

Business and Administration



Requires a
Bachelor's
Degree
or Higher

Accountants and Auditors

Accountants and auditors provide firms and individuals with financial information key to making sound business decisions. They analyze and review revenues, expenses, taxes and other liabilities and prepare financial reports. They may also evaluate company operations to improve their effectiveness and comply with government regulations and corporate policies. Some accountants specialize in taxes, budgeting or cost accounting, or design accounting systems to monitor and control waste and fraud.



Growth Rate: 12.2%

Current Jobs: 35,460

Job Change: 4,330

**Replacement Job
Openings:** 6,240

Factors Driving the Job Growth

Demand for accountants and auditors is expected to grow faster than the average for all occupations through 2016. Corporations will continue to place emphasis on developing, improving and maintaining up-to-date financial records to facilitate business decisions and make operations more efficient. Nevertheless, competition is expected to be keen for jobs with major accounting and business firms.

Where Jobs are Currently Found

Accounting, Tax Preparation, Bookkeeping, and Payroll Services (20%)

Finance and Insurance (15%)

Self-Employed (9%)

Manufacturing (8%)

Trade, Transportation, & Utilities (6%)

Government (6%)

Management of Companies & Enterprises (6%)

Educational Services (4%)

Health Care & Social Assistance (4%)

Wages and Salaries

Mean Annual Earnings: \$68,350

Education and Training Requirements

Most firms require at least a bachelor's degree in accounting or a related field. Some employers prefer a master's degree in accounting or business administration with a concentration in accounting and internal auditing. Familiarity with computers and related accounting software is also preferred.

Career Paths

As accountants and auditors become more experienced they may become senior accountants, supervisors or partners in the firm. Some may become the company's controller or financial manager. Other workers who use accounting principles in their work include underwriters, securities sales workers, and purchasing agents.



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Administrative Services Managers

Administrative services managers direct and coordinate office support functions within companies. They may supervise secretarial and other administrative support staffs such as conference planners and mail room workers. They may also be responsible for the purchase, use and disposal of equipment, and other company property, services and supplies. Some positions require extensive travel between home offices, branch offices, and vendors' offices and property sites.

Factors Driving the Job Growth

Jobs for administrative services managers are projected to increase much slower than the average for all occupations. Corporate restructuring will reduce jobs in some industries. In the management services, management consulting, and facilities support services industries, however, jobs will increase, as more and more companies turn over the management of their facilities to these professional service organizations. Competition for jobs will remain keen. Administrative support managers who oversee the implementation and operation of sophisticated office systems should enjoy the most job opportunities.

Growth Rate: 4.6%

Current Jobs: 8,760

Job Change: 410

**Replacement Job
Openings:** 2,320

Where Jobs are Currently Found

State Government (20%)
 Health Care & Social Assistance (11%)
 Professional, Scientific, & Technical Services (10%)
 Colleges, Universities, & Professional Schools (9%)
 Finance & Insurance (8%)
 Trade, Transportation, & Utilities (8%)
 Manufacturing (6%)
 Elementary & Secondary Schools (4%)

Wages and Salaries

Mean Annual Earnings: \$88,850

Education and Training Requirements

Proven leadership ability and a good track record in handling people and their conflicting demands are most often the deciding factors that companies look for when hiring administrative services managers. Educational requirements are also important, but vary widely. For managers of highly complex services such as contract administration, a bachelor's degree is preferred. For overseeing secretarial, mail room and other administrative activities, an associate's degree in business or management is preferred. Decisiveness, flexibility, and the ability to cope with deadlines are also important.

Career Paths

Highly experienced administrative service managers who have thorough understanding of the company's operations can advance to top-level management positions and become directors or executive vice presidents. Other workers who oversee support service include wholesale and retail buyers, property and real estate managers, marketing sales managers, and personnel managers.



Requires
Short-Term
On-The-Job
Training

Bill and Account Collectors

Bill and account collectors solicit payments on overdue accounts. They locate and notify customers of their late payments, set up terms for repayment, and keep daily logs of calls. If payments are not forthcoming, they may initiate repossession proceedings, disconnect service, or refer the account to an attorney for legal action. They may perform many administrative tasks as well.

Factors Driving the Job Growth

Employment of bill and account collectors is expected to expand faster than the average for all occupations. As the amount of consumer debt increases, firms will strive to keep their losses at a minimum and hire more collectors to keep client payments on schedule.

