

# Career Pathways: Chemical Engineering



A chemical engineer applies the principles of math, physics, biology, and chemistry to resolve issues involving the use or production of food, drugs, fuel, chemicals, and several other products. They plan and test byproducts treatment and production methods, design equipment and processes for large-scale manufacturing, and direct facility operations. Chemical engineers can also research business services, biotechnology, and life sciences.

Chemical engineers usually work in laboratories or offices with some time being spent in refineries, industrial plants, and other locations where they can direct or monitor operations or resolve onsite issues. Chemical engineers work with others responsible for designing systems as well as the mechanics and technicians who put the designs into practice. Some chemical engineers have extensive travel to work sites and plants both domestic and abroad associated with their positions.



## About Chemical Engineering

The chemicals sector encompasses a wide variety of processes and job roles. It covers a huge range of products including food products and additives, pharmaceuticals, fertilizers, catalysts, plastics, batteries, detergents, solvents, paints, cosmetics, petrochemicals, metal refining, and much more. Graduates within the chemicals industry will usually find work in one of four areas: research and development (R&D), design, commissioning, or operations.



## Key Tasks

- Conduct research to develop new and improved manufacturing processes
- Establish safety procedures for those working with dangerous chemicals
- Develop processes for separating components of liquids and gases, or for generating electrical currents, by using controlled chemical processes
- Design and plan the layout of equipment
- Conduct tests and monitor the performance of processes throughout production
- Troubleshoot problems with manufacturing processes
- Evaluate equipment and processes to ensure compliance with safety and environmental regulations
- Estimate production costs for management



## Key Skills

- Math skills
- Communication skills
- Microsoft Excel
- Microsoft Office
- Process engineering
- Problem-solving skills
- Analytical skills
- Creativity
- Ingenuity
- Interpersonal skills



## Education & Certifications

- Bachelor's degree in chemical engineering or a related field
- A degree from an ABET-accredited engineering program
- Professional Engineering (PE) license
- A passing score on the Fundamentals of Engineering (FE) exam
- A passing score on the Professional Engineering (PE) exam
- Six Sigma Certification



## Local College/ University Programs

- Lafayette College
- Lehigh University



## Industry Sector Employers

- Sanofi
- Mitsubishi Chemical Advanced Materials
- Noble Biomaterials
- Lockheed Martin
- The Procter & Gamble Paper Products Company
- Tobyhanna Army Depot

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Chemical Engineering and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

### Sources:

[work.chron.com](http://work.chron.com)  
[www.indeed.com](http://www.indeed.com)  
[targetjobs.co.uk](http://targetjobs.co.uk)  
[www.bls.gov](http://www.bls.gov)





## Career Pathways:

# Electronics Industrial Control Mechanics Leader



An Electronics Industrial Control Mechanics Leader covers nonsupervisory work involved in the installation, maintenance, troubleshooting, repair, and calibration of electronic controls and indicating and recording systems used on industrial machinery or engines, in automated materials storage and handling systems, in aircraft engine and similar test facilities, or in energy monitoring and control systems.



### About Electronics Industrial Control Mechanics Leader

This work requires knowledge of the practical application of electronics theories and circuits that are applicable to power, timing, motion control, indicating devices, and pulse and counting mechanisms, including special purpose digital computers (microprocessors) dedicated to control functions, as well as a knowledge of industrial equipment operation and processes.



### Key Tasks

- Assembling, installing, repairing, troubleshooting, and maintaining electronic components and systems
- Ensuring all power and manual tools are operated in accordance with health and safety regulations
- Set up electronic systems and devices
- Assemble and connect system components (e.g. cables)



### Key Skills

- Problem solving
- Basic circuit knowledge
- Electronic troubleshooting
- Organization
- Mechanical Skills
- Ability to work alone or in a team environment



### Local College/ University Programs

- Johnson College



### Industry Sector Employers

- Lockheed Martin
- Tobyhanna Army Depot
- Azek Company
- US Hydrations
- McLane Company
- Alleima
- Gentex Corporation
- Crystal Window & Door

