

# Mohawk Valley Significant Industries

A Report to The Workforce Development System

Bureau of Labor Market Information  
Division of Research and Statistics

2021

WE ARE YOUR DOL



Department  
of Labor

## **Preface**

One of the objectives of the workforce development system is to encourage local workforce development boards (LWDBs) to plan strategically and focus their resources on priority industries (and eventually on priority occupations within those industries).

To assist in these efforts, the New York State Department of Labor Division of Research and Statistics developed these reports to identify “significant industries” in each of the ten regions in New York State. Industries presented here are classified according to their North American Industry Classification System (NAICS) code.

The coronavirus outbreak had a devastating impact on the labor market in New York State resulting in a record high unemployment rate of 16.2% in April of 2020 and a loss of more than 1.9 million jobs between February and April 2020. As of December 2021, over 1.2 million of those jobs have been recovered while the unemployment rate has fallen to 6.2%.

As the economy continues to recover, many businesses are finding it difficult to fill open positions. Now more than ever it is imperative that the workforce development system understand the changes that have occurred in the labor market and develop effective strategies to match people to careers.

This report lists significant industries in the Mohawk Valley region based on several factors including employment levels, wage levels, job growth (both net and percent) over the 2015-2020 period and expected job growth based on industry employment projections through 2028. Priority industries that may have been designated by economic development or workforce development officials were also considered. The local workforce development boards in the region should focus their workforce development resources on these industries.

## **Regional Industries**

For the purposes of this publication, an industry was designated as “significant” with reference to the following characteristics:

- The industry experienced above-average job growth (in either net or percentage terms); or
- The industry employed more than 2,500 people; or
- The industry’s projected employment growth for 2018-2028 was above average in the region (7.8%); or
- The industry paid above-average annual wages (\$47,800).

Fourteen industries are designated as “significant” in the Mohawk Valley. These industries make up 58% of total employment in the region. Half of these industries experienced employment growth between 2015 and 2020. Half are projected to grow at a faster rate than the region as a whole through 2028. Most paid above average wages in 2020. They fall into eight major industry groups: construction; manufacturing; trade, transportation and utilities; financial activities; professional and business services; educational services; health care and

social services; and leisure and hospitality.

## Industry Analysis

In the following analysis, industries are presented in ascending NAICS industry code order. For additional information regarding the NAICS industry classification system, visit <https://www.census.gov/naics/?58967?yearbck=2017>.

### Construction

Skilled trades occupations comprise much of the employment within the *specialty trade contractors* (NAICS Industry 238) industry. While this industry is sensitive to economic fluctuations, employment grew at a rate of 15.4% (400 jobs) from 2015 to 2020 despite the slowdown due to COVID. In 2020, average annual wages in the industry (\$57,800) exceeded the regional all industry average by 21%. In the *specialty trade contractors* industry, the five most common occupations are electricians; construction laborers; plumbers, pipefitters and steamfitters; carpenters; and heating, air conditioning, and refrigeration mechanics and installers.

Over the next decade, the impending retirement of many baby boomers will result in many job opportunities in this industry, especially among the skilled trades. Employment is projected to grow by 7.6% between 2018 and 2028.

### Manufacturing

Employment in *primary metal manufacturing* (NAICS Industry 331) grew 4.2% from 2015 to 2020. Goods-producing industries tend to pay higher wages and in 2020 *primary metal manufacturing* had an average wage of \$63,800.

Despite the long-term trend of declining employment in manufacturing, *primary metal manufacturing* has been a bright spot in the region. The Mohawk Valley is home to a cluster of manufacturers involved in *alumina and aluminum production and processing, nonferrous metal (except aluminum) production and processing, and foundries*. Common occupations employed in these industries include metal refining furnace operators and tenders; multiple machine tool setters, operators, and tenders; and foundry mold and coremakers.

### Trade, Transportation and Utilities

*Warehousing and storage* (NAICS Industry 493) is the fastest growing significant industry in the Mohawk Valley. From 2015 to 2020 employment in the industry grew by 700 jobs, or 19.4%. In 2020, average annual wages in *warehousing and storage* were \$50,400, and the industry is projected to grow 56.3% from 2018 to 2028.

The construction of new distribution centers is expected to bring hundreds of new jobs to the region. More than half of all employment in the sector is found in three occupations:

- laborers and freight, stock and material movers, hand;
- industrial truck and tractor operators; and
- stockers and order fillers.

Many displaced manufacturing workers have found jobs in *warehousing and storage*, but employers have recently found a competitive market when recruiting new workers.

### Financial Activities

*Credit intermediaries* (NAICS Industry 522) and *insurance carriers and related services* (NAICS Industry 524) play a significant role in the Mohawk Valley (7,700 jobs between them in 2020). *Credit intermediaries* had substantial growth (11.1%) from 2015 to 2020. More recently *insurance carriers and related services* (NAICS Industry 524) has added 200 jobs over the year from Second Quarter 2020 to Second Quarter 2021, a 4.4% increase.