Where Jobs are Currently Found

Professional, Scientific, & Technical Services (17%)
 Administrative & Support Services (13%)
 Wholesale Trade (12%)
 Ambulatory Health Care Services (12%)
 Wholesale Trade (9%)
 Banking (9%)
 Information (6%)
 Retail Trade (6%)

Wages and Salaries

Mean Hourly Earnings: \$18.49

Education and Training Requirements

No formal training is required, however employers seek individuals who are persistent, detail-oriented, and good communicators. Previous work experience as a collector or telemarketing representative is also helpful.

Career Paths

With experience, successful bill and account collectors can become supervisors or start their own collection agencies. Other workers who investigate, analyze and resolve customer complaints include insurance adjusters and examiners, welfare eligibility workers, probation officers, financial aid counselors, loan officers, and credit officers.

Growth Rate: 10.3%

Current Jobs: 7,970

Job Change: 820

**Replacement Job
Openings:** 1,210



Requires
Short-Term
On-The-Job
Training

Customer Service Representatives

Customer service representatives investigate and resolve customers' complaints about merchandise, service, billing, or credit rating. They may write letters to explain company policy.

In an increasingly competitive economy, business establishments will seek to maintain good customer relations and resolve customer complaints more quickly. These trends should cause employment of customer service representatives to increase much faster than the average for all occupations through 2016.

Where Jobs are Currently Found

Insurance Carriers & Related Activities (17%)
Retail Trade (11%)
Manufacturing (9%)
Information (9%)
Wholesale Trade (9%)
Administrative Support Services (8%)
Banking (7%)
Telecommunications (5%)

Wages and Salaries

Mean Hourly Earnings: \$17.81

Education and Training Requirements

No formal training is required, however, employers prefer applicants who possess good writing and communication skills. Interpersonal skills are also sought.

Career Paths

With more education and experience, customer service representatives can advance to supervisory or management positions. Other workers who investigate and respond to inquiries from clients include bill and account collectors and insurance claims representatives.

Growth Rate: 15.6%

Current Jobs: 53,660

Job Change: 8,390

**Replacement Job
Openings:** 14,940



Requires a
Bachelor's
Degree
or Higher

Financial Analysts

Financial analysts, also called securities analysts or investment analysts, assess the economic performance of companies and industries for firms and institutions with money to invest. They work for banks, insurance companies, mutual and pension funds, securities firms, and other businesses. The primary duties of financial analysts include reading company financial statements, analyzing prices, sales, costs, expenses, and tax rates in order to determine a company's value and to project future earnings. They also meet with company officials and use extensively a variety of statistical software systems and techniques.

Factors Driving the Job Growth

Overall employment of financial analysts is expected to grow significantly faster than the average for all occupations through 2016, resulting from increased investment by businesses and individuals and the increasing globalization of the securities markets.

Where Jobs are Currently Found

Other Financial Investment Activities (21%)
 Security & Commodity Brokers (18%)
 Professional, Scientific, & Technical Services (13%)
 Insurance Carriers (11%)
 Manufacturing (8%)
 Self-Employed (7%)
 Banking (6%)
 Management of Companies & Enterprises (6%)

Wages and Salaries

Mean Annual Wages: \$87,240

Education and Training Requirements

A bachelor's degree is required for financial analysts and a master's degree is increasingly preferred. Most companies require a degree in business administration, accounting, statistics or finance. Mathematical, computer, analytical, and problem-solving skills are essential qualifications for this profession.

Career Paths

Financial analysts have several career paths open to them. They can become supervisors or managers, or work in related fields such as accountants and auditors, insurance sales agents, and securities, commodities, and financial services sales agents.



Growth Rate: 21.1%

Current Jobs: 11,010

Job Change: 2,320

**Replacement Job
Openings:** 630



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Financial Managers

Financial managers direct, develop, and oversee the preparation of economic and financial data to assess firms' present and future financial status. They may forecast revenues, analyze risks, study future investments, and plan mergers and acquisitions. Though their duties vary widely, financial managers are chiefly concerned with planning and implementing policies and procedures.

Factors Driving the Job Growth

In an increasingly competitive global economy, financial management will play an ever more critical role in efficient business operations. Jobs for financial managers are expected to grow slower than the overall economy and competition for jobs will remain keen. Those with an MBA degree from a well-regarded business school and a strong analytical background should have the best opportunities.

