



Carpenter

About

Carpenters construct, repair, and install building frameworks and structures made from wood and other materials. Carpenters have many different tasks. Some carpenters insulate office buildings; others install drywall or kitchen cabinets in homes. Still others focus on production or commercial work to help construct tall buildings or bridges, installing wooden concrete forms for cement footings or pillars. These carpenters also erect shoring and scaffolding for buildings.

Job Outlook and Salary



- Projected regional employment in 2024 is **24,650**
- The average annual wage is **\$70,599** (Seattle MSA)
- Hourly wages range from **\$24.02/HR** (25th percentile) to **\$39.57/HR** (75th percentile)

Job Tasks



- Follow blueprints and building plans to meet the needs of clients
- Install structures and fixtures, such as windows and molding
- Measure, cut, and shape wood, plastic, and other materials
- Construct and install building frameworks, including walls, floors, and door frames
- Inspect and replace damaged framework or other structures and fixtures
- Instruct and direct laborers and other construction helpers

Education and Training



- **A high school diploma or equivalent** is typically required to enter the occupation. Certain high school courses, such as mathematics and mechanical drawing, may be useful. Some vocational-technical schools offer Associate's degrees in carpentry. The programs vary in length and teach basics and specialties in carpentry.
- **Carpenters typically learn on the job or through apprenticeships.** They often begin doing simple tasks, such as measuring and cutting wood, under the guidance of experienced carpenters or other construction workers. They then progress to more complex tasks, such as reading blueprints and building wooden structures.
- **Several groups, such as unions and contractor associations, sponsor apprenticeship programs.** For each year of a typical program, apprentices must complete a predetermined number of hours of technical training and paid on-the-job training. Apprenticeship program requirements differ based on the type of program and by region. Apprentices learn carpentry basics, blueprint reading, mathematics, building code requirements, and safety and first aid practices.

Licensures



- All carpenters must pass the **Occupational Safety and Health Administration (OSHA) 10-hour safety course**.
- Carpenters **may need a driver's license** to travel to jobsites.

Work Schedule



- Most carpenters work full time, which may include evenings and weekends to meet clients' deadlines. Extreme temperatures or inclement weather may impact building construction timelines, which in turn may affect carpenters' work hours.

Skills



- **Business skills.** Self-employed carpenters must conduct activities such as bidding on new jobs, tracking inventory, and directing workers.
- **Detail oriented.** Carpenters must be able to precisely cut, measure, and modify the materials they work with.
- **Dexterity.** Carpenters use many tools and need hand-eye coordination to avoid injuring themselves or damaging materials.
- **Interpersonal skills.** Carpenters need to work as a member of a team, cooperating with and assisting others. They also may interact with customers.
- **Math skills.** Carpenters frequently use math skills, including basic trigonometry, to calculate the area, size, and amount of material needed for the job.
- **Physical strength.** Carpenters use heavy tools and materials that weigh up to 100 pounds. They also must be able to stand, climb, or bend for many hours.
- **Problem-solving skills.** Carpenters may work independently with little guidance. They need to be able to modify building materials and make adjustments onsite to complete projects.
- **Reading comprehension skills.** Carpenters need advanced reading ability to understand and follow complex instructions for installing certain products, such as doors.

Technology



- **Accounting software:** Intuit QuickBooks; Intuit Quicken; Job costing software
- **Project management software:** Bosch Punch List; Estimating software; Turtle Creek Software Goldenseal; VirtualBoss
- **Office suite software:** Microsoft Word; Excel

Opportunities for Advancement



- Carpenters are involved in many phases of construction and may have opportunities to become **first-line supervisors, lead carpenters, independent contractors, or general construction supervisors**.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Carpenter. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> Construction Industry Training Council of Washington, Bellevue (https://citcwa.org/) Green River College (https://www.greenriver.edu/) Seattle Central College (https://seattlecentral.edu/)
Pierce County	<ul style="list-style-type: none"> Bates College (https://www.batestech.edu/) Construction Industry Training Council of Washington, Tacoma (https://citcwa.org/)
Snohomish County	<ul style="list-style-type: none"> Construction Industry Training Council of Washington, Marysville (https://citcwa.org/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
- Carpenters at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/47-2031.00>
- Carpenters: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/construction-and-extraction/carpenters.htm#tab-1>
- Occupational Employment Projections, Washington State Employment Security Department, 2021.
- Occupational Employment and Wage Statistics, Washington State Employment Security Department, 2021.
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*.
- Washington Career Bridge. <https://www.careerbridge.wa.gov/>



Construction Laborer

About

Construction laborers and helpers perform many tasks that require physical labor on construction sites. Construction laborers and helpers work on almost all construction sites, performing a wide range of tasks varying in complexity from very easy to extremely difficult and hazardous.

Job Outlook and Salary



- Projected regional employment in 2024 is **28,462**
- This occupation was identified as a high-demand job based on regional construction industry feedback.
- The average annual wage is **\$57,573** (Seattle MSA)
- Hourly wages range from **\$18.65/HR** (25th percentile) to **\$31.60/HR** (75th percentile)

Job Tasks



- Clean and prepare construction sites by removing debris and possible hazards
- Load or unload building materials to be used in construction
- Build or take apart bracing, scaffolding, and temporary structures
- Dig trenches, backfill holes, or compact earth to prepare for construction
- Operate or tend equipment and machines used in construction
- Follow construction plans and instructions from supervisors or more experienced workers
- Assist craftworkers with their duties

Education and Training



- Although formal education is not typically required for most positions, helpers of electricians and helpers of pipelayers, plumbers, pipefitters, and steamfitters typically need a high school diploma. High school classes in mathematics, blueprint reading, welding, and other vocational subjects can be helpful.
- Construction laborers and helpers typically learn through on-the-job training (OJT) after being hired by a construction contractor. Workers usually learn by performing tasks under the guidance of experienced workers.
- Although the majority of construction laborers and helpers learn by assisting experienced workers, some construction laborers may opt for apprenticeship programs. These programs generally include 2 to 4 years of technical instruction and OJT.

Licensures



- Laborers who remove hazardous materials (hazmat) must meet the federal and state requirements for hazardous materials removal workers.
- Depending on the work they do, laborers may need specific certifications, which may be attained through the Laborers' International Union of North America (LIUNA). Rigging and scaffold building are commonly attained certifications. Certification can help workers prove that they have the knowledge to perform more complex tasks.

Work Schedule



- Like many construction workers, most laborers and helpers work full time. Although they must sometimes stop work because of bad weather, they may work overtime to meet deadlines. Laborers and helpers on highway and bridge projects may need to work overnight to avoid causing major traffic disruptions. In some parts of the country, construction laborers and helpers may work only during certain seasons. For example, in northern climates, cold weather frequently disrupts construction activity in the winter.
- Some construction laborers are self-employed. In contrast, very few helpers are self-employed.

Skills



- **Color vision.** Construction laborers and helpers may need to be able to distinguish colors to do their job. For example, an electrician's helper must be able to distinguish different colors of wire to help the lead electrician.
- **Math skills.** Construction laborers and some helpers need to perform basic math calculations while measuring on jobsites or assisting a surveying crew.
- **Mechanical skills.** Construction laborers are frequently required to operate and maintain equipment, such as jackhammers.
- **Physical stamina.** Construction laborers and helpers must have the endurance to perform strenuous tasks throughout the day. Highway laborers, for example, spend hours on their feet—often in hot temperatures—with few breaks.
- **Physical strength.** Construction laborers and helpers must often lift heavy materials or equipment. For example, cement mason helpers must move cinder blocks, which typically weigh more than 40 pounds each.

