

ON-THE-JOB TRAINING • COLLEGE • CEGEP • TRADES/TECHNICAL TRAINING



• COLLEGE • CEGEP • TRADES/TECHNICAL TRAINING • APPRENTICESHIP • OCCUPATION • CEGEP •

• OTHER SPECIALIZED TRAINING • APPRENTICESHIP • OCCUPATION • ON-THE-JOB TRAINING •

Occupations: University not required

• OTHER SPECIALIZED TRAINING • APPRENTICESHIP • OCCUPATION • CEGEP



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Career Directions is On-Line.
Check it out on the Canada Career Consortium website at:
www.careerccc.org

“What do I do after high school?”



Interested in full-time work, apprenticeship or college as part of your future? Check out the occupational options in Career Directions!

Thinking about what to do after high school?

Career Directions contains practical information to help you think about what to do after high school. Use Career Directions to explore your skills and interests, to investigate a variety of occupations, and to think about how to shape your skill sets to lead you to the work you want to do.

This guide gives you common-sense (and a step beyond common-sense!) information about 186 occupations, ranging from Agricultural Technician to Welder. It focuses on six paths for continued learning: community college, CEGEP, trades/technical training, apprenticeship, on-the-job training and other specialized training. It points out some of the paths that different occupations can lead to. If you're worried about making the “wrong decision,” you'll find out there is always something to move on to.

Occupational profiles

Each occupation starts with a description of what the work is *really* like - what your typical day might be like. The section “Work conditions and training” tells you where you're likely to work and what kind of work conditions to expect. Is there shift work? Are you likely to earn hourly wages or an annual salary? What sort of on-the-job training can you expect?

Is the work right for you? Are you right for it? Will your heart be in it? Many occupations require specific skills, like computer expertise or good visual sense; others require qualities like

tact or discretion. Read the section “Who's the right person?” carefully, and imagine yourself in that position. Could you be the right person?

What are employers looking for in applicants for this type of work? The “What does it take?” section will give you information about work requirements. Will you need formal training or a high school diploma? Do you need a community college background? What experience would be an asset? Also find out what high school subjects would be an asset to you in preparation for this occupation.

Finding more information

Each profile gives you a list of related occupations - if a specific occupation interests you, maybe you'll find something of interest in the related occupations as well. All occupational profiles have tips on where you can go to find out more about the work. Some provide contact information for professional associations. If you are interested in working for the government, you should contact the local office of the federal Public Service Commission or its provincial/territorial equivalent.

Salaries

Salaries are provided to give you an idea about the wages to expect. Salaries provided for the occupations represent: the average of all workers in the occupation or occupational group; the average of the top 10% of all workers in the occupation or occupational group; and the average of the bottom 10% of all workers in the occupation or occupational group.

Important reasons you need to do some investigating and check out salaries for yourself are:

- Some salaries may seem extremely low because the salaries of self-employed people who have lost money are included in the averages.
- Some of the salaries given for a particular occupation are the salaries for a group of similar occupations and one occupation in the group may be pulling the average up or down.
- These averages are national and the salaries may vary in different regions.
- Working in a rural vs. urban setting may have different salary implications.
- The size of the organization you work for may have salary implications - e.g. small independent vs. large national or international organization/chain.
- Some organizations with lower salaries may offer non-monetary benefits that compensate for this lower salary (e.g. health benefits, extra holiday time, flexible hours, etc.).
- Educational background and previous work experience can affect salary levels.
- Some positions offer employees the opportunity to supplement income with commission and gratuities.

The source for the salary information is Statistics Canada, Census, 1996.

How to find interesting occupations

You can find occupational profiles that interest you in two different ways:

Alphabetically

Finding Occupations Alphabetically organizes all the occupational profiles

Also available: a Parent's Brochure and a Facilitator's Guide. Fill out the Order Form at the back of the book to order these products.

Combine what you are passionate about with your career choices and you will be on your way to an exciting, fulfilling work future.

in alphabetical order. If you want to find a specific occupation quickly, this is the list to use.

By Field of Work

Finding Occupations by Field of Work at the beginning of *Career Directions* lets you quickly identify the occupations within each field. The Field of Work is important because in today's changing world, occupations can change quite quickly. However, work fields change much less quickly, so it's worth paying attention to the fields that interest you.

The Fields of Work are:

- Agribusiness, Natural Resources & Environment
- Arts, Culture & Communication
- Business & Administration
- Computers & Technology
- Health
- Manufacturing
- Sales & Service
- Tourism, Recreation & Sports
- Trades & Construction

How to use what you find

There are a few things to keep in mind as you use *Career Directions*:

- *Think overview.* There are over 40,000 occupations in North America. Remember that *Career Directions* provides a sampling of occupations. Make sure you explore occupations related to the ones that you read about, and talk to people in the fields you're interested in.
- *Think fields of work.* Occupations change every day. What's hot one month can be cold the next. What changes less quickly are *fields* of work. For example, you know the Arts, Culture and Communication field is going to be around for a while, even if occupations within it change. If you find out about the field - the skills that

are common to several occupations, the different types of companies that hire, the related occupations, etc. - you'll have an idea of where else to look in the case where you face major changes in your work.

- *Think pathway.* In a world of rapid change, you'll likely be doing many things throughout your life. So, instead of looking at the occupations in *Career Directions* as endpoints or destinations, look at them as starting points for your own pathway. Ask yourself these questions about occupations that interest you:

- *Will this occupation launch me into a field that interests me?* There are very few "dead-end" occupations in this world. You can look at any occupation as an entry-point or launchpad into a field of work. For instance, you are interested in working in tourism. Buss person may not be your first choice, but what if it leads to food and beverage server, which leads to maitre d', which leads to restaurant manager, which leads to restaurant owner in Banff? Buss person turns out to be a great launch into the field of tourism.

- *Will this occupation help me learn about other work that might be interesting?* Is it a gateway to the world of work? Think about the work that you're doing for its ability to show you other kinds of work. For example, doing service work (e.g., pumping gas, selling jeans, serving tables, filling vending machines, driving delivery) can be a terrific way of getting to talk to people about the work they do and the field they work in.

- *Will this occupation be a bridge to a field I'm really interested in?* You can't always get what you want the first time. You may be really interested in the area of entertainment in the Arts, Culture and Communication field, but nothing seems available in your community. A scan through *Career Directions* might help you find an occupation (like skin care/make-up consultant, fashion buyer, interior designer) that is in a different field (like

Sales and Service) that could bridge you to the area of entertainment.

Take the time to read the career-building tips scattered throughout *Career Directions* and look at some of the interest checklists and skills inventories. The interest checklists can give you a starting point for your exploration. The skills inventories in each section can show you areas where you already have some relevant skills and areas where you may want to increase your skills.

Career Directions Terms

Following are explanations of how terms are used in *Career Directions*. The meaning of the terms may be slightly different in other resources.

Occupation = what a person does (e.g. accountant)

Industry = where a person performs the occupational work (e.g. an accountant in the shoe manufacturing industry, or in the health care industry or in the agriculture industry)

Occupational Profile = description of an occupation

Field of Work = name for a group of closely related industries (e.g. the Agribusiness, Environment and Natural Resources Field of Work includes occupations in forestry and fishing and farming among others)

Sector = Industry (for our purposes - may differ in other resources)

Sector Council = an association responsible for providing human resources information about a field of work, an industry or a group of similar occupations - (e.g. Software Human Resources Council or the National Seafood Sector Council). The councils may be a very good resource for anyone interested in a certain industry or occupation within that industry. Contact information can be found in the profiles.

Finding Occupations Alphabetically



OCUPATIONS	N.O.C.	PAGE #		
A	Accounting Clerk	1431	65	
	Actor	5135	45	
	Advertising Sales Representative	6411	66	
	Agricultural Technician	2221	27	
	Air Pilot	2271	159	
	Air Traffic Controller	2272	91	
	Announcer/Broadcaster	5231	46	
	Applied Chemical Technologist	2211	92	
	Aquaculture Technician	2221	28	
	Auctioneer	6411	160	
	Autobody Technician	7322	215	
	Automotive Service Technician	7321	216	
	B	Bank Teller	1433	67
Bartender		6452	193	
Boiler Operator		7351	217	
Broadcast Producer		5131	47	
Bus Driver		7412	161	
C		Cable Television Service Technician	7247	162
	Carpet Cleaner	6662	163	
	Cashier	661	164	
	Chef	6241	194	
	Child and Youth Care Worker	4212	165	
	Civil Engineering Technician/Technologist	2230	93	
	Claims Adjuster	1233	68	
	Computer Animator	5241	94	
	Computer Programmer	2163	95	
	Computer Systems Technician/Technologist	2163	96	
	Conservation Officer	2224	29	
	Cook	6242	195	
	Correctional Service Officer	6462	166	
	Court Officer	1227	69	
	Crane Operator	7371	218	
	Customer Service Representative & Information Clerk	1453	167	
	Customs Broker	1236	168	
	Customs Inspector	1228	169	
	D	Dancer	5134	48
		Day-Care Worker's Assistant	6473	170
Delivery Driver		7414	171	
Dental Assistant		3411	111	
Dental Hygienist		3222	112	
Dental Technician/Technologist		3220	113	

N.O.C. = National Occupational Classification

OCCUPATIONS	N.O.C.	PAGE #	
D	Dispatcher	1475	172
	Diver, Commercial	7382	173
	Draftsperson	2253	97
	Driller, Construction	7372	219
	Drywall Installer and Finisher	7284	220
E	Editorial Assistant	1452	49
	Electrical Engineering Technician/Technologist	2241	98
	Electrician	7241	221
	Electronic Engineering Technician/Technologist	2241	99
	Elevator Constructor and Mechanic	7318	222
	Executive Assistant	1222	70
	Executive Housekeeper	6471	196
F	Fashion Buyer	6233	71
	Film/New Media Editor	5131	50
	Firefighter	6262	174
	Fish and Fish Products Inspector	2222	30
	Fitness Instructor	5254	197
	Flight Attendant	6432	198
	Food and Beverage Server	6453	199
	Food and Beverage Supervisor	6212	200
	Food Processing Technician	2211	100
	Food Products Sales Representative	6411	72
	Forest Technician	2223	31
	Foundry Worker	9412	137
	Front Desk Agent	6435	201
	Funeral Assistant	6272	114
	Furnace Operator, Steel Mill	9411	138
	Furniture Finisher and Refinisher	949	223
G	Gas/Oil Burner Technician	7253	224
	Gas Plant Operator	9232	139
	General Office Clerk	1411	73
	Geological Technician/Technologist	2212	32
	Glass Cutter	9413	140
	Graphic Designer	5241	51
H	Hairstylist	6271	175
	Hazardous Waste Management Technologist	221	33
	Health Record Technician	1413	115
	Heavy Equipment Operator	742	225
	Heritage Interpreter	5212	52
	Hockey Player	5251	202

N.O.C. = National Occupational Classification

Finding Occupations Alphabetically



OCUPATIONS	N.O.C.	PAGE #	
H	Home Support Worker/Home Health Aide	3414	116
	Horticulturist	2225	34
I	Illustrator	5241	53
	Industrial Engineering Technician/Technologist	2233	101
	Industrial Instrumentation Technician/Technologist	2243	102
	Insurance Agent	6231	176
	Insurance Underwriter	1234	74
	Interior Designer	5242	54
	Inventory Control Clerk	1474	75
	Ironworker	7264	226
J	Jeweller	7344	177
L	Legal Assistant	4211	76
	Lighting Technician	5226	55
M	Machinist	723	227
	Maitre d'Hotel	6451	203
	Massage Therapist	3235	117
	Medical Lab Technologist	3211	118
	Medical Transcriptionist	1244	119
	Merchandise Facilitator	6622	178
	Messenger and Courier	1463	179
	Midwife	3232	120
	Mine Service and Supply Worker	841	141
	Mining Machine Operator	8231	142
	Motorcycle Mechanic	7334	228
	Musician	5133	56
	N	Nanny	6474
Network Security Specialist		2162	103
Nuclear Medicine Technologist		3215	121
Nursing Assistant/Licensed Practical Nurse		3413	122
O	Occupational Health and Safety Co-ordinator	2263	35
	Office Manager	1221	77
	Optical Laboratory Technician	3414	123
	Optician	3231	124
	Orthopaedic Technologist	3414	125
	Outdoor Guide	6442	204

N.O.C. = National Occupational Classification

OCCUPATIONS	N.O.C.	PAGE #	
P	Painter/Decorator	7294	229
	Paramedic/Ambulance Attendant	3234	126
	Parts Clerk	961	143
	Patternmaker	7232	144
	Payroll Clerk	1432	78
	Personal Banking Representative	1232	79
	Pet Groomer	6483	181
	Petroleum Engineering Technologist	2212	36
	Pharmacy Technician	3414	127
	Photographer, Commercial	5221	57
	Plastics Processing Machine Operator	9422	145
	Plumber	7251	230
	Police Officer	6261	182
	Power Linesman/woman	7244	231
	Power System Operator	7352	146
	Printing Machine Operator	9471	147
	Printing Press Operator	7381	148
	Process Panel Operator	9234	149
	Promotions Assistant	1122	80
	Property Manager	1224	81
	Psychiatric Aide	3413	128
	Public Health Inspector	2264	129
	Publicist	5124	82
Purchasing Officer	1225	83	
R	Radiological Technologist (X-ray Technologist)	3215	130
	Real Estate Salesperson	6232	183
	Receptionist	1414	84
	Recording/Sound Engineer	5225	58
	Recreation Leader	5254	205
	Reflexologist	3232	131
	Refrigeration & Air Conditioning Mechanic	7313	232
	Rehabilitation Assistant	663	132
	Respiratory Therapist	3214	133
	Roofer	7291	233
	Rubber Processing Machine Operator	9423	150
S	Sales Manager	0611	85
	Sawmill Machine Operator	9431	151
	Scientific Equipment Sales Representative	6221	104
	Secretary	1241	86
	Security Guard	665	184
	Service Rig Operator	8232	152
	Service Station Attendant	6621	185

N.O.C. = National Occupational Classification




Finding Occupations Alphabetically



OCCUPATIONS	N.O.C.	PAGE #	
S	Sheet Metal Worker	7261	234
	Shipper/Receiver	1471	87
	Ski Lift Operator	6670	206
	Skin Care/Make-up Consultant	6482	186
	Social Services Worker	4212	187
	Special Effects Technician	5226	59
	Special Events Co-ordinator	1226	207
	Survey Technician/Technologist	2254	105
	Swine Technician	8253	37
T	Taxi Driver	7413	208
	Teacher Assistant	6472	188
	Telecommunications Equipment Technician	7246	106
	Telemarketer	6623	189
	Textile Dyer	9443	153
	Textile Machinery Mechanic	7317	154
	Tool Designer	2232	155
	Tourism Small Business Owner/Operator	0632	209
	Tourism Visitor Information Counsellor	1453	210
	Transportation Manager	0713	190
	Travel Counsellor	6431	211
V	Veterinary Technician	3213	38
	Video Camera Operator	5222	60
W	Water Resources Technician/Technologist	223	39
	Water Treatment Plant Operator	9424	40
	Web Designer	2163	107
	Welder	9510	235
	Wildlife Technician	2221	41
	Writer	5121	61




N.O.C. = National Occupational Classification

Finding Occupations by Fields of Work




OCCUPATION	N.O.C.	PAGE #
 Agribusiness, Natural Resources & Environment		
Agricultural Technician	2221	27
Aquaculture Technician	2221	28
Conservation Officer	2224	29
Fish and Fish Products Inspector	2222	30
Forest Technician	2223	31
Geological Technician/Technologist	2212	32
Hazardous Waste Management Technologist	221	33
Horticulturist	2225	34
Occupational Health and Safety Co-ordinator	2263	35
Petroleum Engineering Technologist	2212	36
Swine Technician	8253	37
Veterinary Technician	3213	38
Water Resources Technician/Technologist	223	39
Water Treatment Plant Operator	9424	40
Wildlife Technician	2221	41
 Arts, Culture & Communication		
Actor	5135	45
Announcer/Broadcaster	5231	46
Broadcast Producer	5131	47
Dancer	5134	48
Editorial Assistant	1452	49
Film/New Media Editor	5131	50
Graphic Designer	5241	51
Heritage Interpreter	5212	52
Illustrator	5241	53
Interior Designer	5242	54
Lighting Technician	5226	55
Musician	5133	56
Photographer, Commercial	5221	57
Recording/Sound Engineer	5225	58
Special Effects Technician	5226	59
Video Camera Operator	5222	60
Writer	5121	61
 Business & Administration		
Accounting Clerk	1431	65
Advertising Sales Representative	6411	66
Bank Teller	1433	67
Claims Adjuster	1233	68
Court Officer	1227	69
Executive Assistant	1222	70
Fashion Buyer	6233	71
Food Products Sales Representative	6411	72

