

## **Industry Readiness Profile for Administration & Support Services Careers**

Median WorkKeys skill levels for entry into these occupations are derived from the ACT WorkKeys Profile Database which includes over 22,000 job analyses for O\*NET occupation titles. Additional data can be found at: http://jobprofiles.act.org/

Growth	Occupation	WorkKeys Median Skill Levels			Median	Projected
		Applied Math	Workplace Documents	Graphic Literacy	Annual Wage 2019	Job Openings 2019-2029
Fastest Growing	Meeting, Convention, and Event Planners	4	4	4	\$50,600	15,200
	Court Reporters and Simultaneous Captioners	4	5	4	\$60,130	1,400
Fast Growing	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	5	5	4	\$56,130	123,800
	Human Resources Specialists	4	4	4	\$61,920	64,500
	Tour and Travel Guides	3	4	4	\$27,600	9,600
	Tour Guides and Escorts	3	5	4	\$27,600	9,600
	Travel Guides	3	4	4	\$27,600	9,600
Growing	Demonstrators and Product Promoters	4	3	4	\$30,930	15,300
Declining	Customer Service Representatives	4	4	4	\$34,710	350,200
	Bill and Account Collectors	3	4	4	\$37,000	22,900
	Telemarketers	3	4	4	\$26,290	15,500
	Reservation and Transportation Ticket Agents and Travel Clerks	4	4	4	\$38,380	12,500
	Human Resources Assistants, Except Payroll and Timekeeping	4	4	4	\$41,430	11,500
	Data Entry Keyers	3	3	4	\$33,490	10,900
	Mail Clerks and Mail Machine Operators, Except Postal Service	3	3	3	\$30,960	8,300
	Medical Transcriptionists	3	4	3	\$33,830	6,900
	Travel Agents	4	5	4	\$40,660	5,700
	Switchboard Operators, Including Answering Service	3	4	4	\$30,610	4,700
	Office Machine Operators, Except Computer	3	4	4	\$33,450	3,800
	Meter Readers, Utilities	3	3	3	\$42,280	2,200
	Proofreaders and Copy Markers	5	4	5	\$40,630	1,200