Preparing for Career Success in Business Management and Administration
Career Clusters Prepare All Students for College, Technical Training and Careers

Career Clusters prepare learners of all ages for the information age as schools, colleges and employers strive for higher achievement in science, math and communication. One key to improving learner achievement is providing learners with relevant contexts for studying and learning. Career Clusters offer these contexts by linking school-based learning with the knowledge and skills required for continued success.

The Concept of Career Clusters

Career Clusters identify the knowledge and skills learners need as they follow a pathway toward their career goals. The knowledge and skills identified form a strong basis for learner success whether the learners are in high school, college, technical training or in the workplace.

How to Pursue Education and Training in Business Management and Administration

There are thousands of challenging educational and training opportunities within the high-skilled world of Business Management and Administration. Learners need a solid background in math, science and technical
Career Clusters—Focusing Education on the Future

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Skills. Education and training can be obtained in high schools, technical colleges, two-year community colleges, four-year colleges and career technical schools/institutes.

Along the way, career guidance professionals assist learners in assessing their educational goals, interests, abilities and skills to facilitate a good match to the cluster’s many pathway options. Learners participate in relevant educational opportunities framed in the context of the cluster. They gain knowledge and skills through coordinated workplace learning experiences such as site visits, job shadowing and internships. If they choose, they may achieve valuable skill certifications that lead to employment. Colleges and universities offer advanced degrees and industry certifications that prepare learners for professional and technical careers.
Career Pathways at a Glance

The Business Management and Administration Career Cluster is divided into five pathways. Pathways are grouped by the knowledge and skills required of occupations in these career fields. Each pathway provides instruction as a basis for success in an array of careers and educational pursuits.

The Five Pathways

- General Management
- Business Information Management
- Human Resources Management
- Operations Management
- Administrative Support

What Is the Business Management and Administration Career Cluster?

The Business Management and Administration Cluster prepares learners for careers in planning, organizing, directing and evaluating business functions essential to efficient and productive
Employment Outlook

Nearly half of all jobs are in managerial and professional occupations, and nearly one-fourth of all workers are self-employed. The business management and administration services industry is one of the highest-paying industries. In the next few years, many new jobs will be added and many openings will result from the need to replace experienced workers who leave jobs.

Business operations. Career opportunities are available in every sector of the economy and require specific skills in organization, time management, customer service and communication.
General Management

Overview

Employees working in the General Management pathway focus on preparation and execution of business activities; supervision of other employees; maintenance of facilities, equipment and supplies; organization of operations and production; utilization of marketing functions to ensure success; performance of financial functions; communication with customers, clients and others; performance of administrative functions; and use of professional services.

Sample Occupations

- Entrepreneur
- Chief Executive Officer
- General Manager
- Controller
- Public Relations Manager
- Hospital Manager
- Human Resources Manager
- Government Manager
- Financial Analyst
- Risk Manager
Credentials

- Most jobs require at least a bachelor’s degree from a four-year university or college in management or in a related field such as administration, accounting, marketing, finance, public government or hospital management.

- The premier management degree is a master of business administration (MBA) degree.

- Professional organizations offer certification programs that are recognized marks of competency in the profession. Most require experience and passing a comprehensive exam that demonstrates competence in specific components of the field. Examples are Certified Professional Consultant, Certified Government Auditing Professional, Accredited Business Communicator and Certified Manager.

Employment Outlook

Between 2004 and 2014, wage and salary jobs in business management and administrative services are expected to grow, ranking occupational growth in this pathway as fast as average in the industry. Projected job growth can be attributed to the increasing complexity of business. The most successful job applicants will have a combination of experience and college degrees. Because it has become difficult to keep abreast of technological innovations, changes in government relations and growing environmental concerns, corporations, institutions and governments will increasingly need well-trained, well-informed business and management professionals.
Business Information Management

Overview
Employees in the Business Information Management pathway play a vital role in the implementation of business information technology within their organizations—they employ systems, strategies, and techniques used to collect, organize, analyze, and share information in an organization.

Sample Occupations
- Information Systems Manager
- Chief Technology Officer
- Management Analyst
- Information Technology Director
- Project Manager
- Librarian

Credentials
Many positions in Business Information Management require a bachelor’s degree in business administration, although employers seeking individuals for top-level positions often prefer a graduate degree, especially an MBA with technology as a core component. Degrees are also offered in library and information science. Some universities offer degrees in management information systems. These degrees blend technical subjects with business, accounting, and communications courses. A few computer and information systems managers attain their positions with only an associate or trade school degree, but they must have sufficient experience and must have acquired additional skills on the job. To aid their professional advancement, many managers with an associate degree eventually earn a bachelor’s or master’s degree while working.