Technology



- **Spreadsheet software:** Microsoft Excel
- **Office suite software:** Microsoft Office
- **Operating system software:** Microsoft Windows

Opportunities for Advancement



- Through experience and training, construction laborers and helpers can advance into positions that involve more complex tasks. For example, **laborers may earn certifications in welding, erecting scaffolding, or finishing concrete, and then spend more time performing those activities.** Similarly, helpers sometimes move into construction craft occupations after gaining experience in the field. For example, experience as an electrician’s helper may lead someone to becoming an apprentice electrician.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Construction Laborer. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none">• Associates General Contractors of WA (https://www.agcwa.com/contact/)• Apprenticeship & Nontraditional Employment for Women (https://anewcareer.org/)• Core Plus (https://core-plus.org/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
- Construction Laborers at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/47-2061.00>
- Construction Laborers and Helpers: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/construction-and-extraction/construction-laborers-and-helpers.htm#tab-1>
- Occupational Employment Projections, Washington State Employment Security Department, 2021.
- Occupational Employment and Wage Statistics, Washington State Employment Security Department, 2021.
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*.
- Washington Career Bridge. <https://www.careerbridge.wa.gov/>




Construction Manager

About

Construction managers plan, coordinate, budget, and supervise construction projects from start to finish. Construction managers, often called general contractors or project managers, coordinate and supervise a variety of projects, including building public, residential, commercial, and industrial structures as well as roads and bridges. Either a general contractor or a construction manager oversees the construction phase of a project, including personnel, but a construction manager may also consult with the client during the design phase to help refine construction plans and control costs.

Job Outlook and Salary



- Projected regional employment in 2024 is **10,469**
- The statewide projected average annual growth rate over the next five years is **0.35%** 
- The average annual wage is **\$116,425** (Seattle MSA)
- Hourly wages range from **\$39.84/HR** (25th percentile) to **\$62.86/HR** (75th percentile)

Job Tasks



- Prepare cost estimates, budgets, and work timetables
- Interpret and explain contracts and technical information to other professionals
- Collaborate with architects, engineers, and other construction specialists
- Select subcontractors and schedule and coordinate their activities
- Monitor projects and report progress and budget matters to the construction firm and clients
- Respond to work delays, emergencies, and other problems with the project
- Ensure that the project complies with legal requirements, such building and safety codes

Education and Training



- Construction managers typically need a **Bachelor's degree in construction, business, engineering, or a related field.**
- Bachelor's degree programs in construction-related majors often include courses in project control and management, design, construction methods and materials, and cost estimation. Courses in business, communications, and mathematics are also helpful.
- Some construction managers earn an **Associate's degree in construction management or construction technology.** An **Associate's degree combined with work experience** may be typical for managers who supervise small projects.

- Candidates who have a high school diploma and several years of relevant work experience may qualify to become construction managers. However, these people may be more likely to work as self-employed general contractors than to be hired as construction managers

Licensures



- Some states require construction managers to be licensed.
- Professional certification, although not required, demonstrates a particular level of knowledge and experience.

Work Schedule



- Most construction managers work full time, and some work more than 40 hours per week. Construction managers' work schedules may vary. They may need to work extra hours to meet deadlines, and they may have to be on call 24 hours a day to respond to project emergencies.

Skills



- **Analytical skills.** Construction managers must be able to plan strategies, investigate project cost variances, and solve problems over the course of a project.
- **Business skills.** Construction managers need to prepare and follow project budgets, hire and manage staff, and coordinate with other workers and managers. Self-employed construction managers must generate their own business opportunities and be proactive in finding new clients.
- **Communication skills.** Construction managers must be able to clearly convey information orally and in writing. In addition to talking with owners and clients, managers must give clear orders and explain complex information to construction workers and discuss technical details with inspectors and other specialists, such as engineers.
- **Decision making skills.** Construction managers need to choose personnel and subcontractors for specific tasks and jobs. They also must make myriad judgment calls about projects to ensure that they adhere to deadlines and budgets.
- **Leadership skills.** Construction managers must effectively delegate tasks to construction workers, subcontractors, and other lower-level managers to ensure that projects are completed accurately and on time.
- **Technical skills.** Construction managers must have an applied knowledge of concepts and practices common in the industry, such as construction technologies, contracts, and technical drawings.

Technology



- **Analytical or scientific software:** ArenaSoft Estimating; Jobber Computer Plus
- **Computer aided design software:** Autodesk AutoCAD; Autodesk Revit
- **Database user interface and query software:** Database software; Yardi software
- **Enterprise resource planning software:** Microsoft Dynamics, Oracel JD Edwards Ente

- **Project management software:** HCSS HeavyJob; Oracle Primavera Enterprise Project Portfolio Management

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Construction Manager. Some programs may require additional preparation and completion of prerequisites.

County	Programs
King County	<ul style="list-style-type: none"> • Apprenti (https://apprenticareers.org/locations/washington/) • Bellevue College (https://www.bellevuecollege.edu/) • Central Washington University, Des Moines (https://www.cwu.edu/des-moines/) • City University of Seattle (https://www.cityu.edu/) • Green River College (https://www.greenriver.edu/) • Highline College (https://highline.edu) • Lake Washington Institute of Technology (https://www.lwtech.edu/) • Northeastern University Seattle (https://seattle.northeastern.edu/) • North Seattle College (https://northseattle.edu/) • Renton Technical College (https://www.rtc.edu/) • Seattle Pacific University (https://spu.edu/) • Seattle University (https://www.seattleu.edu/) • Shoreline Community College (https://shoreline.edu) • South Seattle College (https://southseattle.edu/) • TLG Learning Camp (https://career.tlglearning.com/) • University of Washington (https://www.washington.edu/) • University of Washington/Bothell (https://www.uwb.edu/) • University of Washington Professional And Continuing Education (https://www.pce.uw.edu/) • Western Governors University Seattle (https://www.wgu.edu/washington.html)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/) • UMass Global's campus (formerly Brandman University) (https://www.umassglobal.edu/)
Pierce County	<ul style="list-style-type: none"> • Clover Park Technical College (https://www.cptc.edu/) • Pierce College (https://www.pierce.ctc.edu/) • Tacoma Community College (https://www.tacomacc.edu/) • University of Washington Tacoma (https://www.tacoma.uw.edu/)



Snohomish County

- Central Washington University, Lynnwood (<https://www.cwu.edu/lynnwood/>)
- Edmonds College (<https://www.edmonds.edu/>)
- Everett Community College (<https://www.everettcc.edu/>)
- Western Washington University at Everett University Center (<https://www.wvu.edu/everett>)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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from <https://www.bls.gov/ooh/management/construction-managers.htm>

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Washington Career Bridge. <https://www.careerbridge.wa.gov/>



Substance Abuse, Behavioral Disorder, and Mental Health Counselor

About

Substance abuse, behavioral disorder, and mental health counselors provide treatment and advise people who suffer from alcoholism, drug addiction, or other mental or behavioral problems.