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Electronics Industrial Control Mechanics Leader and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

#### Sources:

[www.federalpay.org/employees/occupations/electronic-industrial-controls-mechanic](http://www.federalpay.org/employees/occupations/electronic-industrial-controls-mechanic)





# Career Pathways: Quality Assurance Specialist



A Quality Assurance Specialist checks the implementation of the quality system and conducts quality assurance audits. They create and implement well-defined standards, procedures, and methods that reduce variation to ensure a repeatable result within the manufacturing process. The goal is to produce a finished product that meets all industry standards, ideally without testing or inspection.



## About Quality Assurance Specialist

Quality assurance (QA) is the term used in both manufacturing and service industries to describe the systematic efforts taken to ensure that the product(s) delivered to customers meet with the contractual and other agreed upon performance, design, reliability, and maintainability expectations of that customer. The core purpose of Quality Assurance is to prevent mistakes and defects in the development and production of both manufactured products, such as automobiles and shoes, and delivered services, such as automotive repair and athletic shoe design.



## Key Tasks

- Preparing and implementing quality assurance policies and procedures
- Performing routine inspections and quality tests
- Identifying and resolving workflow and production issues
- Ensure that standards and safety regulations are observed
- Address and discuss issues and proposed solutions with superiors
- Document quality assurance activities and create audit reports
- Make recommendations for improvement
- Create training materials and operating manuals



## Key Skills

- Leadership
- Organizational and planning
- Communication, both verbal and written
- Statistical analysis
- Problem-solving
- Strong attention to detail
- Industry-specific technical knowledge



## Education & Certifications

- Bachelor's degree, but master's degrees are common in this field.
- Six Sigma or Lean Six Sigma
- Agile and/or Scrum methodologies
- Quality Management System (QMS)
- Training in Quality Risk Management (QRM) tools



## Local College/University Programs

- University of Scranton



## Industry Sector Employers

- Aramark
- Noble Biomaterials
- Lockheed Martin
- Barry Callebaut
- Pennsylvania American Water
- Tobyhanna Army Depot
- PPL Electric Utilities
- Enzyme Development Corp.
- General Dynamics Land Systems
- UGI Utilities, Inc.

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Quality Assurance Specialist and other career pathways at **ScrantonChamber.com**

### Sources:

- [www.resources.workable.com/quality-assurance-specialist-job-description/](http://www.resources.workable.com/quality-assurance-specialist-job-description/)
- [www.northeastern.edu/graduate/blog/quality-assurance-skills/](http://www.northeastern.edu/graduate/blog/quality-assurance-skills/)
- [www.indeed.com/hire/job-description/quality-assurance](http://www.indeed.com/hire/job-description/quality-assurance)
- [en.wikipedia.org/wiki/Quality\\_assurance](http://en.wikipedia.org/wiki/Quality_assurance)
- [www.getreskilled.com/what-is-a-quality-assurance-associate/](http://www.getreskilled.com/what-is-a-quality-assurance-associate/)



# Career Pathways: Production Manager



Regardless of the industry, the primary function of a production manager is to ensure the timely production and efficiency of products. They continuously look for ways to improve an organization's output by assessing and evaluating manufacturing equipment, collaborating with team members to set and assess goals, reporting predictions and diagnostics to determine ways to improve efficiency, overseeing team members, and maximizing performance.

A typical workday for production managers depends on the industry they work in. They can work in several different sectors, including the U.S. government, technology, industrial, automotive, and environmental, working with executive managers to interpret results and make recommendations. Production managers usually work in manufacturing warehouses but can also conduct organizational tasks in off-site locations.



## About Project Management

Project Management includes the planning and control of industrial processes to ensure that they move smoothly at the required level. Techniques of production management are employed in service as well as in manufacturing industries. It is a responsibility similar in level and scope to other specialties such as marketing or human resources and financial management. In manufacturing operations, production management includes responsibility for product and process design, planning and controlling issues involving capacity and quality, and the organization and supervision of the workforce.



