Promoting Economic Independence Through Informed Career Decisions

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CWU MISSION

Crittenton Women’s Union transforms the course of low-income women’s lives so that they can attain economic independence and create better futures for themselves and their families.

We accomplish this by:

• Providing safe housing, caring supports, education, and training programs;

• Innovating new programmatic designs based on research and client experience;

• Using this knowledge and experience to shape public policy and achieve social change.
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### HOT JOBS

<table>
<thead>
<tr>
<th><strong>Wages</strong></th>
<th>pay a family-sustaining wage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Demand</strong></td>
<td>at least 150 projected openings</td>
</tr>
<tr>
<td><strong>Attainment</strong></td>
<td>two years or less of post-secondary education</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td>high rates of employee benefits</td>
</tr>
</tbody>
</table>

#### Management Occupations
- Administrative Services Managers
- Property, Real Estate, and Community Association Managers

#### Architecture and Engineering Occupations
- Architectural and Civil Drafters
- Mechanical Drafters
- Electrical and Electronic Engineering Technicians

#### Health Care Practitioners and Technical Occupations
- Respiratory Therapists
- Dental Hygienists
- Dental Laboratory Technicians
- Cardiovascular Technologists and Technicians
- Radiologic Technologists and Technicians

#### Protective Service Occupations
- Correctional Officers and Jailers

#### Office and Administrative Support Occupations
- First-Line Supervisors/Managers of Office and Administrative Support Workers

#### Construction and Extraction Occupations
- Construction and Building Inspectors

#### Installation, Maintenance, and Repair Occupations
- Telecommunications Equipment Installers and Repairers, Except Line Installers

#### Production Occupations
- First-Line Supervisors/Managers of Production and Operating Workers
SMART START JOBS

Wages = pay over half of a family-sustaining wage
Demand = at least 150 projected openings
Attainment = two years or less of post-secondary education and higher concentration of modestly educated workers currently employed
Benefits = high rates of employee benefits
Skill Building = industry connections to Hot Jobs

Office and Administrative Support Occupations
- Bill and Account Collectors
- Billing and Posting Clerks and Machine Operators
- Payroll and Timekeeping Clerks
- Court, Municipal, and License Clerks
- Eligibility Interviewers, Government Programs
- Human Resources Assistants, Except Payroll and Timekeeping
- Police, Fire, and Ambulance Dispatchers
- Postal Service Clerks
- Postal Service Mail Carriers
- Postal Service Mail Sorters, Processors, and Processing Machine Operators
- Production, Planning, and Expediting Clerks
- Executive Secretaries and Administrative Assistants
- Legal Secretaries
- Medical Secretaries
- Secretaries, Except Legal, Medical, and Executive

Construction and Extraction Occupations
- Paving, Surfacing, and Tamping Equipment Operators
- Hazardous Materials Removal Workers
- Highway Maintenance Workers

Installation, Maintenance, and Repair Occupations
- Security and Fire Alarm Systems Installers

Production Occupations
- Electromechanical Equipment Assemblers
- Structural Metal Fabricators and Fitters
- Computer-Controlled Machine Tool Operators, Metal and Plastic Machinists
- Welders, Cutters, Solderers, and Brazers
- Cabinetmakers and Bench Carpenters
- Stationary Engineers and Boiler Operators
- Water and Liquid Waste Treatment Plant and System Operators
- Chemical Equipment Operators and Tenders
- Mixing and Blending Machine Setters, Operators, and Tenders
- Inspectors, Testers, Sorters, Samplers, and Weighers

Transportation and Material Moving Occupations
- Refuse and Recyclable Material Collectors

Architecture and Engineering Occupations
- Civil Engineering Technicians
- Electro-Mechanical Technicians
- Industrial Engineering Technicians
- Mechanical Engineering Technicians
- Surveying and Mapping Technicians

Health Care Practitioners and Technical Occupations
- Medical and Clinical Laboratory Technicians
- Emergency Medical Technicians and Paramedics
- Surgical Technologists
- Licensed Practical and Licensed Vocational Nurses
- Medical Records and Health Information Technicians

Health Care Support Occupations
- Occupational Therapist Assistants
- Physical Therapist Assistants
- Dental Assistants
- Medical Transcriptionists

Protective Service Occupations
- Fire Fighters
- Parking Enforcement Workers
- Animal Control Workers

Building and Grounds Cleaning and Maintenance Occupations
- First-Line Supervisors/Managers of Landscaping, Lawn Service, and Groundskeeping Workers
- Tree Trimmers and Pruners
Perhaps the most pressing questions being asked in the United States today are “where are the jobs that pay a family-sustaining wage” and “how do people obtain them?” Every three years, Crittenton Women’s Union (CWU) attempts to answer these questions for Massachusetts with its Hot Jobs report. This report identifies careers in the Commonwealth that require two years or less of post-secondary education, are in high demand, pay a family-sustaining wage, and are located in industries most likely to offer employer-based benefits.