Both industries pay wages above the regional average in 2020, with *credit intermediaries* paying \$55,200 annually and *insurance carriers and related services* paying \$70,000 annually. Common occupations in these industries include tellers; securities, commodities, and financial services sales agents; customer service representatives; insider sales agents; and claims adjusters, examiners, and investigators.

### Professional and Business Services

*Professional, scientific, and technical services* (NAICS Industry 541) and *administrative and support services* (NAICS Industry 561) primarily provide services to other businesses which makes employment in these industries sensitive to economic changes. The pandemic negatively impacted these industries. For example, *administrative and support services* declined 700 jobs, or 17.5%, from 2015 to 2020. In the one-year period from Second Quarter 2020 to Second Quarter 2021, *administrative and support services* expanded at a rate of 13.3% and *professional and technical services* grew by 4.3%.

In 2020, *professional and technical services* had an average wage of \$64,400, greater than the regional average, and is projected to grow faster (+11.1%) than the regional average (+7.8%) between 2018 and 2028. Common occupations in this industry include lawyers; accountants and auditors; and software developers and software quality assurance analysts and testers.

*Administrative and support services* is projected to grow by 15.3% from 2018 to 2028, almost twice as fast as the projected regional all-industries growth rate. Typical occupations employed in this industry include security guards, janitors and cleaners, and landscaping and grounds keepers.

### Educational Services

With 20,700 jobs (public and private sector), *educational services* (NAICS Industry 611) employed the largest number of people of all the significant industries identified in the Mohawk Valley. In 2020 this industry represented 11.9% of total employment in the region. That level of employment combined with an average wage of \$52,200 in 2020 means that this sector provides numerous well paid employment opportunities in the region.

Since the beginning of the pandemic, *educational services* added 600 jobs, expanding at a rate of 2.8% for the year ending Second Quarter 2021. Growth in this sector is driven more by

demographics than by economic conditions, and *educational services* is projected to continue to grow between 2018 and 2028, albeit at a slower pace (+5.6%) than the region's all industry average (+7.8%).

Prior to the COVID-19 pandemic employment growth in *educational services* was driven mostly by demographics rather than by economic conditions. In many school districts most job opportunities result from retirements, employee churn, or job changes. However, as New York State recovers from the COVID-19 pandemic, we expect to see new opportunities in the educational services sector. Programs such as the expansion of pre-k enrollment and curriculum changes to meet the growing demand of a skilled workforce should create new positions within the field.

### Health Care and Social Assistance

Prior to the COVID-19 pandemic employment growth in health care and social assistance was driven mostly by demographics rather than by economic conditions. As New York State recovers from the COVID-19 pandemic, we expect to see new opportunities in this sector. Almost all health care and social assistance occupations are expected to be in demand over the next decade as the Mohawk Valley's population continues to age.

The industries within the *health care and social assistance* sector are:

- *Ambulatory health care services* (NAICS industry 621);
- *Hospitals* (NAICS industry 622);
- *Nursing and residential care facilities* (NAICS industry 623); and
- *Social assistance* (NAICS industry 624).

Of these industries, *social assistance* added the most jobs in both percent and absolute terms between 2015 and 2020 (+800, or +8.9%). *Ambulatory health care services* also added jobs (200, or 2.4%). Employment in *hospitals* and *nursing and residential care facilities* declined (by 900 jobs, or -7.8%, and 500 jobs, or -4.5%, respectively). In 2020, these four industries combined represent 22.7% of total all industry employment in the Mohawk Valley.

From 2018 to 2028, *social assistance* (projected growth of 36.6%), *ambulatory health care services* (+30.3%), *nursing and residential care facilities* (+13.6%), and *hospitals* (+12.5%) are all projected to grow at a faster rate than the regional all-industries average (+7.8%).

*Nursing and residential care facilities* (\$38,900) and *social assistance* (\$28,500) had average annual wages below the regional all-industry average (\$47,800). By contrast, the average annual wages in *ambulatory health care services* (\$58,700) and *hospitals* (\$72,800) were much higher than the regional all-industry average. This is largely a reflection of the mix of occupations within each industry. For example, in *nursing and residential care facilities*, the two most common occupations, nursing assistant and personal care aide, are relatively low paying.

### Leisure and Hospitality

*Accommodation* (NAICS Industry 721) and *food services and drinking places* (NAICS Industry 722) employ a significant number of workers in the Mohawk Valley (15,000 jobs, or 8.6% of

total employment in the region). However, as result of the pandemic, these industries lost 3,300 jobs between 2015 and 2020. More recently, these industries recovered 6,100 jobs from Second Quarter 2020 through Second Quarter 2021.

