TENNESSEE CAREERS®

Business, Management & Administration

Career Cluster Guide

2008-2009

Four Steps to Career Success

About the Business, Management & Administration Career Cluster

Careers in the Business Management & Administration Career Cluster encompass planning, organizing, directing, and evaluating business functions essential to efficient and productive business operations. Opportunities are available in every sector of the economy.

GET STARTED TODAY!

1
Assess Yourself

Identify your strengths. Then compare them with job expectations in favorite fields.

2
Check the Labor Market

See how a specific occupation fares in Tennessee. Turn to pages 4-7.

3
Find Schools and Educational Programs

Find information on education, training, financial aid, and licensing. See pages 8-11.

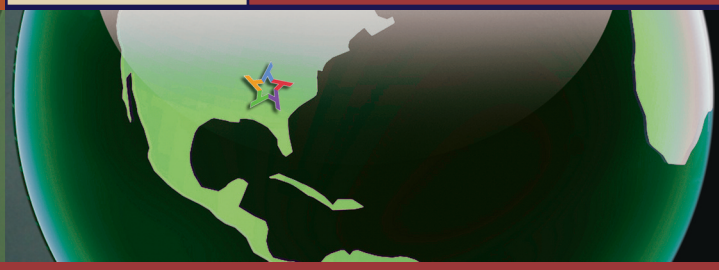
4
Find Employers and Job Openings

Check out the Web sites below or visit your local career centers to find out about opportunities in Tennessee.

Free Online Resources to Explore Careers

Tennessee Career Information Delivery System (TCIDS): http://tcids.tbr.edu/
KUDER Tennessee College and Career Planning System prepared by edamerica:
http://www.planningyourdreams.org/
Tennessee Department of Labor and Workforce Development:
Education, Wages, Jobs and More: http://www.sourcetn.org
Youth pages: http://state.tn.us/labor-wfd/youth
Career Center locations: http://www.state.tn.us/labor-wfd/cc/
Tennessee Department of Education, Career and Technical Education: http://www.tennessee.gov/education/cte/
Online Tennessee Board of Regents ROCC Virtual Career Center: http://careers.rodp.org/
College for TN, powered by xap: http://www.collegefortn.org/

SECONDARY PROGRAMS OF STUDY*	Specific Occupations	
Administrative and Information Support	• Court Reporters • Medical Transcriptionists • First-Line Supervisors/Managers of Office and Administrative Support Workers • Switchboard Operators, Including Answering Service • Telephone Operators • Communications Equipment Operators, All Others • Procurement Clerks • Correspondence Clerks • Court, Municipal, and License Clerks • File Clerks • Order Clerks	• Receptionists and Information Clerks • Dispatchers, Except Police, Fire, and Ambulance • Executive Secretaries and Administrative Assistants • Legal Secretaries • Secretaries, Except Legal, Medical, and Executive • Computer Operators • Data Entry Keyers • Word Processors and Typists • Mail Clerks and Mail Machine Operators, Except Postal Service • Office Clerks, General • Office Machine Operators, Except Computer
Business Analysis	• Budget Analysts • Management Analysts	• Business Operations Specialists, All Others
Business Financial Management and Accounting	• Accountants and Auditors • Billing and Posting Clerks and Machine Operators • Bookkeeping, Accounting, and Auditing Clerks	• Payroll and Timekeeping Clerks • Statistical Assistants
Business Management	• Chief Executives • General and Operations Managers • Public Relations Managers • Administrative Services Managers • Industrial Production Managers	• Purchasing Managers • Medical and Health Services Managers • Managers, All Others • Agents and Business Managers of Artists, Performers, and Athletes
Communications Development	• Advertising and Promotions Managers • Marketing Managers • Sales Managers	• Property, Real Estate, and Community Association Managers • Public Relations Specialists • Customer Service Representatives
Human Resources	• Human Resources Managers • Employment, Recruitment, and Placement Specialists • Compensation, Benefits, and Job Analysis Specialists	• Training and Development Specialists • Human Resources Assistants, Except Payroll and Timekeeping