Growth Rate: 5.9%

Current Jobs: 19,810

Job Change: 1,170

**Replacement Job
Openings:** 2,880

Where Jobs are Currently Found

Banking (16%)

Professional, Scientific, & Technical Services (12%)

Manufacturing (8%)

Other Financial Activities (8%)

Trade, Transportation, & Utilities (6%)

Security & Commodity Brokers (6%)

Management of Companies & Enterprises (6%)

Educational Services (6%)

Health Care & Social Assistance (5%)

Wages and Salaries

Mean Annual Earnings: \$113,560

Education and Training Requirements

Prior experience as an accountant, auditor, or budget or management analyst is most often the primary qualification for a job in this occupation. A master's degree in business administration (MBA) has also become increasingly important. Ability to work independently, and communicate well both orally and in writing are also highly desirable skills valued by employers.

Career Paths

Financial managers are already at the top of their field. They may decide to move to another organization to gain a better salary or vary their experience. Some with extensive experience may start their own consulting firm or become company president.



Requires
Short-Term
On-The-Job
Training

General Office Clerks

General office clerks perform a wide range of office tasks specific to needs of the company. Duties change daily, but generally include typing correspondence, answering telephone calls, delivering messages, bookkeeping, operating office machines, and taking inventory.

Factors Driving the Job Growth

Although the rate of new job growth is expected to be somewhat less than the economy as a whole, openings for general office clerks should remain plentiful due to the need to replace these entry-level workers who, after gaining some experience, often assume other higher-paying administrative jobs within an organization.

Where Jobs are Currently Found

Educational Services (15%)
 Health Care & Social Assistance (11%)
 Professional, Scientific, & Technical Services (8%)
 Administrative & Support Services (8%)
 Finance & Insurance (7%)
 Government (7%)
 Construction (7%)
 Retail Trade (6%)
 Employment Services (5%)

Wages and Salaries

Mean Hourly Earnings: \$15.02

Education and Training Requirements

On-the-job training usually is provided. However, companies prefer high school graduates with courses in word-processing and general office practices. Applicants who can work as part of a team and can juggle multiple demands and priorities, are the most in demand.

Career Paths

With experience or further education, general office clerks who have strong communication and interpersonal skills may advance to jobs as clerical supervisors or office managers.

Growth Rate: 5.4%

Current Jobs: 65,060

Job Change: 3,540

**Replacement Job
Openings:** 11,940



Requires a
Bachelor's
Degree
or Higher

Human Resources Managers

Human resources managers help top management make effective use of employees' skills. They establish and implement personnel policies and procedures, review compensation packages, and develop or improve performance evaluations. They may also recruit, interview, and hire employees, implement training programs, and plan employee orientation sessions.

Factors Driving the Job Growth

Demand for highly skilled human resource managers is projected to expand slightly faster than the average for all occupations through 2016. To remain competitive and attract and retain workers, companies will need to review and evaluate their personnel policies and benefits more frequently, and hire more human resources managers. Competition for jobs will remain keen, however, due to the large number of qualified workers attracted to this field.

Growth Rate: 9.0%

Current Jobs: 4,690

Job Change: 420

**Replacement Job
Openings:** 880

Where Jobs are Currently Found

Professional, Scientific, & Technical Services (22%)

Finance & Insurance (17%)

Manufacturing (12%)

Management of Companies & Enterprises (11%)

Health Care & Social Assistance (9%)

Trade, Transportation, & Utilities (8%)

Educational Services (8%)

Security & Commodity Brokers (5%)

Wages and Salaries

Mean Annual Earnings:	\$107,220	Compensation & Benefits Managers
	\$113,540	Training & Development Managers
	\$119,470	Human Resource Managers, All Other

Education and Training Requirements

Proven leadership ability and experience in personnel administration are most often preferred by firms. Educational requirements vary, but most companies prefer applicants with a college degree.

Career Paths

Highly talented human resources managers with experience can advance to become corporate vice presidents. Those with specialized expertise may start their own management-consulting firms.

Human Resources, Training, and Labor Relations Specialists



Requires a Bachelor's Degree or Higher



Growth Rate: 13.2%

Current Jobs: 20,240

Job Change: 2,680

Replacement Job Openings: 4,350

Human resources, training, and labor relations specialists implement established personnel programs, administer employee benefits, conduct training programs, and interview and hire people. They may also specialize in recruiting, interviewing, analyzing benefits, or negotiating labor agreements.