Average annual wages were below the regional average in both industries with *accommodation* (\$35,400) paying better than *food services and drinking places* (\$20,100) in 2020. The lower wages can be attributed, in part, to the fact that both industries are characterized by seasonal and part-time workers. The *food services and drinking places* industry provides many employment opportunities for low-skilled workers and youth, especially in the summer, as well as second-job holders.

### **For Further Information**

We hope that the statewide and local workforce development boards find the information presented in this report useful. The New York State Department of Labor's Mohawk Valley regional labor market analyst, Brion Acton, is available for consultation. He can be reached via email at [Brion.Acton@labor.ny.gov](mailto:Brion.Acton@labor.ny.gov) or by phone at (315) 793-2282.

Similar local data are available from our network of 10 regional labor market analysts to assist LWDBs. For questions regarding your local area, please contact your regional labor market analyst. Their contact information is available at: <https://labor.ny.gov/stats/lslma.shtm>.

## Significant Industries, Mohawk Valley Region, 2021

NAICS Industry Code	Industry Name	Jobs		Net Change in Jobs, 2015-2020	% Change in Jobs, 2015-2020	Average Annual Wage, 2020	Projected % Change in Jobs, 2018-2028	Why Industry is Significant**
		2015*	2020*					
	<b>Total, all industries (all ownerships)</b>	<b>186,700</b>	<b>174,200</b>	<b>(12,500)</b>	<b>-6.7%</b>	<b>\$47,800</b>	<b>7.8%</b>	<b>NA</b>
238	Specialty trade contractors	2,600	3,000	400	15.4%	\$57,800	7.6%	GJW
331	Primary metal manufacturing	2,400	2,500	100	4.2%	\$63,800	-2.6%	GJW
493	Warehousing and storage	3,600	4,300	700	19.4%	\$50,400	56.3%	GJPW
522	Credit intermediation and related activities	2,700	3,000	300	11.1%	\$55,200	1.5%	GJW
524	Insurance carriers and related activities	4,800	4,600	(200)	-4.2%	\$70,000	5.9%	JW
541	Professional and technical services	4,800	4,800	NA	0.0%	\$64,400	11.1%	JPW
561	Administrative and support services	4,000	3,300	(700)	-17.5%	\$37,200	15.3%	JP
611	Educational services	22,400	20,700	(1,700)	-7.6%	\$52,200	5.6%	JW
621	Ambulatory health care services	8,200	8,400	200	2.4%	\$58,700	30.3%	GJPW
622	Hospitals	11,600	10,700	(900)	-7.8%	\$72,800	12.5%	JPW
623	Nursing and residential care facilities	11,200	10,700	(500)	-4.5%	\$38,900	13.6%	JP
624	Social assistance	9,000	9,800	800	8.9%	\$28,500	36.6%	GJP
721	Accommodation	5,700	4,800	(900)	-15.8%	\$35,400	1.5%	J
722	Food services and drinking places	12,600	10,200	(2,400)	-19.0%	\$20,100	2.3%	J

NA – Not Applicable

\*Represents both private and public sector jobs

**\*\*Key:**

G: Industry experienced notable job growth; can be net or percentage growth

J: Industry employs a significant number of jobs (>2,500)

P: Above-average growth projected for 2016-2026

W: Industry pays above-average wages

## Significant Industries, Mohawk Valley Region, 2021

NAICS Industry Code	Industry Name	Jobs		Net Change in Jobs, 2020Q2-2021Q2	% Change in Jobs, 2020Q2-2021Q2
		2020Q2*	2021Q2*		
	<b>Total, all industries (all ownerships)</b>	<b>163,800</b>	<b>178,100</b>	<b>14,300</b>	<b>8.7%</b>
238	Specialty trade contractors	2,700	3,100	400	14.8%
331	Primary metal manufacturing	2,600	2,500	(100)	-3.8%
493	Warehousing and storage	4,200	4,300	100	2.4%
522	Credit intermediation and related activities	3,100	3,000	(100)	-3.2%
524	Insurance carriers and related activities	4,500	4,700	200	4.4%
541	Professional and technical services	4,700	4,900	200	4.3%
561	Administrative and support services	3,000	3,400	400	13.3%
611	Educational services	21,700	22,300	600	2.8%
621	Ambulatory health care services	7,800	9,000	1,200	15.4%
622	Hospitals	10,500	9,700	(800)	-7.6%
623	Nursing and residential care facilities	10,700	9,900	(800)	-7.5%
624	Social assistance	9,500	9,300	(200)	-2.1%
721	Accommodation	3,200	5,400	2,200	68.8%
722	Food services and drinking places	7,700	11,600	3,900	50.6%

