CAREER PATHWAY: ACCOUNTANT

What do they do? Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.

People with these roles and responsibilities are also called: Certified Public Accountant (CPA), Staff Accountant, Accounting Manager, Cost Accountant, General Accountant, Accounting Officer, Business Analyst, Accounting Supervisor, Financial Reporting Accountant

Some typical job duties include:
- Prepare, examine, or analyze accounting records, financial statements, or other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards.
- Establish tables of accounts and assign entries to proper accounts.
- Compute taxes owed and prepare tax returns, ensuring compliance with payment, reporting or other tax requirements.
- Provide internal and external auditing services for businesses or individuals.
- Analyze business operations, trends, costs, revenues, financial commitments, and obligations, to project future revenues and expense.

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Active Listening, Mathematics, Writing
Social Skills: Social Perceptiveness, Coordination, Negotiation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operation Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

OHIO JOB OUTLOOK

4,480 Annual projected job openings

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $64,520

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

ENTRY-LEVEL ($40,000–$60,000)
Staff Accountant
REQUIRED FOR ENTRY: Bachelor’s Degree

SENIOR ($50,000–$75,000)
Senior Accountant
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Professional Certification

MANAGERIAL ($60,000–$100,000)
Accounting Manager/Financial Controller
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Professional Certification, Related Work

EXECUTIVE ($100,000+)
Chief Financial Officer
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Professional Certification, Related Work

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Public Accountant (CPA) American Institute of Certified Public Accountants
Accredited Financial Examiner Society of Financial Examiners
Certified Financial Examiner Society of Financial Examiners

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: ACCOUNTING CLERK

What do they do? Compute, classify, and record numerical data to keep financial records complete. Perform routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

Some typical job duties include:
- Operate computers programmed with accounting software to record, store, and analyze information.
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software.
- Compile statistical, financial, accounting, or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.

People with these roles and responsibilities are also called: Accounting Clerk, Accounting Assistant, Accounting Associate, Accounts Payables Clerk, Accounts Payable Specialist, Accounts Receivable Clerk, Bookkeeper

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $37,710

Annual projected job openings 6,930

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Reading Comprehension, Active Listening, Speaking
Social Skills: Social Perceptiveness, Coordination, Service Orientation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operation Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Associate ($20,000–$35,000)
Accounting Clerk
REQUIRED FOR ENTRY: High School Diploma

Specialist ($30,000–$75,000)
Certified Public Accountant
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Professional Certification

Managerial ($50,000–$100,000)
Senior Accountant/Financial Controller
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Related Work

Executive ($100,000+)
Chief Financial Officer
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Professional Certification, Related Work

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Bookkeeper
American Institute of Professional Bookkeepers

Certified Public Accountant (CPA)
American Institute of Certified Public Accountants

Certified Management Accountant
Institute of Management Accountants

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
What do they do? Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates and construct probability tables to forecast risk and liability for payment of future benefits. May ascertain premium rates required and cash reserves necessary to ensure payment of future benefits.

People with these roles and responsibilities are also called: Actuary, Actuarial Analyst, Pricing Actuary, Product Development Actuary, Actuarial Assistant, Actuarial Associate, Actuarial Consultant, Consulting Actuary, Health Actuary, Pricing Analyst

Some typical job duties include:
- Ascertain premium rates required and cash reserves and liabilities necessary to ensure payment of future benefits.
- Design, review and help administer insurance, annuity and pension plans, determining financial soundness and calculating premiums.
- Analyze statistical information to estimate mortality, accident, sickness, disability, and retirement rates.
- Provide expertise to help financial institutions manage risks and maximize returns associated with investment products or credit offerings.

How much do these jobs pay in Ohio?

AVERAGE: $94,070

Most important occupational skills

Basic Skills: Mathematical, Critical Thinking, Reading Comprehension
Social Skills: Social Perceptiveness, Coordination, Persuasion
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Programming
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

Career pathway and educational requirements

Entry-Level Actuary
Associate-Level Actuary
Fellowship-Level Actuary

Certifications that can help you advance: Associate in the Society of Actuaries (ASA) Society of Actuaries

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: ADMINISTRATIVE ASSISTANT

What do they do? Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

People with these roles and responsibilities are also called: Administration Assistant, Administrative Assistant, Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk, Office Coordinator, Customer Service Representative

Some typical job duties include:
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Communicate with customers, employees, and others to answer questions, share or explain information, take messages or orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems.
- Open, sort, and route incoming mail, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities and business transactions.
- Compute, record, and proofread data, records, or reports.
- Complete work schedules, manage calendars, and arrange appointments.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $34,580

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

HOW MUCH DO THESE JOBS PAY IN OHIO?

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

OFFICE CLERK

REQUIRED FOR ENTRY:
High School Diploma, Short-term OTJ Training

ASSOCIATE ($20,000–$35,000)

SECRETARY/ADMINISTRATIVE ASSISTANT

REQUIRED FOR ADVANCEMENT:
Associate’s Degree or Multiple Years Related Work Experience

SECRETARY/ADMINISTRATIVE ASSISTANT ($30,000–$75,000)

OFFICE MANAGER

REQUIRED FOR ADVANCEMENT:
Associate’s Degree or Multiple Years Related Work Experience

MANAGERIAL ($50,000–$100,000)

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Office Clerk Certificate
Offered by many community and four-year colleges

ASSOCIATE OF APPLIED SCIENCE IN OFFICE MANAGEMENT
Two-year program offered by many community and four-year colleges

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: ATTORNEY

What do they do? Provide legal advice and support to ensure the legality of commercial transactions, using knowledge of statutory law and regulations passed by government agencies to help their clients achieve their goals within the bounds of the law. Insurance companies also employ trial attorneys, who represent the organization in legal matters, performing the legal research needed to prepare and try cases in courts or agencies.

