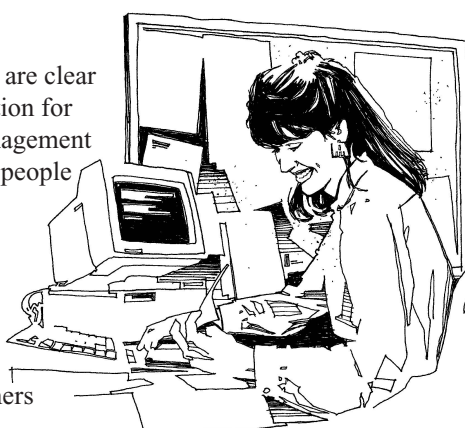


Career PROFILE

This information is derived from careful research and ongoing feedback from Lorain County employers. Empowered with this knowledge, it is up to all of us to create a vibrant and productive workforce for the county.

Do You Like...

- Working where the lines of authority are clear
- Working in companies with a reputation for competent, considerate, and fair management
- Interacting and communicating with people
- Taking risks for profit
- Work activities that follow set procedures and routines
- Jobs that do not make you do anything that goes against your sense of right and wrong
- Work that let you be of service to others



Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

Expectations & Opportunities

RELATED OCCUPATIONS

Secretaries and Administrative Assistants

Legal Secretaries

Medical Secretaries

Customer Service Representatives

Hotel Desk Clerks

Switchboard Operators

Insurance Claims Clerks

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>
U.S. Department of Labor, Bureau of Labor Statistics

Kind of Work You Can Expect

- Greets persons entering establishment, determines nature and purpose of visit, and directs or escorts them to specific destinations.
- Provides information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Schedules appointments, and maintains and updates appointment calendars.
- Operates telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Performs administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- Transmits information or documents to customers, using computer, mail, or facsimile machine.
- Hears and resolves complaints from customers and public.
- Files and maintains records.
- Collects, sorts, distributes and prepares mail, messages and courier deliveries.
- Receives payment and records receipts for services.



Other skills necessary to be successful in this position include strong computer skills, communication skills and organizational skills.

“You have to take the time to listen,” he said. “You need to be professional in the way you deal with people and always be focused on providing exceptional customer service.”

	2004 Annual Employment	2014 Projected Employment	Change in Employment 2004-2014	Percent Change 2004-2014	Total Job Openings Due to Growth & Turnover 2004-2014
NATIONAL	1,133,000	1,379,000	246,000	21.7 %	524,000
OHIO	37,060	45,190	8,130	21.9 %	17,230
REGION	7,680	9,030	1,350	17.6 %	3,240

U.S. Department of Labor, Bureau of Labor Statistics, Occupational Employment Projections to 2014
Ohio Department of Job and Family Services, Office of Research, Assessment and Accountability, Ohio Job Outlook to 2012
Ohio Department of Job and Family Services, Office of Research, Assessment and Accountability, Job Outlook to 2012: Northern Ohio - Economic Development Region 8 (Cuyahoga, Geauga, Lake and Lorain Counties)

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

As The netWork’s Greeter, Pedraza provides the customers with their first impression of the organization. Pedraza noted that you have to be upbeat and welcoming to all customers.

A graduate of Clearview High School and the Lorain County Joint Vocational School, Pedraza said he enjoys his work and anyone who might consider taking a similar job should be a patient person.

That’s where ‘being in the know’ helps him do his job well, he said, and as a Puerto Rican - American his bilingual skills in speaking and writing Spanish are also a great asset to the organization.

The netWork provides a variety of services including career information and counseling, job search assistance, information on current employment trends, and access to education and training resources.

Pedraza said he enjoys the assistance he is able to give the customers at The netWork, but a lot of the work he does involves answering questions from individuals who call the office looking for help.

“You have to be willing to help people and direct them to where they need to be,” said Pedraza, 22, who has been the Greeter with The netWork for almost two years. “To do that you have to be willing to listen and hear what they have to say.”

Cesar Pedraza’s job as the information clerk with the Lorain County Employment netWork requires that he ‘be in the know.’

“You have to be willing to help people and direct them to where they need to be,” said Pedraza, 22, who has been the Greeter with The netWork for almost two years. “To do that you have to be willing to listen and hear what they have to say.”



Cesar Pedraza, information clerk with the Lorain County Employment netWork.



“You need to be professional in the way you deal with people and always be focused on providing exceptional customer service.”