N.O.C. = National Occupational Classification





OCCUPATION	N.O.C.	PAGE #
 Business & Administration		
General Office Clerk	1411	73
Insurance Underwriter	1234	74
Inventory Control Clerk	1474	75
Legal Assistant	4211	76
Office Manager	1221	77
Payroll Clerk	1432	78
Personal Banking Representative	1232	79
Promotions Assistant	1122	80
Property Manager	1224	81
Publicist	5124	82
Purchasing Officer	1225	83
Receptionist	1414	84
Sales Manager	0611	85
Secretary	1241	86
Shipper/Receiver	1471	87
 Computers & Technology		
Air Traffic Controller	2272	91
Applied Chemical Technologist	2211	92
Civil Engineering Technician/Technologist	2230	93
Computer Animator	5241	94
Computer Programmer	2163	95
Computer Systems Technician/Technologist	2163	96
Draftsperson	2253	97
Electrical Engineering Technician/Technologist	2241	98
Electronic Engineering Technician/Technologist	2241	99
Food Processing Technician	2211	100
Industrial Engineering Technician/Technologist	2233	101
Industrial Instrumentation Technician/Technologist	2243	102
Network Security Specialist	2162	103
Scientific Equipment Sales Representative	6221	104
Survey Technician/Technologist	2254	105
Telecommunications Equipment Technician	7246	106
Web Designer	2163	107
 Health		
Dental Assistant	3411	111
Dental Hygienist	3222	112
Dental Technician/Technologist	3220	113
Funeral Assistant	6272	114
Health Record Technician	1413	115
Home Support Worker/Home Health Aide	3414	116
Massage Therapist	3235	117
Medical Lab Technologist	3211	118

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OCCUPATION	N.O.C.	PAGE #
 Health		
Medical Transcriptionist	1244	119
Midwife	3232	120
Nuclear Medicine Technologist	3215	121
Nursing Assistant/Licensed Practical Nurse	3413	122
Optical Laboratory Technician	3414	123
Optician	3231	124
Orthopaedic Technologist	3414	125
Paramedic/Ambulance Attendant	3234	126
Pharmacy Technician	3414	127
Psychiatric Aide	3413	128
Public Health Inspector	2264	129
Radiological Technologist (X-ray Technologist)	3215	130
Reflexologist	3232	131
Rehabilitation Assistant	663	132
Respiratory Therapist	3214	133
 Manufacturing		
Foundry Worker	9412	137
Furnace Operator, Steel Mill	9411	138
Gas Plant Operator	9232	139
Glass Cutter	9413	140
Mine Service and Supply Worker	841	141
Mining Machine Operator	8231	142
Parts Clerk	961	143
Patternmaker	7232	144
Plastics Processing Machine Operator	9422	145
Power System Operator	7352	146
Printing Machine Operator	9471	147
Printing Press Operator	7381	148
Process Panel Operator	9234	149
Rubber Processing Machine Operator	9423	150
Sawmill Machine Operator	9431	151
Service Rig Operator	8232	152
Textile Dyer	9443	153
Textile Machinery Mechanic	7317	154
Tool Designer	2232	155
 Sales & Service		
Air Pilot	2271	159
Auctioneer	6411	160
Bus Driver	7412	161
Cable Television Service Technician	7247	162
Carpet Cleaner	6662	163
Cashier	661	164

N.O.C. = National Occupational Classification



OCCUPATION	N.O.C.	PAGE #
 Sales & Service		
Child and Youth Care Worker	4212	165
Correctional Service Officer	6462	166
Customer Service Representative & Information Clerk	1453	167
Customs Broker	1236	168
Customs Inspector	1228	169
Day-Care Worker's Assistant	6473	170
Delivery Driver	7414	171
Dispatcher	1475	172
Diver, Commercial	7382	173
Firefighter	6262	174
Hairstylist	6271	175
Insurance Agent	6231	176
Jeweller	7344	177
Merchandise Facilitator	6622	178
Messenger and Courier	1463	179
Nanny	6474	180
Pet Groomer	6483	181
Police Officer	6261	182
Real Estate Salesperson	6232	183
Security Guard	665	184
Service Station Attendant	6621	185
Skin Care/Make-up Consultant	6482	186
Social Services Worker	4212	187
Teacher Assistant	6472	188
Telemarketer	6623	189
Transportation Manager	0713	190
 Tourism, Recreation & Sports		
Bartender	6452	193
Chef	6241	194
Cook	6242	195
Executive Housekeeper	6471	196
Fitness Instructor	5254	197
Flight Attendant	6432	198
Food and Beverage Server	6453	199
Food and Beverage Supervisor	6212	200
Front Desk Agent	6435	201
Hockey Player	5251	202
Maitre d'Hotel	6451	203
Outdoor Guide	6442	204
Recreation Leader	5254	205
Ski Lift Operator	6670	206
Special Events Co-ordinator	1226	207
Taxi Driver	7413	208

N.O.C. = National Occupational Classification

OCCUPATION	N.O.C.	PAGE #
 Tourism, Recreation & Sports		
Tourism Small Business Owner/Operator	0632	209
Tourism Visitor Information Counsellor	1453	210
Travel Counsellor	6431	211
 Trades & Construction		
Autobody Technician	7322	215
Automotive Service Technician	7321	216
Boiler Operator	7351	217
Crane Operator	7371	218
Driller, Construction	7372	219
Drywall Installer and Finisher	7284	220
Electrician	7241	221
Elevator Constructor and Mechanic	7318	222
Furniture Finisher and Refinisher	949	223
Gas/Oil Burner Technician	7253	224
Heavy Equipment Operator	742	225
Ironworker	7264	226
Machinist	723	227
Motorcycle Mechanic	7334	228
Painter/Decorator	7294	229
Plumber	7251	230
Power Linesman/woman	7244	231
Refrigeration & Air Conditioning Mechanic	7313	232
Roofer	7291	233
Sheet Metal Worker	7261	234
Welder	9510	235

N.O.C. = National Occupational Classification

Remember, in exploring work you'll learn something more about yourself, and in exploring yourself you'll learn something more about the work that interests you.

Interest Checklists

Interests and skills are closely related - what you are skilled at, you are more likely to be interested in - what you are interested in, you are more likely to become skilled at.

Choosing for Passion

Workers can expect to change the type of work they do seven to fourteen times in a lifetime. Wouldn't it be nice to be able to work in an area that **IS** your **PASSION**? Or to use some of the talents and skills you have a **PASSION** for **DOING** in your paid work? It isn't unusual for people today to develop or shape some of their own job duties, or to manoeuvre their way into a field that they have great interest in.

Gino, an office clerk with an interest in publishing and a real love of computers can learn some page layout programs. Then he can offer to format letters, memos, pamphlets and even newsletters as part of his job. He is acting to shape his job to include something he is **PASSION-ATE ABOUT**.

Shawna, a welder from the automotive industry **HAS A PASSION** for gardening. She begins to design and build wrought iron garden furniture as a hobby. She is applying the knowledge and skills she uses at her paid work to something she really loves doing.

So, when you are looking at different work options, don't forget to think about what you love. And when you are making a list of your skills and talents, watch for ways to use the skills you love in the work you are considering.

Where to start?

You may not know what occupations you are interested in. Maybe they all look interesting or maybe none of them seem interesting.

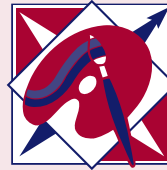
The Interest Checklists can help you get started. The checklists are organized into nine Fields of Work.

- Scan the Fields of Work (the titles in bold) and choose a few that are the most interesting to you.
- Fill in the checklist for the ones you chose as interesting. Wherever you have the most checks is a good place to start exploring some occupations.
- Look at the occupations listed at the bottom of the checklist and choose a couple to investigate.

For a more detailed list of skills in each Field of Work look at the Skills Inventories on the back of the divider pages.



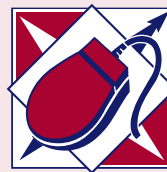
Agribusiness, Natural Resources & Environment



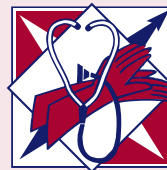
Arts, Culture & Communication



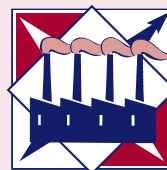
Business & Administration



Computers & Technology



Health



Manufacturing



Sales & Service



Tourism, Recreation & Sports



Trades & Construction



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in: Agribusiness, Natural Resources & Environment

INTERESTS: Check the things you like:

- | | | |
|---|---|--|
| <input type="checkbox"/> working outside | <input type="checkbox"/> the environment | <input type="checkbox"/> performing experiments |
| <input type="checkbox"/> biology | <input type="checkbox"/> plants and animals | <input type="checkbox"/> working with your hands |
| <input type="checkbox"/> examining things | <input type="checkbox"/> travelling | |
| <input type="checkbox"/> working with equipment and computers | <input type="checkbox"/> chemistry | |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|---|---|--|
| <input type="checkbox"/> use computers | <input type="checkbox"/> apply mathematical knowledge | <input type="checkbox"/> keep detailed records |
| <input type="checkbox"/> investigate | <input type="checkbox"/> collect and assess data | <input type="checkbox"/> analyze |
| <input type="checkbox"/> communicate (oral and written) | <input type="checkbox"/> find solutions to problems | |
| <input type="checkbox"/> work independently or as a team member | <input type="checkbox"/> apply knowledge of safety | |

QUALITIES: Check below if you are:

- | | | |
|--|---|--|
| <input type="checkbox"/> inquisitive | <input type="checkbox"/> patient | <input type="checkbox"/> able to work long hours |
| <input type="checkbox"/> precise | <input type="checkbox"/> able to use good judgement | <input type="checkbox"/> able to work under pressure |
| <input type="checkbox"/> able to pay attention to detail | <input type="checkbox"/> able to do hard, physical labour | |
| <input type="checkbox"/> able to see a job through to completion | <input type="checkbox"/> conscientious | |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Agricultural Technician	2221	27
Aquaculture Technician	2221	28
Conservation Officer	2224	29
Fish and Fish Products Inspector	2222	30
Forest Technician	2223	31
Geological Technician/Technologist	2212	32
Hazardous Waste Management Technologist	221	33
Horticulturist	2225	34
Occupational Health and Safety Co-ordinator	2263	35
Petroleum Engineering Technologist	2212	36
Swine Technician	8253	37
Veterinary Technician	3213	38
Water Resources Technician/Technologist	223	39
Water Treatment Plant Operator	9424	40
Wildlife Technician	2221	41



Interest Checklist

These are some of the interests, skills, and qualities that frequently apply to occupations in:
Arts, Culture & Communication

INTERESTS: Check the things you like:

- | | | |
|---|--|---|
| <input type="checkbox"/> current events | <input type="checkbox"/> music | <input type="checkbox"/> promoting ideas or artforms |
| <input type="checkbox"/> arts and crafts | <input type="checkbox"/> entertaining/performing | <input type="checkbox"/> variety/the unpredictable |
| <input type="checkbox"/> different cultures | <input type="checkbox"/> writing/telling stories | <input type="checkbox"/> communicating experiences to others |
| <input type="checkbox"/> promoting yourself | <input type="checkbox"/> interacting with people | <input type="checkbox"/> working with video and audio equipment |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|--|--|---|
| <input type="checkbox"/> think creatively | <input type="checkbox"/> handle constructive criticism | <input type="checkbox"/> memorize large amounts of material |
| <input type="checkbox"/> depict ideas | <input type="checkbox"/> respect others' likes and dislikes | <input type="checkbox"/> think visually and in three dimensions |
| <input type="checkbox"/> express yourself well | <input type="checkbox"/> organize - set goals and priorities | |
| <input type="checkbox"/> think critically | <input type="checkbox"/> work independently or as a member of a team | |

QUALITIES: Check below if you are:

- | | | |
|--|---|---|
| <input type="checkbox"/> able to notice detail | <input type="checkbox"/> able to cope with pressure | <input type="checkbox"/> able to meet deadlines |
| <input type="checkbox"/> able to work long, irregular hours | <input type="checkbox"/> able to think on your feet | <input type="checkbox"/> enthusiastic |
| <input type="checkbox"/> a person with broad general knowledge | <input type="checkbox"/> dramatic | <input type="checkbox"/> confident |
| <input type="checkbox"/> self-motivated | <input type="checkbox"/> a person with a flair for design | <input type="checkbox"/> self-disciplined |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Actor	5135	45
Announcer/Broadcaster	5231	46
Broadcast Producer	5131	47
Dancer	5134	48
Editorial Assistant	1452	49
Film/New Media Editor	5131	50
Graphic Designer	5241	51
Heritage Interpreter	5212	52
Illustrator	5241	53
Interior Designer	5242	54
Lighting Technician	5226	55
Musician	5133	56
Photographer, Commercial	5221	57
Recording/Sound Engineer	5225	58
Special Effects Technician	5226	59
Video Camera Operator	5222	60
Writer	5121	61



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Business & Administration

INTERESTS: Check the things you like:

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> new challenges | <input type="checkbox"/> routine or repetitive work | <input type="checkbox"/> money and banking | <input type="checkbox"/> interacting with people |
| <input type="checkbox"/> persuading others | <input type="checkbox"/> working with numbers | <input type="checkbox"/> sales and marketing | |
| <input type="checkbox"/> business | <input type="checkbox"/> new products and services | <input type="checkbox"/> planning or conducting meetings | |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|--|--|---|
| <input type="checkbox"/> use computers | <input type="checkbox"/> make decisions | <input type="checkbox"/> communicate (oral and written) |
| <input type="checkbox"/> plan and organize | <input type="checkbox"/> negotiate | <input type="checkbox"/> deal with difficult people |
| <input type="checkbox"/> use numbers | <input type="checkbox"/> manage projects | <input type="checkbox"/> conduct marketing research |
| <input type="checkbox"/> analyze | <input type="checkbox"/> use logical thinking skills | <input type="checkbox"/> compile and assess data |

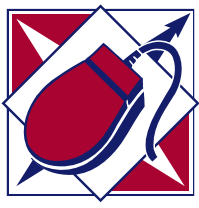
QUALITIES: Check below if you are:

- | | | | |
|---|---|----------------------------------|---|
| <input type="checkbox"/> competitive | <input type="checkbox"/> confident | <input type="checkbox"/> honest | <input type="checkbox"/> able to use good judgement |
| <input type="checkbox"/> able to act professionally | <input type="checkbox"/> self-disciplined | <input type="checkbox"/> tactful | <input type="checkbox"/> adaptable to change |
| <input type="checkbox"/> efficient and accurate | <input type="checkbox"/> able to meet deadlines | | |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Accounting Clerk	1431	65
Advertising Sales Representative	6411	66
Bank Teller	1433	67
Claims Adjuster	1233	68
Court Officer	1227	69
Executive Assistant	1222	70
Fashion Buyer	6233	71
Food Products Sales Representative	6411	72
General Office Clerk	1411	73
Insurance Underwriter	1234	74
Inventory Control Clerk	1474	75
Legal Assistant	4211	76
Office Manager	1221	77
Payroll Clerk	1432	78
Personal Banking Representative	1232	79
Promotions Assistant	1122	80
Property Manager	1224	81
Publicist	5124	82
Purchasing Officer	1225	83
Receptionist	1414	84
Sales Manager	0611	85
Secretary	1241	86
Shipper/Receiver	1471	87



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Computers & Technology

INTERESTS: Check the things you like:

- | | | |
|--|--|--|
| <input type="checkbox"/> computer games | <input type="checkbox"/> puzzles/challenges | <input type="checkbox"/> reading technical reports and manuals |
| <input type="checkbox"/> installing and fixing | <input type="checkbox"/> graphics/animation | <input type="checkbox"/> helping people with their computer problems |
| <input type="checkbox"/> troubleshooting | <input type="checkbox"/> working with electronics | |
| <input type="checkbox"/> science | <input type="checkbox"/> learning about new technologies | |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|---|--|--|
| <input type="checkbox"/> interview to identify problems | <input type="checkbox"/> apply mathematical principles | <input type="checkbox"/> use computer software |
| <input type="checkbox"/> apply scientific principles | <input type="checkbox"/> manage projects | <input type="checkbox"/> work independently |
| <input type="checkbox"/> handle difficult situations | <input type="checkbox"/> brainstorm to problem solve | <input type="checkbox"/> conduct research |
| <input type="checkbox"/> apply technical and electronic knowledge | | |