People with these roles and responsibilities are also called:
Associate Attorney, Lawyer, Associate, Assistant Attorney General, Deputy Attorney General, City Attorney, County Attorney, Partner, Assistant Counsel

Some typical job duties include:
• Act as a regulatory and compliance resource, identifying and analyzing compliance risks based on relevant federal and state laws.
• Support the business in the development and implementation of policies and procedures to manage and mitigate compliance risk.
• Perform legal research, analysis, and advising on issues like proposed new products, merger and acquisitions, safeguarding intellectual property, financial formation, offerings, and compliance issues.
• Represent the organization in trials or hearings before courts or agencies, including appeals and arbitrations.

HOW MUCH DO THESE JOBS PAY IN OHIO?
AVERAGE: $94,970

830
Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($65,000–$100,000) 
Attorney
REQUIRED FOR ENTRY: Law Degree

Mid-Level ($85,000–$200,000) 
Senior Attorney
REQUIRED FOR ADVANCEMENT: Law Degree, Multiples Years Work Experience

Executive ($100,000+)
General Counsel
REQUIRED FOR ADVANCEMENT: Law Degree, Many Years Work Experience

MOST IMPORTANT OCCUPATIONAL SKILLS
Basic Skills: Active Listening, Speaking, Critical Thinking
Social Skills: Social Perceptiveness, Persuasion, Negotiation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operation Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Certified Attorney Specialist
The Ohio State Bar Association
Certification in Insurance Coverage Law
The Ohio State Bar Association

OHIO JOB OUTLOOK

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: APPLICATION PROGRAMMER

What do they do? Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May work individually or coordinate database development as part of a team.

People with these roles and responsibilities are also called: Software Engineer, Application Integration Engineer, Programmer Analyst, Software Development Engineer, Software Architect, Software Developer, Technical Consultant, Applications Developer, Business Systems Analyst

Some typical job duties include:
- Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcomes.
- Develop and direct software system testing and validation procedures, programming, and documentation.
- Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.
- Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $89,200

Annual projected job openings: 3,000

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Level</th>
<th>Salary Range</th>
<th>Required Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry-Level</td>
<td>($50,000–$80,000)</td>
<td>Bachelor’s Degree, Knowledge of Specialized Technologies</td>
</tr>
<tr>
<td>Managerial</td>
<td>($60,000–$100,000)</td>
<td>Bachelor’s Degree, Knowledge of Technologies, Mult. Years Experience</td>
</tr>
<tr>
<td>Executive</td>
<td>($100,000+)</td>
<td>Post-graduate Degree Preferred, Many Years Related Work</td>
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</tbody>
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CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
- Microsoft Certified Technology Specialist (MCTS)
- Oracle Certification

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: AUDITOR

What do they do? Examine and analyze accounting records to determine financial status of establishment and prepare financial reports concerning operating procedures. May perform internal audits to evaluate and improve the effectiveness of risk management, control, and business processes.

People with these roles and responsibilities are also called: Internal Auditor, Auditor-in-Charge, Assurance Manager, Audit Manager, Internal Audit Director, Assurance Senior, Audit Partner, Deputy for Audit, Financial Auditor

Some typical job duties include:
• Conduct audits to assess the soundness, adequacy, compliance, and cost effectiveness of operational, financial, and information systems’ controls.
• Report to management about asset utilization and audit results, and recommend changes in operations and financial activities to resolve control issues or risks.
• Review data about material assets, net worth, liabilities, capital stock, surplus, income, and expenditures.
• Examine whether the organization’s objectives are reflected in its management activities, and whether employees understand the objectives.
• Prepare detailed reports on audit findings.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $64,520

Ohio Job Outlook

Annual projected job openings: 4,480

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($40,000–$70,000)  
Auditor  
REQUIRED FOR ENTRY: Bachelor's Degree  
Mid-Level ($60,000–$80,000)  
Senior Auditor  
REQUIRED FOR ADVANCEMENT: Mult. Years Experience, Professional Certification, Post-graduate Degree  
Management-Level ($85,000+)  
Audit Manager  
REQUIRED FOR ADVANCEMENT: Post-graduate Degree Preferred, Many Years Related Work

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Reading Comprehension, Critical Thinking, Active Listening  
Social Skills: Social Perceptiveness, Coordination, Persuasion  
Problem Solving Skills: Complex Problem Solving  
Technical Skills: Operations Analysis, Quality Control Analysis  
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation  

CERTIFICATIONS THAT CAN HELP YOU ADVANCE: Certified Internal Auditor  
The Institute of Internal Auditors  
Certified Public Accountant (CPA)  
The American Institute of Certified Public Accountants  
Certified Financial Service Auditor  
The Institute of Internal Auditors  
Certification in Risk Management Assurance  
The Institute of Internal Auditors

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: BENEFITS SPECIALIST

What do they do? Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and pension programs.

People with these roles and responsibilities are also called: Compensation Analyst, Human Resources Specialist (HR Specialist), Human Resources Analyst, Personnel Specialist, Benefits Analyst, Benefits Administrator, Benefits Manager, Human Resources Generalist, Compensation/Benefits Specialist

Some typical job duties include:
- Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
- Ensure company compliance with federal and state laws, including reporting requirements.
- Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
- Examine whether the organization’s objectives are reflected in its management activities, and whether employees understand the objectives.
- Prepare occupational classifications, job descriptions and salary scales.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $57,880

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Critical Thinking, Active Listening, Speaking
Social Skills: Social Perceptiveness, Coordination, Negotiation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Programming
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

OHIO JOB OUTLOOK

310 Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($30,000–$60,000)
- Benefits Specialist
  - REQUIRED FOR ENTRY: High School Diploma

Mid-Level ($50,000–$90,000)
- Senior Benefits Specialist
  - REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Related Work Experience

Managerial ($80,000+)
- Benefits Manager
  - REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Related Work Experience

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Employee Benefits Specialist (CEBS)
International Foundation of Employee Benefits Plans

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: CLAIMS ADJUSTER

What do they do? Investigate, analyze, and determine the extent of insurance company’s liability concerning personal, casualty, or property loss or damages, and attempt to effect settlement with claimants. Correspond with or interview medical specialists, agents, witnesses, or claimants to compile information. Calculate benefit payments and approve payment of claims.