NA – Not Applicable

\*Represents both private and public sector jobs



**Specialty Trade Contractors  
(NAICS Industry 238)  
Ten Most Common Occupations**

**Industry Description:** The Specialty Trade Contractors subsector comprises establishments whose primary activity is performing specific activities (e.g., pouring concrete, site preparation, plumbing, painting, and electrical work) involved in building construction or other activities that are similar for all types of construction, but that are not responsible for the entire project. The work performed may include new work, additions, alterations, maintenance, and repairs. The production work performed by establishments in this subsector is usually subcontracted from establishments of the general contractor type or for-sale builders, but especially in remodeling and repair construction, work also may be done directly for the owner of the property. Specialty trade contractors usually perform most of their work at the construction site, although they may have shops where they perform prefabrication and other work. Establishments primarily engaged in preparing sites for new construction are also included in this subsector.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	47-2061	Construction Laborers	15.5%	\$39,749	7.8%	No formal educational credential	None	Short-term on-the-job training
2	47-2111	Electricians	8.6%	\$58,068	8.2%	High school diploma or equivalent	None	Apprenticeship
3	47-2152	Plumbers, Pipefitters, and Steamfitters	7.3%	\$49,409	9.5%	High school diploma or equivalent	None	Apprenticeship
4	47-2031	Carpenters	6.2%	\$42,511	7.3%	High school diploma or equivalent	None	Apprenticeship
5	11-1021	General and Operations Managers	5.0%	\$66,829	8.7%	Bachelor's degree	5 years or more	None
6	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4.7%	\$38,382	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
7	47-2181	Roofers	4.3%	\$47,887	10.0%	No formal educational credential	None	Moderate-term on-the-job training
8	43-9061	Office Clerks, General	4.1%	\$32,364	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
9	47-2073	Operating Engineers and Other Construction Equipment Operators	3.9%	\$50,544	4.4%	High school diploma or equivalent	None	Moderate-term on-the-job training
10	49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	3.9%	\$48,563	3.0%	Postsecondary non-degree award	None	Long-term on-the-job training

**Food Manufacturing  
(NAICS Industry 311)  
Seven Most Common Occupations**

**Industry Description:** Industries in the Food Manufacturing subsector transform livestock and agricultural products into products for intermediate or final consumption. The industry groups are distinguished by the raw materials (generally of animal or vegetable origin) processed into food products.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	51-1011	First-Line Supervisors of Production and Operating Workers	6.3%	\$51,224	1.1%	High school diploma or equivalent	Less than 5 years	None
2	51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	3.2%	\$42,778	-11.9%	High school diploma or equivalent	None	Moderate-term on-the-job training
3	51-4193	Plating Machine Setters, Operators, and Tenders, Metal and Plastic	2.8%	\$31,927	#N/A	#N/A	#N/A	#N/A
4	49-9041	Industrial Machinery Mechanics	2.4%	\$58,967	10.0%	High school diploma or equivalent	None	Long-term on-the-job training
5	17-2112	Industrial Engineers	2.3%	\$85,884	19.0%	Bachelor's degree	None	None
6	49-9071	Maintenance and Repair Workers, General	2.3%	\$43,546	12.7%	High school diploma or equivalent	None	Moderate-term on-the-job training
7	43-5061	Production, Planning, and Expediting Clerks	2.1%	\$43,430	15.9%	High school diploma or equivalent	None	Moderate-term on-the-job training
8	51-4111	Tool and Die Makers	1.7%	\$54,327	0.0%	Postsecondary non-degree award	None	Long-term on-the-job training
9	51-4041	Machinists	1.4%	\$45,531	8.5%	High school diploma or equivalent	None	Long-term on-the-job training
10	43-5071	Shipping, Receiving, and Inventory Clerks	1.4%	\$33,239	NA	NA	NA	NA

NA – Not Available

**Warehousing and Storage  
(NAICS Industry 493)  
Seven Most Common Occupations**

**Industry Description:** Industries in the Warehousing and Storage subsector are primarily engaged in operating warehousing and storage facilities for general merchandise, refrigerated goods, and other warehouse products. These establishments provide facilities to store goods. They do not sell the goods they handle. These establishments take responsibility for storing the goods and keeping them secure. They may also provide a range of services, often referred to as logistics services, related to the distribution of goods. Logistics services can include labeling, breaking bulk, inventory control and management, light assembly, order entry and fulfillment, packaging, pick and pack, price marking and ticketing, and transportation arrangement. However, establishments in this industry group always provide warehousing or storage services in addition to any logistic services. Furthermore, the warehousing or storage of goods must be more than incidental to the performance of services, such as price marking.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	53-7062	Laborers and Freight, Stock, and Material Movers, Hand	22.9%	\$47,876	23.4%	No formal educational credential	None	Short-term on-the-job training
2	53-7064	Packers and Packers, Hand	9.6%	\$37,589	15.9%	No formal educational credential	None	Short-term on-the-job training
3	49-9071	Maintenance and Repair Workers, General	3.0%	\$58,498	12.7%	High school diploma or equivalent	None	Moderate-term on-the-job training
4	43-5071	Shipping, Receiving, and Inventory Clerks	2.7%	\$40,253	NA	NA	NA	NA
5	53-1047	First-Line Supervisors of Transportation and Material-Moving Workers, Except Aircraft Cargo Handling Supervisors	1.4%	\$38,608	22.0%	High school diploma or equivalent	Less than 5 years	None
6	11-1021	General and Operations Managers	0.4%	\$113,261	8.7%	Bachelor's degree	5 years or more	None
7	13-1071	Human Resources Specialists	0.3%	\$59,064	13.6%	Bachelor's degree	None	None

NA – Not Available

Note: Due to confidentiality, only top seven occupations are available for this industry.

