Career and Major Choice

LuAnn Linson Coldwell, M.A., Kent State University Geauga & Twinsburg Campuses
HOW DO YOU GET FROM HERE...
TO WHERE YOU WANT TO BE?
“Set a course ...”

“You got to be careful if you don’t know where you’re going because you might not get there.”

- Yogi Berra
HOW DO YOU CHOOSE A MAJOR OR CAREER?

MORE DIFFICULT
LESS DIFFICULT

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CAREER: STARTS WITH YOU
What careers would you enjoy?

- Do you prefer working MOSTLY with:
  - People
  - Data
  - Things
  - Ideas
Your interests, causes, what captures you.

Your strengths, skills, abilities, values, and personality.

What can you get paid for.

What your community and world need.

Ideal Career Sweet Spot
Discover Who You Are
Go beyond what you see...
Explore

c: Bert Kaufmann - https://www.flickr.com/photos/22746515@N02
KEY RESOURCES
# Industry Employment Trends

## September 2015

<table>
<thead>
<tr>
<th>Industry</th>
<th>Job Postings</th>
<th>Change vs. Prior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting</td>
<td>147,199</td>
<td>4%</td>
</tr>
<tr>
<td>Construction</td>
<td>173,990</td>
<td>16%</td>
</tr>
<tr>
<td>Education</td>
<td>190,654</td>
<td>21%</td>
</tr>
<tr>
<td>Financial Services and Banking</td>
<td>230,084</td>
<td>2%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>852,209</td>
<td>23%</td>
</tr>
<tr>
<td>Hospitality</td>
<td>325,530</td>
<td>30%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>67,005</td>
<td>11%</td>
</tr>
<tr>
<td>Information Technology</td>
<td>329,244</td>
<td>8%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>185,481</td>
<td>18%</td>
</tr>
<tr>
<td>Media</td>
<td>54,950</td>
<td>9%</td>
</tr>
<tr>
<td>Real Estate</td>
<td>39,067</td>
<td>28%</td>
</tr>
<tr>
<td>Retail</td>
<td>530,477</td>
<td>26%</td>
</tr>
<tr>
<td>Transportation</td>
<td>403,417</td>
<td>36%</td>
</tr>
</tbody>
</table>

**Statistical approximations are used to compute these results.**
Hospitality Industry

September 2015

Job Postings

Hospitality job postings have increased 30% since September 2014.

Clicks

Clicks on Hospitality jobs have increased 15% since September 2014.

Top Job Titles

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Desk Agent</td>
<td>150,063</td>
</tr>
<tr>
<td>Housekeeper</td>
<td>149,487</td>
</tr>
<tr>
<td>Server</td>
<td>124,326</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>82,932</td>
</tr>
<tr>
<td>Restaurant Manager</td>
<td>80,250</td>
</tr>
<tr>
<td>Bartender</td>
<td>79,269</td>
</tr>
<tr>
<td>Front Desk Associate</td>
<td>76,279</td>
</tr>
<tr>
<td>Food Service Worker</td>
<td>76,096</td>
</tr>
<tr>
<td>Night Baker</td>
<td>75,670</td>
</tr>
<tr>
<td>CUSTODIAN</td>
<td>68,950</td>
</tr>
</tbody>
</table>

Top Keyword Searches

Top Locations
Front Desk Agent jobs in Brecksville, OH

Recommended Jobs - 2 new

Front Desk Agent - 5 new
Maintenance Technician - 161 new
Medical Assistant - 169 new
Health care - Ohio - 23 new
Leadership or advocacy - Twinsburg, OH - 4 new
Leadership or advocacy or commun... - Twinsburg, OH - 13 new
Part-time - Twinsburg, OH - 9 new
Networking Intern - Ohio
Networking - Ohio

» clear searches

Sort by: relevance - date
Distance:
within 25 miles ▼
▼ Salary Estimate
$25,000+ (11)

what:
Front Desk Agent

where:
Breckville, OH

Find Jobs

Jobs 1 to 10 of 34

Upload your resume - Let employers find you

Front Desk Service Rep II
La Quinta Inns & Suites - ★★★★ 393 reviews - Independence, OH
Train front desk staff in technical duties, guest service skills, and telephone sales skills. This position is responsible for supervising the operation of the...
30+ days ago - email
Sponsored by La Quinta Inns & Suites