People with these roles and responsibilities are also called: Claims Examiner, Claims Specialist, Claims Adjuster, Claims Representative, Claims Analyst, Claims Manager, Claims Supervisor,

Customer Care Specialist, Independent Insurance Adjuster Specialist

Some typical job duties include:
• Examine claims forms and other records to determine insurance coverage.
• Investigate and assess damage to property and create or review property damage estimates.
• Interview or correspond with claimants, witnesses, police, physicians, or other relevant parties to determine claim settlement, denial, or review.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $64,680

880
Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Associate ($20,000–$35,000)
Claims Clerk Trainee, Claims Clerk, Claims Representative
REQUIRED FOR ENTRY: High School Diploma/GED, Short-term OTJ training

Specialist ($30,000–$75,000)
Claims Adjuster Trainee, Claims Adjuster Investigator, Senior Claims Adjuster
REQUIRED FOR ADVANCEMENT: Associate’s Degree, Moderate-term OTJ Training OR Related Work Experience

Managerial ($50,000-100,000)
Claims Supervisor, Claims Manager
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Related Work Experience

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Associate, Life & Health Claims International Claim Association
Associate in Claims (AIC)
American Institute for CPCU and Insurance Institute of America
Accredited Insurance Examiner
International Claim Association
Accredited Customer Service Representative
American Institute for CPCU and Insurance Institute of America

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: CLAIMS REPRESENTATIVE

What do they do? Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

People with these roles and responsibilities are also called: Claims Service Representative, Claims Technician, Claims Examiner, Claims Processor, Insurance Specialist, Claims Adjudicator, Claims Adjuster, Administrative Underwriter, Claims Clerk, Account Administrator, Agency Service Representative, Processing Clerk, Field Secretary, Customer Service Technician, Insurance Analyst, Premium Representative

Some typical job duties include:
- Interview clients and take their calls to provide customer service and obtain information on claims.
- Process, prepare, and submit business or government forms, such as submitting applications for coverage to insurance carriers.
- Process and record new insurance policies and claims.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $37,670

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

REQUIRED FOR ENTRY:
- Claims Clerk Trainee, Claims Representative/Clerk
  - High School Diploma/GED, Short-term OTJ training

REQUIRED FOR ADVANCEMENT:
- Claims Adjuster Investigator, Senior Adjuster, Customer Service Supervisor
  - Associate’s Degree in General Business, Related Work Experience

Certifications that can help you advance:
- Accredited Customer Service Representative
  - Independent Insurance Agents of America
- Certified Insurance Service Representative
  - The National Alliance for Insurance Education and Research
- Associate in Customer Service
  - Life Office Management Association

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: CORPORATE COMPLIANCE

What do they do? Plan, direct, or coordinate activities of an organization to ensure compliance with ethical or regulatory standards.

People with these roles and responsibilities are also called: Business Practices Supervisor, Compliance Coordinator, Compliance Engineer-Products, Compliance Manager, Compliance Officer, Compliance Review Officer, Corporate Operations Compliance Manager, Director of Compliance, Director, Global Ethics & Compliance and Assistant General Counsel, Internal Review and Audit Compliance

Some typical job duties include:
- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
- Maintain documentation of compliance activities, such as complaints received or investigation outcomes.
- File appropriate compliance reports with regulatory agencies.
- Identify compliance issues that require follow-up or investigation.
- Report violations of compliance or regulatory standards to duly authorized enforcement agencies as appropriate or required.
- Disseminate written policies and procedures related to compliance activities.

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Reading Comprehension, Critical Thinking, Monitoring
Social Skills: Social Perceptiveness, Coordination, Persuasion
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Monitoring, Operations Analysis
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $99,030

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Position</th>
<th>Entry-Level ($40,000–$70,000)</th>
<th>Managerial ($50,000–$115,000)</th>
<th>Executive ($100,000+)</th>
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</thead>
<tbody>
<tr>
<td>Compliance Officer</td>
<td>Required for Entry: Bachelor’s Degree or Related Work Experience</td>
<td>Required for Advancement: Bachelor’s Degree, Related Work Experience, Professional Certification</td>
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<tr>
<td>Compliance Manager</td>
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<td>Required for Advancement: Bachelor’s Degree, Related Work Experience, Professional Certification</td>
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<tr>
<td>Director of Compliance</td>
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</tbody>
</table>

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- FINRA Series 7 Certification - General Securities Representative
- FINRA Series 24 Certification - General Securities Principal
- Financial Industry Regulatory Authority

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: CUSTOMER SERVICE REPRESENTATIVE

What do they do? Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

People with these roles and responsibilities are also called: Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

Some typical job duties include:
- Talk with customers to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that changes were made to resolve customers’ problems.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

**HOW MUCH DO THESE JOBS PAY IN OHIO?**

**AVERAGE:**

$32,240

**OHIO JOB OUTLOOK**

11,760 Annual projected job openings

**CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS**

**Customer Service Representative Trainee**

Required for entry: High School Diploma

**Customer Service Representative (CSR)**

Required for advancement: Multiple Years Related Work Experience, Professional Certification

**Customer Service Supervisor**

Required for advancement: Multiple Years Related Work Experience, Professional Certification

**Managerial ($50,000-100,000)**

**Customer Service Specialist ($30,000–$75,000)**

**Associate ($20,000–$35,000)**

**Basic Skills:** Active Listening, Speaking, Reading Comprehension

**Social Skills:** Social Perceptiveness, Service Orientation, Persuasion

**Problem Solving Skills:** Complex Problem Solving

**Technical Skills:** Operations Modeling, Operations Analysis

**System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation

**Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Financial Resources

**CERTIFICATIONS THAT CAN HELP YOU ADVANCE:**

  - Certified Insurance Service Representative The National Alliance for Insurance Education and Research
  - Associate, Customer Service Life Office Management Association

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
**CAREER PATHWAY: EMPLOYMENT COORDINATOR**

**What do they do?** Perform activities in talent acquisition, including screening, recruiting, and interviewing candidates and negotiating and closing employment offers.