In past eras, working hard at a full-time job was typically sufficient for the average adult to be able to provide a basic standard of living for a family. However, this is no longer true. In today’s economy—especially in Massachusetts, where there is a high concentration of knowledge-based jobs—workers must make their career choices carefully if they hope to earn a family-sustaining wage.

Hot Jobs 2013 is intended for low-income working adults who are seeking accurate, detailed, and empirically based information on jobs in Massachusetts. At the same time, it serves as a guide for workforce development professionals, policy-makers, and other stakeholders committed to serving Massachusetts residents and creating greater economic opportunity in the Commonwealth.

A CHANGING ECONOMY

Over the past 40 years, the U.S. economy has undergone a radical transformation, shifting from a manufacturing economy to a “knowledge economy” in which the majority of jobs that pay a family-sustaining wage require at least some post-secondary education. Strategies for career advancement have also been transformed, moving from more linear pipelines where individuals often stayed in a single company or sector for decades and worked their way up a career ladder to higher paying jobs, to a more skills-based economy where workers advance in their careers through specialized training, frequent employer changes, and even switching sectors. Navigating this nuanced and complex approach to career advancement in a skills-based economy puts less-educated and lower-skilled workers at a significant disadvantage.

Additionally, traditional public policies guiding workforce development are often outmoded. For example, community colleges have struggled to build partnerships with employers and to develop curricula that prepare students in a timely fashion for jobs in high demand. Massachusetts has the
dubious distinction of ranking 44th out of 50 states in terms of the number of transitional cash assistance recipients who fulfill their work requirements through participation in education and training programs. Yet, Massachusetts has one of the most highly educated populations in the country, making it even more essential for low-income adults to increase their education to effectively compete in the modern labor market.

**MASSACHUSETTS AND THE EDUCATION MARKUP**

The very high rate of college degree attainment among Massachusetts residents creates a somewhat unusual labor market in the Commonwealth. According to the American Community Survey (US Census Bureau, 2009) over 40% of adults in Massachusetts over the age of 25 have a bachelor’s degree. The only geographic location in the US with a higher percentage than this is the District of Columbia. The majority of jobs in Massachusetts that are slated to grow in the near future are those that require post-secondary education. Indeed, it is projected that by 2018, 68% of jobs in Massachusetts will require post-secondary education.

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**CRITERIA FOR HOT JOBS AND SMART START JOBS**

CWU’s Hot Jobs and Smart Start Jobs meet the following criteria:

<table>
<thead>
<tr>
<th>Smart Start Jobs</th>
<th>Hot Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wages</strong></td>
<td>Jobs pay at least $65,880 at the 75th percentile. This wage is 100% of the average Mass. Index.</td>
</tr>
<tr>
<td>Jobs pay between $42,822 and $65,879 at the 75th percentile. The bottom wage is 65% of the average Mass. Index, which is based on a single-parent family with one preschool age child and one school-age child.</td>
<td></td>
</tr>
<tr>
<td><strong>Demand</strong></td>
<td>Jobs require two years or less of post-secondary education AND at least 50% of the people holding similar positions in Massachusetts have two years or less of post-secondary education.</td>
</tr>
<tr>
<td>Jobs have at least 150 projected openings between 2011 and 2016.</td>
<td></td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>Jobs require two years or less of post-secondary education AND at least 70% of the people holding similar positions in Massachusetts have two years or less of post-secondary education.</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td>70% of an occupation’s total employment is located within industries likely to provide benefits.</td>
</tr>
<tr>
<td><strong>Connection to Hot Jobs</strong></td>
<td>70% or more of total openings are located in industries with a concentration of current Hot Jobs.</td>
</tr>
</tbody>
</table>

70% of an occupation’s total employment is located within industries likely to provide benefits.

For a detailed explanation of the rationale and data used to develop both the Hot Jobs and Smart Start Jobs lists, please see *Hot Jobs 2013: Methods, Rationale, and Data*, available at www.liveworkthrive.org.
In the report that follows, both questions are answered. Question one is addressed in a new corollary list to Hot Jobs, called Smart Start Jobs: jobs that are more easily attainable for those early in their career development who wish to position themselves well to attain a Hot Job.

Smart Start Jobs provide wages that get an employee well over half way to economic independence and are also highly likely to have employee benefits, such as paid time off and retirement benefits that help protect and stabilize families. Beyond that, these are jobs with skill and industry connections to Hot Jobs. Therefore these jobs position an employee for career growth within that industry, even if obtaining that job also requires additional education and/or training. Smart Start Jobs are also in demand and are easier for individuals with limited post-secondary education to attain. This makes Smart Start Jobs a good starting place for job candidates seeking employment quickly, but who desire a job with future opportunities for growth.

Beyond the addition of Smart Start Jobs, CWU has also modified the Hot Jobs 2013 report to reflect new information on job availability for both Smart Start Jobs and Hot Jobs. Jobs included in previous Hot Jobs reports—beyond being based on wages paid and education requirements—were based on labor market vacancy data. Due to the unavailability of Massachusetts vacancy data at the time of publication, the current report does not measure demand by current vacancies. Rather, job demand is measured based upon projected job growth in the foreseeable future. In this way, the report creates more than a current snapshot of job availability by providing information that captures future opportunities in the economy.