## Key Tasks

- Overseeing a large workforce of employees in the manufacturing field
- Working to increase productivity for all product lines while decreasing expenses
- Making sure employees are following industry health and safety guidelines
- Providing guidance, motivation, and support to employees
- Creating policies that increase efficiency without compromising product integrity or safety



## Key Skills

- Analytical skills
- Bilingual
- Budgeting
- Communication skills
- Computer literacy and skills
- Customer service
- ERP systems



## Local College/ University Programs

- University of Scranton
- Pennsylvania College of Technology



## Education & Certifications

- Bachelor's degree in a related field such as business administration, management, industrial engineering, industrial technology, or supply chain management
- Manufacturing Management Certification (CTME)
- Certification in Production and Inventory Management (CPIM)
- Certified Product Marketing Manager (CPMM)
- Certified Scrum Product Owner (CSPO)



## Industry Sector Employers

- Olympia Chimney & Venting
- Alleima
- General Dynamics Land Systems
- The AZEK Company
- CANPACK
- Noble Biomaterials
- Gentex Corporation
- Tobyhanna Army Depot
- Kolmar USA

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Production Management and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

Sources:  
[www.indeed.com](http://www.indeed.com)  
[www.britannica.com/technology/production-management](http://www.britannica.com/technology/production-management)





## Career Pathways:

# Logistics Management Specialist

A logistics management specialist is a management position that handles the warehousing, shipping, and receiving operations for a company. Logistics management involves identifying prospective distributors and suppliers and determining their effectiveness and accessibility. Logistics specialists oversee the transportation and storage of products or materials, which often includes administrative tasks and sometimes manual labor. As a logistics specialist, you can expect to work frequently within a warehouse, typically having your own office space within it. Logistics managers are referred to as logisticians.



### About Logistics

Logistics refers to the overall process of managing how resources are acquired, stored, and transported to their destination. Logistics professionals typically work in warehouses, but may also work at airports, hospitals, and other facilities that require precise coordination. In addition, logistics is now used widely in the business sector, particularly by companies in the manufacturing sectors, to refer to how resources are handled and moved along the supply chain.



### Key Tasks

- Manage the logistics of a product's life cycle, from design to disposal
- Research how to best store and transport essential supplies
- Develop and maintain relationships with clients and suppliers
- Manage warehouse staff to ensure proper shipping and storage of supplies
- Plan and schedule the delivery of products to clients
- Communicate with clients regarding their deliveries and requirements



### Key Skills

- Communication
- Attention to detail
- Strong computer proficiency
- Critical thinking
- Problem-solving
- Ability to negotiate
- Organization
- Ability to work under pressure



### Education & Certifications

- Associate degree or bachelor's degree in a field such as transportation, logistics or supply chain management
- Certified Supply Chain Professional (CSCP)
- Certified in Logistics, Transportation and Distribution (CLTD)
- The International Society of Logistics Certification Programs



### Local College/ University Programs

- Marywood University
- University of Scranton
- Penn State University
- Keystone College



### Industry Sector Employers

- Fastenal
- Gentex Corporation
- AZEK Company
- Adecco: USA
- ID Logistics
- Tobyhanna Army Depot
- Americold
- Blue Eagle Logistics
- Valley Distributing & Storage Company

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Logistics and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

#### Sources:

- [www.investopedia.com](http://www.investopedia.com)
- [www.indeed.com](http://www.indeed.com)
- Jobs EQ







# Career Pathways: Financial Technician



Financial technicians are professionals who perform various tasks that relate to financial accounting for an organization. These technicians are required to provide monthly transaction reports and perform forecasts on their future budget requirements to ensure proper financial management for the organization. They must assist in preparing financial statements to analyze and summarize accounting data for the organization's senior management. Finance technicians must also research and resolve any disputes that involve financial transactions while informing the senior management about any financial discrepancies.