Job Outlook and Salary



- This occupation was identified as a high-demand job based on regional healthcare industry feedback
- The average annual wage is **\$55,902** (Seattle MSA)
- Hourly wages range from **\$19.67/HR** (25th percentile) to **\$31.41/HR** (75th percentile)

Job Tasks



- Evaluate clients' mental and physical health, addiction, or problematic behavior and assess their readiness for treatment
- Develop, recommend, and review treatment goals and plans with clients and their families
- Assist clients in developing skills and behaviors necessary to recover from their addiction or modify their behavior
- Work with clients to identify behaviors or situations that interfere with their recovery
- Teach clients' family members about addiction or behavior disorders and help them develop strategies to cope with those problems
- Refer clients to other resources and services, such as job placement services and support groups
- Conduct outreach programs to help people identify the signs of addiction and other destructive behavior, as well as steps to take to avoid such behavior

Education and Training



- Substance abuse, behavioral disorder, and mental health counselors typically need at least a **Bachelor's degree**. However, **depending on the state and employer, educational requirements for these workers may vary from a high school diploma and certification to a master's degree**.
- Common fields of undergraduate study include **psychology, public policy and social services, and social science**. Workers with psychology, clinical social work, mental health counseling, and similar master's degrees may provide more services to their clients, such as private one-on-one counseling sessions, and they require less supervision than those with less education. Those interested should research their state's educational requirements.

Licensures



- **Substance abuse and behavioral disorder counselors in private practice must be licensed.** Licensing requirements vary by state, but all states require these counselors to have a master's degree and 2,000 to 4,000 hours of supervised clinical experience. In addition, counselors must pass a state-issued exam and complete continuing education every year. Contact information for your state's regulating board can be found through the National Board for Certified Counselors.
- **The licensure criteria for substance abuse and behavioral disorder counselors outside of private practice vary from state to state.** For example, not all states require applicants to have a specific degree, but many require them to pass an exam. Contact information for individual states' licensing boards can be found through the Addiction Technology Transfer Center Network.
- **All states require mental health counselors to be licensed,** after completing a period of post degree supervised clinical work under the supervision of a licensed counselor.

Work Schedule



- Most substance abuse, behavioral disorder, and mental health counselors work full time. In some settings, such as inpatient facilities, they may need to work evenings, nights, or weekends.

Skills



- **Compassion.** Substance abuse, behavioral disorder, and mental health counselors often work with people who are dealing with stressful and difficult situations, so they must be compassionate and empathize with their clients.
- **Interpersonal skills.** Substance abuse, behavioral disorder, and mental health counselors must be able to work with different types of people. They spend most of their time working directly with clients or other professionals and must be able to develop and nurture good relationships.
- **Listening skills.** Substance abuse, behavioral disorder, and mental health counselors need good listening skills. They must give their full attention to a client to be able to understand that client's problems and values.
- **Patience.** Substance abuse, behavioral disorder, and mental health counselors must be able to remain calm when working with all types of clients, including those who may be distressed or angry.
- **Speaking skills.** Substance abuse, behavioral disorder, and mental health counselors need to be able to effectively communicate with clients. They must express ideas and information in a way that their clients easily understand.

Technology



- **Database user interface and query software:** Database software; EAG Economic Analysis Group CaseTrack
- **Office Suite Software:** Microsoft Outlook; PowerPoint; Excel
- **Medical software:** Addison Health Systems WritePad EMR Systems; Athena Software Penelope Case Management; STI Computer Services ChartMaker; Varian Medical Systems

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Substance Abuse, Behavioral Disorder, and Mental Health Counselor. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Lake Washington Institute of Technology (https://www.lwtech.edu/) • Highline College (https://highline.edu) • Seattle Central College (https://seattlecentral.edu/)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/)
Snohomish County	<ul style="list-style-type: none"> • Edmonds College (https://www.edmonds.edu/)

Resources to Scholarships and Assistance Programs

- **Washington State Opportunity Scholarship:** <https://www.waopportunityscholarship.org/about/>
- **Washington College Grant:** <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
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- Substance Abuse & Behavioral Disorder Counselors at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/21-1011.00>
- Substance Abuse, Behavioral Disorder, and Mental Health Counselors: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/community-and-social-service/substance-abuse-behavioral-disorder-and-mental-health-counselors.htm#tab-1>
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*. Washington Career Bridge. <https://www.careerbridge.wa.gov/>




Medical Assistant

About

Medical assistants perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Job Outlook and Salary



- Projected regional employment in 2024 is **10,341**
- The statewide projected average annual growth rate over the next five years is **0.75%** 
- The average annual wage is **\$50,831** (Seattle MSA)
- Hourly wages range from **\$19.36/HR** (25th percentile) to **\$25.78/HR** (75th percentile)

Job Tasks



- Record patient history and personal information
- Measure vital signs, such as blood pressure
- Help physicians with patient examinations
- Give patients injections or medications as directed by physicians and as permitted by state law
- Schedule patient appointments
- Prepare blood samples for laboratory tests
- Enter patient information into medical records

Education and Training



- Medical assistants typically graduate from **postsecondary education programs**. Although there are no formal educational requirements for becoming a medical assistant in most states, employers may prefer to hire assistants who have completed these programs.
- Programs for medical assisting are **available from community colleges, vocational schools, technical schools, and universities and take about 1 year to complete**. These programs usually lead to a certificate or diploma. Some community colleges offer 2-year programs that lead to an Associate's degree. All programs have classroom and laboratory portions that include lessons in anatomy and medical terminology.
- Some medical assistants have a high school diploma or equivalent and learn their duties on the job. High school students interested in a career as a medical assistant should take courses in **biology, chemistry, and anatomy, and possibly business and computers**.

Licensures



- Medical assistants **are not required to be certified in most states. However, employers may prefer to hire certified assistants.**
- Several organizations offer certification. An applicant **must pass an exam and have taken one of several routes to be eligible for each certification.** These routes include graduation from an accredited program and work experience, among others. In most cases, an applicant **must be at least 18 years old before applying for certification.**

Work Schedule



- Most medical assistants work full time. Some work evenings, weekends, or holidays to cover shifts in medical facilities that are always open.

Skills



- **Analytical skills.** Medical assistants must be able to understand and follow medical charts and diagnoses. They may be required to code a patient's medical records for billing purposes.
- **Detail oriented.** Medical assistants need to be precise when taking vital signs or recording patient information. Physicians and insurance companies rely on accurate records.
- **Interpersonal skills.** Medical assistants need to be able to discuss patient information with other medical personnel, such as physicians. They often interact with patients who may be in pain or in distress, so they need to be able to act in a calm and professional manner.
- **Technical skills.** Medical assistants should be able to use basic clinical instruments so they can take a patient's vital signs, such as heart rate and blood pressure.

Technology



- **Medical software:** EPIC Systems; Healthcare common procedure coding systems; Medical condition coding software; MEDITECH software
- **Accounting software:** Billing software; Intuit QuickBooks
- **Electronic mail software:** Microsoft Outlook; Microsoft Exchange
- **Categorization or classification software:** Diagnostic and procedural coding software

Opportunities for Advancement



- With experience, medical assistants can specialize and move into leadership roles. With more education they may advance into other healthcare occupations such as **registered nurse, physician assistant, or nurse practitioner.**

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Medical Assistant. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Bellevue College (https://www.bellevuecollege.edu/) • Blossom Nursing Assistant Training School (http://www.blossomcna.com/) • Green River College (https://www.greenriver.edu/) • Health Care Apprenticeship Consortium* (https://healthcareapprenticeship.org/programs/) • Health Professional Institute (https://healthprofessionalsinstitute.com/) • Highline College (https://highline.edu) • Pima Medical Institute, Renton (https://pmi.edu/) • Pima Medical Institute, Seattle (https://pmi.edu/) • Renton Technical College (https://https://www.rtc.edu/) • Royal College of Medical Training (http://www.royalcollegeusa.com/contact.html) • Seattle Central College (https://seattlecentral.edu/)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/)
Pierce County	<ul style="list-style-type: none"> • Bates Technical College (https://www.batestech.edu/) • Charter College, Fife (https://www.chartercollege.edu/locations/fife) • Clover Park Technical College (https://www.cptc.edu/) • Pierce College (https://www.pierce.ctc.edu/) • Tacoma Community College (https://www.tacomacc.edu/)
Snohomish County	<ul style="list-style-type: none"> • Edmonds College (https://www.edmonds.edu/) • Everett Community College (https://www.everettcc.edu/)

* In addition to locations in King County, the Health Care Apprenticeship Consortium has additional locations throughout the region.