Part time Hotel Night Auditor/Front Desk Clerk
Holiday Inn Express, Richfield, Ohio - Richfield, OH
$8 an hour
Performs duties of the Front Desk Agent. Checks front office accounting records for accuracy and compiles information for the hotel’s financial records....
Easily apply
24 days ago - email
Sponsored by Holiday Inn Express, Richfield, Ohio

Front Desk Agent (Medina area applicants only)
Hampton Inn - Medina, OH
Front Desk Clerk, Full Time hourly (primarily 3-11 shift) - reports to the Front Office Manager. Frond Desk / Guest Service Reps accommodate guests by...
Easily apply
9 days ago - email
Sponsored by Hampton Inn

Guest Service Agent - Holiday Inn
Twin Tier Hospitality - Strongsville, OH
Guest Services Agent. Requires a working knowledge of the Front Desk aspect of TTH services, policies or operations and a general knowledge of the hotel....
10 hours ago - save job - email - more...
Job Description

Front Desk Service Rep II - (1501310)

Here's your opportunity to “Work on the Bright Side®” at La Quinta Inns & Suites®, a leader in the hospitality industry, is seeking an outgoing, professional, and energetic Front Desk leader to be the first person who greets our guests when they arrive at our hotel. This position is responsible for supervising the operation of the hotel’s front desk, responding to and resolving guest complaints and concerns, and performing the tasks of a Front Desk Sales Representative (FDSR), to include operating systems for reservations and guest check-in/out in accordance with Company standards for quality, cleanliness, guest satisfaction, and safety and security. The ideal candidate will work easily in a fast-paced environment while maintaining an optimistic, “energy-giving” attitude to be the bright spot in each guest’s day.

Other key duties include, but are not limited to:
- Assist the General Manager in preparing FDSR work schedules and directing staff to adhere to schedules; adjust schedules as needed to meet business demands
- Perform assigned administrative duties such as daily reports, credit card reversals, bank deposits, accounts receivables, travel agent research, lost and found, rooming lists, office supply inventory, safety committee, etc.
- Train front desk staff in technical duties, guest service skills, and telephone sales skills
- Advise and consult with General Manager in situations of poor employee performance and/or improper employee behavior that may require counseling and/or discipline
- When applicable for a specific property, book group functions and meeting room(s) space
- Serve as Manager-on-Duty in the absence of the General Manager
- Process guest registrations, including the computation and collection of payment
- Complete shift reports and process all financial transactions, including the verification and processing of credit card transactions in accordance with company policies and procedures
- Maintain room status inventory
- Respond to guest inquiries regarding hotel services, reservations, attractions, directions, etc.
- Send and receive telephone calls and facsimiles; sort incoming mail and messages
- Conduct night audit as assigned

Keywords: customer service, hotel, part-time hotel job, part time hotel job, concierge, front desk clerk, full-time hotel job, full time hotel job

Qualifications

Minimum Experience, Education, Skill & Physical Requirements:

- Must have a high school diploma or equivalent
- Previous hotel experience is required; supervisory experience preferred
- Must be flexible in hours and days worked
- Must be proficient in the use of common Windows-based programs, including Microsoft Word, Excel, and Outlook
- Must display very good organization and time management skills
- Must have excellent communication and interpersonal skills with the ability to interact with many types of personalities
- Must have sound judgment and discretionary skills and be able to work with little supervision
- Must be able to consistently work under pressure and simultaneously prioritize multiple projects
- Must be able to work with sensitive and confidential material
- Must be able to stand for long periods of time
- Must be able to lift 25 – 50 lbs. and carry up to 10 lbs.
- Must have sound judgment and discretionary skills and be able to work with little or no supervision
- Must be available to work all shifts as needed
hard working and detail oriented in Ohio

Quality Inspector Associate
MS Companies - 72 reviews - Columbus, OH
Reliable - Dependable - Detail Oriented - Hard working - Flexible schedule - Transportation - Able to stand at least eight hours - Good work ethic - Must be...
2 days ago - email
Sponsored by MS Companies

SQL Developer II/Support Representative
3E Company - 7 reviews - Canton, OH
Must be detail oriented and able to multi-task to meet standard response times and deadlines. A group of friendly individuals that work hard and focus on...
30+ days ago - email
Sponsored by Verisk Analytics

IT Systems Engineer Associate - Entry Level
Progressive - 663 reviews - Mayfield Village, OH
Working in a 24X7 environment, you'll be handling a wide range of IT responsibilities while maintaining a high level of attention to detail...
30+ days ago - email
Sponsored by Progressive

Snow Removal and Snow Plow Driver
Brad's Lawn Care - Orrville, OH
$9 - $20 an hour
Call Brad's Lawncare 330-464-8908 for additional details. A growing, friendly, family-oriented business seeking help with seasonal snow removal...
Easily apply
5 days ago - save job - email - more...