**People with these roles and responsibilities are also called:** Corporate Recruiter, Employment Coordinator, Employment Representative, Employment Specialist, Human Resources Coordinator, Human Resources HR Generalist, Human Resources Specialist (HR Specialist), Personnel Coordinator, Recruiter, Technical Recruiter

**Some typical job duties include:**
- Build and maintain networks of potential candidates for designated skills sets through pro-active market research and on-going relationship management.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Hire employees and process hiring-related paperwork.

**HOW MUCH DO THESE JOBS PAY IN OHIO?**

**AVERAGE:**

$56,460

**CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS**

<table>
<thead>
<tr>
<th>Level</th>
<th>Required for Entry</th>
<th>Required for Advancement</th>
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<tbody>
<tr>
<td>Recruiter</td>
<td>Associate’s Degree</td>
<td>Bachelor’s Degree, Multiple Years Related Work Experience</td>
</tr>
<tr>
<td>Mid-Career ($60,000–$100,000)</td>
<td>Senior Recruiter</td>
<td>Multiple Years Related Work Experience, Professional Certification</td>
</tr>
<tr>
<td>Executive ($90,000+)</td>
<td>Director, Talent Acquisition</td>
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</table>

**CERTIFICATIONS THAT CAN HELP YOU ADVANCE:**

- Professional in Human Resources (PHR)
  - HR Certification Institute
- Senior Professional in Human Resources (SPHR)
  - HR Certification Institute

Visit [insurancecareers.org](https://insurancecareers.org) to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: HUMAN RESOURCES GENERALIST

What do they do? Compile and keep personnel records, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files. Screen, recruit, interview, and place workers.

People with these roles and responsibilities are also called: Human Resources (HR) Assistant, HR Specialist, Personnel Assistant, Administrative Assistant, HR Coordinator, HR Technician, HR Associate, HR Administrative Assistant, HR Consultant, HR Representative

Some typical job duties include:
- Process, verify, and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Explain company personnel policies, benefits, and procedures.
- Compile and prepare reports and documents pertaining to personnel activities.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Hire employees and process hiring-related paperwork.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $38,410

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

REQUIRED FOR ENTRY:
- High School Diploma

REQUIRED FOR ADVANCEMENT:
- Bachelor’s Degree

REQUIRED FOR ADVANCEMENT:
- Bachelor’s Degree, Multiple Years Related Work Experience, Professional Certification

REQUIRED FOR ADVANCEMENT:
- Post-graduate Degree, Many Years Related Work Experience

CAREER PATHWAY:
- Human Resources Assistant
- Human Resources Specialist
- Human Resources Manager
- Vice President, Human Resources

SALARIES:
- Associate ($20,000–$35,000)
- Specialist ($30,000–$75,000)
- Managerial ($50,000–$100,000)
- Executive ($100,000+)

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
- Professional in Human Resources HR Certification Institute
- Senior Professional in Human Resources HR Certification Institute
- Certified Human Resources Specialist MSU’s School of Human Resources & Labor Relations

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: INSURANCE AGENT

What do they do? Sell life, property, casualty, health, automotive, or other types of insurance. May refer clients to independent brokers, work as independent broker, or be employed by an insurance company.

People with these roles and responsibilities are also called: Insurance Agent, Agent, Sales Agent, Insurance Broker, Account Executive, Producer, Sales Representative, Insurance Sales Agent, Account Manager, Underwriting Sales Representative

Some typical job duties include:

- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $46,540

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

REQUIRED FOR ENTRY:
- High School Diploma/GED, State Licensing, Short-Term OTJ Training

REQUIRED FOR ADVANCEMENT:
- Associates Degree, State Licensing, Related Work Experience
- Bachelor’s Degree, Multiple Years Related Work Experience, Professional Certification

EXECUTIVE ($100,000+)

Sales Manager/District Manager/Senior Sales Agent
Chartered Property Casualty Underwriter CPCU
American Institute for CPCU and Insurance Institute of America
Certified Risk Manager (CRM)
The National Alliance for Insurance Education and Research

CERTIFICATIONS THAT CAN HELP YOU ADVANCE: Accredited Advisor in Insurance (AAI)
American Institute for CPCU and Insurance Institute of America
Certified Professional Insurance Agent
American Insurance Marketing and Sales Society
Chartered Property Casualty Underwriter CPCU
American Institute for CPCU and Insurance Institute of America
Certified Risk Manager (CRM)
The National Alliance for Insurance Education and Research

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CAREER PATHWAY: INSURANCE UNDERWRITER

What do they do? Review individual applications for insurance to evaluate degree of risk involved and determine acceptance of applications.

People with these roles and responsibilities are also called: Underwriter, Account Underwriter, Customer Service Representative, Personal Lines Underwriter, Underwriting Director, Health Underwriter, Life Underwriter, Automobile and Property Underwriter, Commercial Underwriter, Commercial Lines Underwriter

Some typical job duties include:
- Examine documents to determine degree of risk based on applicant's financial information and value of property.
- Evaluate possibility of losses due to catastrophe; authorize reinsurance when risk is high and decline excessive risks.
- Write to field representatives, medical personnel, and others to obtain information, quote rates, or explain underwriting policies.
- Review company records to determine amount of insurance in force on various risks.