**Credit Intermediation and Related Activities  
(NAICS Industry 522)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Credit Intermediation and Related Activities subsector group establishments that (1) lend funds raised from depositors; (2) lend funds raised from credit market borrowing; or (3) facilitate the lending of funds or issuance of credit by engaging in such activities as mortgage and loan brokerage, clearinghouse and reserve services, and check cashing services.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	43-3071	Tellers	17.7%	\$34,969	-5.3%	High school diploma or equivalent	None	Short-term on-the-job training
2	43-9061	Office Clerks, General	12.8%	\$38,328	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
3	13-2061	Financial Examiners	10.6%	\$39,994	9.1%	Bachelor's degree	None	Long-term on-the-job training
4	43-1011	First-Line Supervisors of Office and Administrative Support Workers	8.7%	\$53,048	4.5%	High school diploma or equivalent	Less than 5 years	None
5	43-4051	Customer Service Representatives	7.4%	\$38,017	0.0%	High school diploma or equivalent	None	Short-term on-the-job training
6	43-3031	Bookkeeping, Accounting, and Auditing Clerks	4.4%	\$41,078	0.0%	Some college, no degree	None	Moderate-term on-the-job training
7	13-2072	Loan Officers	4.2%	\$51,298	5.6%	Bachelor's degree	None	Moderate-term on-the-job training
8	11-1021	General and Operations Managers	3.4%	\$86,796	8.7%	Bachelor's degree	5 years or more	None
9	13-2011	Accountants and Auditors	2.6%	\$54,837	10.3%	Bachelor's degree	None	None
10	13-1198	Project Management Specialists and Business Operations Specialists, All Other	2.1%	\$40,369	NA	NA	NA	NA

NA – Not Available

**Insurance Carriers and Related activities  
(NAICS Industry 524)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Insurance Carriers and Related Activities subsector group establishments that are primarily engaged in one of the following: (1) underwriting (assuming the risk, assigning premiums, and so forth) annuities and insurance policies or (2) facilitating such underwriting by selling insurance policies, and by providing other insurance and employee-benefit related services.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	43-4051	Customer Service Representatives	18.0%	\$37,163	0.0%	High school diploma or equivalent	None	Short-term on-the-job training
2	41-3021	Insurance Sales Agents	13.7%	\$73,322	14.3%	High school diploma or equivalent	None	Moderate-term on-the-job training
3	13-1031	Claims Adjusters, Examiners, and Investigators	8.2%	\$62,369	0.0%	High school diploma or equivalent	None	Long-term on-the-job training
4	13-2053	Insurance Underwriters	6.4%	\$70,851	-2.0%	Bachelor's degree	None	Moderate-term on-the-job training
5	15-1256	Software Developers and Software Quality Assurance Analysts and Testers	6.4%	\$95,442	NA	Bachelor's degree	None	None
6	43-9041	Insurance Claims and Policy Processing Clerks	4.7%	\$42,722	10.0%	High school diploma or equivalent	None	Moderate-term on-the-job training
7	43-1011	First-Line Supervisors of Office and Administrative Support Workers	3.2%	\$62,394	4.5%	High school diploma or equivalent	Less than 5 years	None
8	43-9061	Office Clerks, General	3.1%	\$37,989	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
9	11-3031	Financial Managers	1.7%	\$140,730	19.0%	Bachelor's degree	5 years or more	None
10	11-1021	General and Operations Managers	1.7%	\$129,770	8.7%	Bachelor's degree	5 years or more	None