Factors Driving the Job Growth

In an increasingly complex world with vast labor markets, companies will continually strive to create the most highly skilled and educated work force. As a result they will continue to need more human resources specialists to monitor, review and administer complicated employee benefit packages and conduct more training programs to improve worker productivity. Although employment is expected to grow faster than the average for all occupations, competition for jobs is likely to remain keen due to the large number of qualified workers attracted to this field.

Where Jobs are Currently Found

Professional, Scientific, & Technical Services (15%)

Health Care & Social Assistance (12%)

Financial Activities (10%)

Administrative & Support Services (15%)

Educational Services (9%)

Management of Companies & Enterprises (8%)

Manufacturing (7%)

Trade, Transportation, & Utilities (6%)

Wages and Salaries

Mean Annual Earnings	\$64,540	Employment, Recruitment, & Placement Specialists
	\$63,730	Compensation, Benefits, & Job Analysis Specialists
	\$65,630	Training and Development Specialists
	\$63,950	Human Resources, Training, & Labor Relations Specialists, All Other

Education and Training Requirements

Firms generally seek college graduates with courses in management and organizational science. Job applicants must be able to speak and write effectively and work well both with others and independently. Ability to function under pressure is essential in some jobs.

Career Paths

With experience, human resources specialists can become supervisors or managers. Depending on their work experience and background, some can become chief compensation and benefits managers or negotiators. Other human resources specialists who conduct training seminars can head up the corporate training department or start their own consulting firms.



Requires a
Bachelor's
Degree
or Higher

Lawyers

Lawyers advise clients on the legal aspects of business and personal matters. They consult with clients, advise them about laws and regulations and make recommendations on courses of action. They may draw up wills, trusts, mortgages, leases, and other legal contracts. They may specialize in trial work, criminal, corporate, or patent law, or teach in universities.

Factors Driving the Job Growth

Increases in the number of firms needing legal counsel, combined with the increasing complexity of business activities will help sustain demand for lawyers. Nevertheless, competition for jobs will remain keen due to the large number of law school graduates entering the job market each year.

Where Jobs are Currently Found

Legal Services (53%)

Self-employed (24%)

Government (8%)

Financial & Insurance (6%)

Wages and Salaries

Mean Annual Earnings: \$128,700

Education and Training Requirements

Lawyers must be licensed and admitted to the Massachusetts Bar under the rules established by the state supreme court. To qualify for this exam, a candidate must have graduated from an accredited law school.

Career Paths

Most lawyers initially work as research assistants to more experienced lawyers or judges. After a few years of experience they may try cases on their own. Highly successful lawyers with several years of experience can become partners. Other workers who must uphold and carry out the law include judges, lobbyists, patent agents, and police officers.

Growth Rate: 7.8%

Current Jobs: 17,580

Job Change: 1,370

**Replacement Job
Openings:** 3,330



Requires
Specialized
Training or an
Associate's Degree

Legal Secretaries

Legal secretaries prepare correspondence and legal papers such as summonses, complaints, motions, and subpoenas under the direction of an attorney. They may also review legal journals and assist in legal research.

Factors Driving the Job Growth

Jobs for legal secretaries should expand slightly faster than overall business and economic growth. Legal secretaries will continue to play a key role in resolving legal matters more quickly.

Where Jobs are Currently Found

Legal Services (87%)

Financial & Insurance (5%)

Wages and Salaries

Mean Annual Earnings: \$49,220

Education and Training Requirements

Specialized training in legal secretarial work is required and available at business schools, community colleges, and universities.

Career Paths

In large law firms, highly experienced legal secretaries can become supervisors or office managers. With further education, some legal secretaries can become paralegals or lawyers. Other workers who process information include medical assistants, court stenographers, and medical records technicians.

Growth Rate: 8.6%

Current Jobs: 7,150

Job Change: 620

**Replacement Job
Openings:** 1,140



Requires a
Bachelor's
Degree
or Higher

Management Analysts

Management analysts, often referred to as management consultants, provide advice on how firms should reorganize their businesses to improve productivity. They collect, analyze, and review work procedures, conduct work simplification and measurement studies, design new systems and procedures, and recommend solutions. They often help top level management implement the changes.



Growth Rate: 19.3%

Current Jobs: 25,610

Job Change: 4,950

**Replacement Job
Openings:** 4,370

Factors Driving the Job Growth

In a highly competitive global economy, firms cannot afford to risk losing their share of the market. As a result, companies will continue to rely on outside expertise to improve the performance of their organizations. Management analysts will be increasingly relied upon to help reduce costs, streamline operations, and develop marketing strategies.