QUALITIES: Check below if you are:

- | | | | |
|--------------------------------------|--|------------------------------------|---|
| <input type="checkbox"/> trustworthy | <input type="checkbox"/> flexible | <input type="checkbox"/> patient | <input type="checkbox"/> able to take the initiative |
| <input type="checkbox"/> responsible | <input type="checkbox"/> persistent | <input type="checkbox"/> observant | <input type="checkbox"/> able to work to a deadline |
| <input type="checkbox"/> systematic | <input type="checkbox"/> detail-oriented | <input type="checkbox"/> precise | <input type="checkbox"/> able to concentrate in any environment |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Air Traffic Controller	2272	91
Applied Chemical Technologist	2211	92
Civil Engineering Technician/Technologist	2230	93
Computer Animator	5241	94
Computer Programmer	2163	95
Computer Systems Technician/Technologist	2163	96
Draftsperson	2253	97
Electrical Engineering Technician/Technologist	2241	98
Electronic Engineering Technician/Technologist	2241	99
Food Processing Technician	2211	100
Industrial Engineering Technician/Technologist	2233	101
Industrial Instrumentation Technician/Technologist	2243	102
Network Security Specialist	2162	103
Scientific Equipment Sales Representative	6221	104
Survey Technician/Technologist	2254	105
Telecommunications Equipment Technician	7246	106
Web Designer	2163	107



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Health

INTERESTS: Check the things you like:

- | | | |
|---|--|---|
| <input type="checkbox"/> interacting with people | <input type="checkbox"/> healthy living | <input type="checkbox"/> working with technical equipment |
| <input type="checkbox"/> research | <input type="checkbox"/> science | <input type="checkbox"/> helping people |
| <input type="checkbox"/> investigating the human body | <input type="checkbox"/> reading about health issues | <input type="checkbox"/> working in a laboratory |

SKILLS: Check the things you can do and would like to be able to do:

- | | |
|--|---|
| <input type="checkbox"/> gather and assess patient data | <input type="checkbox"/> act quickly and accurately in emergencies |
| <input type="checkbox"/> reassure people | <input type="checkbox"/> apply knowledge of ethics |
| <input type="checkbox"/> apply knowledge of first aid | <input type="checkbox"/> deal with difficult or delicate situations |
| <input type="checkbox"/> use laboratory equipment | <input type="checkbox"/> analyze problems and find solutions |
| <input type="checkbox"/> use health-care related software programs | <input type="checkbox"/> use medical/technical equipment |
| <input type="checkbox"/> communicate accurately (oral, written, reading) | <input type="checkbox"/> organize - set goals and priorities |

QUALITIES: Check below if you are:

- | | | |
|--|--|---|
| <input type="checkbox"/> caring/compassionate | <input type="checkbox"/> able to use good judgement | <input type="checkbox"/> precise |
| <input type="checkbox"/> sensitive to other cultures | <input type="checkbox"/> accountable for your actions | <input type="checkbox"/> able to remain calm under pressure |
| <input type="checkbox"/> decisive | <input type="checkbox"/> willing to keep learning about new things | |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Dental Assistant	3411	111
Dental Hygienist	3222	112
Dental Technician/Technologist	3220	113
Funeral Assistant	6272	114
Health Record Technician	1413	115
Home Support Worker/Home Health Aide	3414	116
Massage Therapist	3235	117
Medical Lab Technologist	3211	118
Medical Transcriptionist	1244	119
Midwife	3232	120
Nuclear Medicine Technologist	3215	121
Nursing Assistant/Licensed Practical Nurse	3413	122
Optical Laboratory Technician	3414	123
Optician	3231	124
Orthopaedic Technologist	3414	125
Paramedic/Ambulance Attendant	3234	126
Pharmacy Technician	3414	127
Psychiatric Aide	3413	128
Public Health Inspector	2264	129
Radiological Technologist (X-ray Technologist)	3215	130
Reflexologist	3232	131
Rehabilitation Assistant	663	132
Respiratory Therapist	3214	133



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Manufacturing

INTERESTS: Check the things you like:

- | | | |
|--|--|--|
| <input type="checkbox"/> building or constructing things | <input type="checkbox"/> inventing | <input type="checkbox"/> working with your hands |
| <input type="checkbox"/> methodical or careful work | <input type="checkbox"/> designing and drawing | <input type="checkbox"/> engineering and computers |
| <input type="checkbox"/> disassembling and assembling things | <input type="checkbox"/> machines | |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|---|--|--|
| <input type="checkbox"/> assess mechanical problems | <input type="checkbox"/> use computerized settings on machines | <input type="checkbox"/> fix machines |
| <input type="checkbox"/> assess for quality in production | <input type="checkbox"/> work individually or in a team | <input type="checkbox"/> record data on quotas |
| <input type="checkbox"/> read schematics and diagrams | <input type="checkbox"/> apply knowledge of safety regulations | |
| <input type="checkbox"/> listen to follow instructions | <input type="checkbox"/> monitor measurement instruments | |

QUALITIES: Check below if you are:

- | | | |
|---|---|---|
| <input type="checkbox"/> able to meet deadlines | <input type="checkbox"/> a person with good hand-eye co-ordination | <input type="checkbox"/> able to use good judgement |
| <input type="checkbox"/> punctual | <input type="checkbox"/> a person who doesn't mind getting dirty | <input type="checkbox"/> able to do physical labour |
| <input type="checkbox"/> precise | <input type="checkbox"/> able to concentrate even with distractions | |
| <input type="checkbox"/> detail-oriented | <input type="checkbox"/> able to remain alert for repetitive tasks or long shifts | |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Foundry Worker	9412	137
Furnace Operator, Steel Mill	9411	138
Gas Plant Operator	9232	139
Glass Cutter	9413	140
Mine Service and Supply Worker	841	141
Mining Machine Operator	8231	142
Parts Clerk	961	143
Patternmaker	7232	144
Plastics Processing Machine Operator	9422	145
Power System Operator	7352	146
Printing Machine Operator	9471	147
Printing Press Operator	7381	148
Process Panel Operator	9234	149
Rubber Processing Machine Operator	9423	150
Sawmill Machine Operator	9431	151
Service Rig Operator	8232	152
Textile Dyer	9443	153
Textile Machinery Mechanic	7317	154
Tool Designer	2232	155



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Sales & Service

INTERESTS: Check the things you like:

- | | | |
|--|---|--|
| <input type="checkbox"/> selling things | <input type="checkbox"/> helping people find what they need | <input type="checkbox"/> learning about new cultures |
| <input type="checkbox"/> persuading people | <input type="checkbox"/> meeting and greeting new people | <input type="checkbox"/> providing good public service |
| <input type="checkbox"/> negotiating | <input type="checkbox"/> promoting products and services | <input type="checkbox"/> explaining things |
| <input type="checkbox"/> travelling | <input type="checkbox"/> being creative in providing people with what they want | |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|---|---|--|
| <input type="checkbox"/> listen to understand | <input type="checkbox"/> prepare and submit invoices | <input type="checkbox"/> give presentations and do demonstrations |
| <input type="checkbox"/> write reports | <input type="checkbox"/> find solutions to problems quickly | <input type="checkbox"/> research new product/service information |
| <input type="checkbox"/> set goals and priorities | <input type="checkbox"/> use word processing programs | <input type="checkbox"/> deal diplomatically with difficult people |
| <input type="checkbox"/> negotiate | <input type="checkbox"/> organize consumer databases | <input type="checkbox"/> use electronic inventory programs |

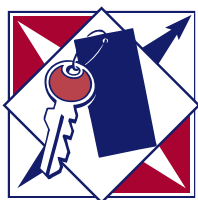
QUALITIES: Check below if you are:

- | | | | |
|-------------------------------------|--------------------------------------|---|--|
| <input type="checkbox"/> persuasive | <input type="checkbox"/> competitive | <input type="checkbox"/> able to be decisive and firm | <input type="checkbox"/> able to act in a confident manner |
| <input type="checkbox"/> energetic | <input type="checkbox"/> courteous | <input type="checkbox"/> observant of non-verbal cues | <input type="checkbox"/> a person with integrity |
| <input type="checkbox"/> honest | <input type="checkbox"/> persistent | <input type="checkbox"/> able to work well under pressure | <input type="checkbox"/> a good judge of character |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Air Pilot	2271	159
Auctioneer	6411	160
Bus Driver	7412	161
Cable Television Service Technician	7247	162
Carpet Cleaner	6662	163
Cashier	661	164
Child and Youth Care Worker	4212	165
Correctional Service Officer	6462	166
Customer Service Representative & Information Clerk	1453	167
Customs Broker	1236	168
Customs Inspector	1228	169
Day-Care Worker's Assistant	6473	170
Delivery Driver	7414	171
Dispatcher	1475	172
Diver, Commercial	7382	173
Firefighter	6262	174
Hairstylist	6271	175
Insurance Agent	6231	176
Jeweller	7344	177
Merchandise Facilitator	6622	178
Messenger and Courier	1463	179
Nanny	6474	180
Pet Groomer	6483	181
Police Officer	6261	182
Real Estate Salesperson	6232	183
Security Guard	665	184
Service Station Attendant	6621	185
Skin Care/Make-up Consultant	6482	186
Social Services Worker	4212	187
Teacher Assistant	6472	188
Telemarketer	6623	189
Transportation Manager	0713	190



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in: **Tourism, Recreation & Sports**

INTERESTS: Check the things you like:

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> meeting new people | <input type="checkbox"/> sports and sporting events | <input type="checkbox"/> being outdoors | <input type="checkbox"/> co-ordinating events |
| <input type="checkbox"/> educating people | <input type="checkbox"/> physical fitness and activities | <input type="checkbox"/> speaking to groups | <input type="checkbox"/> entertaining people |
| <input type="checkbox"/> challenges and adventure | <input type="checkbox"/> helping people | <input type="checkbox"/> answering questions | <input type="checkbox"/> travelling |

SKILLS: Check the things you can do and would like to be able to do:

- | | | |
|---|---|---|
| <input type="checkbox"/> co-ordinate and organize events | <input type="checkbox"/> develop marketing strategies | <input type="checkbox"/> listen to understand |
| <input type="checkbox"/> deal with customers, including difficult ones | <input type="checkbox"/> analyze data | <input type="checkbox"/> provide instructions |
| <input type="checkbox"/> manage equipment and supplies lists | <input type="checkbox"/> respond and adjust to feedback | |
| <input type="checkbox"/> apply knowledge of first aid and safety | <input type="checkbox"/> assume leadership when appropriate | |
| <input type="checkbox"/> use computer software for schedules, records and billing | | |

QUALITIES: Check below if you are:

- | | | |
|---|--|---|
| <input type="checkbox"/> friendly and outgoing | <input type="checkbox"/> a person with a sense of humour | <input type="checkbox"/> courteous |
| <input type="checkbox"/> a person with strength and stamina | <input type="checkbox"/> adaptable to many situations | <input type="checkbox"/> able to cope well with stress |
| <input type="checkbox"/> conscientious | <input type="checkbox"/> able to pay attention to detail | <input type="checkbox"/> able to motivate self and others |
| <input type="checkbox"/> positive in attitude | <input type="checkbox"/> determined | <input type="checkbox"/> competitive |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Bartender	6452	193
Chef	6241	194
Cook	6242	195
Executive Housekeeper	6471	196
Fitness Instructor	5254	197
Flight Attendant	6432	198
Food and Beverage Server	6453	199
Food and Beverage Supervisor	6212	200
Front Desk Agent	6435	201
Hockey Player	5251	202
Maitre d'Hotel	6451	203
Outdoor Guide	6442	204
Recreation Leader	5254	205
Ski Lift Operator	6670	206
Special Events Co-ordinator	1226	207
Taxi Driver	7413	208
Tourism Small Business Owner/Operator	0632	209
Tourism Visitor Information Counsellor	1453	210
Travel Counsellor	6431	211



Interest Checklist

These are **some** of the interests, skills, and qualities that frequently apply to occupations in:
Trades & Construction

INTERESTS: Check the things you like:

- | | | |
|--|--|--|
| <input type="checkbox"/> working with your hands | <input type="checkbox"/> learning new techniques | <input type="checkbox"/> working outside or in workshops |
| <input type="checkbox"/> working alone | <input type="checkbox"/> routine activity | <input type="checkbox"/> working with tools and machines |
| <input type="checkbox"/> solving problems | <input type="checkbox"/> building or constructing things | |
| <input type="checkbox"/> physics | <input type="checkbox"/> fixing and repairing things | |

SKILLS: Check the things you can do and would like to be able to do:

- | | |
|---|--|
| <input type="checkbox"/> use electric and hand tools | <input type="checkbox"/> apply knowledge of safety |
| <input type="checkbox"/> operate heavy equipment | <input type="checkbox"/> work independently |
| <input type="checkbox"/> follow instructions - verbal or written | <input type="checkbox"/> sketch plans and solutions |
| <input type="checkbox"/> read equipment and regulations manuals | <input type="checkbox"/> measure and estimate |
| <input type="checkbox"/> think in three dimensions | <input type="checkbox"/> prepare and submit invoices |
| <input type="checkbox"/> apply technical and mechanical knowledge | <input type="checkbox"/> use computer-assisted design programs |
| <input type="checkbox"/> read blueprints and job specifications | |

QUALITIES: Check below if you are:

- | | | |
|--|---|--|
| <input type="checkbox"/> patient | <input type="checkbox"/> reliable | <input type="checkbox"/> able to work long hours |
| <input type="checkbox"/> accountable for your actions | <input type="checkbox"/> physically fit | <input type="checkbox"/> adaptable to change |
| <input type="checkbox"/> able to keep cool in critical situations | <input type="checkbox"/> able to do physical labour | <input type="checkbox"/> consistent in quality of work |
| <input type="checkbox"/> a person with good hand-eye co-ordination | <input type="checkbox"/> able to notice detail | |

TOTAL CHECKMARKS

If you have a lot of checkmarks in this category, you may want to explore some of the occupations listed below.

These occupations may interest you:	N.O.C.	Pg #
Autobody Technician	7322	215
Automotive Service Technician	7321	216
Boiler Operator	7351	217
Crane Operator	7371	218
Driller, Construction	7372	219
Drywall Installer and Finisher	7284	220
Electrician	7241	221
Elevator Constructor and Mechanic	7318	222
Furniture Finisher and Refinisher	949	223
Gas/Oil Burner Technician	7253	224
Heavy Equipment Operator	742	225
Ironworker	7264	226
Machinist	723	227
Motorcycle Mechanic	7334	228
Painter/Decorator	7294	229
Plumber	7251	230
Power Linesman/woman	7244	231
Refrigeration & Air Conditioning Mechanic	7313	232
Roofer	7291	233
Sheet Metal Worker	7261	234
Welder	9510	235



Agribusiness, Natural Resources & Environment

If you get cabin fever after being inside for 10 minutes, then this is the field for you!

Interested in the environment? Always examining things and performing experiments to find out the why and the what? Like being outside and working with plants and animals? You may find some interesting work in the Field of Agribusiness, Natural Resources and Environment.

In many of these occupations the work also involves using mathematical knowledge, using computers to organize data, and solving problems related to science and nature. If these types of occupations attract your attention, you need to do some serious investigating to find out how to get the work you want and where you may have to go to get it.

TIP: Sell your product: Yourself!

In order to get hired by an employer or by a client (if you are in business for yourself) you have to sell yourself just like a company sells its product. You have to let the employer or customer know not only what you can do - but *how* you can do it!

What do you tell a future employer as a newly graduated horticulturist, for example, or a wildlife technician?

From a big list of any **skills, qualities and knowledge** you have from school, volunteer work, recreation activities, or part-time work - pick out those that would apply to the work you want.

Examples are:

- **work-specific skills** you have - use spreadsheet, analyze data, handle snakes and birds safely, etc.
- **people skills** you have - make wildlife presentations to the public, explain park rules to visitors, handle complaints, etc.
- **results of your activities** to prove you do them well - asked to take presentations into schools by a teacher, less park rules broken after your explanations, supervisor praised your work with animals, etc.
- **qualities** that will help in getting the work done - accurate, persistent, notice details, etc.