NA – Not Available

**Professional, Scientific, and Technical Services  
(NAICS Industry 541)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Professional, Scientific, and Technical Services subsector group establishments engaged in processes where human capital is the major input. These establishments make available the knowledge and skills of their employees, often on an assignment basis, where an individual or team is responsible for the delivery of services to the client. The individual industries of this subsector are defined on the basis of the particular expertise and training of the services provider.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	15-1256	Software Developers and Software Quality Assurance Analysts and Testers	9.8%	\$94,462	NA	Bachelor's degree	None	None
2	13-2011	Accountants and Auditors	5.5%	\$71,399	10.3%	Bachelor's degree	None	None
3	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	5.2%	\$38,958	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
4	43-3031	Bookkeeping, Accounting, and Auditing Clerks	4.0%	\$40,110	0.0%	Some college, no degree	None	Moderate-term on-the-job training
5	13-1161	Market Research Analysts and Marketing Specialists	3.5%	\$42,452	22.2%	Bachelor's degree	None	None
6	23-2011	Paralegals and Legal Assistants	3.4%	\$39,874	16.7%	Associate's degree	None	None
7	29-2056	Veterinary Technologists and Technicians	2.9%	\$38,741	14.3%	Associate's degree	None	None
8	43-4171	Receptionists and Information Clerks	2.6%	\$29,518	11.9%	High school diploma or equivalent	None	Short-term on-the-job training
9	43-9061	Office Clerks, General	2.5%	\$36,023	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
10	11-1021	General and Operations Managers	2.3%	\$108,210	8.7%	Bachelor's degree	5 years or more	None

NA – Not Available

**Administrative and Support Services  
(NAICS Industry 561)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Administrative and Support Services subsector group establishments engaged in activities that support the day-to-day operations of other organizations. The processes employed in this sector (e.g., general management, personnel administration, clerical activities, cleaning activities) are often integral parts of the activities of establishments found in all sectors of the economy. The establishments classified in this subsector have specialization in one or more of these activities and can, therefore, provide services to clients in a variety of industries and, in some cases, to households. The individual industries of this subsector are defined on the basis of the particular process that they are engaged in and the particular services they provide.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	37-3011	Landscaping and Groundskeeping Workers	14.3%	\$33,974	13.0%	No formal educational credential	None	Short-term on-the-job training
2	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	11.0%	\$27,196	11.5%	No formal educational credential	None	Short-term on-the-job training
3	53-7062	Laborers and Freight, Stock, and Material Movers, Hand	9.1%	\$28,438	23.4%	No formal educational credential	None	Short-term on-the-job training
4	43-4051	Customer Service Representatives	4.2%	\$30,838	0.0%	High school diploma or equivalent	None	Short-term on-the-job training
5	43-9061	Office Clerks, General	3.8%	\$26,801	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
6	51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	3.6%	\$26,334	-11.9%	High school diploma or equivalent	None	Moderate-term on-the-job training
7	51-2090	Miscellaneous Assemblers and Fabricators	2.8%	\$27,770	-9.8%	High school diploma or equivalent	None	Moderate-term on-the-job training
8	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2.3%	\$38,183	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
9	43-4171	Receptionists and Information Clerks	2.2%	\$29,782	11.9%	High school diploma or equivalent	None	Short-term on-the-job training
10	43-3031	Bookkeeping, Accounting, and Auditing Clerks	2.0%	\$40,333	0.0%	Some college, no degree	None	Moderate-term on-the-job training

NA – Not Available

**Educational Services  
(NAICS Industry 611)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Educational Services subsector provide instruction and training in a wide variety of subjects. The instruction and training is provided by specialized establishments, such as schools, colleges, universities, and training centers.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	25-9045	Teaching Assistants, Except Postsecondary	10.1%	\$27,063	5.9%	Some college, no degree	None	None
2	25-2031	Secondary School Teachers, Except Special and Career/Technical Education	9.4%	\$67,060	0.9%	Bachelor's degree	None	None
3	25-2021	Elementary School Teachers, Except Special Education	7.7%	\$67,191	0.6%	Bachelor's degree	None	None
4	25-3031	Substitute Teachers, Short-Term	5.5%	\$29,529	1.0%	Bachelor's degree	None	None
5	25-2022	Middle School Teachers, Except Special and Career/Technical Education	3.7%	\$71,996	0.8%	Bachelor's degree	None	None
6	43-9061	Office Clerks, General	3.1%	\$25,724	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
7	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	3.1%	\$31,284	11.5%	No formal educational credential	None	Short-term on-the-job training
8	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2.7%	\$42,247	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
9	25-3097	Tutors and Teachers and Instructors, All Other	2.6%	\$35,784	10.5%	Bachelor's degree	None	None
10	49-9071	Maintenance and Repair Workers, General	2.4%	\$43,018	12.7%	High school diploma or equivalent	None	Moderate-term on-the-job training



**Ambulatory Health Care Services  
(NAICS Industry 621)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Ambulatory Health Care Services subsector provide health care services directly or indirectly to ambulatory patients and do not usually provide inpatient services. Health practitioners in this subsector provide outpatient services, with the facilities and equipment not usually being the most significant part of the production process.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	31-1120	Home Health and Personal Care Aides	13.9%	\$32,003	54.1%	High school diploma or equivalent	None	Short-term on-the-job training
2	43-4171	Receptionists and Information Clerks	8.8%	\$31,664	11.9%	High school diploma or equivalent	None	Short-term on-the-job training
3	29-1141	Registered Nurses	7.7%	\$65,574	19.1%	Bachelor's degree	None	None
4	29-2061	Licensed Practical and Licensed Vocational Nurses	6.4%	\$45,310	13.5%	Postsecondary non-degree award	None	None
5	31-9091	Dental Assistants	3.2%	\$44,688	19.4%	Postsecondary non-degree award	None	None
6	29-2040	Emergency Medical Technicians and Paramedics	3.2%	\$30,611	23.1%	Postsecondary non-degree award	None	None
7	31-9092	Medical Assistants	2.7%	\$34,208	24.1%	Postsecondary non-degree award	None	None
8	29-1292	Dental Hygienists	2.5%	\$71,970	17.2%	Associate's degree	None	None
9	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2.4%	\$37,856	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
10	43-3021	Billing and Posting Clerks	2.3%	\$37,466	14.9%	High school diploma or equivalent	None	Moderate-term on-the-job training