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
- Medical Assistants at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/31-9092.00>
- Medical Assistants: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/healthcare/medical-assistants.htm>
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- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*.
- Washington Career Bridge. <https://www.careerbridge.wa.gov/>



Registered Nurse

About

Registered Nurses assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. They administer nursing care to ill, injured, convalescent, or patients with disabilities. Registered Nurses also advise patients on health maintenance and disease prevention or provide case management. Licensing or registration is required to become a Registered Nurse.

Job Outlook and Salary



- Projected regional employment in 2024 is **37,301**
- The statewide projected average annual growth rate over the next five years is **0.57%**
- The average annual wage is **\$97,050** (Seattle MSA)
- Hourly wages range from **\$38.23/HR** (25th percentile) to **\$55.01/HR** (75th percentile)

Job Tasks



- Assess patients' conditions
- Record patients' medical histories and symptoms
- Observe patients and record the observations
- Administer patients' medicines and treatments
- Set up plans for patients' care or contribute information to existing plans
- Consult and collaborate with doctors and other healthcare professionals
- Operate and monitor medical equipment
- Help perform diagnostic tests and analyze the results
- Teach patients and their families how to manage illnesses or injuries
- Explain what to do at home after treatment

Education and Training



- Registered nurses usually take one of three education paths: a **Bachelor's degree in nursing**, an **Associate's degree in nursing**, or a **diploma from an approved nursing program**.

Licensures



- Registered nurses must have a **nursing license** issued by the state in which they work. To become licensed, nurses must graduate from an approved nursing program and pass the National Council Licensure Examination (NCLEX-RN).
- In addition, registered nursing positions may require **cardiopulmonary resuscitation (CPR)**, **basic life support (BLS)**, or **advanced cardiac life support (ACLS)** certification.

- Clinical nurse specialists (CNSs) must satisfy additional state licensing requirements, such as earning specialty certifications. Contact state boards of nursing for specific requirements.

Work Schedule



- Nurses who work in hospitals and nursing care facilities usually work in shifts to provide round-the-clock coverage. They may work nights, weekends, and holidays. They may be on call, which means that they are on duty and must be available to work on short notice.
- Nurses who work in offices, schools, and other places that do not provide 24-hour care are more likely to work regular business hours.

Skills



- **Critical-thinking skills.** Registered nurses must assess changes in the health status of patients, such as determining when to take corrective action.
- **Communication skills.** Registered nurses must be able to communicate effectively with patients in order to understand their concerns and evaluate their health conditions. Nurses need to clearly explain instructions, such as how to take medication. They must work in teams with other health professionals and communicate patients' needs.
- **Compassion.** Registered nurses should be caring and empathetic when working with patients.
- **Detail oriented.** Registered nurses must be precise because they must ensure that patients get the correct treatments and medicines at the right time.
- **Emotional stability.** Registered nurses need emotional resilience and the ability to cope with human suffering, emergencies, and other stressors.
- **Organizational skills.** Nurses often work with multiple patients who have a variety of health needs. The ability to coordinate numerous treatment plans and records is critical to ensure that each patient receives appropriate care.
- **Physical stamina.** Nurses should be comfortable performing physical tasks, such as lifting patients. They may be on their feet for most of their shift.

Technology



- **Medical software:** Healthcare common procedure coding system HCPCS; Henry Schein Dentrax; EPIC Systems
- **Word processing software:** Google Docs; Microsoft Word
- **Electronic mail software:** IBM Notes; Microsoft Exchange

Opportunities for Advancement



- Most registered nurses begin as staff nurses in hospitals or community health settings. With experience, good performance, and continuing education, they can move to other settings or be promoted to positions with more responsibility.

- In management, nurses may advance from assistant clinical nurse manager, charge nurse, or head nurse to more senior-level administrative roles, such as **assistant director or director of nursing, vice president of nursing, or chief nursing officer**. Increasingly, management-level nursing positions require a graduate degree in nursing or health services administration. Administrative positions require leadership skills, communication ability, negotiation skills, and good judgment.
- Some nurses move into the business side of healthcare. Their nursing expertise and experience on a healthcare team equip them to manage ambulatory, acute, home-based, and chronic care businesses. Employers—including hospitals, insurance companies, pharmaceutical manufacturers, and managed care organizations—need registered nurses for jobs in health planning and development, marketing, consulting, policy development, and quality assurance.
- Some RNs may become **nurse anesthetists, nurse midwives, or nurse practitioners, which, along with clinical nurse specialists, are types of advanced practice registered nurses (APRNs)**. APRNs need a master’s degree but many have a doctoral degree. APRNs may provide primary and specialty care, and in many states, they may prescribe medications.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Registered Nurse. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Bellevue College (https://www.bellevuecollege.edu/) • Highline College (https://highline.edu) • North Seattle College (https://northseattle.edu/) • Renton Technical College (https://https://www.rtc.edu/) • Shoreline Community College (https://shoreline.edu) • University of Washington (https://www.washington.edu/)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/)
Pierce County	<ul style="list-style-type: none"> • Pierce College (https://www.pierce.ctc.edu/) • Tacoma Community College (https://www.tacomacc.edu/) • University of Washington Tacoma (https://www.tacoma.uw.edu/)
Snohomish County	<ul style="list-style-type: none"> • Everett Community College (https://www.everettcc.edu/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021).* Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
- Occupational Employment Projections, Washington State Employment Security Department, 2021.
- Occupational Employment and Wage Statistics, Washington State Employment Security Department, 2021.
- Registered Nurses at My Next Move.* (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/29-1141.00>
- Registered Nurses: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics.* (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/healthcare/registered-nurses.htm#tab-1>
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge.*
- Washington Career Bridge. <https://www.careerbridge.wa.gov/>




Computer User Support Specialist

About

Computer user support specialists provide help and advice to computer users and organizations. These specialists either support computer networks or they provide technical assistance directly to computer users.

Job Outlook and Salary



- Projected regional employment in 2024 is **14,647**
- The statewide projected average annual growth rate over the next five years is **1.31%** 
- The average annual wage is **\$65,533** (Seattle MSA)
- Hourly wages range from **\$23.78/HR** (25th percentile) to **\$35.57/HR** (75th percentile)

Job Tasks



- Pay attention to customers' descriptions of their computer problems
- Ask customers questions to properly diagnose the problem
- Walk customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Train users to work with new computer hardware or software, such as printers, word-processing software, and email
- Provide other team members and managers in the organization with information about what gives customers the most trouble and about other concerns customers have

Education and Training



- **Because of the wide range of skills used in different computer support jobs, there are many paths into the occupation.** A Bachelor's degree is required for some applicants applying to computer support specialist positions, but an Associate's degree or postsecondary classes may be enough for others.
- **Education requirements for computer support specialists vary.** Computer user support specialist jobs require some computer knowledge, but not necessarily a postsecondary degree. Applicants who have taken some computer-related classes may be qualified for these jobs. For computer network support specialists, many employers accept applicants with an associate's degree, although some prefer applicants to have a bachelor's degree.