This match between educational demand and worker credentials would seem to lead to a solid balance in the labor economy; however, there is a downside to our strong supply of college-educated workers. With few openings and high unemployment, employers can be more selective in hiring job candidates. The highly educated labor pool in Massachusetts creates employer demand for college credentials for jobs that typically require less than a college education in other parts of the nation. The result is that the most vulnerable residents in Massachusetts, those with modest levels of educational attainment and training, are often put in direct competition with college-educated workers for “middle-skill” jobs that do not typically require college degrees.

Projecting toward the future, Massachusetts ranks first in the proportion of 2018 jobs that will require a bachelor’s degree and 39th in jobs for high school dropouts. Therefore, it is anticipated that opportunities for workers in the Commonwealth with modest educational attainment will be even more limited in the coming years.

**HOT JOBS 2013 — WHAT IS NEW?**

CWU works to refine each edition of the Hot Jobs report to ensure it remains attuned to changes in the economic landscape, and responds to feedback and suggestions that users provide in the intervening years. Prior iterations of the Hot Jobs methodology utilized three filters for employment data: wages, required education, and labor market demand. In the current report, all these basic criteria are retained, though we are using a different methodology for determining which occupations are in high demand. In addition, this report considers employee benefits when thinking about which job opportunities would be most attractive for modestly skilled workers in the Commonwealth. Hot Jobs 2013 also addresses two new questions:

1) If one is not yet qualified for a Hot Job and needs to obtain immediate employment, what jobs best position one for future career advancement?

2) For those investing in post-secondary education or training, how can they be assured that the jobs they are preparing for will remain in demand?

In the report that follows, both questions are answered. Question one is addressed in a new corollary list to Hot Jobs, called Smart Start Jobs: jobs that are more easily attainable for those early in their career development who wish to position themselves well to attain a Hot Job.

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## Section II: Hot Jobs 2013

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<thead>
<tr>
<th>Occupation</th>
<th>Openings</th>
<th>Wages</th>
<th>Percent with Associate’s Degree or Less</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Services Managers</td>
<td>1,664</td>
<td>$117,940</td>
<td>61.0%</td>
</tr>
<tr>
<td>Property, Real Estate, and Community Association Managers</td>
<td>689</td>
<td>$94,890</td>
<td>51.9%</td>
</tr>
<tr>
<td>Architecture and Engineering Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Architectural and Civil Drafters</td>
<td>403</td>
<td>$68,920</td>
<td>78.4%</td>
</tr>
<tr>
<td>Mechanical Drafters</td>
<td>296</td>
<td>$76,160</td>
<td>78.4%</td>
</tr>
<tr>
<td>Electrical and Electronic Engineering Technicians</td>
<td>1,244</td>
<td>$67,850</td>
<td>78.4%</td>
</tr>
<tr>
<td>Health Care Practitioners and Technical Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respiratory Therapists</td>
<td>385</td>
<td>$74,030</td>
<td>76.5%</td>
</tr>
<tr>
<td>Dental Hygienists</td>
<td>1,098</td>
<td>$89,110</td>
<td>72.7%</td>
</tr>
<tr>
<td>Dental Laboratory Technicians</td>
<td>162</td>
<td>$67,230</td>
<td>88.7%</td>
</tr>
<tr>
<td>Cardiovascular Technologists and Technicians</td>
<td>177</td>
<td>$85,910</td>
<td>72.7%</td>
</tr>
<tr>
<td>Radiologic Technologists and Technicians</td>
<td>771</td>
<td>$87,850</td>
<td>72.7%</td>
</tr>
<tr>
<td>Protective Service Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correctional Officers and Jailers</td>
<td>1,300</td>
<td>$68,960</td>
<td>76.3%</td>
</tr>
<tr>
<td>Office and Administrative Support Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First-Line Supervisors/Managers of Office and Administrative Support Workers</td>
<td>4,428</td>
<td>$68,820</td>
<td>63.8%</td>
</tr>
<tr>
<td>Construction and Extraction Occupations</td>
<td></td>
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</tr>
<tr>
<td>Construction and Building Inspectors</td>
<td>1,004</td>
<td>$69,350</td>
<td>85.9%</td>
</tr>
<tr>
<td>Installation, Maintenance, and Repair Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telecommunications Equipment Installers and Repairers, Except Line Installers</td>
<td>672</td>
<td>$72,860</td>
<td>81.1%</td>
</tr>
<tr>
<td>Production Occupations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First-Line Supervisors/Managers of Production and Operating Workers</td>
<td>1,348</td>
<td>$74,110</td>
<td>78.9%</td>
</tr>
</tbody>
</table>
**ANALYSIS OF HOT JOBS**

Below are some of the highlights on Hot Jobs in terms of salary, projected job openings, and educational requirements:

**Salary, Openings, and Education**

The Hot Jobs with the *highest yearly salaries* are:
- Administrative Service Managers: $117,940
- Property, Real Estate, and Community Association Managers: $94,890
- Dental Hygienists: $89,110

The Hot Jobs with the *most projected openings* through 2016 are:
- First-Line Supervisors/Managers of Office and Administrative Support Workers: 4,428
- Administrative Service Managers: 1,664
- First-Line Supervisors/Managers of Production and Operating Workers: 1,348

The Hot Jobs with the *highest percentage of workers with an associate’s degree or less*, making them more attainable for job seekers with limited education, are:
- Dental Laboratory Technicians
- Construction and Building Inspectors
- Telecommunications Equipment Installers and Repairers, Except Line Installers
## Section III:
### Smart Start Jobs 2013

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Openings</th>
<th>Wages</th>
<th>Percent with Associate’s Degree or Less</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Architecture and Engineering Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civil Engineering Technicians</td>
<td>162</td>
<td>$58,650</td>
<td>78.4%</td>
</tr>
<tr>
<td>Electro-Mechanical Technicians</td>
<td>197</td>
<td>$60,640</td>
<td>78.4%</td>
</tr>
<tr>
<td>Industrial Engineering Technicians</td>
<td>454</td>
<td>$60,900</td>
<td>78.4%</td>
</tr>
<tr>
<td>Mechanical Engineering Technicians</td>
<td>311</td>
<td>$61,060</td>
<td>78.4%</td>
</tr>
<tr>
<td>Surveying and Mapping Technicians</td>
<td>162</td>
<td>$55,410</td>
<td>78.4%</td>
</tr>
<tr>
<td><strong>Health Care Practitioners and Technical Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical and Clinical Laboratory Technicians</td>
<td>973</td>
<td>$46,480</td>
<td>72.7%</td>
</tr>
<tr>
<td>Emergency Medical Technicians and Paramedics</td>
<td>1,419</td>
<td>$44,330</td>
<td>72.7%</td>
</tr>
<tr>
<td>Surgical Technologists</td>
<td>409</td>
<td>$59,060</td>
<td>72.7%</td>
</tr>
<tr>
<td>Licensed Practical and Licensed Vocational Nurses</td>
<td>3,717</td>
<td>$55,140</td>
<td>72.7%</td>
</tr>
<tr>
<td>Medical Records and Health Information Technicians</td>
<td>875</td>
<td>$49,040</td>
<td>72.7%</td>
</tr>
<tr>
<td><strong>Health Care Support Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational Therapist Assistants</td>
<td>154</td>
<td>$59,030</td>
<td>75.5%</td>
</tr>
<tr>
<td>Physical Therapist Assistants</td>
<td>406</td>
<td>$62,090</td>
<td>75.5%</td>
</tr>
<tr>
<td>Dental Assistants</td>
<td>1,171</td>
<td>$47,590</td>
<td>83.8%</td>
</tr>
<tr>
<td>Medical Transcriptionists</td>
<td>198</td>
<td>$48,160</td>
<td>83.8%</td>
</tr>
<tr>
<td><strong>Protective Service Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Fighters</td>
<td>6,037</td>
<td>$57,950</td>
<td>82.3%</td>
</tr>
<tr>
<td>Parking Enforcement Workers</td>
<td>177</td>
<td>$44,210</td>
<td>93.6%</td>
</tr>
<tr>
<td>Animal Control Workers</td>
<td>209</td>
<td>$45,690</td>
<td>76.9%</td>
</tr>
<tr>
<td><strong>Building and Grounds Cleaning and Maintenance Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First-Line Supervisors/Managers of Landscaping, Lawn Service, and Groundskeeping Workers</td>
<td>485</td>
<td>$57,770</td>
<td>80.5%</td>
</tr>
<tr>
<td>Occupation</td>
<td>Openings</td>
<td>Wages</td>
<td>Percent with Associate's Degree or Less</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>----------</td>
<td>---------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Tree Trimmers and Pruners</td>
<td>167</td>
<td>$47,620</td>
<td>88.5%</td>
</tr>
<tr>
<td><strong>Office and Administrative Support Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill and Account Collectors</td>
<td>1,341</td>
<td>$45,250</td>
<td>80.8%</td>
</tr>
<tr>
<td>Billing and Posting Clerks and Machine Operators</td>
<td>1,356</td>
<td>$42,920</td>
<td>80.8%</td>
</tr>
<tr>
<td>Payroll and Timekeeping Clerks</td>
<td>922</td>
<td>$49,710</td>
<td>80.8%</td>
</tr>
<tr>
<td>Court, Municipal, and License Clerks</td>
<td>580</td>
<td>$49,330</td>
<td>76.7%</td>
</tr>
<tr>
<td>Eligibility Interviewers, Government Programs</td>
<td>761</td>
<td>$57,560</td>
<td>76.7%</td>
</tr>
<tr>
<td>Human Resources Assistants, Except Payroll and Timekeeping</td>
<td>686</td>
<td>$54,440</td>
<td>76.7%</td>
</tr>
<tr>
<td>Police, Fire, and Ambulance Dispatchers</td>
<td>261</td>
<td>$46,110</td>
<td>86.9%</td>
</tr>
<tr>
<td>Postal Service Clerks</td>
<td>788</td>
<td>$54,250</td>
<td>86.9%</td>
</tr>
<tr>
<td>Postal Service Mail Carriers</td>
<td>3,774</td>
<td>$55,530</td>
<td>86.9%</td>
</tr>
<tr>
<td>Postal Service Mail Sorters, Processors, and Processing Machine Operators</td>
<td>273</td>
<td>$53,090</td>
<td>86.9%</td>
</tr>
<tr>
<td>Production, Planning, and Expediting Clerks</td>
<td>1,119</td>
<td>$61,640</td>
<td>86.9%</td>
</tr>
<tr>
<td>Executive Secretaries and Administrative Assistants</td>
<td>7,120</td>
<td>$63,480</td>
<td>77.8%</td>
</tr>
<tr>
<td>Legal Secretaries</td>
<td>1,230</td>
<td>$58,380</td>
<td>77.8%</td>
</tr>
<tr>
<td>Medical Secretaries</td>
<td>2,242</td>
<td>$44,880</td>
<td>77.8%</td>
</tr>
<tr>
<td>Secretaries, Except Legal, Medical, and Executive</td>
<td>2,793</td>
<td>$46,820</td>
<td>77.8%</td>
</tr>
<tr>
<td><strong>Construction and Extraction Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paving, Surfacing, and Tamping Equipment Operators</td>
<td>209</td>
<td>$61,940</td>
<td>91.9%</td>
</tr>
<tr>
<td>Hazardous Materials Removal Workers</td>
<td>657</td>
<td>$47,010</td>
<td>85.9%</td>
</tr>
<tr>
<td>Highway Maintenance Workers</td>
<td>1,017</td>
<td>$47,170</td>
<td>85.9%</td>
</tr>
<tr>
<td><strong>Installation, Maintenance, and Repair Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security and Fire Alarm Systems Installers</td>
<td>162</td>
<td>$65,540</td>
<td>81.1%</td>
</tr>
<tr>
<td><strong>Production Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electromechanical Equipment Assemblers</td>
<td>484</td>
<td>$44,190</td>
<td>92.4%</td>
</tr>
<tr>
<td>Structural Metal Fabricators and Fitters</td>
<td>281</td>
<td>$46,110</td>
<td>92.4%</td>
</tr>
<tr>
<td>Computer-Controlled Machine Tool Operators, Metal and Plastic</td>
<td>581</td>
<td>$51,010</td>
<td>96.2%</td>
</tr>
<tr>
<td>Machinists</td>
<td>754</td>
<td>$55,410</td>
<td>96.2%</td>
</tr>
<tr>
<td>Welders, Cutters, Solderers, and Brazers</td>
<td>890</td>
<td>$52,980</td>
<td>96.2%</td>
</tr>
</tbody>
</table>
### Occupation Openings Wages Percent with Associate’s Degree or Less