MOST IMPORTANT OCCUPATIONAL SKILLS
Basic Skills: Reading Comprehension, Active Listening, Speaking
Social Skills: Social Perceptiveness, Persuasion, Service Orientation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operation Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

HOW MUCH DO THESE JOBS PAY IN OHIO?
AVERAGE: $69,880

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS
Associate ($20,000–$35,000)  
Junior Underwriter  
REQUIRED FOR ENTRY:  
Bachelor's Degree, Multiples Years  
Related Work Experience  
Portfolio Underwriter  
REQUIRED FOR ADVANCEMENT:  
Bachelor's Degree, Certification, Multiple Years  
Senior Underwriter  
Related Work Experience  
Underwriting Manager  
REQUIRED FOR ADVANCEMENT:  
Certification, Multiple Years  
Related Work Experience

Certifications that can help you advance:
Chartered Property Casualty Underwriter (CPCU) American Institute for CPCU and Insurance Institute of America
Associate in Commercial Underwriting (AU) American Institute for CPCU and Insurance Institute of America
Chartered Life Underwriter (CLU) The American College
Registered Professional Liability Underwriter (RPLU) Professional Liability Underwriting Society

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**CAREER PATHWAY: IT SPECIALIST**

**What do they do?** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

**People with these roles and responsibilities are also called:** Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist

**Some typical job duties include:**
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

**MOST IMPORTANT OCCUPATIONAL SKILLS**

<table>
<thead>
<tr>
<th>Basic Skills:</th>
<th>Reading Comprehension, Active Listening, Speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Skills:</td>
<td>Social Perceptiveness, Instructing, Service Orientation</td>
</tr>
<tr>
<td>Problem Solving Skills:</td>
<td>Complex Problem Solving</td>
</tr>
<tr>
<td>Technical Skills:</td>
<td>Troubleshooting, Operation Monitoring</td>
</tr>
<tr>
<td>System Skills:</td>
<td>Judgment and Decision Making, Systems Analysis, Systems Evaluation</td>
</tr>
</tbody>
</table>

**HOW MUCH DO THESE JOBS PAY IN OHIO?**

**AVERAGE:**

$45,090

**CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS**

<table>
<thead>
<tr>
<th>Junior Support Specialist</th>
<th>Specialist ($30,000–$75,000)</th>
<th>Managerial ($50,000–$100,000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>REQUIRED FOR ENTRY:</td>
<td>REQUIRED FOR ADVANCEMENT:</td>
<td>REQUIRED FOR ADVANCEMENT:</td>
</tr>
<tr>
<td>High School Diploma, OTJ Training</td>
<td>Bachelor’s Degree or Equivalent Work Experience, Professional Certifications</td>
<td>Bachelor’s Degree, Multiple Years Work Experience, Professional Certification</td>
</tr>
</tbody>
</table>

**CERTIFICATIONS THAT CAN HELP YOU ADVANCE:**
- Computer Support Specialist Certificate Offered by Many Community and Four-Year Colleges
- HDI-Support Center Analyst | HDI-Desktop Support Technician | Help Desk Institute
- CompTIA A+ | CompTIA Network+ | CompTIA Security+ | CompTIA
- Microsoft Technology Associate | Microsoft Certified Technology Specialist | Microsoft Certified Systems Engineer | Microsoft

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CAREER PATHWAY: IT MANAGER

What do they do? Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

People with these roles and responsibilities are also called: Business Analyst, Project Manager, Professional Project Manager, IT Manager, IT Director, Information Systems (IS) Director, IS Manager, IS Supervisor, Management Information Systems Director, Technical Services Manager.

Some typical job duties include:
- Review project plans to plan and coordinate project activity.
- Manage backup, security and user help systems.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements.
- Provide users with technical support for computer problems.
- Recruit, hire, train and supervise staff, or participate in staffing decisions.
- Evaluate data processing proposals to assess project feasibility and requirements.

How much do these jobs pay in Ohio?

AVERAGE: $79,340

Annual projected job openings: 490

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Specialist ($30,000–$75,000)
Computer Systems Analyst/Computer Support Technician
- REQUIRED FOR ENTRY: Bachelor’s Degree

Managerial ($50,000–$100,000)
Information Technology Project Manager
- REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Multiple Years Related Work Experience, Professional Certification

Executive ($90,000+)
Chief Technology Officer
- REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Many Years Related Work Experience

Most important occupational skills

Basic Skills: Active Listening, Critical Thinking, Reading Comprehension
Social Skills: Social Perceptiveness, Instructing, Coordination
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operations Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

Certifications that can help you advance:
- Certified Associate in Project Management
- Project Management Professional
- CompTIA Project+
- Six Sigma
- Certified Associate in Project Management
- Project Management Professional
- CompTIA Project+
- Six Sigma

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CAREER PATHWAY: LOSS CONTROL SPECIALIST

What do they do? Plan and direct policies, procedures, or systems to prevent the loss of assets. Determine risk exposure or potential liability, and develop risk control measures.

People with these roles and responsibilities are also called: Director-Loss Prevention, District Loss Prevention Manager, Logistics Loss Prevention Manager, Loss Prevention Manager, Loss Prevention Operations Manager, Loss Prevention/Safety District Manager, Manager of Loss Prevention Operations, Market Asset Protection Manager, Regional Loss Prevention Manager, Senior Manager, Asset Protection

Some typical job duties include:
• Identify potential for loss and develop strategies to eliminate it.
• Advise managers on compliance with applicable codes, laws, regulations, or standards.
• Administer systems and programs to reduce loss, maintain inventory control, or increase safety.
• Train loss prevention staff, retail managers, or store employees on loss control and prevention measures.
• Provide users with technical support for computer problems.
• Assess security needs across locations to ensure proper deployment of loss prevention resources, such as staff and technology.