Where Jobs are Currently Found

- Self-employed (24%)
- Management, Scientific, & Technical Consulting Services (22%)
- Computer Systems Design & Related Services (8%)
- Insurance Carriers (6%)
- Security & Commodity Brokers (4%)
- Education & Health Services (4%)
- Information (4%)
- Government (4%)

Wages and Salaries

Mean Annual Earnings: \$96,620

Education and Training Requirements

A master's degree in business administration (MBA) or a discipline closely related to the firm's area of specialization is preferred by most management-consulting firms. Bachelor degree holders may work as research assistants or junior management analysts. Job applicants should be self-motivated and communicate well both orally and in writing.

Career Paths

Junior management analysts usually start as a member of a consulting team, taking on more responsibilities with experience. Those with highly exceptional skills and a large client base may eventually become partners in the firm. Others may even start their own firms. Other workers who analyze data and assist management include economists, operations research analysts, financial analysts, and computer systems analysts.



Requires
Specialized
Training or an
Associate's Degree

Paralegals and Legal Assistants

Paralegals and legal assistants help lawyers prepare cases by checking facts and researching laws. They may draft mortgages, divorce agreements, prepare tax returns, secure loans for the corporation, and review government regulations. Some may specialize in one area of the law.

Factors Driving the Job Growth

Employment of paralegals is expected to grow much more rapidly than the average for all occupations as more companies become aware that paralegals can perform many legal tasks for lower salaries than lawyers. Competition for jobs should remain keen, however, as the growing number of individuals pursuing this career keeps pace with job growth. Graduates of well-regarded programs should have better opportunities.

Growth Rate: 19.5%

Current Jobs: 8,140

Job Change: 1,580

**Replacement Job
Openings:** 1,070

Where Jobs are Currently Found

Legal Services (76%)
Finance & Insurance (4%)
Government (4%)
Insurance Carriers (3%)
Self-Employed (2%)

Wages and Salaries

Mean Hourly Earnings: \$24.72

Education and Training Requirements

Employers generally prefer formal legal training. Two and four year programs are offered at colleges and universities, community colleges, and business schools. Certification is not necessary, but may enhance employment opportunities. An ability to organize large amounts of information is essential.

Career Paths

Experienced paralegals can advance by assuming more responsibilities. Some with exceptional communication skills may become supervisors of clerical staffs and delegate work assigned by attorneys. With further education, some paralegals may become lawyers.



Requires
Short-Term
On-The-Job
Training

Secretaries

Secretaries perform a wide range of administrative tasks to keep offices running smoothly. They schedule appointments, give information to callers, take dictation, compose and type routine correspondence, read and route incoming mail, and file correspondence and other records.

Factors Driving the Job Growth

Job opportunities for secretaries will remain plentiful, even though new technologies, such as e-mail, facsimile machines and voice answering machines, will keep employment from expanding in many industries. Companies will still need secretaries to relay information, schedule conferences and receive clients, and, as a result, businesses will continue to replace these key workers when they retire or move up the career ladder.

Growth Rate:

Growth Rate: 2.0%

Current Jobs: 91,660

Job Change: 1,860

**Replacement Job
Openings:** 14,600

Where Jobs are Currently Found

Colleges, Universities, & Professional Schools (12%)

Professional, Scientific, & Technical Services (11%)

Finance & Insurance (11%)

Administrative & Support Services (7%)

Elementary & Secondary Schools (7%)

Trade, Transportation, & Utilities (6%)

Hospitals (6%)

Manufacturing (5%)

Wages and Salaries

Mean Hourly Earnings:	\$22.62	Executive Secretaries & Administrative Assistants
	\$17.82	Secretaries, except Legal, Medical, & Executive

Education and Training Requirements

Most employers require training in word processing, spreadsheets and database management. Courses in these areas, as well as programs in secretarial science, are offered at vocational educational associations, business schools, vocational-technical schools, and community colleges, and usually take one or two years.

Career Paths

Qualified secretaries who have in-depth knowledge of company operations may become senior or executive secretaries or office managers. Secretaries who possess exceptional word-processing skills can become word-processing instructors and supervisors. Other workers who disseminate and record information include medical records technicians and technologists, legal and medical assistants, and bookkeepers.