Don't forget that almost every job needs good communication skills and your marketing tools (résumé, flyer, portfolio, phone and personal interview) are good ways of showing off some of your skills in this area.

Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include earnings of self-employed people who may have lost money. This may lower the average salaries significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Agricultural Technician	2221	27
Aquaculture Technician	2221	28
Conservation Officer	2224	29
Fish and Fish Products Inspector	2222	30
Forest Technician	2223	31
Geological Technician/Technologist	2212	32
Hazardous Waste Management Technologist	221	33
Horticulturist	2225	34
Occupational Health and Safety Co-ordinator	2263	35
Petroleum Engineering Technologist	2212	36
Swine Technician	8253	37
Veterinary Technician	3213	38
Water Resources Technician/Technologist	223	39
Water Treatment Plant Operator	9424	40
Wildlife Technician	2221	41





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Agribusiness, Natural Resources & Environment

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:			
<input type="checkbox"/> Be logical, scientific	<input type="checkbox"/> Be inquisitive	<input type="checkbox"/> Be critical, use judgement	
<input type="checkbox"/> Solve problems	<input type="checkbox"/> Make decisions	<input type="checkbox"/> Be detailed	
<input type="checkbox"/> Find information	<input type="checkbox"/> Use memory	<input type="checkbox"/> Plan and organize job tasks	
2. Oral Communication:			
<input type="checkbox"/> Listen to concerns	<input type="checkbox"/> Provide information to customers	<input type="checkbox"/> Present evidence in court	
<input type="checkbox"/> Interact with co-workers	<input type="checkbox"/> Communicate highly complicated concepts in easily understandable language		
3. Technical and Computer Use:			
<input type="checkbox"/> Operate agricultural machinery	<input type="checkbox"/> Be familiar with electronic lab equipment		
<input type="checkbox"/> Use computerized treatment and protection systems	<input type="checkbox"/> Use specialized computer software		
<input type="checkbox"/> Use word processing, database, and spreadsheet software	<input type="checkbox"/> Use measurement instruments		
4. Numeracy:			
<input type="checkbox"/> Perform calculations	<input type="checkbox"/> Use ratios	<input type="checkbox"/> Use budgeting and scheduling math	
<input type="checkbox"/> Make numerical estimations	<input type="checkbox"/> Use statistics	<input type="checkbox"/> Analyze data (compare, contrast, predict; averages, summaries, rates)	
5. Working with Others:			
<input type="checkbox"/> Be respectful of others	<input type="checkbox"/> Give presentations	<input type="checkbox"/> Make suggestions for improvements	
<input type="checkbox"/> Work on a team	<input type="checkbox"/> Participate in discussions		
<input type="checkbox"/> Be able to work independently	<input type="checkbox"/> Take direction and/or assign tasks to others		
6. Writing:			
<input type="checkbox"/> Write reports	<input type="checkbox"/> Use statistics	<input type="checkbox"/> Transcribe data	<input type="checkbox"/> Take notes
<input type="checkbox"/> Draw maps	<input type="checkbox"/> Develop procedures	<input type="checkbox"/> Make sketches/diagrams	
7. Reading:			
Read:	<input type="checkbox"/> Maps	<input type="checkbox"/> Cross-sections	<input type="checkbox"/> Letters
	<input type="checkbox"/> Journals	<input type="checkbox"/> Memos	<input type="checkbox"/> Reports
			<input type="checkbox"/> Graphs
			<input type="checkbox"/> Charts

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Agricultural Technician



"I mostly help farmers with concerns they have about weed control. It's challenging to look at different situations and help farmers make the best decision possible."
Paul W.

Relevant high school subjects

- Chemistry, Biology, Computers

Want more information? Try...

- Agriculture and Agri-Food Canada
www.agr.ca
- The Canadian Federation of Agriculture
www.cfa-fca.ca

What are some related occupations?

- agricultural technologist
- horticulturist
- farm manager
- botanical technician

Agricultural technicians are trained for today's modern farm and agricultural businesses. Most of them work on a family farm or corporation. Many others are employees in areas such as: chemical or fertilizer companies, farm machinery dealerships, banks that lend to farmers, credit unions, insurance companies, federal and provincial/territorial government agencies and research stations.

You have the skills needed to run a farm or agri-business. You know how to seed, control weeds, harvest, store produce and market crops. You can select appropriate crops or livestock for specific soil and weather conditions while taking into consideration the current farm market trends. You know enough about mechanics to operate and maintain farm machinery. You also know enough about accounting and management to run a modern farm.

Depending on the type of farm or organization that you work for as a technician, you can specialize in one of the many differing areas of agriculture. For example, if you develop your ability to repair farm machinery, you may become a farm equipment mechanic. On the other hand, if you concentrate on livestock, you can learn enough to keep animals healthy and to recognize disease. This might involve handling injections, birthing, dehorning and castration, and recognizing a situation serious enough to call the veterinarian. Some of the areas you can specialize in include: milk production, research, agricultural chemicals or elk ranching.

Work conditions and training

Most areas of agriculture require that you work outdoors, sometimes in harsh weather conditions. Your work may also be in remote areas. Agriculture is not a nine-to-five job. With the many uncertainties involved in agriculture, you must be willing to take some risks. These may be financial or physical.

Agricultural technicians are usually paid an hourly or a monthly wage. Depending on the agri-business, technicians are sometimes paid commissions.

Many agri-businesses will provide on-the-job training, but you should keep your knowledge up-to-date by talking to farmers, reading agricultural publications or attending seminars. You must be familiar with the broader issues such as world markets, and you need to have a good understanding of these. This knowledge will assist you in getting other jobs in different areas of agriculture.

Who's the right person?

You need a great deal of skill in your particular area of agri-business. You know how to use a computer to keep records and analyze data for production and business purposes. For example, livestock producers use computers to keep track of animals for breeding and animal selection.

You will do well in this work if you are a self-starter who wants to work outdoors. You often work without supervision, making and carrying out your own decisions.

What does it take?

- a high school diploma
- a two-year agricultural technology program at a community college may be required

Next steps?

- seasonal or part-time work can lead to full-time work
- sales positions
- supervisory and management level positions

Average salary	\$37,312
low average	\$20,827
high average	\$52,223

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Aquaculture Technician



"I really have a farming job - I care for fish. I do everything from counting to processing. I probably most enjoy the feeding though." Dave B.

Relevant high school subjects

- Biology, Chemistry, Computers

Want more information? Try...

- Aquaculture Association of Canada
www.ifmt.nf.ca
- Canadian Aquaculture Industry Alliance
www.aquaculture.ca
- Canadian Council of Technicians and Technologists
www.cctt.ca

What are some related occupations?

- sea farm attendant
- fishing vessel skipper
- shellfish harvester
- oyster grower
- fish tagger

Aquaculture technicians raise and harvest fish, shellfish, crustaceans and plants in both fresh and salt water. The marine and plant life they grow are sold for food or used to replenish wildlife stocks for recreational or commercial fishing. The majority of aquaculture farms in Canada raise salmon, trout, Arctic char, crustaceans or shellfish.

As an aquaculture technician, you are the first to see and respond to any problems with production. You are responsible for feeding the stock and figuring out how much food is needed. A key task is to maintain optimal water quality. You check the stock for disease and apply treatments when necessary. You also collect and record growth and production data and are involved in the harvesting for distribution.

You install, operate, maintain and clean pumps, filters and other equipment. You clean and maintain the nets used to hold the fish in the enclosures. You might also scuba dive to inspect sea farm operations. You may design and construct pens, floating stations and collector strings or fences for sea farms. If you are working in an operation that sells the fish for consumption, you also slaughter, gut and prepare the fish for market.

Work conditions and training

Aquaculture technology is more than a job; it's a way of life. You may often find yourself working seven days a week. Shift work is common, including weekends and holidays. Aquaculture technicians are employed by private aquaculture operations, government fish hatcheries and experimental aquatic farms. Many technicians are self-employed and own and operate their own aquaculture farms.

Aquaculture technicians work both indoors and outside. The work outdoors can be in all kinds of weather. The work can be physically demanding and includes some lifting and carrying. Once

you are employed, your training will be mostly on the job.

Who's the right person?

You must be ready to do a variety of work tasks. You are given a good deal of responsibility and much of the time you are unsupervised. You need good observational skills and plenty of patience. You also need to be a good planner since it may take two to three years before you can sell the stock you raise. You must be ready to continue to learn on the job as this field continues to change and grow.

In the course of your career, you may become manager or owner of an aquaculture operation, supervising technicians and others. To become a manager or owner, you need good administrative skills and you must know how to deal with people.

What does it take?

- a high school diploma
- a two-year aquaculture program at a community college
- self-employed aquaculture operators or managers need a provincial/territorial commercial fish hatchery licence or permit
- membership in associations and producers' groups is optional
- computer literacy is essential

Next steps?

- manager or owner of an aquaculture business
- researcher

Average salary \$37,312
low average \$20,827
high average \$52,223



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Conservation Officer



“This is a great job – you make a difference being a steward of the environment. You have to love the work...”
Bob C.

Relevant high school subjects

- Biology, Chemistry, English, Mathematics

Want more information? Try...

- Federal Wildlife Officers Association
www.fwoa.org
- Parks Canada
www.parksCanada.pch.gc.ca
- Canadian Council for Human Resources in the Environment Industry
www.cchrei.ca

What are some related occupations?

- game warden
- park ranger
- fish and fish products inspector
- agricultural products inspector
- forestry technician
- forest ranger
- by-law enforcement officer

Average salary \$42,458
low average \$30,057
high average \$54,979



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Conservation officers enforce federal and provincial/territorial laws established to protect fish, wildlife and other natural resources. They use several forms of transportation to patrol different areas including lakes, mountains, streams, marshlands, etc. One day you may take water samples or do resource inventories and the next day arrest a lawbreaker for a firearm offence. Because of the varied nature of the work it is important that you are a “resourceful,” well-rounded individual.

Work conditions and training

Working as a conservation officer is demanding and requires that you be in fairly good shape and able to perform various skills. A driver’s licence will very likely be required as well as other licences. These could range from a pesticide applicator’s licence to an explosives licence – it all depends on which, of many different areas, you get into.

Completion of a one- to three-year college program in renewable resources management is required, as well as on-the-job training. Sometimes you may require membership in a professional group for technologists in applied sciences. An extra year in resource law is very beneficial for the would-be officer in a highly competitive environment.

You must love the outdoors, as you work year-round, out-of-doors in all kinds of weather conditions. You may give classroom lectures in trapper education or conduct firearms safety courses. You may end up in court giving evidence in a case or investigation. There are many different kinds of work conditions in this challenging field.

Who's the right person?

You are concerned about the environment and have a strong interest in nature. You are in good health and physical condition and can handle periods of isolation. You have excellent

communication skills, both verbal and written, and have the tact and diplomacy to handle difficult people and situations. You should have the flexibility to work many different hours, particularly holidays.

What does it take?

- high school diploma with third year Mathematics
- one to three years in a college resource management program
- love of the wilderness and wilderness skills are a definite advantage
- ability to pass an in-depth background or reference check
- attention to detail as data gathering will likely be a part of the job

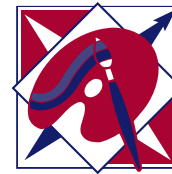
Next steps?

- wildlife management
- district fish and wildlife officer
- superintendent
- chief of enforcement or director

Short TIPS

Does information about job availability in Canada apply to where you live? It may and it may not - which is why it is so important to check it out - in your local newspaper, chamber of commerce, unions and associations, and human resources departments of the local companies and industries.

Fish and Fish Products Inspector



"I make sure that our products are safe for the consumer. We have to consider everything from the lake to the counter."
Bob W.

Relevant high school subjects

- Biology, Chemistry, English, French, Mathematics

Want more information? Try...

- Canadian Food Inspector Agency
www.cfia-acia.agr.ca/english/directory/maindir.html
- National Seafood Sector Council
www.nssc.ca

What are some related occupations?

- safety inspector
- occupational health and safety officer
- agricultural products inspector
- fish grader
- livestock inspector

Federal fish and fish product inspectors are employed by the Canadian Food Inspection Agency (CFIA). They monitor Canadian seafood processors that are registered to export their products outside of their home province/territory. These processors must follow Canadian standards in their production. Inspectors also monitor fish and fish products that are imported into Canada.

You conduct an inspection called HACCP (Hazard Analysis and Critical Control Points). Inspections involve evaluation of production plants, processing equipment, processing practices, products and quality management programs.

Imported fish products must be inspected when they arrive in Canada. You visit the importer and take samples from selected shipments of imported fish. These are brought to the laboratories where a series of physical, chemical and bacteriological tests measure product safety and wholesomeness. Products that meet Canadian standards are allowed into the Canadian market, while those that do not must be destroyed or removed from Canada.

You may find violations and illegal activities that require you to hold up shipments, make seizures and take legal actions. You must have knowledge of crisis management.

You also act as the principal point of contact for advice and guidance to consumers, other government departments and industry clients such as commercial processors, exporters, importers, commercial and recreational fishers and aquaculturists.

Work conditions and training

You spend time in meetings with seafood processing managers and quality control employees and you observe production areas on site.

Your work can be stressful since the industry and the general public closely watch your actions and words. The

physical work environment includes the inside of processing plants from freezing facilities to canneries. Inside can have extreme temperatures, humidity, and slippery surfaces. In-house training is extensive.

Who's the right person?

The work will appeal to you if you have an interest in auditing techniques, food processing technology, food chemistry or food microbiology.

You have to be knowledgeable and skilled in interpersonal relationships. You must be observant to effectively evaluate the activity of others and assertive to work with them to make improvements. Colour blindness or an impaired sense of taste and/or smell can block your effectiveness in this profession.

What does it take?

- a college diploma in an area such as chemistry, microbiology or food processing technology is required. The trend is towards the requirement of a university degree
- no licences, certificates or registration are required

Next steps?

- supervisory and management opportunities
- geographic mobility

Average salary	\$39,738
low average	\$25,147
high average	\$56,014

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Forest Technician



“There is so much diversity in my job - one day I am supervising a logging operation, and the next I am doing reforestation or land use reporting.” Ginger H.

Relevant high school subjects

- Mathematics, a Laboratory Science (with research methods and statistical analysis) Computers, English

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- The Canadian Wood Council (CWC)
Tel. 1-800-463-5091
www.cwc.ca

What are some related occupations?

- primary products inspector, plants
- agricultural technologist
- botanical technologist
- botanical technician
- forester

Average salary \$41,961
low average \$26,914
high average \$59,115



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Forest technicians perform technical and supervisory duties in forest research, forest lands management, and forest conservation. They are employed mainly by federal and provincial/territorial governments and by private companies in the forestry industry.

As a forest technician, you conduct and supervise forest inventories, surveys, and field measurements using accepted scientific methods. You prepare or assist in the preparation of forest management and harvest plans. You may plan and supervise construction of access routes and forest roads; operations involving site preparation, planting and nurturing of young trees; or forest harvesting operations.

If you work for the government, you check the activities of logging companies and contractors, looking at environmental protection, the proper use of forest resources and fire safety. You may supervise tree nursery operations. You might also provide technical support to forestry research programs in areas such as tree improvement, seed orchard operations or experimental forestry research.

Work conditions and training

The work of a forest technician can be physically demanding. You spend much of your time outdoors, sometimes in isolated areas. You divide your time between office work and field work. In the field, experience, caution, and proper safety measures and equipment—such as hardhats, eye and ear protection, and safety clothing and boots—are important to avoid injury. Safety training is very important.

Once on the job, you develop skills through work experience and other training opportunities. You are likely to work under the direction of a senior forester or forestry scientist. You are normally paid a monthly salary.

Summer work related to research and reforestation often improves your chances of future employment opportunities.

Who's the right person?

Forest technicians share a strong concern for the natural environment. You often work independently, but you must also be able to work as part of a team made up of foresters, scientists, loggers and administrators from government and the private sector. You need good written and verbal communication skills. Good judgment is important in making quick, intelligent decisions in dealing with hazards as they arise.

Computers and computer systems are considered to be essential tools in modern forest management. Computerized geographical information systems are used, especially in the mapping of forests. You enjoy and have some aptitude for the sciences, mathematics and computers.