Warehouse Associate
Projector Supercenter - Columbus, OH 43205 (Worthington area)
LEARN ABOUT MAJORS AND CAREERS
# What Can I Do With This Major?

## Majors

Don’t see your major?

<table>
<thead>
<tr>
<th>Accounting</th>
<th>Advertising</th>
<th>Africana Studies</th>
<th>Agricultural Leadership, Education and Communications</th>
<th>American Studies</th>
<th>Animal Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthropology / Archaeology</td>
<td>Architecture</td>
<td>Art</td>
<td>Art History</td>
<td>Asian Studies</td>
<td>Athletics and Sport</td>
</tr>
<tr>
<td>Audiology / Speech Pathology</td>
<td>Biochemistry</td>
<td>Biological Sciences</td>
<td>Biosystems Engineering</td>
<td>Business Analytics</td>
<td>Business Studies</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Child and Family</td>
<td>Cinema Studies</td>
<td>Classics</td>
<td>Communication</td>
<td>Computer</td>
</tr>
</tbody>
</table>
### Emergency Management and Disaster Relief

<table>
<thead>
<tr>
<th>Area</th>
<th>Employer</th>
<th>Information/Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster Mitigation Planning</td>
<td>Local and state government including law enforcement</td>
<td>There is not one clear path for working in emergency management. A wide variety of programs exist, including undergraduate and graduate degree options. It is important to research programs fully to find the best fit.</td>
</tr>
<tr>
<td>Procedure/Policy Development</td>
<td>Federal government including:</td>
<td></td>
</tr>
<tr>
<td>Emergency Preparation</td>
<td>Department of Homeland Security</td>
<td></td>
</tr>
<tr>
<td>Preparedness Training</td>
<td>Federal Emergency Management Agency</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Military</td>
<td>Typically, a bachelors degree is required to secure an entry-level position. Consider majors in public administration.</td>
</tr>
<tr>
<td>Mitigation and Recovery</td>
<td>Peace Corps</td>
<td></td>
</tr>
<tr>
<td>Crisis Management</td>
<td>Educational institutions, including universities and colleges</td>
<td></td>
</tr>
<tr>
<td>Evaluation/Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Field Coordination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building and Facility Inspection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising/Grant Writing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Did you know...

50% change major from HS to Sophomore year?
This is a guide to career information about hundreds of occupations!

FEATURED OCCUPATION

Chemical Engineers

Chemical engineers apply the principles of chemistry, biology, physics, and math to solve problems that involve the production or use of chemicals, fuel, drugs, food, and many other products. They design processes and equipment for large-scale safe and sustainable manufacturing, plan and test methods of manufacturing products and treating byproducts, and supervise production.
<table>
<thead>
<tr>
<th>OCCUPATION</th>
<th>JOB SUMMARY</th>
<th>ENTRY-LEVEL EDUCATION</th>
<th>2012 MEDIAN PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer and Information Research Scientists</td>
<td>Computer and information research scientists invent and design new approaches to computing technology and find innovative uses for existing technology. They study and solve complex problems in computing for business, medicine, science, and other fields.</td>
<td>Doctoral or professional degree</td>
<td>$102,190</td>
</tr>
<tr>
<td>Computer Network Architects</td>
<td>Computer network architects design and build data communication networks, including local area networks (LANs), wide area networks (WANs), and intranets. These networks range from a small connection between two offices to a multinational series of globally distributed communications systems.</td>
<td>Bachelor's degree</td>
<td>$91,000</td>
</tr>
<tr>
<td>Computer Programmers</td>
<td>Computer programmers write code to create software programs. They turn the program designs created by software developers and engineers into instructions that a computer can follow.</td>
<td>Bachelor's degree</td>
<td>$74,280</td>
</tr>
<tr>
<td>Computer Support Specialists</td>
<td>Computer support specialists provide help and advice to people and organizations using computer software or equipment. Some, called computer network support specialists, support information technology (IT) employees within their organization. Others, called computer user support specialists, assist non-IT users who are having computer problems.</td>
<td>See How to Become One</td>
<td>$48,900</td>
</tr>
<tr>
<td>Computer Systems Analysts</td>
<td>Computer systems analysts study an organization's current computer systems and procedures and design information systems solutions to help the organization operate more efficiently and effectively. They bring business and information technology (IT) together by understanding the needs and limitations of both.</td>
<td>Bachelor's degree</td>
<td>$79,680</td>
</tr>
<tr>
<td>Database Administrators</td>
<td>Database administrators (DBAs) use specialized software to store and organize data, such as financial information and customer shipping records. They make sure the data is error-free and accessible to appropriate users.</td>
<td>Bachelor's degree</td>
<td>$77,080</td>
</tr>
</tbody>
</table>
Summary