## About Financial Technician

Financial technicians are responsible for ensuring that financial transactions are handled in an accurate and timely manner. They commonly work with a wide range of clients, including individuals, small businesses, corporations, and government agencies.



## Key Tasks

- Managing financial operations
- Maintaining ledgers and financial documents
- Performing financial record-keeping functions
- Reconciling financial statements and verifying data
- Researching discrepancies in financial records
- Preparing financial reports
- Processing accounts receivable
- Assisting with annual budget preparation
- Assisting with the year-end audit
- Producing payroll
- Paying bills and accounts due for the organization
- Performing a variety of additional administrative and technical duties



## Key Skills

- Computer Skills
- Detail-oriented
- General ledger skills
- Accounting skills
- Calculations
- Budgeting
- Cash flow management
- Tax planning



## Education & Certifications

- Bachelor's degree in business administration, accounting, or finance
- Certification in Financial Management
- Certification in Management Accountant (CMA)



## Local College/ University Programs

- University of Scranton
- Penn State Scranton
- Keystone College
- Marywood University
- Lackawanna College
- King's College
- Wilkes University
- Misericordia University



## Industry Sector Employers

- Merrill Lynch
- Mariner Finance
- Prudential
- Citizens Savings Bank
- Community Bank
- NET Credit Union
- PNC Bank
- Tobyhanna Army Depot
- Fidelity Bank
- FNCB Bank
- The Honesdale National Bank
- People's Security Bank & Trust Co

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Financial Technician and other career pathways at **ScrantonChamber.com**

### Sources:

- [www.zippia.com/finance-technician-jobs/what-does-a-finance-technician-do/](http://www.zippia.com/finance-technician-jobs/what-does-a-finance-technician-do/)
- [www.indeed.com/career-advice/finding-a-job/how-to-become-finance-technician](http://www.indeed.com/career-advice/finding-a-job/how-to-become-finance-technician)
- [www.zippia.com/finance-technician-jobs/education/](http://www.zippia.com/finance-technician-jobs/education/)



# Career Pathways: Information Technology Support Specialist



Information Technology support or technical support staff usually refers to the employees from the technology department who maintain and manage computer systems, hardware and software, and provide troubleshooting. Their job duties include aiding technical support to staff, clients, and customers for all technical challenges they may face, along with conflict resolution for IT problems and excellent customer experience.



## About IT Support

IT support is a form of technical support that helps with various technological issues like computers, printers, networks, and devices.



## Key Tasks

- Analyze customers' computer problem to diagnose it and determine the cause
- Document customers' descriptions of their computer problems
- Guide customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Install and train users on new hardware or software
- Inform team members and managers of major problems or of customers' recurring concerns



## Key Skills

- Technical knowledge of computer systems, hardware, software and operating systems
- Analytical and mechanical reasoning
- Troubleshooting
- Adaptability to new software and hardware
- Technical writing
- Data analysis
- Project management
- Communication skills
- Multi-tasking and time management
- Attention to detail
- Teamwork
- Leadership
- Conflict resolution



## Education & Certifications

Education requirements for IT Support specialists vary. Jobs require some computer knowledge but not necessarily a college degree. Applicants who have taken courses in areas such as networking, server administration, and information security may qualify for these jobs. Employers may accept applicants who have an associate degree, although some prefer that applicants have a bachelor's degree.

Large software companies that provide support to business users who buy their products or services may require applicants to have a bachelor's degree. Positions that are more technical are likely to require a degree in a field such as computer and information technology or engineering.

Certification programs are generally offered by vendors or from vendor-neutral certification providers. Certification validates the knowledge of best practices. Companies may require their support specialists to hold certifications in the products the companies use. Other types of certifications, such as CompTIA A+, may be a helpful starting point for workers seeking entry into the occupation.