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Openings</th>
<th>Wages</th>
<th>Percent with Associate’s Degree or Less</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabinetmakers and Bench Carpenters</td>
<td>384</td>
<td>$48,500</td>
<td>80.4%</td>
</tr>
<tr>
<td>Stationary Engineers and Boiler Operators</td>
<td>172</td>
<td>$64,460</td>
<td>92.3%</td>
</tr>
<tr>
<td>Water and Liquid Waste Treatment Plant and System Operators</td>
<td>750</td>
<td>$57,180</td>
<td>92.3%</td>
</tr>
<tr>
<td>Chemical Equipment Operators and Tenders</td>
<td>206</td>
<td>$53,110</td>
<td>88.7%</td>
</tr>
<tr>
<td>Mixing and Blending Machine Setters, Operators, and Tenders</td>
<td>319</td>
<td>$42,850</td>
<td>88.7%</td>
</tr>
<tr>
<td>Inspectors, Testers, Sorters, Samplers, and Weighers</td>
<td>924</td>
<td>$47,000</td>
<td>88.7%</td>
</tr>
<tr>
<td><strong>Transportation and Material Moving Occupations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refuse and Recyclable Material Collectors</td>
<td>563</td>
<td>$45,270</td>
<td>94.6%</td>
</tr>
</tbody>
</table>

### Analysis of Smart Start Jobs

Highlighted below are some of the highest performing Smart Start Jobs in terms of salary, job openings/demand, and least education required:

#### Salary, Openings, and Education

The Smart Start Jobs with the highest yearly salaries are:
- Security and Fire Alarm Installers: $65,540
- Stationary Engineers and Boiler Operators: $64,460
- Executive Secretaries and Administrative Assistants: $63,480

The Smart Start Jobs with the most projected openings through 2016 are:
- Executive Secretaries and Administrative Assistants: 7,120
- Fire Fighters: 6,037
- Postal Service Mail Carriers: 3,774