Tennessee

Programs of Study

*http://pathways.tbr.edu

Business, Management & Administration Jobs in Tennessee

Title	Basic Description	Projected Total 2014 Employment
Source: See footnote #2.	Source: See footnote #2.	Source: See footnote #1.
Accountants and Auditors	Examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements. Install or advise on systems of recording costs or other financial and budgetary data.	**19,890**
Administrative Services Managers	Plan, direct, or coordinate supportive services of an organization, such as recordkeeping, mail distribution, telephone operator/receptionist, and other office support services.	**9,630**
Advertising and Promotions Managers	Plan and direct advertising policies and programs or produce materials, (posters, contests, coupons, or give-aways) to create interest in the purchase of a product or service.	**1,860**
Agents and Business Managers of Artists, Performers, and Athletes	Represent and promote artists, performers, and athletes to prospective employers. May handle contract negotiation and other business matters for clients.	**2,240**
Budget Analysts	Examine budget estimates for completeness, accuracy, and conformance with procedures and regulations. Analyze budgeting and accounting reports for the purpose of maintaining expenditure controls.	**700**
Chief Executives	Formulate policies and provide the overall direction of companies or private and public sector organizations within the guidelines set by a board of directors or similar governing body.	**14,930**
Compensation, Benefits, and Job Analysis Specialists	Conduct programs of compensation and benefits and job analysis for an employer. May specialize in specific areas, such as position classification and pension programs.	**2,010**
Court Reporters	Use verbatim methods/equipment to capture, store, and transcribe legal proceedings or other information. Includes stenocaptioners who provide captions for hearing-impaired viewers.	**110**
Employment, Recruitment, and Placement Specialists	Recruit and place workers.	**3,310**
First-Line Supervisors/ Managers of Office and Administrative Workers	Supervise and coordinate the activities of clerical and administrative support workers.	**32,560**
General and Operations Managers	Plan, direct, or coordinate the operations of companies or public and private organizations. Includes formulating policies and managing daily operations.	**60,370**
Human Resources Assistants, Except Payroll and Timekeeping	Compile and keep personnel records record employee data (address, weekly earnings, absences, performance evaluations, etc.) and compile reports from employment records.	**4,590**
Industrial Production Managers	Plan, direct, or coordinate the work activities and resources necessary for manufacturing products in accordance with cost, quality, and quantity specifications.	**4,110**

1. Estimated wage and employment data are from the Tennessee Department of Labor and Workforce Development, Employment Security Research and Statistics Division (www.sourcetn.org).
2. Job titles and common descriptions are from the Bureau of Labor Statistics, U.S. Department of Labor, Standard Occupational Classification System (http://www.bls.gov/soc).

High Skill - High Wage - In Demand

Projected Number of New Jobs, 2004-2014	Annual Median Wage	Most Common Education/Training	Suggested Programs of Study	High Skill	High Wage	In Demand
Source: See footnote #1.		Source: See footnote #1.	See footnote #3.	Source: See footnote #1.		
3,770	$47,119	Bachelor's Degree	Accounting	●	●	●
1,580	$45,927	Work experience, plus Bachelor's Degree	Business Administration and Management, General	●	●	
360	$46,310	Work experience, plus Bachelor's Degree	Advertising; Business Marketing and Marketing Management; Public Relations and Organizational Communications	●	●	●
550	$62,788	Work experience, plus Bachelor's Degree	Human Resources Management	●	●	●
100	$54,045	Bachelor's Degree	Accounting	●	●	●
2,290	$118,948	Work experience, plus Bachelor's Degree	Business Administration and Management, General; Enterprise Management and Operation, General; International Business	●	●	
420	$42,117	Bachelor's Degree	Human Resources Management	●	●	●
40	$42,794	Postsecondary career/ technical education	Court Reporter	●	●	●
670	$39,636	Bachelor's Degree	Human Resources Management	●	●	●
3,840	$38,501	Work experience in a related occupation	Office Supervision and Management	●	●	●
10,510	$68,236	Work experience, plus Bachelor's Degree	Business Administration and Management, General; Enterprise Management and Operation, General; International Business	●	●	
720	$31,895	Short-term on-the-job training	General Office/Clerical and Typing Services		●	●
350	$64,388	Bachelor's Degree	Business Administration and Management, General	●	●	

3. The suggested programs of study are postsecondary programs.

For updated career information go to http://www.sourcetn.org.