Some typical job duties include:

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $99,030

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($30,000–$80,000)  Mid-Career ($70,000–$110,000)  Executive ($100,000+)
Loss Control Specialist  Senior Loss Control Specialist  Loss Control Executive

REQUIRED FOR ENTRY: Bachelor’s Degree  REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Multiple Years Related Work Experience  REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Many Years Related Work Experience

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Active Listening, Speaking, Reading Comprehension
Social Skills: Instructing, Coordination, Persuasion
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Operations Monitoring
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE: Certified Loss Control Specialist (CLCS)
Board of Certified Safety Professionals

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**CAREER PATHWAY: MAINTENANCE TECHNICIAN**

**What do they do?** Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair.

**People with these roles and responsibilities are also called:** Maintenance Mechanic, Maintenance Electrician, Maintenance Supervisor, Maintenance Engineer, Process Technician, Equipment Engineering Technician, Building Maintenance Mechanic, Building Mechanic, General Maintenance, Repair Worker

**Some typical job duties include:**
- Perform routine preventive maintenance to ensure that machines continue to run smoothly, building systems operate efficiently, or the physical condition of buildings does not deteriorate.
- Inspect, operate, or test machinery or equipment to diagnose machine malfunctions.
- Diagnose mechanical problems and determine how to correct them, checking blueprints, repair manuals, or parts catalogs, as necessary.
- Record type and cost of maintenance or repair work.

**MOST IMPORTANT OCCUPATIONAL SKILLS**

**Basic Skills:** Critical Thinking, Monitoring, Reading Comprehension

**Social Skills:** Coordination, Social Perceptiveness, Service Orientation

**Problem Solving Skills:** Complex Problem Solving

**Technical Skills:** Operations Analysis, Operations Monitoring

**System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation

**Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Financial Resources

**OHIO JOB OUTLOOK**

290
Annual projected job openings

**AVERAGE:**

$30,380

**CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS**

**Entry-Level ($30,000–$50,000)**

- Maintenance Technician

  **REQUIRED FOR ENTRY:**
  High School Diploma

**Master-Level ($40,000+)**

- Master Technician

  **REQUIRED FOR ADVANCEMENT:**
  High School Diploma, Several Years Related Work Experience

**CERTIFICATIONS THAT CAN HELP YOU ADVANCE:**

Certification of Industrial or Maintenance Technology

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CAREER PATHWAY: MARKETING MANAGER

What do they do? Plan, direct, or coordinate marketing policies and programs, such as determining the demand for products and services offered by a firm and its competitors, and identify potential customers. Develop marketing strategies with the goal of maximizing the firm’s profits or share of the market.

People with these roles and responsibilities are also called: Analyst, Marketing Consultant/Specialist, Marketing Coordinator, Account Supervisor, Marketing Manager, Product Manager, Business Development Manager, Social Media Manager, Assistant Marketing Director

Some typical job duties include:
- Formulate, direct, and coordinate marketing activities and policies to promote products and services, working with advertising and promotion managers.
- Coordinate or participate in promotional activities to market products or services.
- Analyze business developments and monitor market trends.
- Develop marketing strategies, balancing firm objectives and customer satisfaction.
- Initiate market research studies or analyze their findings.
- Use sales forecasting or strategic planning to ensure the sale and profitability of products, lines, or service.
- Monitor trends that indicate the need for new products and services.

MOST IMPORTANT OCCUPATIONAL SKILLS
Basic Skills: Active Listening, Critical Thinking, Reading Comprehension
Social Skills: Social Perceptiveness, Persuasion, Coordination
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Programming
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

OHIO JOB OUTLOOK

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $118,630

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Specialist ($30,000–$75,000)
Analyst/Account Executive
REQUIRED FOR ENTRY: Bachelor’s Degree or Multiple Years Related Work Experience

Managerial ($50,000–$100,000)
Marketing Consultant/Coordinator
Marketing Manager/Assistant Director
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Multiple Years Related Work Experience, Professional Certification

Executive ($100,000+)
Marketing Manager II/Director
Vice President of Marketing
REQUIRED FOR ADVANCEMENT: Post-Grad Degree, Many Years Related Work Experience, Professional Certification

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Post-Baccalaureate Certificate
Marketing Skills Assessment/Builder/Certification
Business Marketing Institute
Certified Financial Marketing Professional
Institute of Certified Bankers
Certified Marketing Executive
Sales & Marketing Executives International
Master of Business Administration

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**CAREER PATHWAY: NETWORK TECHNICIAN**

**What do they do?** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

**People with these roles and responsibilities are also called:** Network Support Technician, Network Diagnostic Support Specialist

Some typical job duties include:
- Install and configure wireless networking equipment.
- Install network software, including security or firewall software.
- Configure security settings or access permissions for groups or individuals.
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Identify causes of networking problems, using diagnostic software and equipment.

**MOST IMPORTANT OCCUPATIONAL SKILLS**

**Basic Skills:** Active Listening, Speaking, Reading Comprehension

**Social Skills:** Instructing, Service Orientation, Social Perceptiveness

**Problem Solving Skills:** Complex Problem Solving

**Technical Skills:** Operation Monitoring, Troubleshooting

**System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation

**Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Material Resources

**HOW MUCH DO THESE JOBS PAY IN OHIO?**

**AVERAGE:** $57,740

**OHIO JOB OUTLOOK**
Annual projected job openings: 780

**CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS**

<table>
<thead>
<tr>
<th>Network Support Specialist</th>
<th>Systems/Network Administrator</th>
<th>Marketing Manager II/Director Vice President of Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>REQUIRED FOR ENTRY:</td>
<td>REQUIRED FOR ADVANCEMENT:</td>
<td>REQUIRED FOR ADVANCEMENT:</td>
</tr>
<tr>
<td>Bachelor’s Degree or Multiple Years Related Work Experience, Professional Certification</td>
<td>Bachelor’s Degree, Multiple Years Related Work Experience</td>
<td>Bachelor’s Degree, Many Years Related Work Experience, Professional Certification</td>
</tr>
</tbody>
</table>

**CERTIFICATIONS THAT CAN HELP YOU ADVANCE:**
- CompTIA A+, Network+, or Security+
- Cisco Certified Entry Technician
  - CISCO
- Cisco Certified Network Associate
  - CISCO
- Certified Wireless Technology Specialist
  - CISCO
- EMC Proven Professional
  - EMC

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CAREER PATHWAY: PARALEGAL

What do they do? Assist lawyers by investigating facts, preparing legal documents, or researching legal precedent. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

People with these roles and responsibilities are also called: Paralegal, Law Clerk, Legal Assistant, Legal Clerk, Summer Law Associate, Legal Analyst, Paralegal Specialist, Certified Paralegal

Some typical job duties include:

- Prepare affidavits or other documents, such as legal correspondence, and organize and maintain documents in paper or electronic filing system.
- Prepare for trial by performing tasks such as organizing exhibits.
- Prepare legal documents, including briefs, pleadings, appeals, and contracts.
- Meet with clients and other professionals to discuss details of case.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases and search pertinent sources, such as public records, to determine causes of action and to prepare cases.