STEPS TO SUCCESS

Minimum Education

These occupations usually require a high school diploma. In some cases, an associate or bachelor’s degree could be needed.

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

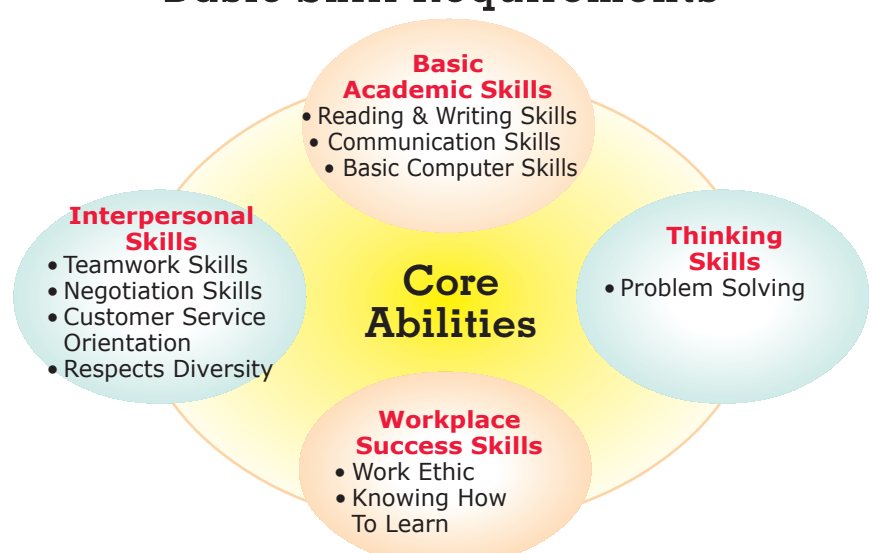
Educational/Training Level

Educational Level Attained	Percentage of Respondents
High School or less	50%
Some College	39%
Bachelor’s Degree or higher	12%

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

Basic or Core Abilities You Will Need

Basic Skill Requirements



Interpersonal Skills:

- Teamwork Skills:** Develop cooperative and constructive working relationships with other workers. Organize and perform tasks in a way that will help accomplish team goals efficiently and effectively.
- Negotiation Skills:** Be able to effectively and efficiently negotiate issues and reconcile differences.
- Customer Service Orientation:** Can effectively answer customers’ questions and quickly resolve problems. Be able to provide assistance and advice to customers when requested.
- Respects Diversity:** Demonstrate sensitivity and respect for differences in individual perspective, personality, ethnic/cultural values, and religious beliefs.

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

Want to get past profile pages? Go to www.chroniclet.com, click on: Newspaper in Education and then click on Career Pages. Career Profile Coming March 28, 2006: Paralegal/Legal Assistant

Technical Skills and Knowledge You Will Need to Develop

Receptionist:

- Can perform public relations duties for a business, organization, or answering service. Knowledge in telephone answering techniques, responding to information requests, keeping caller and visitor records, placing business calls, operating telephone switchboards and other communications equipment, and relaying incoming and interoffice calls.

Administrative Assistant:

- Knowledge of business communications, word processing and data entry, office machines operation and maintenance, office procedures, secretarial accounting, and filing systems and records management.

Customer and Personal Service:

- Knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical:

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing

forms, and other office procedures and terminology.

English Language:

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>

Earning Potential

National	\$22,900/yr. (\$11.01/hr)
Ohio	\$21,240/yr. (\$10.21/hr)
Cleveland-Lorain-Elyria PMSA	\$22,020/yr. (\$10.59/hr)
Lorain County	\$19,594/yr. (\$9.42/hr)

U.S. Department of Labor, Bureau of Labor Statistics, November 2004 National Occupational Employment and Wage Estimates
U.S. Department of Labor, Bureau of Labor Statistics, November 2004 State Occupational Employment and Wage Estimates
U.S. Department of Labor, Bureau of Labor Statistics, Nov. 2004 Metropolitan Area Occupational Employment and Wage Estimates
Ohio Department of Job and Family Services, Labor Market Information, 2003 Occupational Wage Data, Updated to 3rd Quarter 2004

Sponsors:

Working Together
LEARNING FROM EACH OTHER
The Elyria Schools

netWork
The Resource That Works For You

JVs
Lorain County Joint Vocational School

Workforce Institute
Of Lorain County

Lorain County Community College

LORAIN SCHOOLS CAREER PREPARATION EDUCATIONAL SERVICE DIVISION