learn about the organization.
- Have a specific job or jobs in mind.
- Review your qualifications for the job.
- Prepare answers to broad questions about yourself.
- Review your resume.
- Practice an interview with a friend or relative.
- Arrive before the scheduled time of your interview.

Personal Appearance:

- Be well groomed.
- Dress appropriately.
- Do not chew gum or smoke.

The Interview:

- Relax and answer each question concisely.
- Respond promptly.
- Use good manners. Learn the name of your interviewer and shake hands as you meet.
- Use proper English—avoid slang.
- Be cooperative and enthusiastic.
- Ask questions about the position and the organization.
- Thank the interviewer when you leave and, as a follow up, in writing.

Test (if employer gives one):

- Listen closely to instructions.
- Read each question carefully.
- Write legibly and clearly.
- Budget your time wisely and don't dwell on one question.

Information to Bring to an Interview:

- Social Security card.
- Government-issued identification (driver's license).
- Resume. Although not all employers require applicants to bring a resume, you should be able to furnish the interviewer information about your education, training, and previous employment.
- References. Employers typically require three references. Get permission before using anyone as a reference. Make sure they will give you a good reference. Try to avoid using relatives.

Evaluating a job offer

Once you receive a job offer, you are faced with a difficult decision and must evaluate the offer carefully. Fortunately, most

organizations will not expect you to accept or reject an offer immediately.

There are many issues to consider when assessing a job offer. Will the organization be a good place to work? Will the job be interesting? Are there opportunities for advancement? Is the salary fair? Does the employer offer good benefits? If you have not already figured out exactly what you want, the following discussion may help you develop a set of criteria for judging job offers, whether you are starting a career, reentering the labor force after a long absence, or planning a career change.

The organization. Background information on an organization can help you decide whether it is a good place for you to work. Factors to consider include the organization's business or activity, financial condition, age, size, and location.

You generally can get background information on an organization, particularly a large organization, on its Internet site or by telephoning its public relations office. A public company's annual report to the stockholders tells about its corporate philosophy, history, products or services, goals, and financial status. Most government agencies can furnish reports that describe their programs and missions. Press releases, company newsletters or magazines, and recruitment brochures also can be useful. Ask the organization for any other items that might interest a prospective employee. If possible, speak to current or former employees of the organization.

Background information on the organization may be available at your public or school library. If you cannot get an annual report, check the library for reference directories that may provide basic facts about the company, such as earnings, products and services, and number of employees. Some directories widely available in libraries include:

- *Dun & Bradstreet's Million Dollar Directory*
- *Standard and Poor's Register of Corporations*
- *Moody's Industrial Manual*
- *Thomas' Register of American Manufacturers*
- *Ward's Business Directory*

Stories about an organization in magazines and newspapers can tell a great deal about its successes, failures, and plans for the future. You can identify articles on a company by looking under its name in periodical or computerized indexes in libraries. However, it probably will not be useful to look back more than 2 or 3 years.

The library also may have government publications that present projections of growth for the industry in which the organization is classified. Long-term projections of employment and output for detailed industries, covering the entire U.S. economy, are developed by the Bureau of Labor Statistics and revised every 2 years—see the November 2001 *Monthly Labor Review* for the most recent projections, covering the 2000-10 period, on the Internet: <http://www.bls.gov/opub/mlr/mlrhome.htm>. The *U.S. Industry and Trade Outlook*, published annually by the U.S. Department of Commerce, presents detailed analyses of U.S. industries. The 2001 edition is available through the Department of Commerce's website: <http://home.doc.gov>. Trade magazines also may include articles on the trends for specific industries.

Career centers at colleges and universities often have information on employers that is not available in libraries. Ask a career center representative how to find out about a particular organization.

Does the organization’s business or activity match your own interests and beliefs?

It is easier to apply yourself to the work if you are enthusiastic about what the organization does.

How will the size of the organization affect you?

Large firms generally offer a greater variety of training programs and career paths, more managerial levels for advancement, and better employee benefits than small firms. Large employers also may have more advanced technologies. However, many jobs in large firms tend to be highly specialized.

Jobs in small firms may offer broader authority and responsibility, a closer working relationship with top management, and a chance to clearly see your contribution to the success of the organization.

Should you work for a relatively new organization or one that is well established?

New businesses have a high failure rate, but for many people, the excitement of helping create a company and the potential for sharing in its success more than offset the risk of job loss. However, it may be just as exciting and rewarding to work for a young firm that already has a foothold on success.