Licensures



- **Certification programs are generally offered by vendors or from vendor-neutral certification providers.** Certification validates the knowledge of and best practices required by computer support specialists. Companies may require their computer support specialists to hold certifications in the products the companies use.

Work Schedule



- Most computer support specialists have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

Skills



- **Customer-service skills.** Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.
- **Listening skills.** Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
- **Problem-solving skills.** Support workers must identify both simple and complex computer problems, analyze them, and solve them.
- **Speaking skills.** Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.
- **Writing skills.** Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

Technology



- **Web platform development software:** Microsoft ASP.NET Core MVC; Spring Framework
- **Database user interface and query software:** Blackboard software; Transact-SQL
- **Operating system software:** Microsoft Windows Server; Red Hat Enterprise Linux

Opportunities for Advancement



- Many computer support specialists advance to other information technology positions, such as network and computer systems administrators and software developers. Some become managers in the computer support services department. Some organizations provide paths for support specialists to move into other parts of the organization, such as sales. For more information, see the profiles on network and computer systems administrators and software developers.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Computer User Support Specialist. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none">• Highline College (https://highline.edu)• Seattle Central College (https://seattlecentral.edu/)• South Seattle College (https://southseattle.edu/)
Kitsap County	<ul style="list-style-type: none">• Olympic College (https://www.olympic.edu/)
Pierce County	<ul style="list-style-type: none">• Tacoma Community College (https://www.tacomacc.edu/)
Snohomish County	<ul style="list-style-type: none">• Edmonds College (https://www.edmonds.edu/)• Everett Community College (https://www.everettcc.edu/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

References

- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
- Computer Support Specialists Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm#tab-1>
- Computer User Support Specialists at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/15-1232.00>
- Occupational Employment Projections, Washington State Employment Security Department, 2021.
- Occupational Employment and Wage Statistics, Washington State Employment Security Department, 2021.
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*.
- Washington Career Bridge. <https://www.careerbridge.wa.gov/>



Software Developer and Software Quality Assurance Analyst and Tester

About

Software developers create the computer applications that allow users to do specific tasks and the underlying systems that run the devices or control networks. Software quality assurance analysts and testers design and execute software tests to identify problems and learn how the software works.

Job Outlook and Salary



- Projected regional employment in 2024 is **110,577**
- The statewide projected average annual growth rate over the next five years is **3.82%**
- The average annual wage is **\$143,789** (Seattle MSA)
- Hourly wages range from **\$54.66/HR** (25th percentile) to **\$78.65/HR** (75th percentile)

Job Tasks



- Analyze users' needs and then design and develop software to meet those needs
- Recommend software upgrades for customers' existing programs and systems
- Design each piece of an application or system and plan how the pieces will work together
- Create a variety of models and diagrams showing programmers the software code needed for an application
- Ensure that a program continues to function normally through software maintenance and testing
- Document every aspect of an application or system as a reference for future maintenance and upgrades
- Create test plans, scenarios, and procedures for new software
- Identify project risks and recommend steps to minimize those risks
- Implement software testing, using either manual or automated programs and exploratory testing, and evaluate results
- Document and report defects or problems with software
- Provide feedback to software developers and stakeholders regarding usability and functionality

Education and Training



- Software developers, quality assurance analysts, and testers typically need a Bachelor's degree in computer and information technology or a related field, such as engineering or mathematics. Computer and information technology degree programs cover a broad range of topics. Students may gain experience in software development by completing an

internship, such as at a software company, while in college. For some software developer positions, employers may prefer that applicants have a master's degree.

- **Although writing code is not their primary responsibility, developers must have a strong background in computer programming.** They usually gain this experience in school. Throughout their career, developers must keep up to date on new tools and computer languages.

Work Schedule



- Most software developers, quality assurance analysts, and testers work full time.

Skills



- **Analytical skills.** Software developers, quality assurance analysts, and testers must evaluate users' needs and then design software to function properly and meet those needs.
- **Communication skills.** These workers must be able to give clear instructions and explain problems that arise to other team members involved in development. They must also be able to explain to nontechnical users, such as customers, how the software works and answer any questions that arise.
- **Creativity.** Software developers, quality assurance analysts, and testers must be innovative in their approaches to designing, identifying problems with, and improving computer software.
- **Detail oriented.** These workers often need to concentrate on many parts of an application or system at the same time, and they must pay attention to detail when looking for potential areas of user error.
- **Interpersonal skills.** Software developers, quality assurance analysts, and testers must be able to work well with others who contribute to designing, programming, and testing successful software.
- **Problem-solving skills.** Because these workers produce software from beginning to end, they must be able to solve problems that arise throughout the design process.

Technology



- **Development environment software:** Advanced business application programming ABAP; Apache Ant; Common business oriented language COBOL; Go
- **Database management system software:** Amazon DynamoDB; Elasticsearch; MongoDB; Oracle PL/SQL
- **Object or component oriented development software:** — Apache Groovy; Apache Spark; Objective C; Scala

- **Web platform development software:** Backbone.js; Microsoft ASP.NET Core MVC; React; Spring Framework

Opportunities for Advancement



- Software developers can advance to become project management specialists or computer and information systems managers, positions in which they oversee the software development process.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Software Developer and Software Quality Assurance Analyst and Tester. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Ada Developers Academy (https://adadevelopersacademy.org/) • Apprenti (https://apprenticareers.org/locations/washington/) • Bellevue College (https://www.bellevuecollege.edu/) • Cascadia College (https://www.cascadia.edu/) • City University of Seattle (https://www.cityu.edu/) • Code Fellows (https://www.codefellows.org/) • Coding Dojo (https://www.codingdojo.com/campus/washington-coding-bootcamp) • Computing for All (https://www.computingforall.org/) • DigiPen Institute of Technology (https://www.digipen.edu/) • Flatiron School (https://flatironschool.com/) • Galvanize, Inc. (https://www.galvanize.com/) • General Assembly (https://generalassembly.ly/browse) • Green River College (https://www.greenriver.edu/) • Highline College (https://highline.edu) • Lake Washington Institute of Technology (https://www.lwtech.edu/) • North Seattle College (https://northseattle.edu/) • Renton Technical College (https://https://www.rtc.edu/) • Seattle Central College (https://seattlecentral.edu/) • Seattle Pacific University (https://spu.edu/) • Seattle University (https://www.seattleu.edu/) • Shoreline Community College (https://shoreline.edu) • South Seattle College (https://southseattle.edu/) • STEP Computer Academy (https://itstep.us/) • TLG Learning Camp (https://career.tlglearning.com/)

County	Programs
	<ul style="list-style-type: none"> • University of Washington/Bothell (https://www.uwb.edu/) • University of Washington Professional And Continuing Education (https://www.pce.uw.edu/) • Western Governors University Seattle (https://www.wgu.edu/washington.html)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/)
Pierce County	<ul style="list-style-type: none"> • Bates Technical College (https://www.batestech.edu/) • Clover Park Technical College (https://www.cptc.edu/) • Pacific Lutheran University/School of Education and Kinesiology (https://www.plu.edu/education/) • Pierce College (https://www.pierce.ctc.edu/) • TLG Learning Camp Murray (https://career.tlglearning.com/camp-murray/) • University of Washington Tacoma (https://www.tacoma.uw.edu/)
Snohomish County	<ul style="list-style-type: none"> • Edmonds College (https://www.edmonds.edu/) • Everett Community College (https://www.everettcc.edu/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunitiescholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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- Software Developers, Quality Assurance Analysts, and Testers: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.). Retrieved December 6, 2021, from <https://www.bls.gov/ooh/computer-and-information-technology/software-developers.htm>
- Software Quality Assurance Analysts & Testers at My Next Move. (n.d.). Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/15-1253.00>
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge*. Washington Career Bridge. <https://www.careerbridge.wa.gov/>




Web Developer and Digital Interface Designer

About

Web developers create and maintain websites. They are also responsible for the site's technical aspects, such as its performance and capacity, which are measures of a website's speed and how much traffic the site can handle. In addition, web developers may create content for the site. Digital designers develop, create, and test website or interface layout, functions, and navigation for usability. They are responsible for the look and functionality of the website or interface.