Business, Management & Administration Jobs in Tennessee

Title	Basic Description	Projected Total 2014 Employment
Source: See footnote #2.	Source: See footnote #2.	Source: See footnote #1.
Management Analysts	Conduct organizational studies and evaluations, design systems and procedures for more efficient and effective operations, and conduct work simplifications and measurement studies.	**8,060**
Managers, All Others	All managers not listed separately.	**12,330**
Marketing Managers	Determine the demand for products and services offered by a firm and its competitors, identify potential customers, develop pricing strategies, oversee product development, or monitor trends for new products and services.	**3,910**
Medical and Health Services Managers	Plan, direct, or coordinate medicine and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.	**6,300**
Medical Transcriptionists	Listen and transcribe recordings by health care professionals detailing medical reports, such as patient operations, chart reviews, and final summaries, and editing final transcriptions.	**2,580**
Operations Research Analysts	Collect and analyze data, and use mathematical modeling and optimizing methods to develop and interpret data that assists management with decision-making and policy formulation.	**950**
Property, Real Estate, and Community Association Managers	Plan, direct, or coordinate selling, buying, leasing, or governance activities of commercial, industrial, or residential real estate properties.	**6,240**
Public Relations Managers	Oversee programs designed to create and maintain a positive image of the employer/client. If employed by a nonprofit organization, this may include fundraising.	**960**
Public Relations Specialists	Engage in positive promotion of individuals, groups, or organizations through generation of favorable publicity material released through various communications media.	**3,140**
Sales Managers	Direct the distribution or movement of a product or service to the customer by establishing sales territories, quotas, goals, and training programs for sales representatives.	**10,340**
Statistical Assistants	Compile and compute data according to statistical formulas for use in statistical studies. May perform actuarial computations and compile charts and graphs for use by actuaries.	**160**
Statisticians	May develop mathematical theory or apply statistical theory and methods to collect, organize, interpret, and summarize numerical data.	**350**
Training and Development Specialists	Conduct training and development programs for employees.	**4,670**

1. Estimated wage and employment data are from the Tennessee Department of Labor and Workforce Development, Employment Security Research and Statistics Division (www.sourcetn.org).
2. Job titles and common descriptions are from the Bureau of Labor Statistics, U.S. Department of Labor, Standard Occupational Classification System (http://www.bls.gov/soc).

High Skill - High Wage - In Demand

Projected Number of New Jobs, 2004-2014	Annual Median Wage	Most Common Education/Training	Suggested Programs of Study	High Skill	High Wage	In Demand
Source: See footnote #1.		Source: See footnote #1.	See footnote #3.	Source: See footnote #1.		
1,600	$54,762	Work experience, plus Bachelor's Degree	Business Administration and Management, General	●	●	
1,370	$66,243	Work experience in related occupation	Business Administration and Management, General; Business Management and Administrative Services, Other; Business, General; Enterprise Management and Operation, General	●	●	
750	$69,030	Work experience, plus Bachelor's Degree	Business Marketing and Marketing Management	●	●	●
1,120	$64,450	Work experience, plus Bachelor's Degree	Health System/Health Services Administration; Hospital/Health Facilities Administration; Nursing Administration (post-RN)	●	●	
480	$28,245	Postsecondary career/ technical education	Medical Transcription	●		●
60	$56,072	Master's Degree	Business Administration and Management, General; Management Science	●	●	●
1,350	$36,875	Bachelor's Degree	Business Administration and Management, General;	●	●	
200	$54,369	Work experience, plus Bachelor's Degree	Public Relations and Organizational Communications	●	●	●
730	$39,634	Bachelor's Degree	Public Relations and Organizational Communications	●	●	●
1,810	$68,095	Work experience, plus Bachelor's Degree	Business Administration and Management, General; Business Marketing and Marketing Management	●	●	●
20	$32,361	Moderate-term on-the-job training	Accounting Technician		●	●
10	$46,221	Master's Degree	Mathematical Statistics	●	●	
950	$42,289	Bachelor's Degree	Human Resources Management	●	●	●

3. The suggested programs of study are postsecondary programs.

For updated career information go to http://www.sourcetn.org.