## Local College/ University Programs

- University of Scranton
- Penn State Scranton
- Johnson College
- Lackawanna College
- Marywood University
- Misericordia University
- Keystone College
- King's College
- Wilkes University
- Luzerne County Community College



## Industry Sector Employers

- Geisinger
- I.D. Logistics
- University of Scranton
- Toyota of Scranton
- Tobyhanna Army Depot
- MetLife
- Prudential

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Learn more about Information Technology Support Specialist and other career pathways at **ScrantonChamber.com**

### Sources:

- www.indeed.com
- www.bls.gov





# Career Pathways: Licensed Practical Nurse



Licensed Practical Nurses (LPNs) provide essential hands-on care to patients under the supervision of registered nurses and physicians. LPNs play a crucial role in providing patient care. LPNs check vital signs, change dressings, and help bathe. They can work in nursing homes, hospitals, home healthcare, and doctors' offices. With constant job openings in various settings, many LPNs choose to stay in that role, but this position can also serve as a stepping stone to becoming a registered nurse.



## About Licensed Practical Nurses

LPNs care for ill or injured persons or persons with disabilities in hospitals, nursing homes, group homes, and similar institutions. On the job, they observe patients, chart and report changes in patient conditions, measure and record patients' vital signs, and can administer prescribed medications or start intravenous fluids. LPNs typically work under the supervision of a registered nurse.



## Key Tasks

- Establishes and documents patient treatment regimen under supervision of RN or MD and implements treatment
- Maintains inventory of examination room supplies and prepares exam rooms at the beginning and end of day and between each patient contact
- Observe patients, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and taking any necessary action
- Sterilize equipment and supplies
- Make appointments, keep records, or perform other clerical duties in doctors' offices or clinics
- Provide basic patient care or treatments



## Key Skills

- Critical Thinking
- Problem Solving
- Monitoring
- Service Orientation
- Active Listening
- Reading Comprehension
- Time Management
- Customer Service



## Education & Certifications

- Training in vocational schools, related on-the-job experience, or an associate's degree.
- Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.



## Local College/ University Programs

- Wilkes-Barre Area Career and Technical Center Practical Nursing
- Career Technology Center of Lackawanna County
- Fortis Institute



## Industry Sector Employers

- Elan Skilled Nursing and Rehab
- Allied Services
- Geisinger
- Regional Hospital of Scranton
- Moses Taylor Hospital
- Lehigh Valley Hospital
- Maternal & Family Health Services
- Interim Healthcare Services
- Aveanna Healthcare
- St. Joseph's Center

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Licensed Practical Nurse and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

### Sources:

- <https://www.onetonline.org/link/summary/29-2061.00>
- [https://hr.harvard.edu/files/humanresources/files/licensedpracticalnurse\\_grade54\\_healthcare.pdf](https://hr.harvard.edu/files/humanresources/files/licensedpracticalnurse_grade54_healthcare.pdf)







# Career Pathways: Certified Nursing Assistant

Certified Nursing Assistants (CNAs) play a key role in many facilities by providing personal care and keeping their supervising nurses up to date on vital information about their patients' conditions. A CNA is an entry-level member of a patient's healthcare team, performing important patient-centered tasks under the supervision of licensed nursing staff. Although a CNA is not a nurse, they work very closely with nurses, physicians, and other healthcare providers.



## About Certified Nursing Assistants

CNAs ensure the well-being of their patients by performing a variety of tasks that help with daily living activities. Because CNAs typically spend more time with patients than nurses or doctors, they understand their behaviors and health statuses.

They get to know each patient, their typical behaviors, and their general state of health and are often the first to notice physical or emotional changes. Whether identifying decreased mobility, increased pain, or memory issues, CNAs play important roles in the early detection of symptoms and may identify issues that other healthcare personnel do not.