Does it make a difference if the company is private or public?

An individual or a family may control a privately owned company and key jobs may be reserved for relatives and friends. A board of directors responsible to the stockholders controls a publicly owned company and key jobs usually are open to anyone.

Is the organization in an industry with favorable long-term prospects?

The most successful firms tend to be in industries that are growing rapidly.

Nature of the job. Even if everything else about the job is attractive, you will be unhappy if you dislike the day-to-day work. Determining in advance whether you will like the work may be difficult. However, the more you find out about the job before accepting or rejecting the offer, the more likely you are to make the right choice. Actually working in the industry and, if possible, for the company would provide considerable insight. You can gain work experience through part-time, temporary, or summer jobs, or through internship or work-study programs while in school, all of which can lead to permanent job offers.

Where is the job located?

If the job is in another section of the country, you need to consider the cost of living, the availability of housing and transportation, and the quality of educational and recreational facilities in that section of the country. Even if the job location is in your area, you should consider the time and expense of commuting.

Does the work match your interests and make good use of your skills?

The duties and responsibilities of the job should be explained in enough detail to answer this question.

How important is the job in this company?

An explanation of where you fit in the organization and how you are supposed to contribute to its overall objectives should give you an idea of the job’s importance.

Are you comfortable with the hours?

Most jobs involve regular hours—for example, 40 hours a week, during the day, Monday through Friday. Other jobs require night, weekend, or holiday work. In addition, some jobs routinely require overtime to meet deadlines or sales or production goals, or to better serve customers. Consider the effect the work hours will have on your personal life.

How long do most people who enter this job stay with the company?

High turnover can mean dissatisfaction with the nature of the work or something else about the job.

Opportunities offered by employers. A good job offers you opportunities to learn new skills, increase your earnings, and rise to positions of greater authority, responsibility, and prestige. A lack of opportunities can dampen interest in the work and result in frustration and boredom.

The company should have a training plan for you. What valuable new skills does the company plan to teach you?

The employer should give you some idea of promotion possibilities within the organization. What is the next step on the career ladder? If you have to wait for a job to become vacant before you can be promoted, how long does this usually take? When opportunities for advancement do arise, will you compete with applicants from outside the company? Can you apply for jobs for which you qualify elsewhere within the organization, or is mobility within the firm limited?

Salaries and benefits. Wait for the employer to introduce these subjects. Some companies will not talk about pay until they have decided to hire you. In order to know if their offer is reasonable, you need a rough estimate of what the job should pay. You may have to go to several sources for this information. Try to find family, friends, or acquaintances who recently were hired in similar jobs. Ask your teachers and the staff in placement offices about starting pay for graduates with your qualifications. Help-wanted ads in newspapers sometimes give salary ranges for similar positions. Check the library or your school’s career center for salary surveys such as those conducted by the National Association of Colleges and Employers or various professional associations.

If you are considering the salary and benefits for a job in another geographic area, make allowances for differences in the cost of living, which may be significantly higher in a large metropolitan area than in a smaller city, town, or rural area.

You also should learn the organization’s policy regarding overtime. Depending on the job, you may or may not be exempt from laws requiring the employer to compensate you for overtime. Find out how many hours you will be expected to work each week and whether you receive overtime pay or compensatory time off for working more than the specified number of hours in a week.

Also take into account that the starting salary is just that—the start. Your salary should be reviewed on a regular basis; many organizations do it every year. How much can you expect to earn after 1, 2, or 3 or more years? An employer cannot be specific about the amount of pay if it includes commissions and bonuses.

Benefits also can add a lot to your base pay, but they vary widely. Find out exactly what the benefit package includes and how much of the costs you must bear.

National, State, and metropolitan area data from the National Compensation Survey, which integrates data from three existing

Bureau of Labor Statistics programs—the Employment Cost Index, the Occupational Compensation Survey, and the Employee Benefits Survey—are available from:

- ▶ Bureau of Labor Statistics, Office of Compensation Levels and Trends, 2 Massachusetts Ave. NE., Room 4175, Washington, DC 20212-0001. Telephone: (202) 691-6199. Internet: <http://www.bls.gov/ncs/>.

Data on earnings by detailed occupation from the Occupational Employment Statistics (OES) Survey are available from:

- ▶ Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections, 2 Massachusetts Ave. NE., Room 2135, Washington, DC 20212-0001. Telephone: (202) 691-6569. Internet: <http://www.bls.gov/oes/>.