Job Outlook and Salary



- Projected regional employment in 2024 is **21,131**
- The statewide projected average annual growth rate over the next five years is **3.71%** 
- The average annual wage is **\$140,871** (Seattle MSA)
- Hourly wages range from **\$46.94/HR** (25th percentile) to **\$88.43/HR** (75th percentile)

Job Tasks



- Meet with clients or management to discuss the needs, design, and functionality of a website or interface
- Create and test applications, interfaces, and navigation menus for a website
- Write code for the website, using programming languages such as HTML or XML
- Work with other team members to determine what information the site will contain
- Work with graphics and other designers to determine the website's layout
- Integrate graphics, audio, and video into the website
- Monitor website traffic
- Create prototypes and mockups of websites or applications
- Design and develop graphics

Education and Training



- Requirements for web developers and digital designers range from a high school diploma to a Bachelor's degree.
- Some employers prefer to hire web developer candidates who have a Bachelor's degree in a specific field, such as computer science or programming.
- Web developers need to have a thorough understanding of HTML programming. Many employers also want developers to understand other programming languages, such as JavaScript or SQL, and have knowledge of multimedia publishing tools, such as Flash. Throughout their career, web developers must keep up to date on new tools and computer languages.

- Employers of digital designers may prefer to hire candidates who have a Bachelor’s degree in a field such as web design, digital design, or graphic arts.
- Web developers and digital designers may not need specific education credentials if they can demonstrate their abilities through prior work experience or projects.

Work Schedule



- Most web developers and digital designers work full time.

Skills



- **Communication skills.** Web developers and digital designers need to communicate effectively with coworkers to coordinate work on projects.
- **Creativity.** Web developers and digital designers often are involved in creating the appearance of a website and must make sure that it is appealing as well as functional.
- **Customer-service skills.** Webmasters have to respond politely to user questions and requests.
- **Detail oriented.** Web developers and digital designers must focus for long periods and write code precisely, because a minor error could cause an entire webpage to stop working.
- **Problem-solving skills.** Web developers and digital designers must check for coding errors and fix any that they find.

Technology



- **Database user interface and query software:** Airtable; Blackboard software; Oracle JDBC; Transact-SQL
- **Development environment software:** Apache Ant; Apache Subversion SVN; Common business oriented language COBOL; Go
- **Object or component oriented development software:** Advanced business application programming ABAP; Apache Spark; Objective C; Scala
- **Operating system software:** Microsoft Windows Server; Oracle Solaris; Red Hat Enterprise Linux; UNIX Shell
- **Web platform development software:** Backbone.js; Microsoft ASP.NET Core MVC; React; Spring Framework

Opportunities for Advancement



- Web developers and digital designers who have a Bachelor’s degree may advance to become project managers and computer and information systems managers.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Web Developer and Digital Interface Designer. Some programs may require additional preparation and completion of prerequisites



County	Programs
King County	<ul style="list-style-type: none"> • Apprenti (https://apprenticareers.org/locations/washington/) • Bellevue College (https://www.bellevuecollege.edu/) • Cascadia College (https://www.cascadia.edu/) • City University of Seattle (https://www.cityu.edu/) • Code Fellows (https://www.codefellows.org/) • Coding Dojo (https://www.codingdojo.com/campus/washington-coding-bootcamp) • Computing for All (https://www.computingforall.org/) • DigiPen Institute of Technology (https://www.digipen.edu/) • Epicodus, Inc (https://www.epicodus.com/) • Flatiron School (https://flatironschool.com/) • Galvanize, Inc.(https://www.galvanize.com/) • General Assembly (https://generalassembly.ly/browse) • Green River College (https://www.greenriver.edu/) • Highline College (https://highline.edu) • Lake Washington Institute of Technology (https://www.lwtech.edu/) • North Seattle College (https://northseattle.edu/) • Renton Technical College (https://https://www.rtc.edu/) • Seattle Central College (https://seattlecentral.edu/) • Seattle Pacific University (https://spu.edu/) • Seattle University (https://www.seattleu.edu/) • Shoreline Community College (https://shoreline.edu) • South Seattle College (https://southseattle.edu/) • STEP Computer Academy (https://itstep.us/) • University of Washington/Bothell (https://www.uwb.edu/) • University of Washington Professional And Continuing Education (https://www.pce.uw.edu/) • Western Governors University Seattle (https://www.wgu.edu/washington.html)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/)
Pierce County	<ul style="list-style-type: none"> • Bates College (https://www.batestech.edu/) • Clover Park Technical College (https://www.cptc.edu/) • Pierce College (https://www.pierce.ctc.edu/)
Snohomish County	<ul style="list-style-type: none"> • Edmonds College (https://www.edmonds.edu/)

- Everett Community College (<https://www.everettcc.edu/>)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunitiescholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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- Occupational Employment and Wage Statistics, Washington State Employment Security Department, 2021.
- Washington Workforce Training and Education Coordinating Board. Retrieved January 25, 2022. *Washington Career Bridge.* Washington Career Bridge. <https://www.careerbridge.wa.gov/>
- Web & Digital Interface Designers (n.d.).* Retrieved August 18, 2021, from <https://www.mynextmove.org/profile/summary/15-1255.00>
- Web Developers and Digital Designers: Occupational Outlook Handbook: U.S. Bureau of Labor Statistics. (n.d.).* Retrieved December 6, 2021, from <https://www.bls.gov/ooh/computer-and-information-technology/web-developers.htm>




Buyer and Purchasing Agent

About

Buyers and purchasing agents buy products and services for organizations to use or resell. They evaluate suppliers, negotiate contracts, and review the quality of products. Purchasing managers oversee the work of buyers and purchasing agents and typically handle more complex procurement tasks.