## Key Tasks

- Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising
- Wash, groom, shave, or drape patients to prepare them for surgery, treatment, or examination
- Lift or assist others to lift patients to move them on or off beds, examination tables, surgical tables, or stretchers
- Record vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff
- Gather information from caregivers, nurses, or physicians about patient condition, treatment plans, or appropriate activities



## Key Skills

- Critical Thinking
- Reading Comprehension
- Empathy
- Adaptability
- Attention to Detail



## Education & Certifications

- High school diploma or GED
- Pass the CNA state exam



## Local College/ University Programs

- Lackawanna College
- Allied Services



## Industry Sector Employers

- Regional Hospital of Scranton
- Moses Taylor Hospital
- Geisinger
- Allied Services
- Mountain View Care and Rehabilitation Center
- Elan Skilled Nursing and Rehab

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Certified Nursing Assistant and other career pathways at [ScrantonChamber.com](http://ScrantonChamber.com)

Sources:  
<https://www.onetonline.org/link/summary/31-1131.00>





# Career Pathways: Registered Nurse



A Registered Nurse (RN) is a nurse who has completed all educational and examination requirements and has been licensed to practice nursing in their state. In many ways, RNs form the backbone of the U.S. healthcare system. They perform a range of duties and work directly with patients, doctors, and other healthcare professionals.



## About Registered Nurses

Registered Nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their families. Most registered nurses work as part of a team with physicians and other healthcare specialists. Some registered nurses oversee licensed practical nurses, nursing assistants, and home health aides.

Registered Nurses' duties and titles often depend on where they work and the patients they work with. For example, an oncology nurse works with cancer patients while a geriatric nurse works with elderly patients. Some Registered Nurses combine one or more areas of practice. For example, a pediatric oncology nurse works with children and teens who have cancer.



## Key Tasks

- Record patient medical histories and monitor patient conditions during treatments, procedures, or activities
- Immunize patients and administer non-intravenous medications
- Evaluate patient outcomes to determine effectiveness of treatments
- Consult and collaborate with doctors and other healthcare professionals
- Operate and monitor medical equipment



## Education & Certifications

- Most of these occupations require a bachelor's degree
- Receive a passing grade on either the National Council of State Boards - Registered Nursing Exam (NCLEX-RN) or the State Board Test Pool Exam (SBTPE) as a requirement for licensure



## Key Skills

- Communication
- Problem Solving
- Empathy
- Adaptability
- Technology Skills
- Math



## Local College/University Programs

- Wilkes University
- Luzerne County Community College
- Penn State Scranton
- University of Scranton
- Misericordia University
- Marywood University
- King's College
- Lackawanna College



## Industry Sector Employers

- Elan Skills Nursing and Rehab
- Allied Services
- Geisinger
- Regional Hospital of Scranton
- Moses Taylor Hospital
- Lehigh Valley Hospital
- Maternal & Family Health Services
- St. Joseph's Center
- The Wright Center

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Registered Nurse and other career pathways at **ScrantonChamber.com**

### Sources:

- <https://www.webmd.com/a-to-z-guides/what-is-registered-nurse>
- <https://www.bls.gov/ooh/healthcare/registered-nurses.htm#tab-2>
- <https://www.onetonline.org/link/summary/29-1141.00>





# Career Pathways: Mental Health Counselor

A Mental Health Counselor assesses and treats mental and emotional health disorders, relationship issues, and life challenges. Through various methods of psychotherapy, counselors work with patients to develop meaningful behavioral changes. They also offer coping strategies for navigating life's struggles.



## About Mental Health Counselors

Mental Health Counselors work with their clients to establish goals and develop approaches to address emotional issues, shore up skills in coping and communication, improve self-esteem, promote changes in behavior, and strive for improved mental well-being.

Licensing requirements vary from state to state, but in general, mental health counselors hold an accredited master's degree in counseling and have 2 to 3 years of supervised counseling practice.