The Smart Start Jobs with the highest percentage of workers with an associate’s degree or less, making them more attainable for job seekers with limited education, are:
- Welders, Cutters, Solderers, and Brazers
- Machinists
- Computer-Controlled Machine Tool Operators, Metal and Plastic
**Section IV:**
**Policies to Promote Family-Sustaining Employment**

Crittenton Women’s Union’s public policy agenda is informed and strengthened by two factors: independent research and ongoing engagement with low-income families striving to achieve economic independence. CWU harnesses this deep understanding and works in partnership with business, civic, labor, education, and nonprofit leaders as well as low-income families to remove obstacles along the road to economic independence. This powerful coalition has accomplished significant legislative victories in the areas of education, training, and affordable housing since the last Hot Jobs report was released in 2010.

**CWU offers the following recommendations to help more Massachusetts adults supporting families to attain Hot Jobs:**

- **Make investments to support adults who are working to attain Hot Jobs.**
  - Place college success counselors at all community colleges to assist low-income, non-traditional students (especially cash assistance and food stamp recipients) in overcoming barriers to timely graduation. Make special funds available to help students stay in school despite financial emergencies.
  - Create state-funded work-study opportunities for students receiving cash assistance or food stamps to help them meet their federally mandated work requirements and to gain work experience and earnings needed to transition off public assistance.
  - Continue to fund the Massachusetts High Demand Scholarship Program for students preparing for high-demand occupations at a Massachusetts public community college or university. Ensure that students enrolled less than part-time can access needs-based college grants.
  - Provide ongoing funding for the Workforce Competitiveness Trust Fund to support training for jobs in high demand.

- **Increase public higher education degree and certificate production leading to employment in Hot Jobs.**
  - Improve developmental (remedial) education to reduce the time and cost incurred by students before they can enter credit-bearing classes.
  - Create learning environments conducive to working students such as offering more evening and weekend courses, shorter semesters, and year-round enrollment.
  - Provide financial incentives for public colleges and universities that increase degree and credential completion and job placement rates for low-income students.
  - Support the new state law requiring the Workforce Investment Board to report annually on regional labor market vacancies and to use up-to-date data to ensure that training and education activities meet employers’ needs for workers.

- **Make investments to help adults supporting families work to attain Hot Jobs.**
  - Pilot publicly funded programs that offer significant upfront investments such as subsidized housing, enhanced child-care, and transportation assistance to low-income adults who are making progress in higher education and/or training leading to employment in Hot Jobs.
  - Encourage holistic funding mechanisms such as the federal Moving to Work and Family Self-Sufficiency programs that offer families in publicly subsidized housing opportunities for economic mobility.
  - Promote cross-agency collaborative funding that pools resources of various public agencies in order to assist low-income adults supporting families to work towards obtaining Hot Jobs.
SECTION V:
JOB SEEKING: A GENERAL GUIDE
TOWARD ECONOMIC MOBILITY

In times of high unemployment, job options are especially limited for job seekers, and individuals with less education and less sophisticated job skills have the fewest employment opportunities. Such a bleak employment landscape generates a standard response from job seekers: obtain any job available, right now. However, entry-level jobs that neither provide enough income to support a family, nor lead to a position that does, are not a viable solution for long-term economic stability. Some entry-level jobs provide critical income and also allow individuals to simultaneously work toward a family-sustaining position; however, without a career trajectory to a good-paying job, many are dead ends. What do individual job seekers need to ensure they find the right job that leads to economic independence? While there are many individual factors to consider, here are some general guidelines to follow:

Know what you need to earn to cover your expenses.
Individuals can determine exactly what they need to earn to pay for basic living expenses using CWU’s Massachusetts Economic Independence Index (Mass. Index) Calculator. The Mass. Index Calculator allows you to enter your family composition, the number and ages of your children, and the town where you live, and it will calculate the amount you need to earn to sustain yourself and your family.

Make sure you seek a job that is a good fit for you.
Take into consideration the following list when considering job opportunities:

- **Skills:** The job utilizes skills you have and/or want to develop.
- **Schedule:** The job has a schedule that you are able to maintain over the long term, taking into consideration any caregiver or other responsibilities you might have.
- **Location:** The job is located where you can consistently and affordably get to work on time.

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**FIRST-LINE SUPERVISORS/MANAGERS**

First-Line Supervisor/Manager positions of various kinds have appeared on our Hot Jobs lists since 2007. We are often asked to describe these positions in more detail. Here, we share a sample job description and some general tips if you are considering these positions. We use a sample job description for a First-Line Supervisor/Manager of Office and Administrative Support Workers, which have the highest number of projected openings extending to 2016 of all of this year’s Hot Jobs.

**SAMPLE JOB DESCRIPTION**

**Job title:** Office Manager

**Industry:** Health care services

**Education requirement:** High school diploma or equivalent

**Starting Salary:** $43,840

**Experience:** Three years of administrative experience, including at least one year in a supervisory role. Experience working in health care or human service office setting preferred.