Job Outlook and Salary



- Projected regional employment in 2024 is **13,560**
- The statewide projected average annual growth rate over the next five years is **0.57 %** 
- The average annual wage is **\$82,788** (Seattle MSA)
- Hourly wages range from **\$27.94/HR** (25th percentile) to **\$47.03/HR** (75th percentile)

Job Tasks



- Evaluate suppliers on the basis of the price, quality, and speed of delivery of their products and services
- Interview vendors and visit suppliers' plants and distribution centers to examine and learn about products, services, and prices
- Attend meetings, trade shows, and conferences to learn about new industry trends and make contacts with suppliers
- Analyze price proposals, financial reports, and other information to determine reasonable prices
- Negotiate contracts on behalf of their organization
- Work out agreements with suppliers, such as when products will be delivered
- Meet with staff and vendors to discuss defective or unacceptable goods or services and determine corrective action
- Evaluate and monitor contracts to be sure that vendors and suppliers comply with the terms and conditions of the contract and to determine the need for changes
- Maintain and review records of items bought, costs, deliveries, product performance, and inventories

Education and Training



- **Purchasing managers, buyers, and purchasing agents typically need a Bachelor's degree.** Programs vary but may include fields of study such as military technologies. Purchasing managers also need 5 or more years of work experience in procurement.
- **Educational requirements for buyers and purchasing agents usually vary with the size of the organization.** Although a high school diploma may be enough at some organizations, many businesses require applicants to have a Bachelor's degree. For many positions, a

degree in business, finance, or supply management is sufficient. For positions as a buyer or purchasing agent of farm products, a degree in agriculture, agriculture production, or animal science may be beneficial.

- **Buyers and purchasing agents typically get on-the-job training for a few months.** During this time, they learn how to perform their basic duties, including monitoring inventory levels and negotiating with suppliers.

Licensures



- There are several certifications available for buyers and purchasing agents. Although some employers may require certification, many do not.
- Most of these certifications involve oral or written exams and have education and work experience requirements.

Work Schedule



- Most purchasing managers and buyers and purchasing agents work full time. Overtime is common in these occupations.

Skills



- **Analytical skills.** When evaluating suppliers, purchasing managers and buyers and purchasing agents must analyze their options and choose a supplier with the best combination of price, quality, delivery, or service.
- **Decision making skills.** Purchasing managers and buyers and purchasing agents must have the ability to make informed and timely decisions, choosing products that they think will sell.
- **Math skills.** Purchasing managers and buyers and purchasing agents must possess math skills. They must be able to compare prices from different suppliers to ensure that their organization is getting the best deal.
- **Negotiating skills.** Purchasing managers and buyers and purchasing agents often must negotiate the terms of a contract with a supplier. Interpersonal skills and self-confidence, in addition to knowledge of the product, can help lead to successful negotiations.

Technology



- **Accounting Software:** Deltek Costpoint
- **Customer Relationship Software:** Salesforce
- **Enterprise resource planning software:** Enterprise resource planning ERP system; Microsoft Dynamics GP; SAP
- **Office Suite Software:** Microsoft Office, PowerPoint, Project, Excel, and Word

Opportunities for Advancement



- An experienced purchasing agent or buyer may become an assistant purchasing manager before advancing to purchasing manager, supply manager, or director of materials management.
- Purchasing managers and buyers and purchasing agents with extensive work experience can also advance to become the Chief Procurement Officer (CPO) for an organization.

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Buyer and Purchasing Agent. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none">• Seattle Pacific University (https://spu.edu/)• University of Washington Professional and Continuing Education (https://www.pce.uw.edu/)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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- 2021 Occupational Employment and Wage Estimates. (2021). Retrieved December 16, 2021 from <https://media.esd.wa.gov/esdwa/Default/ESDWAGOV/labor-market-info/Libraries/Occupational-reports/OES/2021-Occupational-employment-and-wage-estimates.pdf>
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Logistician

About

Logisticians analyze and coordinate an organization's supply chain—the system that moves a product from supplier to consumer. They manage the entire life cycle of a product, which includes how a product is acquired, allocated, and delivered.

Job Outlook and Salary



- Projected regional employment in 2024 is **6,248**
- The statewide projected average annual growth rate over the next five years is **1.66%** 
- The average annual wage is **\$92,962** (Seattle MSA)
- Hourly wages range from **\$34.76/HR** (25th percentile) to **\$52.36/HR** (75th percentile)

Job Tasks



- Manage a product's life cycle from design to disposal
- Direct the allocation of materials, supplies, and products
- Develop business relationships with suppliers and clients
- Understand clients' needs and how to meet them
- Review logistical functions and identify areas for improvement
- Propose strategies to minimize the cost or time required to transport goods

Education and Training



- **Logisticians may qualify for some positions with an Associate's degree.** However, due to complex logistics and supply chains, companies prefer to hire workers who have at least a Bachelor's degree. Logisticians typically have a Bachelor's degree in logistics and supply chain management, business, or a related field.
- **Bachelor's degree programs often include coursework in operations and database management, and system dynamics.** In addition, most programs offer courses that train students on software and technologies commonly used by logisticians, such as radio-frequency identification (RFID).

Licensures



- **Although not required, certification can demonstrate professional competence and a broad knowledge of logistics.** Logisticians can obtain certification through the Association for Supply Chain Management or the International Society of Logistics (SOLE). To become certified, a logistician typically needs to meet education and work experience requirements and pass an exam.

Work Schedule



- The majority of logisticians work full time and they sometimes work overtime to ensure that operations stay on schedule.

Skills



- **Communication skills.** Logisticians need strong communication skills to collaborate with colleagues and do business with suppliers and customers.
- **Critical-thinking skills.** Logisticians must develop, adjust, and carry out logistical plans. They often must find ways to reduce costs and improve efficiency.
- **Customer service skills.** Logisticians must know the needs of their customers in order to coordinate the movement of materials between suppliers and customers. They gain this knowledge through listening to the customer and applying their knowledge of the products and systems to provide what is required.
- **Organizational skills.** Logisticians must be able to keep detailed records and simultaneously manage several projects in a fast-paced environment.
- **Problem-solving skills.** Logisticians must handle unforeseen issues, such as delivery problems, and adjust plans as needed to resolve the issues.