## Key Tasks

- Encourage clients to express their feelings and discuss what is happening in their lives, helping them to develop insight into themselves or their relationships
- Prepare and maintain all required treatment records and reports while maintaining confidentiality of records relating to clients' treatment
- Collaborate with mental health professionals and other staff members to perform clinical assessments or develop treatment plans
- Plan, organize, or lead structured programs of counseling, work, study, recreation, or social activities for clients
- Develop and implement treatment plans based on clinical experience and knowledge



## Key Skills

- Communication
- Empathy
- Problem Solving
- Listening and Responding
- Focus
- Discretion



## Education & Certifications

- Most of these occupations require a bachelor's or master's degree
- Licensed Social Worker
- Provisional Social Worker



## Local College/University Programs

- Clarks Summit University
- University of Scranton
- Marywood University
- Misericordia University



## Industry Sector Employers

- Scranton Counseling Center
- Geisinger
- Restorative Family Services
- Puglisi Counseling
- Healing Within Counseling & Psychotherapy
- The Wright Center

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Mental Health Counselor and other career pathways at **ScrantonChamber.com**

### Sources:

- <https://www.forbes.com/health/mind/what-is-a-mental-health-counselor/>
- <https://www.healthline.com/health/mental-health/mental-health-counselors#counselor-vs-psychologist>
- <https://counseling.online.wfu.edu/blog/what-is-clinical-mental-health-counseling/>
- <https://www.onetonline.org/link/summary/21-1014.00>





## Career Pathways:

# Heavy & Tractor-Trailer Truck Drivers

Heavy and Tractor-Trailer Truck Drivers transport goods from one location to another. Most Tractor-Trailer drivers are long-haul drivers and operate trucks with a total weight exceeding 26,000 pounds for the vehicle, passengers, and cargo. These drivers deliver goods over intercity routes that sometimes span several states.



### About Heavy & Tractor-Trailer Truck Drivers

Drivers are responsible for picking up and delivering freight from one place to another. This may be from a manufacturer to a distribution center, from a distribution center to a customer, or between distribution centers. In addition, drivers may be responsible for loading and unloading their cargo. They are also responsible for following applicable laws, keeping logs of their activities, and making sure that their equipment is in good working condition.



### Key Tasks

- Drive long distances
- Report any incidents encountered on the road to a dispatcher
- Follow all applicable traffic laws
- Secure cargo for transport, using ropes, blocks, chains, or covers
- Inspect their trailers before and after the trip and record any defects they find
- Maintain a log of their working hours, following all federal and state regulations
- Report serious mechanical problems to the appropriate people
- Keep their trucks and associated equipment clean and in good working order



### Key Skills

- Vehicle Operation and Control
- Monitoring
- Critical Thinking
- Time Management
- Troubleshooting



### Education & Certifications

- Commercial Driver License (CDL)
- Hazardous Material Endorsement
- Certified Equipment Manager
- Passenger Endorsement
- Double/Triple Trailer Endorsement
- Tank Vehicle Endorsement



### Local College/ University Programs

- Fortis Institute



### Industry Sector Employers

- McLane PA
- Northeast Freight Transfer
- I.D. Logistics
- Valley Distributing & Storage Company
- Blue Eagle Logistics

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Heavy and Tractor-Trailer Drivers and other career pathways at **ScrantonChamber.com**

#### Sources:

- <https://www.onetonline.org/link/summary/53-3032.00>
- <https://www.bls.gov/ooht/transportation-and-material-moving/heavy-and-tractor-trailer-truck-drivers.htm>
- [https://studentscholarships.org/salary/215/truck\\_drivers\\_heavy\\_and\\_tractor\\_trailer.php](https://studentscholarships.org/salary/215/truck_drivers_heavy_and_tractor_trailer.php)







# Career Pathways: Elementary School Teacher

Elementary School Teachers are trained to educate children from kindergarten through fifth grade. They are responsible for the educational and emotional growth of children in a classroom setting, as well as managing the materials and resources used for educating them. This career demands communication skills, patience, creativity, and energy.



## About Elementary School Teachers

An elementary school teacher performs a variety of tasks during their workday. These tasks vary depending on the grade of the students they work with. The average elementary school holds classes for students in kindergarten through fifth grade.

An elementary school teacher is responsible for the academic and emotional well-being of their students. As such, a teacher will need strong communication skills as well as the ability to be patient and understanding with students of each level. A large amount of energy is needed for each day, as well as a great amount of creativity to keep students interested in learning.