**Hospitals**  
**(NAICS Industry 622)**  
**Ten Most Common Occupations**

**Industry Description:** Industries in the Hospitals subsector provide medical, diagnostic, and treatment services that include physician, nursing, and other health services to inpatients and the specialized accommodation services required by inpatients. Hospitals may also provide outpatient services as a secondary activity. Establishments in the Hospitals subsector provide inpatient health services, many of which can only be provided using the specialized facilities and equipment that form a significant and integral part of the production process.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	29-1141	Registered Nurses	22.5%	\$74,482	19.1%	Bachelor's degree	None	None
2	31-1131	Nursing Assistants	8.0%	\$30,319	10.5%	Postsecondary non-degree award	None	None
3	31-1133	Psychiatric Aides	4.3%	\$51,287	16.0%	High school diploma or equivalent	None	Short-term on-the-job training
4	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	3.4%	\$36,770	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
5	29-2098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	2.3%	\$47,426	13.6%	Postsecondary non-degree award	None	None
6	29-2061	Licensed Practical and Licensed Vocational Nurses	2.3%	\$43,808	13.5%	Postsecondary non-degree award	None	None
7	11-9111	Medical and Health Services Managers	2.2%	\$132,990	20.8%	Bachelor's degree	Less than 5 years	None
8	29-2010	Clinical Laboratory Technologists and Technicians	2.2%	\$57,223	9.8%	Bachelor's degree	None	None
9	43-9061	Office Clerks, General	2.2%	\$32,035	-2.1%	High school diploma or equivalent	None	Short-term on-the-job training
10	37-2012	Maids and Housekeeping Cleaners	1.7%	\$26,092	0.0%	No formal educational credential	None	Short-term on-the-job training

**Nursing and Residential Care Facilities  
(NAICS Industry 623)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Nursing and Residential Care Facilities subsector provide residential care combined with either nursing, supervisory, or other types of care as required by the residents. In this subsector, the facilities are a significant part of the production process, and the care provided is a mix of health and social services with the health services being largely some level of nursing services.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	31-1120	Home Health and Personal Care Aides	30.5%	\$27,724	54.1%	High school diploma or equivalent	None	Short-term on-the-job training
2	31-1131	Nursing Assistants	14.2%	\$32,220	10.5%	Postsecondary non-degree award	None	None
3	29-2061	Licensed Practical and Licensed Vocational Nurses	8.3%	\$41,464	13.5%	Postsecondary non-degree award	None	None
4	29-1141	Registered Nurses	4.6%	\$69,048	19.1%	Bachelor's degree	None	None
5	35-3041	Food Servers, Nonrestaurant	4.4%	\$26,086	12.7%	No formal educational credential	None	Short-term on-the-job training
6	39-9041	Residential Advisors	3.6%	\$34,320	19.6%	High school diploma or equivalent	None	Short-term on-the-job training
7	37-2012	Maids and Housekeeping Cleaners	3.5%	\$26,093	0.0%	No formal educational credential	None	Short-term on-the-job training
8	39-9032	Recreation Workers	2.0%	\$29,176	11.7%	High school diploma or equivalent	None	Short-term on-the-job training
9	35-2021	Food Preparation Workers	1.9%	\$27,116	2.6%	No formal educational credential	None	Short-term on-the-job training
10	21-1093	Social and Human Service Assistants	1.8%	\$30,825	21.7%	High school diploma or equivalent	None	Short-term on-the-job training

