

# DC WIC Career Pathway Maps

## Understanding Career Pathway Maps

In today's economy, it is imperative that the workforce has the skills required to meet the needs of local businesses and industries. Career pathway maps are tools that help policymakers, jobseekers, employers, and others identify and understand the employment opportunities within a local industry, including the skills and requirements necessary for economic mobility and professional growth for jobseekers.

Completed in November 2023, following input from local employers and workforce development professionals, these career pathway maps are intended to inform public investment in workforce development training, services, and supports, and support individuals seeking to enter the District's high-demand industries at low- to mid-level roles. Maps will be updated periodically to reflect current data and trends in the labor market

## Guide to the Career Pathway Maps:

Each map is broken down into a visual representation of potential career progression and advancement, sometimes referred to as the "pathwayability" of occupations within an industry. The pathway chevrons align to a table that provides insight into each of the job titles along the career pathway. Each column on the table corresponds with the job title above it. The map may contain several rows of job titles, compiled from recent analyses of in-demand occupations. Each row represents common entry points along the pathway, however individuals may enter pathways at any point and shift across pathways, too. This content is not inclusive of all in-demand occupations within an industry, but rather indicate options for mobility as communicated by local employers.

**Job Titles:** All job titles are hyperlinked to Career Coach DC, which provides labor market data, information about related available training, and current District-specific and regional job openings.

**Wage:** Data represents hourly income in the District of Columbia for the 10th to 90th percentile range, as calculated by Lightcast labor market data across the last calendar year prior to the District's \$17.00 minimum wage increase.

**Unique Postings:** Data represents the number of unique job postings in the District of Columbia for the previous year as calculated by Lightcast labor market data.

**Job Zones:** A Job Zone is a group of occupations that are similar in how much education people need to do the work; how much related experience people need to do the work; and how much on-the-job training people need to do the work. Job Zones have been defined by the U.S. Department of Labor, Employment and Training Administration, and can be found online at [onetonline.org](https://onetonline.org).

**Attainability:** Identifies how achievable the occupational level is: entry, middle, high, or advanced levels.

**Occupation Job Titles:** Titles listed under the occupation provide examples of the titles listed on job posting under the occupation.

**Foundational Skills:** Foundational skills are the fundamental, portable skills that are essential to conveying and receiving information that is critical to training and workplace success

## Industry Profile: Business Administration



**Receptionists  
and  
Information  
Clerks**

**Customer  
Service  
Representatives**

**Human  
Resources  
Assistants**

**Human  
Resources  
Specialists**

**General and  
Operations  
Managers**

<b>Hourly Wage Range (10<sup>th</sup> -90<sup>th</sup> Percentile)</b>	\$17.00–\$28.56	\$17.00–\$35.38	\$19.65–\$37.91	\$27.82–\$74.93	\$38.60–\$138.34
<b>Job Training</b>	Some previous work-related skill, knowledge, or experience is usually needed	Some previous work-related skill, knowledge, or experience is usually needed	Previous work-related skill, knowledge, or experience is required for these occupations	A considerable amount of work-related skill, knowledge, or experience is needed for these occupations	A considerable amount of work-related skill, knowledge, or experience is needed for these occupations
<b>On-the-Job Requirements</b>	A few months to one year of working with experienced employees	A few months to one year of working with experienced employees	One or two years of training involving both on-the-job experience and informal training with experienced workers	Several years of work-related experience, on-the-job training, and/or vocational training	Several years of work-related experience, on-the-job training, and/or vocational training
<b>Education/ Certification</b>	These occupations usually require a high school diploma	These occupations usually require a high school diploma <b>Certified Service Manager</b>	Vocational schools, related on-the-job experience, or an associate's degree	Most of these occupations require a four-year bachelor's degree, but some do not <b>Certified Human Resource Analyst</b>	Most of these occupations require a four-year bachelor's degree, but some do not
<b>Average Annual Job Openings (2022-2032)</b>	564	1,015	77	907	3,269
<b>Attainability</b>	Entry Level	Entry Level	Intermediate Level	Intermediate Level	Intermediate Level
<b>Zone Information</b>	Zone 2	Zone 2	Zone 3	Zone 4	Zone 4
<b>Occupation Job Titles</b>	Clerk Specialist, Front Desk Receptionist, Greeter, Information Assistant (Info Assistant), Medical Receptionist	Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative, Customer Service Agent	Human Resources Administrative Assistant, Human Resources Assistant (HR Assistant), Human Resources Associate	Business Manager, Center Manager, Department Manager, District Manager, General Manager (GM), Operations Director	Business Manager, Center Manager, Department Manager, District Manager, General Manager (GM), Operations Director
<b>Foundational Skills</b>	Customer and Personal Services, Administrative, Sales and Management, Personnel and Human Resource, Production and Processing, Mathematics.				