## Key Tasks

- Provide a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and in imaginative play
- Establish clear objectives for all lessons, units, and projects and communicate those objectives to students
- Organize and lead activities designed to promote physical, mental, and social development, such as games, arts and crafts, music, and storytelling
- Prepare, administer, and grade tests and assignments to evaluate students' progress
- Collaborate with other teachers and administrators in the development, evaluation, and revision of elementary school programs



## Key Skills

- Instructing
- Learning Strategies
- Critical Thinking
- Active Learning
- Creative Thinking
- Patience
- Communication



## Education & Certifications

- Complete a state-approved certification program or traditional bachelor's degree, student-teaching requirements and pass qualifying exams
- Early Childhood Instructional
- K-12 Instructional
- Elementary Instructional
- National Board Certification



## Local College/ University Programs

- University of Scranton
- King's College
- Marywood University
- Misericordia University
- Wilkes University



## Industry Sector Employers

- Scranton School District
- Diocese of Scranton
- Old Forge School District
- Valley View School District
- Riverside School District
- Dunmore School District
- Mid Valley School District
- Carbondale Area School District
- Lakeland School District
- North Pocono School District
- Northeast Intermediate Unit (NEIU)

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Elementary School Teacher and other career pathways at **ScrantonChamber.com**

### Sources:

- <https://www.careerexplorer.com/careers/elementary-school-teacher/>
- <https://www.onetonline.org/link/summary/25-2021.00>







# Career Pathways: Direct Support Professional

A Direct Support Professional (DSP) is someone who works directly with people who have intellectual or developmental disabilities. DSPs aim to assist people in realizing their full potential. They help people become integrated and engaged in their community.



## About Direct Support Professionals

DSPs support people with disabilities to participate in their communities, including through employment. They also provide other services, such as help with activities of daily living.

Historically, DSPs primarily served as caregivers for the people they supported. In the past few decades, however, the needs of those served began to change, and the roles of DSPs began to change as well. Today, the role of a DSP goes beyond caregiving and focuses more broadly on supporting people with disabilities to participate fully in their communities, live in integrated settings, and seek Competitive Integrated Employment (CIE).



## Key Tasks

- Provide support in various settings
- Job coaching
- Provide emotional support
- Administer medication
- Mobility assistance
- Access resources and opportunities in the community



## Key Skills

- Observant and Intuitive
- Interpersonal Skills
- Work well with teams
- Ability to remain calm in difficult situations
- Dependability



## Education & Certifications

- Registered Behavior Technician
- High school degree or GED



## Industry Sector Employers

- The Friendship House
- St. Joseph's Center
- The Human Resources Center, Inc
- Devereux Advanced Behavioral Health
- The Arc of Northeastern PA
- Keystone Independent Living
- Allied Services

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Direct Support Professional and other career pathways at **ScrantonChamber.com**

### Sources:

<https://www.dol.gov/agencies/odep/program-areas/individuals/DSP>





# Career Pathways: Customer Care Representative



Customer Care Representatives interact with customers to provide basic or scripted information in response to routine inquiries about products and services. They may also handle and resolve general complaints.



## About Customer Care Representatives

A Customer Care Representative is the first person most customers communicate with when they have a problem. The Customer Care Representative must handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience. They also provide solutions that fit those individualized situations and prioritize the customers' needs at each step of the process.

Customer Care Representatives work in various settings, from retail stores to call centers. In most cases, a Customer Care Representative works on a small team under a Customer Service Manager.



## Key Tasks

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
- Refer unresolved customer grievances to designated departments for further investigation



## Key Skills

- Listening
- Communication
- Time Management
- Critical Thinking
- Negotiation
- Service Orientation



## Education & Certifications

- High school degree or GED



## Industry Sector Employers

- Geisinger
- Commonwealth Health
- UGI Utilities
- I.D. Logistics
- Golden Technologies

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Customer Care Representative and other career pathways at **ScrantonChamber.com**

### Sources:

<https://www.onetonline.org/link/details/43-4051.00>