Most Important Occupational Skills

- Basic Skills: Active Listening, Writing, Reading Comprehension
- Social Skills: Coordination, Service Orientation, Social Perceptiveness
- Problem Solving Skills: Complex Problem Solving
- Technical Skills: Operations Analysis, Operation Monitoring
- System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $44,180

Ohio Job Outlook

- 870 Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

- Junior Paralegal/Legal Assistant
  - Required for Entry: High School Diploma

- Senior Paralegal/Legal Assistant (Supervisory)
  - Required for Advancement: Associate's Degree or Related Work Experience, Professional Certification

- Attorney/Senior Attorney
  - Required for Advancement: Law Degree, Multiple Years Work Experience

- General Counsel
  - Required for Advancement: Law Degree, Many Years Work Experience

Certifications that can help you advance: Paralegal Certificate from an ABA Approved Paralegal Education Program, Certified Legal Assistant/Certified Paralegal, Nation Association of Legal Assistants, Paralegal Advanced Competency Examination - Registered Paralegal, National Federation of Paralegal Associations, American Alliance Certified Paralegal

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CAREER PATHWAY: PRODUCT DEVELOPMENT AND PRICING

What do they do? Collect and analyze statistical, financial, and competitive information to help make pricing, underwriting, agency management, distribution, claims, and product development decisions.

People with these roles and responsibilities are also called: Pricing Assistant, Pricing/Actuarial Assistant, Product Pricing Analyst, Pricing Analyst, Actuarial Consultant, Product Consultant, Pricing Actuary, Assistant Actuary - Product Development

Some typical job duties include:

- Identify and solve product/pricing problems by performing analysis that involves retrieving and analyzing both internal and external data.
- Assists with analysis and implementation of changes to existing insurance products as well as the development of new products.
- Perform extensive product reviews that require analysis of trends, factors, issues, competitive analysis, and rate level indications.
- Analyzes agency management, product distribution, and claims procedures to enhance growth and underwriting profit of the insurance product.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $61,360

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($50,000–$80,000)
- Assistant Actuary/ Pricing Analyst
  REQUIRED FOR ENTRY: Bachelor’s Degree

Pricing/Product Development Analyst
  REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Professional Certification

Senior-Level ($70,000–$90,000)
- Senior Analyst, Pricing/Product Development
  REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Work Experience, Professional Certification

Director, Pricing and Product Development
  REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Work Experience, Professional Certification

Executive ($80,000+)

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Associate of the Society of Actuaries (ASA) Society of Actuaries

- Associate of the Casualty Actuarial Society (ACAS) Casualty Actuarial Society

- Certified Pricing Professional Professional Pricing Society

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CAREER PATHWAY: RESEARCH AND DEVELOPMENT ANALYST

What do they do? Formulate and apply mathematical modeling and other optimizing methods to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions.

People with these roles and responsibilities are also called: Operations Research Analyst, Operations Research Manager, Scientist, Analytical Strategist, Business Analytics Director, Business Insight and Analytics Manager, Decision Analyst, Associate – Analytics and Research

Some typical job duties include:

- Define data requirements and gather and validate information, applying judgment and statistical tests and/or actuarial research techniques.
- Collaborate with senior managers and decision makers to identify and solve a variety of problems and to clarify management objectives.
- Perform validation and testing of models to ensure adequacy and reformulate models as necessary.
- Prepare management reports defining and evaluating problems and recommending solutions.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $80,580

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Level</th>
<th>Required for Entry</th>
<th>Required for Advancement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry-Level ($30,000–$60,000)</td>
<td>Bachelor's Degree</td>
<td>Post-graduate Degree, Multiple Years Related Work Experience</td>
</tr>
<tr>
<td>Senior-Level ($50,000–$75,000)</td>
<td>Senior Research and Development Analyst</td>
<td>Director, Research and Development</td>
</tr>
<tr>
<td>Managerial ($75,000+)</td>
<td>Microsoft SQL Server</td>
<td>SAS Certified Statistical Business Analyst</td>
</tr>
</tbody>
</table>

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Microsoft SQL Server
SAS Certified Statistical Business Analyst

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CAREER PATHWAY: RISK MANAGER

What do they do? Analyze and make decisions on risk management issues by identifying, measuring and managing operational and enterprise risks for an organization.

People with these roles and responsibilities are also called: Risk Management Specialist, Risk Analyst, Risk and Insurance Manager

Some typical job duties include:
• Identify, analyze, and document areas of potential risk to organizations.
• Confer with traders to determine risks associated with trading strategies.
• Devise risk-assessment models and conduct statistical analyses to quantify risk.
• Gather risk-related data and develop risk management systems.
• Produce reports and presentations that outline findings, and recommend changes.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $73,250

OHIO JOB OUTLOOK

570 Annual projected job openings

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Specialist ($30,000–$75,000)
Risk Analyst
REQUIRED FOR ENTRY: Bachelor’s Degree

Managerial ($50,000–$100,000)
Risk Manager
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Multiple Years Related Work Experience

Executive ($100,000+)
VP, Risk Management/Chief Risk Officer
REQUIRED FOR ADVANCEMENT: Graduate Degree (MBA), Multiple Years Related Work Experience

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Active Listening, Critical Thinking, Reading Comprehension
Social Skills: Coordination, Persuasion, Social Perceptiveness
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operation Monitoring, Programming
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Risk Manager (CRM)
The National Alliance for Insurance Education and Research
Certified Financial Risk Manager
Global Association of Risk Professionals
International Certificate in Banking Risk Regulation
Global Association of Risk Professionals
Associated Risk Manager (ARM)
American Institute for CPCU and Insurance Institute of America

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CAREER PATHWAY: SPECIAL INVESTIGATOR

What do they do? Obtain evidence, take statements, produce reports, and testify to findings regarding resolution of fraud allegations. May coordinate fraud detection and prevention activities.

