Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathway programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
Local Career and Technology Centers
Local Business Schools
Local Technical Schools
Local Community Colleges
Local Universities

Accountants and Auditors
SOC Code 13-2011
Entry Level Salary $42,340
Projected Annual Openings 1,256
Bachelor's degree
Certifications: Certified Public Accountant (CPA)

Bookkeeping, Accounting, Auditing Clerks
SOC Code 43-3031
Entry Level Salary $23,630
Projected Annual Openings 1,491
Usually requires technical training, on the job experience, or an Associate's degree

Billing, Cost, and Rate Clerks
SOC Code 43-3021
Entry Level Salary $24,530
Projected Annual Openings 304
Usually requires technical training, on the job experience, or an Associate's degree

Shipping Receiving and Traffic Clerks
SOC Code 43-5071
Entry Level Salary $22,790
Projected Annual Openings 696

Order Clerks
SOC Code 43-4151
Entry Level Salary $19,620
Projected Annual Openings 266

Sources of Information:

(Hardy, Institute for the Study of Adult Literacy, 2013)
## Career Pathway Map: Computer Support Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

### Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

### Postsecondary education and training available through:
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

### Education

#### Computer Systems Analysts
SOC Code 15-1121  
Entry Level Salary $55,542  
Projected Annual Openings 929  
Usually requires technical training, on the job experience, or an Associate's degree

#### Network and Computer Systems Administrator
SOC Code 15-1121  
Entry Level Salary $51,542  
Projected Annual Openings 530  
Usually requires technical training, on the job experience, or an Associate's degree

#### Database Administrators
SOC Code 15-1141  
Entry Level Salary $50,861  
Projected Annual Openings 113  
Usually requires technical training, on the job experience, or an Associate's degree

#### Computer User Support Specialist
SOC Code 15-1150  
Entry Level Salary $25,354  
Projected Annual Openings 744  

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### Sources of Information:

*(Hardy, Institute for the Study of Adult Literacy, 2013)*
Career Pathway Map: Customer Service Statewide

Information contained in this career pathways map encompasses the state of Pennsylvania. The information contains projections of anticipated openings and entry level salary. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

Customer Service Career Pathway

General and Operations Managers
SOC Code 11-1021
Entry Level Salary $55,810
Projected Annual Openings 967

Education
Usually requires technical training, on the job experience, or an Associate's degree

Cost Estimators
SOC Code 13-1051
Entry Level Salary $39,050
Projected Annual Openings 304

Education
Usually requires technical training, on the job experience, or an Associate's degree; Some require Bachelor's degree

Customer Service Representatives
SOC Code 43-4051
Entry Level Salary $22,520
Projected Annual Openings 3,949

Education

Sources of Information:

(Hardy, Institute for the Study of Adult Literacy, 2013)
Career Pathway Map: Insurance Clerks
Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
Local Career and Technology Centers
Local Business Schools
Local Technical Schools
Local Community Colleges
Local Universities

Insurance Claims & Policy Processing Clerks
SOC Code 43-9041
Entry Level Salary $28,970
Projected Annual Openings 144

Bill and Account Collectors
SOC Code 43-3011
Entry Level Salary $23,730
Projected Annual Openings 479

Customer Service Representative
SOC Code 43-4051
Entry Level Salary $22,520
Projected Annual Openings 3,949

### Career Pathway Map: Office Workers Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

**Career Pathways programs provide:**
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

**Postsecondary education and training available through:**
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

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<table>
<thead>
<tr>
<th>Career Pathway</th>
<th>SOC Code</th>
<th>Entry Level Salary</th>
<th>Projected Annual Openings</th>
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</thead>
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<tr>
<td>Supervisors of Office and Administrative Support Workers</td>
<td>43-1011</td>
<td>$34,630</td>
<td>1,069</td>
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<tr>
<td>Executive Secretaries and Administrative Assistants</td>
<td>43-6011</td>
<td>$33,560</td>
<td>776</td>
</tr>
<tr>
<td>Secretaries and Administrative Assistants</td>
<td>43-6014</td>
<td>$22,160</td>
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<td>Office Clerks</td>
<td>43-9061</td>
<td>$19,200</td>
<td>3,261</td>
</tr>
</tbody>
</table>

Usually requires technical training, on the job experience, or an Associate's degree.

Usually requires technical training, on the job experience, or an Associate's degree.


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**Sources of Information:**

(Hardy, Institute for the Study of Adult Literacy, 2013)
Career Pathway Map: Legal Assistants

Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

Paralegal & Legal Assistants
SOC Code 23-2011
Entry Level Salary $34,600
Projected Annual Openings 242

Postsecondary education and training available through:
- Usually requires technical training, on the job experience, or an Associate's degree

Legal Secretaries
SOC Code 43-6012
Entry Level Salary $32,190
Projected Annual Openings 272

Postsecondary education and training available through:
- Usually requires technical training, on the job experience, or an Associate's degree

Court Clerks
SOC Code 43-4031
Entry Level Salary $22,860
Projected Annual Openings 55

Postsecondary education and training available through:

Sources of Information:

(Hardy, Institute for the Study of Adult Literacy, 2013)
Career Pathway Map: Computer Programmers

Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

Computer Programmers
SOC Code 15-1131
Entry Level Salary $54,183
Projected Annual Openings 422

Web Developers
SOC Code 15-1134
Entry Level Salary $51,075
Projected Annual Openings 146

Software Developers, Applications Systems
SOC Code 15-1132
Entry Level Salary $59,040
Projected Annual Openings 530

Software Developers, Systems Software
SOC Code 15-1133
Entry Level Salary $62,515
Projected Annual Openings 293

Computer and Information Systems Managers
SOC Code 11-3021
Entry Level Salary $77,370
Projected Annual Openings 184

Postsecondary education and training available through:
- Local Career and Technology Centers
- Local Business Schools
- Local Technical Schools
- Local Community Colleges
- Local Universities

Sources of Information:

(Handy, Institute for the Study of Adult Literacy, 2013)
Career Pathway Map: Sales Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:
- workplace skills instruction
- GED® Tests preparation
- academic skills specific to the industry
- entrance exam preparation
- postsecondary transition preparation
- English language skills instruction
- goal setting/case management support
- provide employability/soft skills instruction

Postsecondary education and training available through:
Local Career and Technology Centers
Local Business Schools
Local Technical Schools
Local Community Colleges
Local Universities

Sales Managers
SOC Code 11-2022
Entry Level Salary $61,060
Projected Annual Openings 228

Most require Bachelor's degree

Sales Representatives, Wholesale and Manufacturing
SOC Code 41-4012
Entry Level Salary $35,610
Projected Annual Openings 2,007

Some require Bachelor's degree

Order Fillers, Wholesale and Retail Sales
SOC Code 43-5081
Entry Level Salary $16,990
Projected Annual Openings 1,704


Customer Service Representatives
SOC Code 43-4051
Entry Level Salary $22,520
Projected Annual Openings 3,949


Sources of Information:

(2013) Institute for the Study of Adult Literacy