**Skills and knowledge:** Management skills; computer fluency (Microsoft Office Suite); organizational skills with ability to prioritize and multi-task; excellent interpersonal relations skills; knowledge of medical billing information a plus.

**Responsibilities:** Provide oversight of front desk and administrative support functions; supervise administrative support staff; communicate with insurance companies regarding verifications and authorizations; work closely with medical staff; coordinate schedules of patients and medical staff; work with bookkeeper and accountant to keep financial records current.

**HELPFUL TIPS**

- Keep in mind that First-Line Supervisor/Manager positions vary greatly depending on whom the employee supervises and where they work. For example, First-line Supervisors/Managers of Non-Retail Sales Workers work in office settings, have a bachelor’s degree, and are paid about $16,460 per year. First-Line Supervisors/Managers of Farming, Fishing, and Forestry Workers, on the other hand, primarily work outdoors, usually have a high school diploma, and are paid about $47,680 per year.

- Most positions are not titled, “First-Line Supervisor/Manager,” so look for jobs with the following position titles: Manager, Operator, Supervisor, Management Supervisor, Superintendent, Crew Leader, and Specialist.

- Finally, use O*Net Online and the other resources listed at the end of this report to learn more about the education and skill requirements, work environments, and responsibilities of specific First-Line Supervisor/Manager positions in more detail before applying for and accepting a position.
• **Benefits**: The job has employer-based benefits that meet your basic needs, specifically for health care and paid sick leave.

• **Advancement**: The job offers opportunities for future advancement by providing on-the-job training, tuition reimbursement, professional development funds, and/or connectivity by industry or occupation to more lucrative positions.

• **Stability**: Jobs in emerging fields are likely to provide more stable employment and future opportunities. Explore the demand for the job now and what it is projected to be in the future.

• **Environment**: Jobs are located in a wide variety of settings. Examine the workplace environment to help you find a good fit for you.

**Nontraditional jobs for women:**
Several Hot Jobs and Smart Start Jobs are nontraditional occupations for women. Women face unique barriers to entering and remaining in these positions or industries, due to a lack of support services for employees with children, limited exposure to role models, and feelings of isolation. Nevertheless, these nontraditional jobs do present women with ample opportunities in the job market. Nontraditional jobs for women typically pay 20–30% more than traditional jobs, may provide union membership opportunities, and may have career ladders to promote professional advancement.

**If you receive any income-based government subsidies, plan in advance for how employment will affect these.**
Workers who earn low wages and rely on public benefits to cover basic needs such as housing or child care must be aware of how increasing income can affect benefit eligibility and net resources. In some cases, modest income gains tip the scale so that a worker is no longer eligible for benefits or must contribute higher co-payments before earnings can sufficiently cover the market rate cost. It is important to assess your own circumstances and to seek assistance in anticipating and planning for reduction or loss of benefits.

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**PRODUCTION OCCUPATIONS**

**SAMPLE JOB DESCRIPTION**

**Job title:** Machinist I  
**Education requirement:** High school diploma or equivalent  
**Starting Salary:** $36,570  
**Experience:** 2–5 years of experience in manufacturing, production, and/or operations environment.  
**Skills and knowledge:** Ability to read and interpret blueprints and hand-drawn sketches; basic mathematics skills (ability to add, subtract, multiply, and divide using whole numbers, fractions, and decimals); ability to set up, program and operate machines; ability to make repairs and modifications to machines; ability to be safety- and detail-oriented.  
**Responsibilities:** Start and observe machine operation to detect malfunctions; set up and operate machine on trial run to verify accuracy of machine settings; study blueprints, sketches, drawings, manuals, or specifications to determine dimensions and setup requirements; select, align, and secure cutting tools and machines; maintain machine logs and records.
PROFESSIONAL NETWORKS, RESUMÉ BUILDING, AND MAKING THE MOST OF YOUR CURRENT JOB

Looking for a job can be daunting. Looking for the perfect job can seem even more so. While this report contends that some jobs are better than others at positioning people for advancement, there are also some basic guidelines for making your current employment, whatever it may be, as effective a launching pad as possible. Here are a few basics:

- **Professional networks**: Who you know can make all the difference when it comes to learning about job opportunities and getting promotions. Make an effort to reach out and build positive collegial relationships as widely as possible. Ask people in positions of power to mentor you. Volunteer for work opportunities that put you in contact with a wide variety of colleagues. Stay connected to professional networks by participating in work-related activities, using professional networking sites, such as LinkedIn, and conducting informational interviews both inside and outside your place of employment.

- **Resumé building**: Every work experience offers an opportunity to strengthen your resumé for future opportunities. When possible, choose employment that offers building blocks toward your future employment goals either through associated skills or shared industry. Remember that volunteering and internships are excellent ways to supplement work experience.