PROGRAMS OF STUDY

TENNESSEE TECHNOLOGY CENTERS, COLLEGES & UNIVERSITIES

Business, Management & Administration Majors	Austin Peay State University www.apsu.edu	Chattanooga State Technical Community College www.chattanoogastate.edu	Cleveland State Community College www.clscc.cc.tn.us	Columbia State Community College www.columbiastate.edu	Dyersburg State Community College www.dscc.cc.tn.us	East Tennessee State University www.etsu.edu	Jackson State Community College www.jscc.cc.tn.us	Middle Tennessee State University www.mtsu.edu	Motlow State Community College www.mscc.cc.tn.us	Nashville State Community College www.nscc.edu	Northeast State Technical Community College www.nstcc.cc.tn.us	Pellissippi State Technical Community College www.pstcc.cc.tn.us	Roane State Community College www.rscc.cc.tn.us	Southwest Tennessee Community College www.southwest.tn.edu/
Accounting Technician		A								A	C	A		C, A
Accounting						B, M		B, M						
Administrative and Secretarial Services, Other														
Administrative Assistant/ Secretarial Science, General		A	A							A	A	A	A	A
Advertising														
Business Administration and Management	A, M	A	A	C, A	A	B, M, S	A	B, M	A	A	A	A	A	C, A
Business Marketing and Marketing Management						B		B						
Business, General	B													C, A
Court Reporting/Court Reporter		A												
E-Commerce/Electronic Commerce		C				C								
Enterprise Management and Operation, General						S		B		C				
Health System/Health Services Administration						S		S						
Hospital/Health Facilities Administration														
Human Resources Management														
Information Processing/Data Entry Technician	A	C												
International Business														
Management Science														
Mathematical Statistics														
Medical Insurance Coding Specialist/Coder														
Medical Insurance Specialist/Medical Biller														
Medical Office Assistant/Specialist														
Medical Office Management														
Medical Transcription					C								C	
Music Business Management and Merchandising								B, M						
Nursing Administration (post-RN)														
Office Supervision and Management								B						
Public Relations/ Image Management														

This chart was based upon the best available information and is intended only to serve as a general guide for educational opportunities. Department names for programs vary among schools. Refer to related cluster booklets for other possible programs. Community Colleges (www.tbr.state.tn.us/campuses.htm) offer University Parallel Programs, which may also offer opportunities for study in this field. Contact the schools' academic departments or your school advisor for current programs and degrees: www.tbr.state.tn.us/campuses.htm and http:/www.tennessee.edu/.

For financial aid information, go to the Tennessee Student Assistance Corporation, http://Tennessee.gov/tsac/about_us.htm, or The Source, www.sourcetn.org (Services for Individuals, Education Services, Financial Aid).

Tennessee Technology Center at Athens www.athens.tec.tn.us/	Tennessee Technology Center at Chattanooga www.chattanoogastate.edu	Tennessee Technology Center at Covington www.covington.tec.tn.us/	Tennessee Technology Center at Crossville www.crossville.tec.tn.us/	Tennessee Technology Center at Crump www.crump.tec.tn.us/	Tennessee Technology Center at Dickson www.dickson.tec.tn.us/	Tennessee Technology Center at Elizabethton www.elizabethton.tec.tn.us/	Tennessee Technology Center at Harriman www.harriman.tec.tn.us/	Tennessee Technology Center at Hartsville www.hartsville.tec.tn.us/	Tennessee Technology Center at Hohenwald www.hohenwald.tec.tn.us/	Tennessee Technology Center at Jacksboro www.jacksboro.tec.tn.us/	Tennessee Technology Center at Jackson www.jackson.tec.tn.us/	Tennessee Technology Center at Knoxville www.knoxville.tec.tn.us/	Tennessee Technology Center at McKenzie www.mckenzie.tec.tn.us/	Tennessee Technology Center at McMinnville www.mcminnville.tec.tn.us/	Tennessee Technology Center at Memphis www.memphis.tec.tn.us/	Tennessee Technology Center at Morristown www.morristown.tec.tn.us/	Tennessee Technology Center at Murfreesboro www.murfreesboro.tec.tn.us/	Tennessee Technology Center at Nashville www.nashville.tec.tn.us/
C	C	C		C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
	C																	
C	C	C	C	C	C	C	C	C	C	C	C		C	C	C	C	C	C
																		C
												C						
	C																	

C = Postsecondary Awards/Certificates/Diplomas
A = Associate Degree
B = Bachelor's Degree
M = Master's Degree
D = Doctoral Degree
S = Special Postbaccalaureate