What does it take?

- a high school diploma - some colleges require high school Physics
- a two- to three-year community college program in forest technology or forest management, though some one-year programs are also available
- certification in forestry technology may be required
- there are professional associations in each province/territory affiliated with the Canadian Council of Technologists and Technicians. Membership is voluntary, but strongly recommended

Next steps?

- natural resource and wildlife management positions
- parks management

Geological Technician/Technologist



“The most appealing part of my work is being responsible for a variety of tasks. Variety and responsibility build confidence and make your work day more interesting.” Laura M.

Relevant high school subjects

- Chemistry, Computers, Physics, English, Mathematics

Want more information? Try...

- Canadian Technology Human Resources Board www.cthrb.ca
- Mining Industry Training and Adjustment Council www.mitac.ca
- Natural Resources Canada www.nrcan.gc.ca/gsc www.nrcan.gc.ca/mms/school/jobs/jobbis.htm

What are some related occupations?

- surveyor
- applied chemical technician/technologist
- environmental technician/technologist
- water resources technician/technologist

Average salary \$48,455
low average \$23,999
high average \$70,118



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Geological technicians/technologists work on geological surveys, prospecting field trips, exploratory drilling projects, and well, logging and underground mine survey programs. You may work on your own or provide technical support for geologists, geophysicists or engineers.

Your duties will vary depending on the field you choose. For example, you may work in oil and gas exploration and production, geophysics, mineralogy, metallurgy, geology, mining, or environmental assessment. However, in general, you collect and prepare rock, mineral and metal samples, perform laboratory tests, analyze and report test results, and maintain testing equipment; or, you supervise others who perform all or some of these tasks.

You may analyze core samples from drilling, prepare sketches or geological maps, analyze seismic and other survey data, supervise oil and gas well drilling activities, evaluate possible mining locations, help hydro-geologists evaluate groundwater and well circulation, or develop specifications for the heat treatment of metals.

Work conditions and training

Geological technicians/technologists work for petroleum and mining companies, geological and engineering consulting firms, government departments, and manufacturing, construction and utility companies. You may spend most of your time working indoors in a laboratory or office environment, or spend some of your time working outdoors, collecting samples. Most offices and laboratories are located in or near cities but, for some jobs, you may have to travel and work in remote locations. In the mining industry, you may work in an underground mine, open pit mine, concentrator facility, smelter or refinery.

To get started in this occupation, you need a college or technical institute certificate or diploma in a geological,

petroleum, mining, mineralogy, metallurgical or related technology. After you graduate, you will probably start working in an entry-level technical support position. You can progress to positions with additional responsibilities as you gain experience.

Who's the right person?

You are interested in science and technology, and enjoy working with equipment and computers. You also enjoy analyzing information and solving problems. You pay attention to details, are organized, work effectively under pressure (alone and with other people), and resolve problems logically.

You need good communication skills, in person and in writing, and you must work well with other people in a team environment.

What does it take?

- a high school diploma
- a college or technical institute certificate or diploma in a geological, petroleum, mining, mineralogy, metallurgical or related technology is required
- you must be physically able to handle sampling/monitoring equipment and conduct field work
- a driver's licence and Workplace Hazardous Materials Information System (WHMIS), Standard First Aid, Wilderness First Aid and/or Firearms Acquisition certification may be required

Next steps?

- supervisory positions

Hazardous Waste Management Technologist



“Hazardous waste management is a close-knit community – if you have a question, somebody’s going to know the answer.” Jason H.

Relevant high school subjects

- Mathematics, Chemistry, Biology, Physics, Computers, English

Want more information? Try...

- Association for Canadian Registered Safety Professionals
www.acrsp.ca
- Canadian Council for Human Resources in the Environment Industry
www.chatsubo.com/cchrei
- Canadian Council of Technicians and Technologists
www.cctt.ca

What are some related occupations?

- environmental technician/technologist
- applied chemical technician/technologist
- occupational health and safety officer
- public health inspector
- water resources technician/technologist

Hazardous waste management technologists help to reduce the use and production of hazardous materials, ensure the safe disposal of hazardous wastes, and identify and clean up contaminated sites. You provide information and advice on toxic waste materials, inspect waste-producing operations and write reports. You may be employed by an industrial organization or consulting firm, or by a government regulatory agency.

You work closely with engineers and scientists. Depending on where you work, you may help to develop and carry out environmentally-friendly industrial processes and procedures; collect air, water and soil samples and conduct tests to monitor production operations; help clean up toxic waste spills; or measure the extent of environmental impact.

Work conditions and training

You may work for a regional solid waste management facility, a municipal public works department, an engineering or environmental consulting firm, a government department, a manufacturing firm, a pulp and paper processing company, a petrochemical company, or a mining company. Work conditions vary depending on the type of employer. You may work on a wide variety of work sites or in an office environment. Travel and outdoor work is often required, in all kinds of weather conditions.

To get started in this occupation you need a college or technical institute certificate or diploma as a minimum, or a university degree in a related field such as natural resource or environmental technology, or civil engineering, chemical or biological technology.

finding out how things work. You are organized, work effectively under pressure, and are very safety conscious. You pay attention to details and can keep accurate, detailed records. You resolve problems by analyzing information logically.

You can work independently but also work well as part of a team, and enjoy meeting and working with a wide variety of people. You have good communication skills, verbal and written.

What does it take?

- high school diploma
- completion of a related college or technical institute certificate or diploma program
- you must be physically able to handle sampling/monitoring equipment and conduct field work
- a driver’s licence is usually required


Next steps?

- supervisory positions
- independent consultant

Who's the right person?

As well as being interested in science, technology and the environment, you enjoy working with computers, instruments and other devices, and

Average salary	\$47,915
low average	\$31,006
high average	\$66,373

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“The challenge of creating something beautiful from very little is a real challenge. You have to have a serious interest in working with plants and helping them grow.” Leslie H.

Relevant high school subjects

- Sciences (Biology, Botany), Drafting

Want more information? Try...

- The Canadian Nursery Landscape Association
Tel. (905) 875-1399
- Horticultural Human Resource Council
Tel. (506) 363-3310

What are some related occupations?

- arborist
- agricultural technician
- gardener
- botanist
- mycologist
- grounds keeper

Average salary \$31,164
low average \$10,038
high average \$50,064



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Horticulturists work with plants, people and the environment to transform or maintain areas for recreation or relaxation. They are employed by retail garden centres, production nurseries, landscape construction contractors, landscape maintenance contractors, lawn care contractors, sod production companies, landscape architectural firms, the municipal, provincial/territorial and federal governments, public park systems, botanical gardens, horticultural gardens, colleges and universities.

You can combine various gardening, construction and business skills to develop careers in widely divergent areas. You can grow plants for landscape contractors and retail garden centres. You can design, build and look after gardens and parks working with plants, soil and water, and materials such as stone and timber. You may act as a consultant, giving advice to businesses and homeowners on how to create beautiful gardens.

You may provide technical information to farmers; fruit, vegetable and flower growers; nursery operators and commercial firms who market horticultural products. You may choose to concentrate on areas such as care of trees, turf or exotic plants.

Work conditions and training

Horticulturists may work outdoors in a variety of weather conditions. You are physically active and may lift and bend, handling a variety of equipment. You work at a frantic pace especially in the spring and fall. Most of the industry functions on a ten- to eleven-month work year, so most workers get one to two months off annually.

You can take advantage of upgrading courses offered by the nursery industry at the local association level. Also, you can be evaluated and achieve your Canadian Certified Horticultural Technician (CCHT) in either landscape construction, maintenance or retail garden centre.

This requires at least 2000 hours of industry experience (1000 hours credit given for related education), and passing a written examination of technical knowledge and a series of practical skills tests.

Who's the right person?

You are well organized, responsible and artistic. You seek diversity and continual change and are interested in beauty, environmentally friendly products, energy conservation, and protection of wildlife.

You will enjoy field work if you like physical activity in an outdoor setting. You will succeed as a salesperson if you are friendly, possess good communication skills, and are very familiar with landscape plants and their uses. If you are self-motivated, display initiative, enjoy working with people and are willing to develop a good business background, you are an excellent candidate for an administrative career in horticulture.

What does it take?

- a high school diploma
- a community college course of one to three years in horticulture
- a four- to five-year university program in areas such as botanical research or landscape architecture is recommended
- some provinces/territories offer two-year apprenticeship programs in horticulture
- courses are also available through horticultural professional associations, botanical gardens and private schools
- correspondence and part-time courses are available
- experience through a summer job is good preparation

Next steps?

- supervisory positions
- manager or business owner

Occupational Health and Safety Co-ordinator



“This is a very diversified and interesting field— you never get bored! I get a great deal of personal satisfaction from helping to prevent needless suffering.” Allan D.

Relevant high school subjects

- Industrial Arts, Biology, Chemistry, Physics, Mathematics, Computers, English

Want more information? Try...

- Canada Safety Council
www.safety-council.org
- Canadian Centre for Occupational Health and Safety
www.ccohs.ca
- Canadian Registration Board for Occupational Hygienists
www.crboh.ca

What are some related occupations?

- hazardous waste management technician
- environmental technician
- applied chemical technician
- bylaw enforcement officer
- public health inspector

Average salary \$47,915
low average \$31,006
high average \$66,373



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Occupational health and safety co-ordinators, sometimes called risk management specialists, promote safety awareness and work toward making workplaces injury-free. You may be employed by a company to reduce safety hazards and promote positive attitudes toward safety measures, or you may represent a government agency as an inspector.

As a company employee, you observe work practices and inspect company work environments to identify potential safety hazards. To eliminate or reduce hazards, you advise workers and managers about safety standards and regulations and proper methods and equipment for injury and accident prevention. When injuries do occur, you investigate to determine what happened and how similar injuries could be prevented. You may also design safety awareness programs, co-ordinate safety committees and instruct safety courses. Your programs and courses may cover topics ranging from accident prevention to proper ventilation.

As an inspector, you visit a wide variety of work environments to determine if safety laws and regulations are being followed, and identify unsafe or unhealthy working conditions. You may specialize in inspecting construction sites, mines, manufacturing facilities, office environments, or other types of workplaces.

Work conditions and training

You may be employed by a large organization such as a school board or health care authority, a construction, transportation, mining or electrical utility company, or a government department. At least part of your time will be spent working in an office setting preparing reports and attending meetings. The rest of the time, you may work outdoors or in an institutional or industrial building. As an inspector, driving from one work site to another may be a routine part of your day.

You need a combination of related education and experience to work in this occupation. You must have several years of related work experience plus a college or technical institute diploma, journeyman trade certificate or university degree. First aid training or health care-related training is a definite asset. You should also have taken safety-related courses and become a registered member of a local safety association or council.

Change is a constant in this work. As new safety-related information and equipment becomes available, and laws and regulations are changed, you have to keep up to date through reading, consulting other safety professionals, attending conferences and other professional development activities. Computer skills are essential.

Who's the right person?

You have a positive attitude and an outgoing personality. You enjoy working with managers, workers, engineers and other professionals. Your communication skills are excellent. You are a good listener, can explain things clearly, are good at motivating people, and can write reports that are clear and concise.

What does it take?

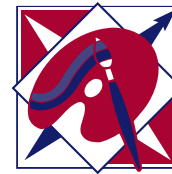
- a combination of related work experience and training
- certification generally requires several years of related experience
- high school diploma
- a driver's licence may be required

Next steps?

Depending on your background:

- specializations in health and safety
- managerial positions

Petroleum Engineering Technologist



"We look at the pressure data from existing (oil) wells to determine size and potential for future wells. I really enjoy my work." Brad S.

Relevant high school subjects

- Mathematics, Sciences, Computers, English

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- Society of Petroleum Engineers
www.speca.org
- Petroleum Society of the Canadian Institute of Mining, Metallurgy and Petroleum
www.petsoc.org

What are some related occupations?

- geological technologist
- civil engineering technologist
- geophysical technologist
- environmental technician

Petroleum engineering technologists may work in a variety of jobs related to oil and gas production including: operation and maintenance of oil wells, reservoir analysis, and exploration.

Drilling technologists supervise drilling operations and represent the oil company at the well location. You make sure that drilling operations instructions are carried out.

Geological technologists supervise drilling operations for exploration. You take readings from electrical instruments that are lowered into the ground to determine how dense the rock structure is and whether it contains water, oil or gas. You work with the drilling engineer to determine where to punch holes in the well to make the gas or oil flow.

In production operations you determine the rate that oil should be pumped from wells. You might spend about half your time in the office and half in the field.

Reservoir technologists usually work in the office. You decide whether or not it is economical to drill more wells in a location, and how many wells should be drilled. You analyze data to estimate how large the oil reserves are at a particular location.

You may be employed by: exploration, geological and geophysical companies; oil, gas and resource companies; engineering consulting firms; petroleum service companies; gas and chemical plant operations. Most major employers are located in Western Canada or in other countries.

Work conditions and training

Work conditions will vary greatly depending on the specialization that you choose. Sometimes you will travel to remote drilling locations and work long days away from home. You may also work in some harsh weather conditions. You may work 10-20 days at one time before getting time off.

New full-time employees are given extensive on-the-job training under the direct supervision of a scientist or a more experienced technologist. After a minimum of two years of suitable work experience you can become a certified engineering technologist. Certification with provincial/territorial associations is voluntary, except in Quebec, but it is viewed as a sign of dedication to the profession.

Who's the right person?

The skills you need vary depending upon your position. If you are supervising workers at the well-site during drilling operations you will need good people skills. The work of the reservoir technologist is intellectually challenging and requires strong mathematical skills.

You will need a good memory and the ability to think logically. You require good writing and drawing skills as well as an ability to pay attention to small details. Computer skills and good skills in mathematics are essential for most aspects of your job. The ability to work independently is also required.

What does it take?

- a high school diploma
- completion of a two- to three-year program in petroleum engineering technology at a community college or technical institution
- some previous experience in the oil industry is recommended, usually acquired through summer jobs

Next steps?

- supervisory positions

Average salary \$48,455
low average \$23,999
high average \$70,118



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Swine Technician



"I like working with animals. You can see the results of your work fairly quickly." Shawn C.

Relevant high school subjects

- Sciences (Biology, Botany), Mathematics

Want more information? Try...

- A Swine Producer's Career Guide
www.manitobapork.com/careers.html
- Canadian Federation of Agriculture
www.cfa-fca.ca
- Canadian Swine Breeders Association
www.canswine.ca

What are some related occupations?

- animal care attendant
- animal health technologist
- beef producer
- poultry producer
- sheep producer

Swine technicians feed, care for and promote the well being of swine herds. You may be involved in all aspects of hog production or specialize in a particular area such as breeding.

In general, you feed, water and care for pigs at various stages of growth and development, clean barns, operate and maintain machinery, coordinate daily barn activities and assist during birthing. To prevent and control the spread of disease and parasites, you have to follow good animal hygiene practices and recognize health problems early. For example, before you enter a barn where piglets are born, you shower and change into clean coveralls and boots. You vaccinate piglets and mix feed to provide balanced nutrition. You use computers to keep detailed production records. You may consult veterinarians, marketing personnel, engineers, air quality consultants, nutritionists or other specialists in the hog production industry.

Work conditions and training

You may work for swine producers who keep breeding stock for producing piglets, raise piglets to market weight, or raise purebred hogs for sale as breeding stock. Modern pig barns are orderly and clean, and may have sophisticated ventilation and heating systems. Manure is regularly flushed out and stored in holding tanks or lagoons until it is recycled as fertilizer. You usually start as a general farm labourer and work your way up to positions with more responsibilities. Hours of work may vary.

It's a good idea to get some experience working in a modern pig barn before you decide to train as a swine technician. Agricultural colleges, agricultural organizations and provincial/territorial government departments responsible for agriculture offer distance education and apprenticeship-style training programs for swine technicians. To keep up with technological advances in swine production, you have to be

prepared to keep on learning after you complete a training program.

Who's the right person?

You would rather live in the country than in the city. You are patient with animals, and enjoy working with pigs in particular. You are interested in learning how to run a profitable hog production operation.

What does it take?

- experience working with pigs
- completion of a swine production training program

Next steps?

- supervisory positions
- owner/operator of a swine production operation

Short TIPS

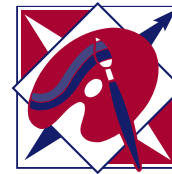
30% of students in many colleges already have a university degree. They go to college because they want practical skills.