Technology



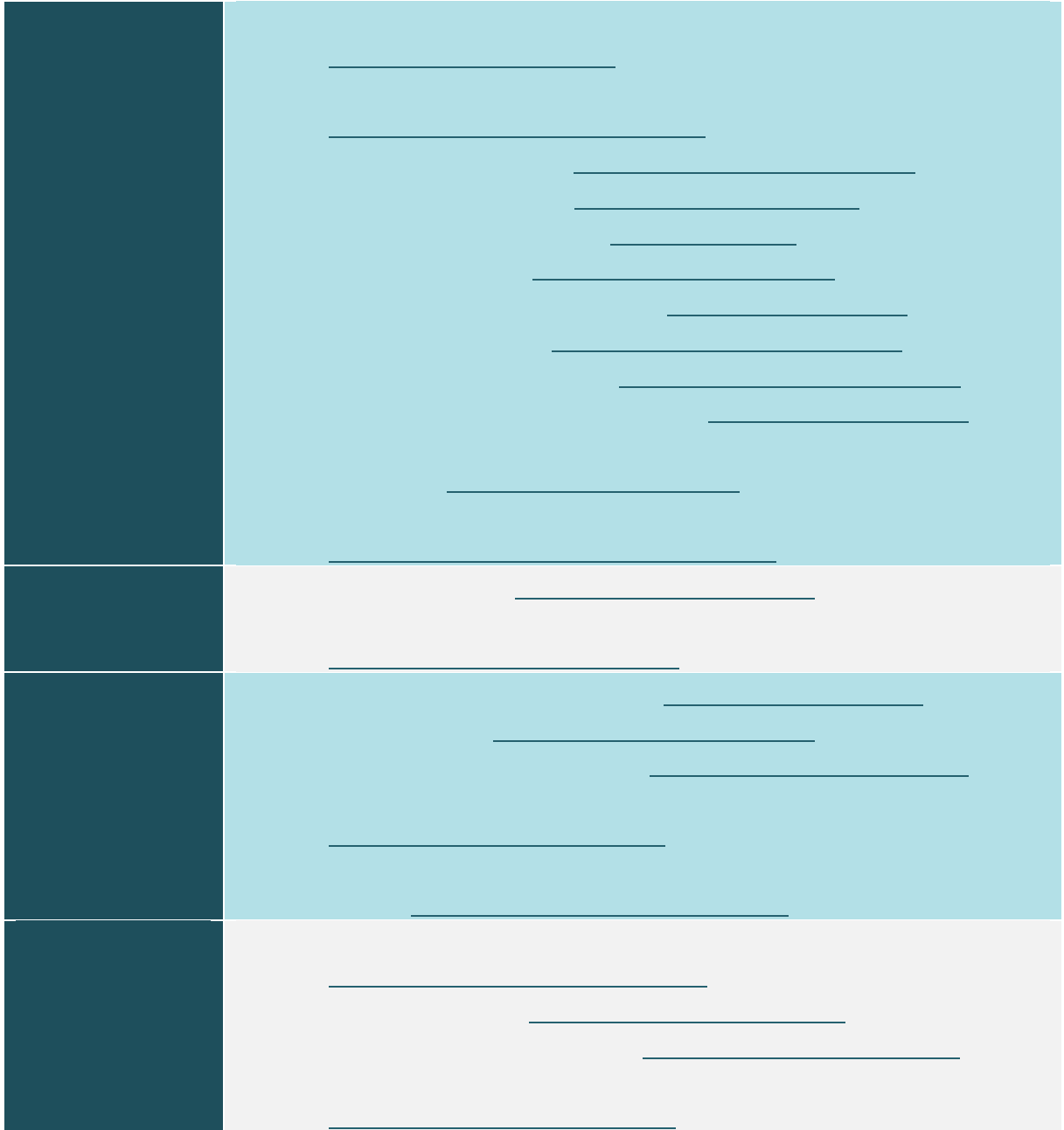
- **Enterprise resource planning ERP software:** Microsoft Dynamics; Oracle JD Edwards EnterpriseOne
- **Materials requirements planning logistics and supply chain software:** RedPrairie E2e; Warehouse management system WMS
- **Project management software:** Microsoft Project; Oracle Primavera Enterprise Project Portfolio Management

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Logistician. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Apprenti (https://apprenticareers.org/locations/washington/) • Bellevue College (https://www.bellevuecollege.edu/) • Central Washington University, Des Moines (https://www.cwu.edu/des-moines/) • City University of Seattle (https://www.cityu.edu/) • Green River College (https://www.greenriver.edu/) • Highline College (https://highline.edu)



Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunityscholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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Sales Manager

About

Sales managers direct organizations' sales teams. They set sales goals, analyze data, and develop training programs for organizations' sales representatives. Sales managers' responsibilities vary with the size of their organizations. However, most sales managers direct the distribution of goods and services by assigning sales territories, setting sales goals, and establishing training programs for the organization's sales representatives.

Job Outlook and Salary



- Projected regional employment in 2024 is **7,894**
- The statewide projected average annual growth rate over the next five years is **1.46%** 
- The average annual wage is **\$149,658** (Seattle MSA)
- Hourly wages range from **\$50.06/HR** (25th percentile) to **\$84.01/HR** (75th percentile)

Job Tasks



- Resolve customer complaints regarding sales and service
- Prepare budgets and approve expenditures
- Monitor customer preferences to determine the focus of sales efforts
- Analyze sales statistics
- Project sales and determine the profitability of products and services
- Determine discount rates or special pricing plans
- Develop plans to acquire new customers or clients through direct sales techniques, cold calling, and business-to-business marketing visits
- Assign sales territories and set sales quotas
- Plan and coordinate training programs for sales staff

Education and Training



- Sales managers are typically required to have a **Bachelor's degree**, although some positions may only require a **high school diploma**. Courses in business law, management, economics, accounting, finance, mathematics, marketing, and statistics are advantageous.

Work Schedule



- Most sales managers work full time, and they often have to work additional hours on evenings and weekends.

Skills



- **Analytical skills.** Sales managers must collect and interpret complex data to target the most promising geographic areas and demographic groups and determine the most effective sales strategies.
- **Communication skills.** Sales managers need to work with colleagues and customers, so they must be able to communicate clearly.
- **Customer-service skills.** When helping to make a sale, sales managers must listen and respond to the customer’s needs.
- **Leadership skills.** Sales managers must be able to evaluate how their sales staff performs and must develop strategies for meeting sales goals.

Technology



- **Customer relationship management CRM software:** Eden Sales Manager; HEAT Software Goldmine; Oracle Eloqua; Salesforce software
- **Database user interface and query software:** Airtable; Yardi software
- **Enterprise resource planning ERP software:** Microsoft Dynamics GP; NetSuite ERP
- **Business intelligence and data analysis software:** IBM Cognos Impromptu; MicroStrategy; Qlik Tech QlikView

Education and Training Resources

The following regional education and training programs are examples of programs in the region that can help you obtain education and credentials to become a Sales Manager. Some programs may require additional preparation and completion of prerequisites.



County	Programs
King County	<ul style="list-style-type: none"> • Apprenti (https://apprenticareers.org/locations/washington/) • Bellevue College (https://www.bellevuecollege.edu/) • Central Washington University, Des Moines (https://www.cwu.edu/des-moines/) • City University of Seattle (https://www.cityu.edu/) • General Assembly (https://generalassemb.ly/browse) • Green River College (https://www.greenriver.edu/) • Highline College (https://highline.edu) • Lake Washington Institute of Technology (https://www.lwtech.edu/) • Northeastern University Seattle (https://seattle.northeastern.edu/) • Northwest University (https://www.northwestu.edu/) • North Seattle College (https://northseattle.edu/) • Seattle Pacific University (https://spu.edu/) • Seattle University (https://www.seattleu.edu/)

	<ul style="list-style-type: none"> • Shoreline Community College (https://shoreline.edu) • TLG Learning Camp (https://career.tlglearning.com/) • University of Washington (https://www.washington.edu/) • University of Washington/Bothell (https://www.uwb.edu/) • University of Washington Professional And Continuing Education (https://www.pce.uw.edu/) • Western Governors University Seattle (https://www.wgu.edu/washington.html)
Kitsap County	<ul style="list-style-type: none"> • Olympic College (https://www.olympic.edu/) • UMass Global's campus (formerly Brandman University) (https://www.umassglobal.edu/)
Pierce County	<ul style="list-style-type: none"> • Bates Technical College (https://www.batestech.edu/) • Clover Park Technical College (https://www.cptc.edu/) • Pierce College (https://www.pierce.ctc.edu/) • Tacoma Community College (https://www.tacomacc.edu/) • University of Washington Tacoma (https://www.tacoma.uw.edu/) • University of Washington Tacoma Professional Development Center (https://www.tacoma.uw.edu/pdc)
Snohomish County	<ul style="list-style-type: none"> • Central Washington University, Lynwood (https://www.cwu.edu/lynnwood/) • Edmonds College (https://www.edmonds.edu/) • Everett Community College (https://www.everettcc.edu/) • Western Washington University at Everett University Center (https://www.wvu.edu/everett)

Resources to Scholarships and Assistance Programs

- Washington State Opportunity Scholarship: <https://www.waopportunitiescholarship.org/about/>
- Washington College Grant: <https://wsac.wa.gov/wcg>

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