- **Getting the most out of any job**: Every employment setting offers the opportunity to prove yourself to be a valuable employee. Your future employers will be very interested in what your previous employers have to say about your conduct at work. Focus on punctuality, attendance, and positive communication. Exhibit professionalism in dress, conduct, and work relationships. Always meet deadlines, provide the highest quality work, and seek ways to increase your value by offering to take on new projects, learn new things, and pitch in whenever possible. This might not be your last job, but it is the job you have now—take pride in it and make it work for you as you reach for your goals.

MANUFACTURING INDUSTRY

The manufacturing industry in Massachusetts is expected to grow despite the economic recession of the last few years. According to the recent report *Staying Power II: A Report Card on Manufacturing in Massachusetts 2012*, manufacturing firms in Massachusetts plan to expand their productivity and expect about 100,000 job openings over the next decade. This is in large part due to the high number of expected retirees in the coming years. The manufacturing industry in Massachusetts is also a high-wage sector, even though the education requirements for many of its occupations are relatively low. The average annual salary among manufacturing occupations in Massachusetts in 2010 was $75,202, yet 71% of these jobs require no more than a high school diploma or GED.

Those interested in manufacturing positions will need to obtain very specialized skills and knowledge. Vocational/technical schools and apprenticeships are two options for those who need to acquire these skills. For those interested in working in the manufacturing industry, we include a sample job description for an electromechanical technician position in Massachusetts.

**SAMPLE JOB DESCRIPTION**

**Job title:** Electromechanical Technician

**Education requirement:** Completed accredited apprenticeship or 2-year technical college education in the field of electronics

**Starting Salary:** $43,290

**Experience:** 1–3 years of experience

**Skills and knowledge:** Knowledge of and experience with sensors; knowledge and repair of instrumentation and controllers; training in safe electrical work practices.

**Responsibilities:** Troubleshoot, repair, and maintain electrical, electronic, mechanical, and vacuum systems for machinery; work with software application programs of a technical nature such as PLC programming software; troubleshoot, repair, and maintain temperature, flow, pressure, voltage, current, and other related sensors for industrial manufacturing machinery.
**Section VI:**
**Career Guidance and Resources**

Below are selected resources for career exploration, goal setting, and necessary education and training.

- **O*NET Resource Center**: The nation’s primary source of occupational information, created by the U.S. Department of Labor. [www.onetonline.org](http://www.onetonline.org).


- **Massachusetts Career Information System**: Occupational and educational information provided by the Massachusetts Division of Career Services. [www.masscis.intocareers.org](http://www.masscis.intocareers.org).

- **Massachusetts Economic Independence Index (Mass. Index)**: The Mass. Index reports what it costs to sustain a family in Massachusetts without relying on public or private assistance, provided by Crittenton Women’s Union. [www.liveworkthrive.org](http://www.liveworkthrive.org).

- **Higher Education in Massachusetts: Smart Choices, Great Futures**: An informational brochure that helps students make more knowledgeable decisions about post-secondary education, provided by Crittenton Women’s Union. [www.liveworkthrive.org/site/assets/docs/Smart_Choices_Great_Futures_August_2012.pdf](http://www.liveworkthrive.org/site/assets/docs/Smart_Choices_Great_Futures_August_2012.pdf).

- **Beyond Financial Aid**: A guide for low-income adults struggling to pay for tuition, fees, and books and cover day-to-day living expenses while going to school, provided by Crittenton Women’s Union. [www.liveworkthrive.org/site/assets/docs/CWU_Beyond_Financial_Aid_FINAL_082310.pdf](http://www.liveworkthrive.org/site/assets/docs/CWU_Beyond_Financial_Aid_FINAL_082310.pdf).

- **National Center for Education Statistics College Navigator**: A search engine of colleges provided by the U.S. Department of Education. [www.nces.ed.gov/collegenavigator/](http://www.nces.ed.gov/collegenavigator/).

- **My Next Move**: An interactive tool for job seekers and students to learn more about their career options. [www.mynextmove.org](http://www.mynextmove.org).

- **Massachusetts One-Stop Career Centers**: A list of career centers. [www.mass.gov/lwd/employment-services](http://www.mass.gov/lwd/employment-services).


- **Apprenticeship for Workers**: An overview of apprenticeship opportunities in Massachusetts, provided by the Massachusetts Executive Office of Labor and Workforce Development. [www.mass.gov/lwd/labor-standards/das/workers/](http://www.mass.gov/lwd/labor-standards/das/workers/).
Hot Jobs 2013 is a CWU endeavor that draws on many members of the Crittenton Women’s Union staff as well as our outside partners and friends of the organization. The authors are deeply indebted to many people who participated in our brainstorming sessions, reviewed our strategies and early analysis, and provided essential feedback and suggestions along the way. We are better for all the suggestions and guidance they have provided, although the authors must be held solely responsible for any limitations or mistakes in the brief. In particular we must thank the following individuals: Elisabeth Babcock, Charles Carter, Jennifer Lowe, Michael Ames, Kirsten Blocker, Jeffrey Prottas, Aisha Francis-Samuels, Navjeet Singh, and Alan Clayton-Mathews.

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