Average salary	\$24,431
low average	\$4,007
high average	\$44,088



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Veterinary Technician



"I enjoy working with large animals the most. Their health and well-being depends on you, and how you care for them really makes a difference." Sandy H.

Relevant high school subjects

- Biology, Chemistry, Mathematics, English

Want more information? Try...

- Canadian Association of Animal Health Technologists
Tel. (306) 329-4956
Fax (306) 329-4700
- The Canadian Council of Technicians and Technologists
www.cctt.ca

What are some related occupations?

- laboratory animal attendant
- zoo attendant
- pet groomer
- animal health technologist
- animal nutritionist

Average salary \$26,450
low average \$14,983
high average \$42,044



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Veterinary technicians, under the supervision of a veterinarian, care for sick or injured animals. Tasks would include taking blood samples and x-rays, giving medication, performing dental work, performing single diagnostic laboratory tests, providing anesthesia, assisting in surgery and caring for animals recovering from surgery.

You might work for an individual veterinarian or as part of an animal health care team. You could work in laboratories and research centres, small or large animal clinics, humane societies, breeding operations, feedlots, race tracks or zoos. In fact, you may even work as a meat inspector, teacher in a college or as a manager of a veterinary clinic.

The work has become very technical and more specialized. Some veterinary technicians have gained the professional title of dental technicians and others have specialized to become research assistants. As a result, veterinary technicians are developing a strong sense of professional identity and pride.

Work conditions and training

People who love animals get satisfaction from working with and helping them. Some of the work may be unpleasant and physically and emotionally demanding. You may clean animal cages and lift, hold, or restrain animals, risking exposure to bites or scratches. Your work often involves kneeling, crawling, repeated bending, and lifting heavy supplies. You take precautions when treating animals with germicides or insecticides.

You may have to care for dozens of animals at any one time and you are often on your feet all day. Animals have to be fed every day, so caretakers must work weekend and holiday shifts. In some animal hospitals, research facilities, and animal shelters, someone is on duty 24 hours a day. Sometimes you care for abused animals or assist in the euthanasia of unwanted, aged, or hopelessly injured animals. This can be emotionally stressful.

Who's the right person?

You need to be patient, understanding and compassionate with animals and their owners. Customer relations are very important. You need good organizational skills and an ability to communicate both in writing and verbally.

This is a medical field, so neat habits and cleanliness are essential. Since you deal with the public, your appearance is important. Allergies to animals, hay, straw or dust would seriously limit your abilities to perform a variety of these duties.

What does it take?

- a high school diploma with marks of at least 70% in the relevant subjects
- a two- or three-year college diploma as a veterinary technician
- there is no minimum age although by law you can only take x-rays if you are over 18
- in all provinces/territories, except Québec, there is a mandatory registration exam that must be completed after graduation
- in some provinces/territories you must be a member of the provincial/territorial association
- most colleges and employers ask for previous experience in working with animals

Next steps?

- supervisory positions
- other specialties within the veterinary field

Water Resources Technician/Technologist



"I enjoy the field work most, but the office work is interesting too because I work with some very complex computer programs." Gerry W.

Relevant high school subjects

- Mathematics, Chemistry, Physics, Computers, English

Want more information? Try...

- Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Council for Human Resources in the Environment Industry
www.chatsubo.com/cchrei
- Canadian Technology Human Resources Board
www.cthrb.ca

What are some related occupations?

- geological technician/technologist
- environmental technician/technologist
- applied chemical technician/technologist
- meteorologist
- water treatment plant operator
- civil engineering technician/technologist

Average salary	\$46,016
low average	\$25,022
high average	\$65,411

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Water resources technicians/technologists investigate the distribution, circulation and quality of water in the air, on the earth's surface and below its surface. You may work on your own, or provide technical support for scientists and engineers.

Your duties will vary depending on the field you choose. For example, you may be involved in hydrological (water) studies, environmental protection or public health protection. In general, you use instruments to measure and record information. You use computer software to process and analyze data to prepare reports, track long-term changes and identify trends.

Depending on the field in which you work, you may predict floods, develop flood protection plans, evaluate and design irrigation systems, design water development projects, or analyze or design structures such as culverts or drainage canals. To assess water quality, you examine water samples and carry out physical, chemical and microbiological analyses. You may also take samples of sediment and survey lake bottoms.

In the public health protection field, you may be involved in the design, construction or operation of water and wastewater treatment plants, municipal water distribution systems and wastewater collection systems. In environmental protection, you may conduct environmental impact assessments and suggest methods that could be used to lessen the affect of development.

Work conditions and training

You may be employed by an engineering, geological or environmental consulting firm, a large water or electrical generation utility company, a research organization or a government agency. You may work primarily in an office environment, in a laboratory or outdoors, or work in several types of environments.

To get started in this occupation, the minimum education requirements are a college or technical institute certificate or diploma, or a university degree, related to water resources engineering technology, watershed management, groundwater engineering technology, natural resources or environmental technology. After you graduate, you will probably start working in an entry-level technical support position. You can progress to positions with more responsibilities as you gain experience.

Who's the right person?

You are interested in science, technology and the environment. You enjoy working with equipment and computers, working outdoors and analyzing information to solve problems. You pay attention to details, work effectively under pressure (alone and with other people), and resolve problems logically.

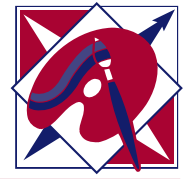
What does it take?

- a related college or technical institute certificate or diploma
- high school diploma is recommended
- you must be physically able to handle sampling/monitoring equipment and to conduct field work
- a driver's licence is usually required for employment

Next steps?

- supervisory positions
- sales representative

Water Treatment Plant Operator



“Operating a small plant gives you a chance to get involved in a variety of responsibilities.” Jim H.

Relevant high school subjects

- Mathematics, Biology, Chemistry, Physics

Want more information? Try...

- Canadian Water and Wastewater Association
www.cwwa.ca
- Canadian Water Quality Association
www.cwqa.com
- Canadian Council for Human Resources in the Environment Industry
www.chatsubo.com/cchrei

What are some related occupations?

- waste water collection system operator
- water distribution system operator
- operator, water purification plant
- water and waste-water plant operator

Water treatment plant operators work in water filtration and treatment plants. They monitor and operate computerized control systems to regulate the treatment and distribution of water. Municipal governments usually employ them.

You are responsible for monitoring, adjusting and maintaining the systems that control a city or town’s drinking water. Raw water from a natural water source is pumped into the water treatment plant and must undergo chemical treatment and filtration before it is fit to go into a community’s water system.

You monitor the computerized systems that control the pumping, filtering and chemical treatment of this water and make sure the systems are working correctly. You read flow meters and the pressure and water level gauges to measure water output and water levels, and to calculate chemical dosages. Bacterial content, algae, chlorine and fluoride levels are other factors that you must check carefully. You collect water samples for chemical and bacterial analyses and make the required adjustments.

Work conditions and training

You often work outdoors and sometimes work in remote areas. You also work in an environment that can be noisy. Shift work may be required. Overtime may be necessary during spring run-off or for emergencies.

Safety precautions and training will help to reduce the risk of injury from working with dangerous gases, open tanks, chemicals, confined spaces and slippery walkways.

Most employers prefer to hire operators who have been certified by a provincial/territorial environmental protection branch. There are four levels of certification, each with different education, work experience and examination requirements.

Who's the right person?

You must pay attention to many kinds of information as you check meters and gauges and monitor computer-operated control systems.

You should be physically fit to do your job properly. You may be required to lift heavy objects, such as pumps, generators and air compressors or climb into tanks or valve chambers to perform routine maintenance and cleaning duties.

You not only have to work closely with co-workers in the field, but you must also answer the phone and deal with requests or complaints from the public. Good communication skills are important. Accurate record-keeping and information reporting are also an essential part of the job.

What does it take?

- a high school diploma is usually required
- community college courses in water pollution control and treatment, as well as science and laboratory courses
- provincial/territorial certification is required in some provinces/territories

Next steps?

- supervisory positions
- advancement to management positions in large facilities may require a degree in science or engineering

Average salary \$39,043
low average \$24,964
high average \$53,827



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Wildlife Technician



“There is a lot of variety in this job. I do everything from aerial surveys to monitoring disease outbreaks to assessing bird populations.” Floyd K.

Relevant high school subjects

- Mathematics, Biology, English

Want more information? Try...

- Canadian Wildlife Service
www.ec.gc.ca/cws-scf/
- The Canadian Council of Technicians and Technologists
www.cctt.ca

What are some related occupations?

- zoological technologist
- fish farm technologist
- agricultural technician
- biological technician

Wildlife technicians provide support and services to scientists working in wildlife management and animal biology. Federal and provincial/territorial government departments and agencies, colleges and universities, environmental consulting or resource companies and utilities usually employ them in field settings.

You do field research on animal populations. You might, for example, monitor the effects of hunting on wildlife. Or you might do a bird survival study, observing and counting birds, studying predators, and trapping the birds in order to attach tags or radio transmitters.

You conduct or supervise operational programs, such as restocking elk in the area. You also study wildlife habitats and land areas. Occasionally, you may be involved in programs to buy and improve land so wildlife can live there.

You assist scientists in analyzing data and preparing reports. You use computers to develop models of habitats or to analyze the data you collect. You may also enforce regulations regarding wildlife and fisheries habitat and population protection.

Work conditions and training

Most of your summers are spent working in the field. During the winter months you analyze data in the office or in the lab and prepare for the next summer's work. You may be required to use a variety of means to collect data on wildlife. You are usually paid a monthly salary.

Who's the right person?

This work appeals to independent people who have a real love for plant and animal life and who enjoy being outdoors in all kinds of weather. To do the work well, you need to work hard, show enthusiasm and be willing to apply what you learn. The wide range of skills you develop in this work will give you a deeper

understanding of the natural environment.

You are an accurate collector of data. You need an eye for detail and enough mathematical skill to develop a fairly good grasp of statistics. You are comfortable writing reports. You have the ability to communicate well and enjoy serving as a contact with other groups, dealing with land owners, or simply providing environmental and wildlife information to interested members of the public.

What does it take?

- a high school diploma
- a two- or three-year community college diploma in a wildlife program
- voluntary certification with provincial/territorial associations

Next steps?

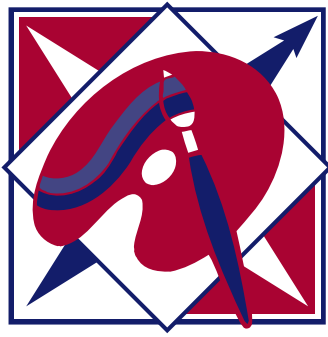
- opportunities to move between public and private organizations
- supervisory and management positions

Short TIPS

How do you become valuable in the workplace and learn new skills for your résumé? Take the initiative and volunteer to take on new projects.

Average salary	\$37,312
low average	\$20,827
high average	\$52,223

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Arts, Culture & Communication

If you have a message to get across or want to help others with their message, this is the area for you!

Expressing yourself - that's what these fields have in common whether that expression takes the form of visual or performing arts; verbal, visual or print communications; or statements made with decor, or clothing. With an eye for design, an interest in current events, a tendency towards the dramatic, people in these occupations entertain the general public in industries such as film, broadcast, publishing, fine arts, and music.

TIP: Volunteer your way into your preferred occupation!

No matter which area you are most attracted to, volunteering your time and expertise is one terrific way to work your way into work. Volunteering lets you try out new experiences, meet people and build relationships as well as gain confidence and more skills. Illustrating a poster for live theatre, broadcasting a public service announcement or booking dancers for a multicultural festival are just a few of the ways that volunteers try out new pathways while contributing to their communities.

Contributing in this way tells prospective employers a great deal about your employability skills such as commitment and ability to work with a team.

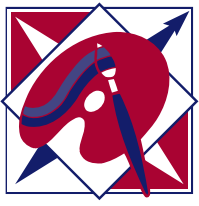
OCCUPATION	N.O.C.	PG #
Actor	5135	45
Announcer/Broadcaster	5231	46
Broadcast Producer	5131	47
Dancer	5134	48
Editorial Assistant	1452	49
Film/New Media Editor	5131	50
Graphic Designer	5241	51
Heritage Interpreter	5212	52
Illustrator	5241	53
Interior Designer	5242	54
Lighting Technician	5226	55
Musician	5133	56
Photographer, Commercial	5221	57
Recording/Sound Engineer	5225	58
Special Effects Technician	5226	59
Video Camera Operator	5222	60
Writer	5121	61

Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Arts, Culture & Communication

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Be creative, original, suggest new ideas | <input type="checkbox"/> Be visual, 3-dimensional | <input type="checkbox"/> Make decisions | <input type="checkbox"/> Prioritize tasks |
| <input type="checkbox"/> Find information | <input type="checkbox"/> Use memory | <input type="checkbox"/> Solve problems | <input type="checkbox"/> Use imagination |

2. Oral Communication:

- | | | |
|--|---|---|
| <input type="checkbox"/> Give oral presentations | <input type="checkbox"/> Listen to understand and learn | <input type="checkbox"/> Answer inquiries |
| <input type="checkbox"/> Consult with clients | <input type="checkbox"/> Conduct interviews | <input type="checkbox"/> Interact with visitors |
| <input type="checkbox"/> Give demonstrations | <input type="checkbox"/> Interact with co-workers | <input type="checkbox"/> Listen to constructive criticism |
| <input type="checkbox"/> Consult on advertising | <input type="checkbox"/> Maintain contact with media | <input type="checkbox"/> Advise customers |

3. Technical and Computer Use:

- Use:**
- | | | |
|--|---|---|
| <input type="checkbox"/> Graphics software | <input type="checkbox"/> Desktop publishing | <input type="checkbox"/> Editing machines |
| <input type="checkbox"/> Word processing | <input type="checkbox"/> Database/spreadsheet software | <input type="checkbox"/> Electronic communications software |
| <input type="checkbox"/> Photo packages | <input type="checkbox"/> Digital imaging software | |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Software to keep schedules, plans, records | |

4. Numeracy:

- | | | |
|---|-------------------------------------|---|
| <input type="checkbox"/> Make numerical estimations | <input type="checkbox"/> Use ratios | <input type="checkbox"/> Prepare budgets and schedules for projects |
|---|-------------------------------------|---|

5. Working With Others:

- | | | |
|---|--|---|
| <input type="checkbox"/> Be flexible and adaptable | <input type="checkbox"/> Conduct and participate in meetings | <input type="checkbox"/> Give and attend workshops |
| <input type="checkbox"/> Co-ordinate fundraising activities | <input type="checkbox"/> Develop relationships with others | <input type="checkbox"/> Develop contacts (networking) |
| <input type="checkbox"/> Work independently | <input type="checkbox"/> Be respectful of others | <input type="checkbox"/> Respond to individual personalities, experiences and interests |

6. Writing:

- Write:**
- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Reports | <input type="checkbox"/> Press Releases | <input type="checkbox"/> Write and design newsletters | <input type="checkbox"/> Answer written inquiries |
| <input type="checkbox"/> For enjoyment | <input type="checkbox"/> Plays | <input type="checkbox"/> Write and design brochures | <input type="checkbox"/> Prepare presentations |
| <input type="checkbox"/> Speeches | | | |

7. Reading:

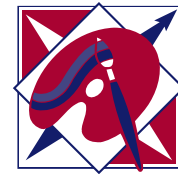
- Read:**
- | | | | | |
|---|---|---|---|------------------------------------|
| <input type="checkbox"/> Research results | <input type="checkbox"/> Press Releases | <input type="checkbox"/> Bibliographies | <input type="checkbox"/> Magazines and newspapers | |
| <input type="checkbox"/> Briefs | <input type="checkbox"/> Reports | <input type="checkbox"/> Letters | <input type="checkbox"/> Advertisements | <input type="checkbox"/> Proposals |

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:



"I can't think of any job I would rather have. You pretend to be something you are not—it's fun!"
Chad K.

Relevant high school subjects

- Literature, Drama, Fine Arts

Want more information? Try...

- Alliance of Canadian Cinema, Television and Radio Artists
www.actra.com
- Canadian Actors' Equity Association
www.caea.com
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- announcer
- model
- drama teacher
- comedian
- dancer
- musician
- playwright
- stunt performer
- clown
- puppeteer

Average salary \$32,430
low average \$5,002
high average \$58,048



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Actors entertain us by portraying characters in dramatic productions such as plays, movies, soap operas and commercials. You may narrate a documentary one week and play the role of a villain the next. You may work in theatre, film, radio or television, or specialize in one area.