**Social Assistance  
(NAICS Industry 624)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Social Assistance subsector provide a wide variety of social assistance services directly to their clients. These services do not include residential or accommodation services, except on a short-stay basis.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	31-1120	Home Health and Personal Care Aides	56.8%	\$27,978	54.1%	High school diploma or equivalent	None	Short-term on-the-job training
2	39-9011	Childcare Workers	5.8%	\$26,995	12.0%	High school diploma or equivalent	None	Short-term on-the-job training
3	21-1093	Social and Human Service Assistants	4.3%	\$31,785	21.7%	High school diploma or equivalent	None	Short-term on-the-job training
4	25-9045	Teaching Assistants, Except Postsecondary	3.8%	\$27,694	5.9%	Some college, no degree	None	None
5	43-5061	Production, Planning, and Expediting Clerks	2.2%	\$35,885	15.9%	High school diploma or equivalent	None	Moderate-term on-the-job training
6	25-2011	Preschool Teachers, Except Special Education	1.7%	\$34,060	15.4%	Associate's degree	None	None
7	11-9151	Social and Community Service Managers	1.2%	\$52,942	20.0%	Bachelor's degree	Less than 5 years	None
8	21-1012	Educational, Guidance, and Career Counselors and Advisors	1.1%	\$42,019	11.8%	Master's degree	None	None
9	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1.1%	\$33,982	-4.8%	High school diploma or equivalent	None	Short-term on-the-job training
10	13-1071	Human Resources Specialists	0.9%	\$34,699	13.6%	Bachelor's degree	None	None

**Accommodation  
(NAICS Industry 721)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Accommodation subsector provide lodging or short-term accommodations for travelers, vacationers, and others. There is a wide range of establishments in these industries. Some provide lodging only, while others provide meals, laundry services, and recreational facilities, as well as lodging. Lodging establishments are classified in this subsector even if the provision of complementary services generates more revenue. The types of complementary services provided vary from establishment to establishment.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	37-2012	Maids and Housekeeping Cleaners	8.6%	\$26,288	0.0%	No formal educational credential	None	Short-term on-the-job training
2	35-3031	Waiters and Waitresses	6.0%	\$44,708	0.6%	No formal educational credential	None	Short-term on-the-job training
3	43-4081	Hotel, Motel, and Resort Desk Clerks	4.8%	\$26,044	-7.7%	High school diploma or equivalent	None	Short-term on-the-job training
4	49-9071	Maintenance and Repair Workers, General	3.9%	\$32,945	12.7%	High school diploma or equivalent	None	Moderate-term on-the-job training
5	35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	3.2%	\$28,782	3.7%	No formal educational credential	None	Short-term on-the-job training
6	43-1011	First-Line Supervisors of Office and Administrative Support Workers	2.1%	\$43,402	4.5%	High school diploma or equivalent	Less than 5 years	None
7	35-1011	Chefs and Head Cooks	2.0%	\$55,220	5.0%	High school diploma or equivalent	5 years or more	None
8	51-6011	Laundry and Dry-Cleaning Workers	1.6%	\$25,887	-2.3%	No formal educational credential	None	Short-term on-the-job training
9	37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	1.1%	\$43,586	NA	NA	NA	NA
10	37-3011	Landscaping and Groundskeeping Workers	1.1%	\$29,148	13.0%	No formal educational credential	None	Short-term on-the-job training

NA – Not Available

**Food Services and Drinking Places  
(NAICS Industry 722)  
Ten Most Common Occupations**

**Industry Description:** Industries in the Food Services and Drinking Places subsector prepare meals, snacks, and beverages to customer order for immediate on-premises and off-premises consumption. There is a wide range of establishments in these industries. Some provide food and drink only, while others provide various combinations of seating space, waiter/waitress services, and incidental amenities, such as limited entertainment. The industries in the subsector are grouped based on the type and level of services provided. The industry groups are Special Food Services, such as food service contractors, caterers, and mobile food services; Drinking Places (Alcoholic Beverages); and Restaurants and Other Eating Places.

Rank	SOC Code	Occupational Title	% Share of Industry Workforce	Median Occupational Wage	Projected Employment Change (%), 2018-2028	Education	Work Experience	Training
1	35-3023	Fast Food and Counter Workers	39.2%	\$28,532	6.7%	No formal educational credential	None	Short-term on-the-job training
2	35-3031	Waiters and Waitresses	16.0%	\$34,101	0.6%	No formal educational credential	None	Short-term on-the-job training
3	35-2014	Cooks, Restaurant	8.8%	\$30,440	11.7%	No formal educational credential	Less than 5 years	Moderate-term on-the-job training
4	35-1012	First-Line Supervisors of Food Preparation and Serving Workers	6.5%	\$32,944	3.1%	High school diploma or equivalent	Less than 5 years	None
5	35-9021	Dishwashers	4.4%	\$27,103	-1.2%	No formal educational credential	None	Short-term on-the-job training
6	35-3011	Bartenders	3.9%	\$30,957	0.8%	No formal educational credential	None	Short-term on-the-job training
7	35-2021	Food Preparation Workers	3.7%	\$28,563	2.6%	No formal educational credential	None	Short-term on-the-job training
8	35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	2.2%	\$26,978	3.7%	No formal educational credential	None	Short-term on-the-job training
9	35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	2.1%	\$29,208	0.0%	No formal educational credential	None	Short-term on-the-job training
10	11-9051	Food Service Managers	1.1%	\$51,566	6.7%	High school diploma or equivalent	Less than 5 years	None

This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