PROGRAMS OF STUDY

TENNESSEE TECHNOLOGY CENTERS, COLLEGES & UNIVERSITIES

Business, Management & Administration Majors*	Tennessee Technology Center at Newbern www.newbern.tec.tn.us/	Tennessee Technology Center at Oneida/Huntsville www.huntsville.tec.tn.us/	Tennessee Technology Center at Ripley www.ripley.tec.tn.us/	Tennessee Technology Center at Shelbyville www.shelbyville.tec.tn.us/	Tennessee Technology Center at Whiteville www.whiteville.tec.tn.us/	Tennessee State University www.tnstate.edu	Tennessee Technological University www.tntech.edu	The University of Memphis www.memphis.edu	University of Tennessee at Chattanooga www.utc.edu	University of Tennessee at Knoxville www.utk.edu	University of Tennessee at Martin www.utm.edu	University of Tennessee at Memphis www.utmem.edu	Volunteer State Community College www.vscc.cc.tn.us	Walters State Community College www.wscc.cc.tn.us
Accounting Technician														
Accounting						B	B	B, M	M	B, M	B			
Administrative and Secretarial Services, Other	C	C	C		C									
Administrative Assistant/ Secretarial Science, General											B		C	
Advertising										B				
Business Administration and Management						B, M	B, M	B, M, D	B, M	B, M, D	B, M		A	A
Business Marketing and Marketing Management							B	B		B	B			
Business, General														
Court Reporting/Court Reporter														
E-Commerce/Electronic Commerce														
Enterprise Management and Operation, General														
Health System/Health Services Administration						B, S						M, D		
Hospital/Health Facilities Administration								M						
Human Resources Management										B, M				
Information Processing/Data Entry Technician	C	C	C	C	C									
International Business								B, M						
Management Science										M, D				
Mathematical Statistics										B, M, S				
Medical Insurance Coding Specialist/Coder														C
Medical Insurance Specialist/Medical Biller														
Medical Office Assistant/Specialist														
Medical Office Management														
Medical Transcription														C
Music Business Management and Merchandising														
Nursing Administration (Post-RN)										S				
Office Supervision and Management						B								
Public Relations/ Image Management										B				

* For legend and footnotes, please see pages 8 and 9.

Tennessee Licensed Occupations

Job Titles and Licenses		Contacts
Chief Executives Education Administration		Office of Teacher Licensing Department of Education Andrew Johnson Tower, 4th Floor 710 James Robertson Pkwy. Nashville, TN 37243 (615) 532-4885 http://www.tennessee.gov/education/lic/
Medical and Health Services Managers Nursing Home Administrator		Board of Nursing Home Administrators Division of Health Related Boards Department of Health 227 French Landing, Suite 300 Nashville, TN 37243 (615) 253-5087 http://health.state.tn.us/Boards/NHA/index.htm
Accountants and Auditors Accountant (CPA)		Board of Accountancy Division of Regulatory Boards Department of Commerce and Insurance Davy Crockett Tower, 2nd Floor 500 James Robertson Pkwy. Nashville, TN 37243 (615) 741-2550 http://tennessee.gov/commerce/boards/tnsba
Accountants and Auditors Collection Service		Collection Service Board Division of Regulatory Boards Department of Commerce and Insurance Davy Crockett Tower, 6th Floor 500 James Robertson Pkwy. Nashville, TN 37243 (615) 741-1741 http://tennessee.gov/commerce/boards/collect

Tennessee Career Information Delivery System (TCIDS): http://tcids.tbr.edu/
The Source: http://www.sourcetn.org

Notice

The Tennessee Career Cluster Guides and accompanying Planning Guide are publications of the Tennessee Department of Education. Information contained herein is provided as a public service. While every attempt has been made to provide accurate information, there is no guarantee of the completeness or accuracy of the information provided. There is no promise or warranty that the agencies involved will continue to provide or update information. This service may be suspended or discontinued at any time. The user assumes the responsibility of verifying any information used or relied upon.

For more information on Career clusters:

http://www.tennessee.gov/education/cte

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Office for Civil Rights
Tennessee Department of Education
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Nashville, TN 37243-0383
Tel. (615) 253-1550

Tennessee Career & Technical Education

States' Career Clusters Initiative
www.careerclusters.org

Tennessee DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT

TCIDS Tennessee Career Information Delivery System
YOUR SOURCE FOR YOUR CAREER SEARCH

THE UNIVERSITY of TENNESSEE