Unless you are a well-established artist, you must compete for parts by auditioning. You spend many hours studying scripts to learn lines and cues, and doing background research to "fill out" characters. Some roles will require you to learn new skills such as how to juggle or handle exotic animals, or how to speak, sing or move in particular ways. In rehearsals, you work with others (directors, other actors, even playwrights) to fine-tune your interpretation of a role.

Work conditions and training

Acting is demanding work. You spend many hours studying for a role and rehearsing. During filming, you may experience long days of "hurry up and wait" activity. Waiting for others to set up equipment, shooting scenes over and over, playing the same role night after night, touring with a show can become boring but you have to remain focussed and deliver a consistent performance.

Working conditions will vary considerably from one project to another. You may work indoors or outdoors in all types of weather conditions. You may even work in dangerous circumstances. Employment in some productions may call for membership in a union or some other organization within the performing arts.

To get started in this highly competitive field, you have to "pay your dues" by playing bit parts (small roles that do not require speaking) in theatre productions or commercials, for example, before you will be considered for larger roles. Formal training programs in the performing arts are offered by colleges and universities, and theatre and film schools.

Most actors work in other jobs to earn enough money to support themselves. Very few achieve stardom.

Who's the right person?

Most actors do not earn a steady income and may take on other jobs to add to their income. You have to love acting enough to be willing to make some personal sacrifices. In addition to talent, you need self-discipline, determination and the ability to deal with criticism and rejection. You have to be able to memorize lines quickly and "think on your feet" when something unexpected happens.

"Being in the right place at the right time" requires more than just luck. You should enjoy meeting agents, casting directors, producers and others in the entertainment industry; participating in professional association meetings; and building a network of contacts who will let you know about acting opportunities.

What does it take?

- acting experience in high school, local or college productions
- graduation from a post-secondary performing arts program is preferred
- communication, dancing and singing skills are a definite asset

Next steps?

- casting director
- stage manager
- director
- producer

Announcer/Broadcaster



"I am truly excited by what I do. From Edmonton to free-lancing in Hong Kong, I truly love the global nature of this job."
Ray R.

Relevant high school subjects

- English/French, second or third languages, Language Arts, Drama

Want more information? Try...

- Internet Sources for Journalists and Broadcasters
www.synapse.net/~radio/welcome.html
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- sportscaster
- weathercaster
- public relations specialist
- actor
- traffic reporter
- publicist

Announcers/broadcasters keep us informed and entertained on radio and television. You will cover anything from sports and news to weather and local community events. You may be part of station promotions.

As a sportscaster you will select, write and deliver the sporting news as well as interview various sporting personalities.

As a weathercaster you will report and forecast weather conditions.

Radio announcers, often referred to as disc jockeys, select and introduce music, present news, sports, weather and commercials.

You will frequently participate in local community activities in roles such as a master of ceremonies at a local charity auction.

Work conditions and training

You will typically work in a well-lit, air-conditioned, soundproof studio although the hours may be long and wildly unpredictable (like the news). You will need to be an excellent time manager as broadcasters/announcers live by the deadline. You should handle stress well as many broadcasts have been described as "controlled panic."

Usually, you will pay your dues at a small station in a rural community where you may have to be a jack of all trades until you develop the necessary experience. Even with the required education and training, you will need to present a promotional tape that demonstrates your on-air qualities.

Who's the right person?

You have a pleasant, well-controlled voice, good timing, excellent pronunciation and good diction. If you work in television, you will also need a well-groomed and pleasing appearance.

In addition, you should be extroverted, energetic and personable. You should like meeting many different kinds of people and be able to get along

with them all. You will need to be an excellent communicator and a disciplined time manager. You will need to balance creativity with analysis to present an entertaining and informative product.

What does it take?

- a high school diploma is required
- graduation from a college or university program in broadcasting, communications or journalism is preferred
- volunteer work in broadcasting and related fields will be very helpful

Next steps?

- news programmer
- media personality
- radio or television program manager
- program developer

Short TIPS

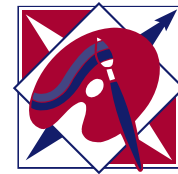
Some Decision-Making Tips: get more information; remember this is not your final career choice; decisions based in fear are generally not productive; have a back-up plan.

Average salary \$39,589
low average \$12,999
high average \$70,424



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Broadcast Producer



“What’s great about this occupation is that you have enormous freedom to create...” Garrett B.

Relevant high school subjects

- Literature, Composition, Art, Mathematics, Computers, Business

Want more information? Try...

- Academy of Canadian Cinema and Television
www.academy.ca
- Canadian Film and Television Production Association’s Training and Education Directory
www.ted.cftpa.ca
- Independent Film and Video Alliance
www.culturenet.ca/ifva

What are some related occupations?

- announcer
- camera operator
- recording/sound engineer
- film editor
- business manager
- director

Average salary \$44,100
low average \$13,976
high average \$70,106



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Broadcast producers plan, organize and coordinate the production of television and radio programs.

You determine program content and treatment, supervise the work of production personnel, and manage costs. It is your job to establish and maintain a productive work atmosphere and make sure the entire team is working together. You are also the person responsible for ensuring that equipment is where it should be when needed, and that everything runs smoothly and within a set budget.

In small stations, you may be responsible for the production of more than one program. You may also prepare scripts, host or anchor a show, do some of the work of a production crew member, or direct production activities from a control room. In large production studios, you work closely with directors and other production managers. You may specialize in producing commercials, news broadcasts or entertainment programming.

In some situations, you may be responsible for everything from developing the concept for a program and finding funding for it to promoting and distributing the finished product.

Work conditions and training

Producers work for independent stations and television networks, or independent production agencies. You may work on a freelance basis, contracting for specific shows or special projects, or be employed full time. Whether you are on staff or on contract, there is no such thing as a typical day. You must be willing to have a flexible working schedule and work long hours as required.

Since a producer is essentially a manager, you need broadcast experience as well as related education. You generally have to start in junior production jobs and work your way up as you acquire technical and management

skills. You might start out as a broadcast technician, writer or announcer.

Who's the right person?

You are extremely outgoing and enjoy working with people from a wide variety of backgrounds. You have very good communication skills, and are very good at listening and negotiating. You have no problem imagining how program elements will come together to create the effect you want. When an idea fires your imagination, promoting yourself and your ideas comes naturally to you.

The excitement of creating good programming provides the energy you need to handle stress and roll with the punches, and cope with the constant pressure of tight production deadlines. You can see the “big picture” without losing sight of the details. Your enthusiasm and excellent organizational abilities keep everyone on track.

What does it take?

- a college diploma or a university degree in broadcasting plus experience in related technical or production positions
- a high degree of computer literacy is required
- volunteer experience at a local cable station is an asset

Next steps?

- reporter
- assignment editor
- senior producer
- executive producer
- station manager



"It's a different way of communicating ideas. You learn a lot about yourself because you have to work with your body as your tool." Amy S.

Relevant high school subjects

- Music, Acting, Art, Anatomy

Want more information? Try...

- Canadian Association of Professional Dance Organizations
www.culturenet.ca/capdo
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- dance teacher
- dance therapist
- publicist
- stage manager
- physiotherapist

Dancers express rhythm and sound, and interpret feelings and ideas, through movement. You may perform on stage or on film, solo, with a partner, or with a group. You may be involved in several types of dance, or specialize in a particular form such as ballet, jazz, modern, ballroom or folk, or culturally-specific dance.

To keep in shape and prepare for performances, you have to spend many hours every day exercising, practicing and rehearsing dance routines, alone and with others. You must also attend costume fittings, photography sessions and makeup calls as well as performances. Finding time for everything can be extremely demanding, particularly if you work part time at another job to make extra money.

Work conditions and training

You may work in theatres, nightclubs, motion pictures or television. Most jobs are short term and there may be long periods of time between jobs. Some jobs require membership in a union or professional organization associated with your type of dance.

You have to audition to get work. A job may last only for a few performances, or it may last for a full season or more. You grab opportunities as they arise, and gradually build a professional reputation. Getting a start as a dancer can be difficult. It is common for dancers to have other types of jobs to support themselves during the early stages of their careers.

Dancing is mentally as well as physically demanding. You are constantly pushing yourself to become the best you can be. At the same time, you have to recognize your limits so you don't injure yourself. Most dancers move into other occupations before they reach 40 years of age.

Many dancers start their careers by taking dance lessons when they are quite young, although it is possible to begin training in certain dance styles later in life. Of all the young people who take

dance lessons, only a few go on to full-time dance programs offered by colleges, universities and private dancing schools.

Who's the right person?

You have to really love dancing to be willing to make the personal and social sacrifices required to pursue this line of work. Staying in top physical condition requires commitment and self-discipline, as well as good health and stamina. Spending long hours practicing and rehearsing plus performing evenings and weekends can leave little time for a social life or other interests.

You also have to be able to handle criticism and rejection. As in other performing occupations, you need self-confidence and must be absolutely determined to succeed.

What does it take?

- proper training by accredited instructors and schools is essential
- graduation from college or university may be required to move into related occupations after dancing becomes too strenuous
- a working knowledge of lighting, costume design and makeup artistry is useful

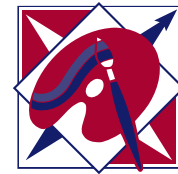
Next steps?

- choreographer
- arts manager
- producer
- journalist
- artistic director

Average salary \$25,381
low average \$4,210
high average \$50,107



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"You have to love this job to last in it. On the plus side, I love the book world and the day just flies by." Randy S.

Relevant high school subjects

- English Composition, Computers, Social Sciences

Want more information? Try...

- Editors' Association of Canada
www.web.net/eac-acr/welcome.htm
- Jobs in Publishing
www.books.bc.ca/information/info-jobs.htm
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- editor
- copywriter
- layout artist
- script reader
- columnist
- promotions specialist
- subsidiary rights manager

Average salary \$32,057
low average \$16,495
high average \$48,968



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Editorial assistants perform a variety of clerical tasks and duties related to getting a publication to market on time and in top shape. You might supervise article layouts, do research, coordinate supplies, act as a go-between for different departments, answer phones, check facts, contact writers and story sources.

You may even conduct interviews and do some writing assignments, depending on the size of the publication. You may perform some of the editorial duties on a small and tightly staffed publication.

You will live and die by the deadline and you have to manage many tasks within a budget. "You have to make things pay for themselves; you have to keep them on schedule or you won't last in this business" is a common lament of the industry.

Work conditions and training

Editorial assistants work for publishers and because of the need to meet deadlines this is a high stress occupation. Fortunately, most of your training is on the job so adapting to the high stress levels can happen almost naturally.

You will work full-time hours, at least a standard forty-hour week, with overtime hours quite common if you have to meet a deadline. You will, typically, be a salaried employee though on some of the larger publications you may be paid an hourly rate. Most publishing houses run on a tight budget so it is better to pay you a salary to avoid a large overtime budget.

You will rise in your career based upon your ability to handle responsibility and the related stress.

Who's the right person?

You should love books and periodicals since your wages in the beginning of your career will be low with respect to the amount of work you will do.

You have highly developed organizational skills, you thrive on stress and are able to make quick decisions. You are an excellent communicator. You have an "ear" for language and a keen eye for mistakes. In addition, you will have strong grammatical skills and speak well.

As an editorial assistant, you need computing skills such as word processing and formatting documents and experience in basic database management. You should also be comfortable with fax machines, cellular phones, e-mail programs and even communication software packages.

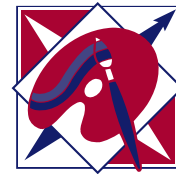
What does it take?

- a high school diploma
- well-developed computer skills, particularly in word-processing and desktop publishing
- some college may be required or even a journalism degree for some publishing houses
- experience writing and meeting deadlines for high school and college publications is very helpful
- membership in a union may be necessary in some cases
- dedication and love of the written word and books in general

Next steps?

- editor
- travel writer
- internet researcher
- journalist

Film/New Media Editor



"I really like using non-linear editing ("new media"). It gives you so much freedom to exercise creativity..."
Jason L.

Relevant high school subjects

- Literature, Languages, Theatre Arts, Music, Art, Computers

Want more information? Try...

- Canadian Film and Television Production Association's Training and Education Directory
www.ted.cftpa.ca
- EditorsNet
www.EditorsNet.com
- Film Editing Defined
www.flash.net/~stunet/editorpage.htm

What are some related occupations?

- camera operator
- production assistant
- graphic artist
- recording/sound engineer
- special effects technician

Average salary \$44,100
low average \$13,976
high average \$70,106



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Film/new media editors use pictures to convey meaning in much the same way writers use words.

Working closely with producers and directors, you select the best bits of raw film footage and put them together in a way that helps tell the story. You use your creativity as well as technical expertise to match action, change camera angles, and develop the visual rhythm of the story. In some cases, you may have very little creative freedom; in others, you may be the creative force behind the success of a project.

Film directors generally shoot each scene from several different camera angles and print more than one "take" from each angle. After viewing this raw footage, the director may indicate which takes to use or leave that decision to you. You are the one who actually puts the selected bits together to create a seamless movie or documentary.

You may cut and splice film manually, re-record sequences on videotape, or use nonlinear editing techniques. For nonlinear editing, you use digital footage and create computer files which can be played back in whatever order you choose. Whatever technology you use to cut and splice, your goal is the same: to create a product that has continuity and really speaks to its audience.

Work conditions and training

You may work on staff for a production company, advertising agency or television station, or work on a contract basis. As an employee, you will probably work regular weekday hours, but may be required to work overtime to meet production deadlines or work night shift. Working as a contractor, your hours of work may be irregular. Aside from the time you spend with producers, directors and others screening raw film footage, you spend a great deal of time working alone in "cutting rooms." You use various types of equipment to view film, synchronize pictures and sounds, trim

film segments to specific lengths, and arrange segments to maximum effect.

Film editing is an art as well as a science so you need some background education in both art and film technology. You also need related experience in the film industry. You must be willing to keep up with new technology, styles and trends in the entertainment industry.

Who's the right person?

You enjoy both the creative and the technical aspects of your work. You have an instinct for pacing, and for using images to communicate ideas and evoke emotional responses. You have a natural ability to cut film "rhythmically" so scenes have a visual beat.

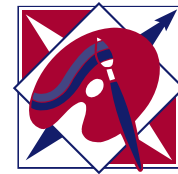
You enjoy learning about and using new technologies. You are also a detail person who doesn't mind taking hours to get one three-minute segment of a film to work right.

What does it take?

- a college diploma or university degree related to film production is preferred
- experience working in film production

Next steps?

- cinematographer
- director
- producer



"I work very hard for my money but I love the work and nothing beats seeing a common logo and knowing that I did that." Judith M.

Relevant high school subjects

- English, Graphic Design, Art

Want more information? Try...

- Graphic Designers of Canada
www.gdc.net/home.htm
- Mining Co. Guide to Graphic Design
graphicdesign.miningco.com/
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- commercial design artist
- web designer
- magazine illustrator
- commercial artist
- art department supervisor
- medical illustrator

Graphic designers are responsible for the visual representation of goods, companies, newsletters, brochures, etc., anything that can be translated from idea to graphic. You can work on a variety of projects from websites and multimedia displays to business and personal stationary; from advertisements and promotional posters to diagrams and maps. If it can be visually represented, then your services as a graphic designer will be needed.

You might change a product's shape to make it visually more appealing and to make it stand out from its competitors. You might combine the appropriate text with well-suited images to create a pamphlet. If you supervise an art department you might be responsible for co-ordinating the efforts of other graphic designers, artists, writers and communications professionals.

You will listen to clients and based on your understanding of their needs and desires, come up with rough sketches and ideas to sell them on your design. These could range from simple pencil sketches to full colour layouts and computer enhanced graphics and images.

You will synthesize input from a number of different sources to come up with a compelling image or graphic that meets considerations of budget, time, and market objectives.

Work conditions and training

If a graphics firm employs you, you will probably spend most of your time in a design studio. If you are self-employed you will divide your time between studio work and meeting with clients, artists, photographers, website designers and marketers and other professionals.

You will normally work on a project-by-project basis. Work conditions can be quite chaotic when you are trying to meet a deadline. A common complaint of this profession is that "This is not one job; it's twenty."