Professional organizations offer certification programs that are recognized marks of competency in the profession and offer employees distinct advantages in the job market.
Examples are Certified Cost Consultant, Certified Business Manager, and Certified Financial Services Security Professional.

**Employment Outlook**

Employment for computer and information systems managers is expected to increase 16 percent through the year 2016. New applications of technology in the workplace will continue to drive demand for workers, fueling the need for more managers. Most successful job applicants will have college degrees and some work experience. According to the latest statistics, annual salary range for an Information Technology Manager or Technical Services Manager is $62,500-$88,250. The median wage for Management Analysts is $68,100.
Human Resources Management

Overview

Employees working in the Human Resources Management pathway recruit, interview and hire the most qualified employees and match them to the positions for which they are best suited. Those who work in this pathway also comply with employment and labor laws, provide training and implement activities that boost employees’ satisfaction.

Sample Occupations

- Human Resources Manager
- Compensation and Benefits Manager
- Training and Development Specialist
- Labor and Personnel Relations Specialist
- Equal Employment Opportunity Specialist
- OSHA/ADA Compliance Officer
Career Clusters—Focusing Education on the Future

- Human Resources Information Systems Specialist
- Meeting and Convention Planner
- Personnel Recruiter
- Human Resources Assistant
- Human Resources Clerk

**Credentials**

The educational background required to work in this career pathway depends on the level of job responsibilities. Degrees are offered at a number of colleges and universities. Professional organizations offer certification programs that are recognized marks of competency in the profession. Most require experience and passing a comprehensive exam that demonstrates competence in specific components of the field. Examples are Certified Human Resources Executive and Certified Employee Benefits Specialist.

**Employment Outlook**

Individuals trained in human resources are employed in numerous industries. Others are self-employed and work as consultants. According to U.S. Department of Labor information, employment in human resources occupations is expected to grow faster than average—17 percent for all occupations through 2016. Employment openings and growth are influenced by the size and philosophy of the organization, technological changes, collective bargaining agreements and government regulations. Other openings will result from the need to replace workers who transfer to other occupations or leave the workforce. The most successful job applicants will have a college degree along with some work experience in this field.
Operations Management

Overview
Employees in Operations Management focus on planning, organizing, coordinating, and controlling the resources needed to produce/provide a business’s goods and/or services. Examples of activities in Operations Management are quality control, scheduling, procurement, and warehousing.

Sample Occupations
- Operations Specialties Manager
- Industrial Production Manager
- Benefits Administrator
- Training and Development Manager
- Operations Analyst
- Budget Analyst

Credentials
Many industries have varying requirements, but a bachelor’s degree in one of many areas, including accounting, finance, business, or public administration is preferred. Professional organizations offer certification programs that are recognized marks of competency in the profession.
Most require experience and passing a comprehensive exam that demonstrates competence in specific components of this field. Examples of certifications are Manager of Quality/Organizational Excellence, Operations Concepts Certification, and Certified Management Consultant.

**Employment Outlook**

Operations specialists jobs are expected to increase about as fast as the average for all occupations through 2016. Salaries for operations analysts vary widely by years of experience and education, geographic location, specific expertise, and size of employer. The median wage for business operations specialists is $55,600.
Administrative Support

Overview

Employees in the Administrative Support pathway use technology to perform and coordinate the administrative activities of an office and to ensure that information is collected and disseminated to staff and clients.

Sample Occupations

- Administrative Assistant
- Executive Assistant
- Office Manager
- Information Assistant
- Desktop Publisher
- Customer Service Assistant
- Data Entry Specialist
- Receptionist
- Computer Operator
- Word Processor
Credentials

The amount of education required to work in the administration and information support field depends on the duties and responsibilities of the position. Degrees related to this field are offered at a number of colleges and universities. Professional organizations offer certification programs that are recognized marks of competency in the profession. Most require experience and passing a comprehensive exam that demonstrates competence in specific components of the field. Examples of certificates include Certified Professional Legal Secretary and Certified Administrative Professional.

Employment Outlook

Through 2014, certain jobs found in this sector are expected to increase at a greater than average rate, including customer service representatives, paralegals, receptionists and information/records clerks. Jobs in medical records will grow much faster than average, while desktop publishing will grow at a faster than average rate. Job opportunities for computer and data processing services will be excellent for most workers. Administrative and information support managers will be needed to coordinate an increasing amount of support work and ensure that technology is applied and running properly. Opportunities will be best for skilled and experienced workers.
The 16 Career Clusters

Agriculture, Food & Natural Resources
Architecture & Construction
Arts, A/V Technology & Communications
Business Management & Administration
Education & Training
Finance
Government & Public Administration
Health Science
Hospitality & Tourism
Human Services
Information Technology
Law, Public Safety, Corrections & Security
Manufacturing
Marketing
Science, Technology, Engineering & Mathematics
Transportation, Distribution & Logistics

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