



WAGE DATA

Rate Type / Statistical Type	Entry level	Mean	Experienced
Annual wage or salary	\$60,299	\$74,552	\$80,489
Hourly wage	\$29.11	\$36.19	\$38.52

JOB DESCRIPTION

Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources but are too diverse and general in nature to be classified in any one functional area of management or administration such as personnel, purchasing, or administrative services.

DUTIES

- Oversee activities directly related to making products or providing services.
- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Manage staff, preparing work schedules, and assigning specific duties.
- Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- Establish and implement departmental policies, goals, objectives, and procedures conferring with board members, organization officials, and staff members as necessary.
- Determine staffing requirements and interview, hire and train new employees or oversee those personnel processes.
- Plan and direct activities such as sales promotions - coordinating with other department heads as required.
- Determine goods and services to be sold and set prices and credit terms based on forecasts of customer demand.
- Locate, select, and procure merchandise for resale representing management in purchase negotiations.

TOOLS and TECHNOLOGY

Tools used in this occupation:

Magnetic stripe readers and encoders — Magnetic card readers

Mobile phones — Cell phones

Photocopiers — Photocopying equipment

Scanners — Computer scanners

Security cameras — Surveillance cameras

Technology used in this occupation:

Accounting software — Bookkeeping software; Intuit QuickBooks software

Customer relationship management CRM software — Sage ACT!, Salesforce.com Salesforce CRM, Sugar CRM software, vtiger CRM

Electronic mail software — Email software, IBM Lotus Notes, Microsoft Outlook, Mozilla Thunderbird *

Enterprise resource planning ERP software — Deacom ERP software, SAP software

Internet browser software — Microsoft Internet Explorer, Mozilla Firefox, SeaMonkey, Web browser software

KNOWLEDGE

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

SKILLS

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Coordination — Adjusting actions in relation to others' actions.

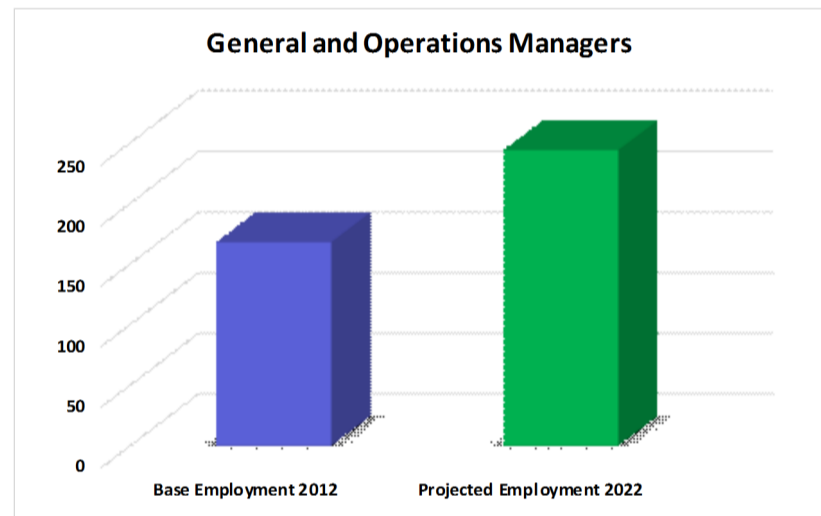
Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

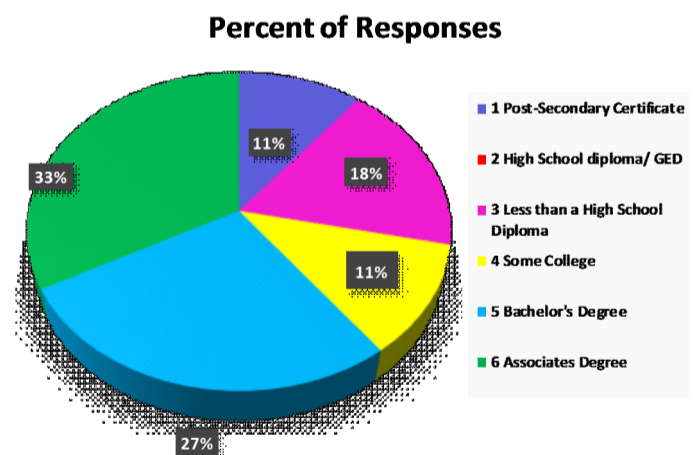
EMPLOYMENT PROJECTION



This information is based on LMI Gateway Data

EDUCATION

The graph below shows the results of a national survey listing the most common required level of education for General and Operation Managers.



EDUCATION FOR THIS JOB

- 2014 Catalogue of Colorado Advanced Manufacturing Program and Skill Resources
<http://www.coloradomanufacturingcareers.com/>

- Approved Colorado Community College Manufacturing Cluster education programs
<http://www.coloradocommunitycolleges.com/go/programs/skilled-trades-technical-sciences/>
<http://www.coloradocommunitycolleges.com/go/>

- Colorado Four Year Colleges and Universities
<http://highered.colorado.gov/academics/colleges/public4year.asp>

- Locations to Get Manufacturing Certificates
<http://www.coloradomanufacturingcareers.com/>