People with these roles and responsibilities are also called: Special Agent, Investigator, Certified Fraud Examiner, Inspector General, Special Investigation Unit Investigator

Some typical job duties include:
- Conduct in-depth investigations of suspected internal or external fraud.
- Prepare evidence for presentation in court.
- Testify in court regarding investigation findings.
- Interview witnesses or suspects and take statements.
- Advise businesses or agencies on ways to improve fraud detection.
- Create and maintain logs, records, or databases of information about fraudulent activity.
- Coordinate investigative efforts with law enforcement officers and attorneys.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $73,250

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Entry-Level ($40,000–$60,000)</th>
<th>Mid-Career ($60,000–$90,000)</th>
<th>Managerial ($90,000+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Investigator</td>
<td>Associate’s Degree or Equivalent Law Enforcement or Claims Experience</td>
<td>Bachelor’s Degree, Multiple Years Related Work Experience</td>
<td>Bachelor’s Degree, Many Years Related Work Experience</td>
</tr>
<tr>
<td>Senior Investigator</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Manager, Special Investigations Unit</td>
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</tbody>
</table>

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
- Certified Fraud Examiner (CFE) Association of Certified Fraud Examiners
- Certified Insurance Fraud Investigator International Association of Special Investigation Units

Most Important Occupational Skills

Basic Skills: Writing, Speaking, Reading Comprehension
Social Skills: Coordination, Social Perceptiveness, Negotiation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operation Monitoring, Operation and Control
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

OHIO JOB OUTLOOK

Annual projected job openings: 570

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!
CAREER PATHWAY: SYSTEMS ENGINEER

What do they do? Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.

People with these roles and responsibilities are also called: Systems Engineer, Electronic Data Interchange System Developer (EDI System Developer), System Architect

Some typical job duties include:
• Communicate with staff or clients to understand specific system requirements.
• Provide advice on project costs, design concepts, or design changes.
• Document design specifications, installation instructions, and other system-related information.
• Verify stability, interoperability, portability, security, or scalability of system architecture.
• Collaborate with engineers or software developers to select appropriate design solutions or ensure the compatibility of system components.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $79,340

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Active Listening, Critical Thinking, Reading Comprehension
Social Skills: Coordination, Instruction, Persuasion
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Analysis, Programming
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($50,000–$80,000)
Systems Engineer
REQUIRED FOR ENTRY: Bachelor’s Degree or Equivalent Experience

Mid-Level ($70,000–$110,000)
Senior Systems Engineer
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Project Management and Multiple Years Related Work Experience

Executive ($100,000+)
Chief Information Officer/Chief Technology Officer
REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Many Years Related Work Experience, Professional Certification

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Systems Engineering Certification
Accredited Systems Engineer (ASE)
Hewlett Packard
Microsoft Certified IT Professional (MCITP)
Microsoft

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CAREER PATHWAY: TRAINING AND DEVELOPMENT MANAGER

What do they do? Design and conduct training and development programs to improve individual and organizational performance. Plan, direct, or coordinate the training and development activities and staff of an organization.

People with these roles and responsibilities are also called: Corporate Trainer, Computer Training Specialist, Job Training Specialist, Trainer, Management Development Specialist, Training Coordinator, Training Specialist, E-Learning Developer, Technical Trainer, Training and Development Coordinator, Education and Development Manager, Director of Staff Development, Training Manager, Development Manager, Director of Education

Some typical job duties include:
• Monitor, evaluate, or record training activities or program effectiveness.
• Offer specific training programs to help workers maintain or improve job skills.
• Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors, or customer representatives.
• Develop alternative training methods if expected improvements are not seen.
• Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $55,060

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Specialist ($30,000–$75,000)
Training and Development Specialist
REQUIRED FOR ENTRY: Bachelor’s Degree

Managerial ($50,000–$100,000)
Training and Development Manager
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Multiple Years Related Work Experience, Professional Certification

Executive ($100,000+)
Vice President, Human Resources
REQUIRED FOR ADVANCEMENT: Post-graduate Degree, Many Years Related Work Experience

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Training and Development Certificate
Certified Professional in Learning and Performance
CompTIA Certified Technical Trainer+
Offered by many community and four-year colleges
ASTD Certification Institute
CompTIA

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CAREER PATHWAY: WEB DESIGNER

What do they do? Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.

People with these roles and responsibilities are also called: Webmaster, Web Developer

Some typical job duties include:
- Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.
- Write, design, or edit web page content, or direct others producing content.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Maintain understanding of current web technologies or programming practices through continuing education.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $56,790

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Entry-Level ($35,000–$50,000)  Mid-Career ($45,000–$70,000)  Senior-Level ($60,000+)

Associate Web Designer  Web Designer  Senior Web Designer

REQUIRED FOR ENTRY:
- Associate’s Degree, Proficiency in Web Technologies such as JavaScript, HTML, CSS

REQUIRED FOR ADVANCEMENT:
- Bachelor’s Degree, Related Work Experience, Proficiency in Web Technologies

REQUIRED FOR ADVANCEMENT:
- Bachelor’s Degree, Related Work Experience, Proficiency in Web Technologies

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
- WOW Web Professional Certification
- Certified Web Professional
- World Organization of Webmasters

CERTIFIED INTERNET WEB PROFESSIONAL (CIW)

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