Quick Facts: Computer Programmers

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012 Median Pay</td>
<td>$74,280 per year&lt;br&gt;$35.71 per hour</td>
</tr>
<tr>
<td>Entry-Level Education</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>Work Experience in a Related Occupation</td>
<td>None</td>
</tr>
<tr>
<td>On-the-job Training</td>
<td>None</td>
</tr>
<tr>
<td>Number of Jobs, 2012</td>
<td>343,700</td>
</tr>
<tr>
<td>Job Outlook, 2012-22</td>
<td>8% (As fast as average)</td>
</tr>
<tr>
<td>Employment Change, 2012-22</td>
<td>28,400</td>
</tr>
</tbody>
</table>

What Computer Programmers Do

Computer programmers write code to create software programs. They turn the program designs created by software developers and engineers into instructions that a computer can follow.

Work Environment

Programmers usually work in offices, most commonly in the computer systems design and related services industry.

How to Become a Computer Programmer

Most computer programmers have a bachelor’s degree; however, some employers hire workers with an associate’s degree. Most programmers specialize in a few programming languages.

Pay

The median annual wage for computer programmers was $74,280 in May 2012.
Browse Bright Outlook Occupations

Bright Outlook occupations are expected to grow rapidly in the next several years, will have large numbers of job openings, or are new and emerging occupations.

All Bright Outlook Occupations

Every Bright Outlook occupation matches at least one of the following criteria:

- Projected to **grow much faster than average** (employment increase of 22% or more) over the period 2012-2022
- Projected to **have 100,000 or more job openings** over the period 2012-2022
- **New & Emerging** occupation in a high growth industry

<table>
<thead>
<tr>
<th>Code</th>
<th>Occupation</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-2011.01</td>
<td>Accountants</td>
<td>Numerous Job Openings</td>
</tr>
<tr>
<td>13-2011.00</td>
<td>Accountants and Auditors</td>
<td>Numerous Job Openings</td>
</tr>
<tr>
<td>15-2011.00</td>
<td>Actuaries</td>
<td>Rapid Growth</td>
</tr>
<tr>
<td>29-1199.01</td>
<td>Acupuncturists</td>
<td>New and Emerging</td>
</tr>
<tr>
<td>29-1141.01</td>
<td>Acute Care Nurses</td>
<td>Numerous Job Openings; New and Emerging</td>
</tr>
<tr>
<td>25-2059.01</td>
<td>Adapted Physical Education Specialists</td>
<td>Numerous Job Openings; New and Emerging</td>
</tr>
<tr>
<td>29-1141.02</td>
<td>Advanced Practice Psychiatric Nurses</td>
<td>Numerous Job Openings; New and Emerging</td>
</tr>
<tr>
<td>29-1069.01</td>
<td>Allergists and Immunologists</td>
<td>Numerous Job Openings; New and Emerging</td>
</tr>
<tr>
<td>53-3011.00</td>
<td>Ambulance Drivers and Attendants, Except Emergency Medical Technicians</td>
<td>Rapid Growth</td>
</tr>
<tr>
<td>39-3091.00</td>
<td>Amusement and Recreation Attendants</td>
<td>Numerous Job Openings</td>
</tr>
<tr>
<td>29-1071.01</td>
<td>Anesthesiologist Assistants</td>
<td>Rapid Growth; New and Emerging</td>
</tr>
</tbody>
</table>
“That’s a lot to learn ...”

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

– Alvin Toffler
Your Career Homework...
Seek to know more, find connections in knowledge.
Get involved!

Do something related to your career interests.

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WHAT IS MY PURPOSE?
HOW CAN I USE MY TALENTS?
HOW CAN I BE OPEN TO THE GIFTS OF EXPERIENCES?
WHAT AM I HERE TO ACHIEVE?
HOW WILL I LET MY LIFE SPEAK?