You can break into the business with a high school diploma, a well-stocked portfolio of your own designs and a "go-get-'em" attitude but graduation from a two- to three-year college program will ease your entry considerably.

Who's the right person?

You have creative flair, the ability to visualize ideas and strong writing and verbal skills. You are disciplined and independent with excellent time management skills. You combine analytical skills with a meticulous attention to detail. You have a good feel for colour and proportion with an instinctive sense of artistic balance.

You are persuasive and entrepreneurial, organized and outgoing. You have a flair for promotion and the ability to not take rejection personally. You enjoy the challenge of meeting a deadline and can convince others to do so, as well. You are a people person and enjoy a "team" atmosphere.

What does it take?

- a high school diploma with good marks in English and Graphic Arts (if offered)
- portfolio of your designs
- a two- or three-year college program is a definite advantage
- familiarity with computer assisted design programs is a definite asset

Next steps?

- entrepreneur
- small business owner
- multi-media developer

Average Salary	\$31,995
low average	\$10,992
high average	\$52,163

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Heritage Interpreter



"I discover something new about the past every day. My job is to make it relevant to the present."
Tim M.

Relevant high school subjects

- English/French, Social Studies (including History), Biology, Communication, Art

Want more information? Try...

- Canadian Museums Association
www.museums.ca
- Interpretation Canada
www.interpcan.ca
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- assistant curator
- tour guide
- museum exhibit designer
- actor
- teacher

Average salary \$32,119
low average \$11,978
high average \$53,239



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Heritage interpreters help others understand and appreciate cultural or natural history. You use stories, objects, real landscapes and first-hand experience to make displays meaningful to visitors in parks, museums, and other historic sites and cultural centres.

Interpretation involves much more than presenting facts. For the experience to be meaningful, visitors must relate on a personal level to what is being displayed or described. As a heritage interpreter, you interact with visitors and respond to their individual personalities, experiences, interests, needs and learning styles. You may demonstrate things, act the part of a real or fictional character, or teach by providing hands-on learning opportunities.

Depending on the setting, you may conduct tours, stay in a particular location and interact with visitors at their convenience, mix with visitors and interpret information as opportunities arise, or deliver presentations at predetermined times and places. You may also develop related print or audio-visual materials, or train and coordinate the activities of volunteers.

Work conditions and training

Most heritage interpreters are employed full time, part time or on a contract basis in parks, museums, aquariums, historic sites, art galleries, zoos, industrial sites, interpretive centres, botanical gardens, cultural centres, adventure travel sites, nature sanctuaries, and tour companies. Since most interpretive sites are open at times convenient to the public, you will likely work varied hours including some evenings, weekends and holidays. In some settings, the work is seasonal.

Heritage interpreters come from a wide variety of backgrounds, including recreation, natural science disciplines (e.g., biology, forestry), arts disciplines (e.g. history, archeology, native studies) and education. Employers generally

prefer to hire people who have a combination of related experience and college or university education. For some positions, a university degree is required. For other positions, related knowledge and experience may be more important than academic qualifications. Before enrolling in a program of study, it is a good idea to discuss your training options with heritage interpreters at the types of facilities that interest you.

Who's the right person?

You are interested in nature and cultural history, and enthusiastic about your interests. You enjoy meeting all kinds of people, have very good communication skills, and can be consistently pleasant and helpful. You have a good memory, and can work with groups of all sizes. Since anything can happen and often does when you are dealing with the public, you have to be flexible. You must be able to respond quickly and effectively when something unexpected happens.

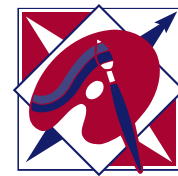
For positions that include developing print and audio-visual materials, you also need creativity and good written communication skills.

What does it take?

- completion of secondary school is usually required
- a combination of college or university education and related experience may be required
- current first aid certification may be required

Next steps?

- supervisory positions



"I find it very satisfying to conceptualize and visualize someone else's ideas for them."

Marisa A.

Relevant high school subjects

- Art, Computers, Science, English

Want more information? Try...

- Canadian Association of Photographers, Illustrators and Communicators
www.capic.org
- Canadian Society of Children's Authors, Illustrators and Performers
www.interlog.com/~canscaip/
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- graphic designer
- photographer
- animator
- cartoonist
- interior designer

Average salary \$31,995
low average \$10,992
high average \$52,163



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Illustrators portray ideas through visual images for advertising, educational, entertainment and other purposes. You start by discussing ideas with people. Then, you may have to prepare sketches and figure out costs before you get approval to go ahead and create the desired illustrations. You may specialize in interpretive or technical illustration, or in a particular style of illustration.

As an interpretive illustrator, you create drawings and pictures that show ideas, emotions or moods. For example, you may create illustrations for advertisements, newspapers, magazines, books, posters or websites.

As a technical illustrator, you accurately depict physical objects. For example, you may illustrate machinery parts for an operating manual, buildings for an architectural firm, or plants for a botany display.

Work conditions and training

You may work for an advertising agency, newspaper or magazine publisher, graphic design studio, book publisher or film studio. You may be an employee of one organization, or work on a contract basis for a number of different organizations. If you work on a freelance basis, your working hours and conditions may vary from one project to another.

You need some college or university education in fine arts or graphic design to get started in this occupation. In general, the more experience you have in different visual media, the more opportunities will be open to you. You may prefer to work with computer graphics, inks, pastels, acrylics or pencil, but you should be able to do good work in several media. For technical illustration, you may also require knowledge related to biology, engineering, architecture or other scientific subjects. For example, medical illustrators require biomedical training as well as formal art training.

Who's the right person?

You are not only artistic, you are able to pay attention to fine details and can work quickly to meet deadlines. You enjoy discussing ideas with people but also enjoy working on your own. You are self-disciplined, organized, flexible and good at marketing your skills and services.

If you want to do freelance work, you also need business and marketing skills.

What does it take?

- a broad knowledge of art forms and media, and knowledge of computer programs used for graphic design
- a college diploma or university degree in art or graphic design is preferred
- courses that help you to build an art portfolio, which is generally required for admission to college and university art programs

Next steps?

- supervisory positions
- owner/operator of an independent studio

Short TIPS

Remember, in exploring work you'll learn something more about yourself, and in exploring yourself you'll learn something more about the work that interests you.

Interior Designer



"This profession can be exhausting but extremely satisfying at the same time. I am looking forward to opening my own firm in about three years..." Connie M.

Relevant high school subjects

- English, Visual Arts, Mathematics

Want more information? Try...

- DesignerInfoLink
www.designerinfoLink.com/spin/interior.html
- Professional Associates
www.fider.org/assoc.htm
- The National Council for Interior Design Qualifications
50 Main St.
White Plains, New York
USA 10606-1920
Tel. 914-948-9100

What are some related occupations?

- fashion designer
- set designer
- interior decorator
- furniture designer
- display designer

Average salary \$32,938
low average \$8,444
high average \$58,099



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

An interior designer is responsible for the interior design, functionality, decoration and aesthetic look of residential, commercial and industrial spaces.

You communicate with clients to understand their tastes, needs and budget. You prepare cost estimates and polished presentations for final approval of the client. You may help the client with bid estimates and help assign contracts for the different work that you have recommended.

You consult with other professionals such as lighting fixture consultants, mechanical and electrical designers and permit inspectors. You will probably conduct on-site inspections and supervise different contractors (unless you have hired a general contractor) to make sure that the work will fulfil code requirements, as well as your client's wishes. You evaluate projects on an ongoing basis and upon completion conduct reviews with your clients.

Increasingly as an interior designer you will need computer skills in various design programs and the ability to plan spaces that meet the needs of the elderly and people with disabilities.

Work conditions and training

As an interior designer you will often be on the go, holding meetings with clients, contractors, other designers and architects; and visiting work sites. The job can be rather hectic and involve long hours and weekends. If you are self-employed you will need to schedule meetings at your client's convenience which may lead to irregular hours.

As a minimum you will require a two-year college diploma and in a highly competitive profession, employers are increasingly seeking graduates of a university program.

After three to five years of practical work experience, you will be eligible to take the qualifying examination set by the National Council for Qualification of Interior Designers. You will need this

designation if you are going to be competitive in this industry.

Who's the right person?

You should combine creative flair with sound design concepts and an attention to detail. You are able to visualize spatial relationships in three dimensions. You have a strong sense of colour, a good sense of balance and proportion and sensitivity to beauty.

You will need well-developed oral and written communication skills, and an ability to work well with others. You will also possess the skills of persuasion and the ability to satisfy your client's needs, even when they conflict with your own vision.

You will need to be well organized and have good budgeting skills. In addition, if you are planning on opening your own firm, you will need a good grasp of business fundamentals.

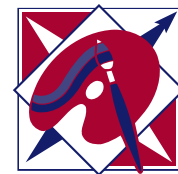
What does it take?

- a high school diploma with a concentration in visual arts subjects
- a two-year college diploma or a university degree
- a portfolio of your work
- a commitment to and love of beauty

Next steps?

- renovation contractor,
- Feng Shui practitioner
- home inspector

Lighting Technician



"I enjoy lighting various events. Not only do I have the satisfaction of increasing everyone else's enjoyment of the show, I have met a lot of great people..." Jose W.

Relevant high school subjects

- Physics, Visual Arts, Mathematics, English, Computers

Want more information? Try...

- Cultural Human Resources Council
www.culturalhrc.ca

- International Alliance of Theatre Stage Employees, Moving Picture Technicians, Artists and Allied Crafts of the U.S., Its Territories and Canada
www.iaatse.lm.com

What are some related occupations?

- special effects technician
- gaffer
- key grip
- chief stage electrician

Average salary \$39,565
low average \$16,978
high average \$60,939



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Lighting technicians work behind the scenes of different kinds of productions to create lighting and special lighting effects to enhance the visual impact of a show. One day you could be lighting a rock concert and the next day a stage play.

You set up, focus and operate light fixtures, control boards and other equipment. You choose and locate lighting fixtures after consulting with the director to figure out what effects he or she wants. You use equipment such as flags, nets, scrims and flags, and filters to control the lighting to the stage or production area. You keep the lighting fixtures and other equipment in safe working condition.

You decide how best to get the lighting "effects" necessary for the show, and how to provide those effects at the proper time, according to the script or your cue sheet.

You may also check out locations, make lighting plans and arrange for the transportation of the lighting equipment when working "on location."

Work conditions and training

As a lighting technician, your work conditions will change a great deal from one job to another. Working in a television studio with a studio "grid" is quite different than lighting a location job and you will make those adjustments routinely.

Your hours of work will also vary depending on whether you are working for a television station or are self-employed. You can expect to work some evenings or weekends in either case.

If you are employed in motion pictures, theatre or stage productions you can expect to work highly irregular hours and some travel may be involved if you are lighting a travelling production.

This is physically demanding work so you will have to be in shape and fairly agile to light difficult or hard-to-reach places.

You should be able to handle stress, as fixtures may break during shows and you will be expected to fix the equipment with as little disruption to the production as possible.

Who's the right person?

You are visually creative and technically minded. You are safety conscious, concentrate well and respond quickly and inventively to technical "glitches."

You work well with others and are a team player. You are adaptable and can modify your style to meet the needs of directors, artists and other creative personalities. You can interpret directions well and are able to respond technically to the creative process.

You are not afraid of heights or awkward positions as there is often a limited amount of space on the set. You are able to keep up with changes in technology and use them effectively.

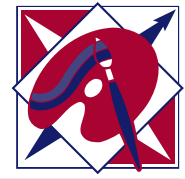
Your technical ability is combined with artistic sensitivity and you have a flair for light!

What does it take?

- a high school diploma
- a college diploma in broadcast arts is a definite advantage
- you will probably require union membership
- a portfolio of your work can help if you are free-lancing (videotapes or letters of recommendation from directors, etc.)

Next steps?

- theatre stage manager
- roadie
- set designer



"I love to express emotion through music."
Maria D.

Relevant high school subjects

- Music, Drama, Business Practices

Want more information? Try...

- American Federation of Musicians of the United States and Canada
www.afm.org (or a local chapter)
- Cultural Human Resources Council
www.culturalhrc.ca
- Royal Conservatory of Music
www.rcmusic.ca (or any community college)

What are some related occupations?

- singer
- music teacher
- music therapist
- music critic
- recording/sound engineer
- songwriter
- music librarian
- announcer
- composer
- arts manager

Average salary \$23,845
low average \$4,994
high average \$46,040



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Musicians play musical instruments in live performances and make recordings. You generally specialize in playing a specific family of instruments and a particular type of music. For example, you might play electric guitar in a rock band or acoustic guitar in a country music group, saxophone in a jazz ensemble, or other woodwinds in a band or orchestra.

Competition for work in the music industry is keen so, to keep in top form, you have to practice individually for hours as well as rehearse with others. You must also look after the business end of music by promoting yourself or your group. You do media interviews and participate in other activities that are designed to get you and your group into the spotlight of public attention.

Work conditions and training

You may perform in a wide variety of settings, ranging from nightclubs to theatres to concert halls and recording studios. You generally practice during the day. Performances are usually scheduled for evenings, weekends and holidays so your working hours are often long and irregular. You may travel with a touring group or drive to nearby locations for performances.

Most musicians work on a freelance basis. Until you have an established reputation in the music industry, you may need to spend a lot of time preparing for auditions. There may be long periods between jobs.

Musicians usually start their training at an early age by taking music lessons. This formal training teaches you how to read music and provides a basic understanding of music theory. Then you join a band or orchestra to gain performance experience. After graduating from high school, you may choose to continue your musical education at a music conservatory, college or university. A broad musical background makes you

more versatile and provides more work prospects.

Along the way, you also need to acquire some business skills and get to know as many people as possible in the entertainment industry.

Relatively few musicians earn enough money through music to support themselves. Very few achieve stardom. Some musicians teach private music lessons or teach in schools to supplement their income. To work in an elementary/secondary school or college, you need a university degree in education.

Who's the right person?

You have musical talent and love performing. You willingly make the personal and social sacrifices needed to establish a name for yourself. You don't mind spending long hours practicing, or having to work evenings, weekends and holidays.

You are determined and confident, have good communication skills, work well with others, and can cope with constructive criticism. As far as you are concerned, the excitement of performing in public more than makes up for the stress involved.

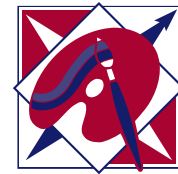
What does it take?

- talent, discipline and hard work
- formal music training with a professional musician or at a college, university or conservatory is recommended
- performance experience is essential

Next steps?

- talent agent
- arts administrator
- orchestrator
- conductor
- band leader

Photographer, Commercial



"I love the fact that while anyone can point and shoot it takes artistry to get paid for it." Laura S.

Relevant high school subjects

- Art, Photography, Physics, Chemistry, English, Marketing

Want more information? Try...

- Canadian Association of Photographers and Illustrators
www.capic.org/mainframe.html
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- graphic artist
- photo layout artist
- aerial photographer

Commercial photographers take pictures of people, places, objects and events to try to artistically capture a mood or feeling. You have to be artistic and have technical ability to be a successful photographer.

You can work in a wide variety of settings - from dramatic fashion settings to crime scenes. You may even end up in a war zone if you decide to be a photojournalist.

You will need to decide what equipment to take with you to set up the shot that you need to get. You should be skilled at lighting various shots. You may decide to do your own film development, which means you will need expertise with photographic chemicals. You may decide that to be competitive you need to know how to digitally enhance or change an image with computer technology.

Work conditions and training

Unless you decide to become a studio or a portrait photographer, work conditions will be extremely varied. You may lug heavy lighting supplies and photographic equipment to many different settings, from city streets to country settings.

If you decide to open your own studio or sell your photos on the market you will need to develop some business expertise. Since 'exposure' is essential to getting paid well for your work, it would be very valuable for you to work with an experienced photographer as an intern or apprentice.

It would also be very helpful to take some marketing and public relations courses on your own if you want to be truly successful in this rewarding, but competitive field.

Who's the right person?

You should have the soul of an artist balanced with the hands, eyes and mind of a technician. You need good colour vision and an eye for detail.

You are in fairly good physical condition if you are going to 'shoot' in the field. You handle stress well as you will have to meet deadlines and work with people in many different settings.

You are personable, reliable, artistic and businesslike. You should enjoy learning about and applying new technology and developments.

What does it take?

- some college or university courses are preferred
- it is never too early to start keeping a portfolio of your work to display to prospective clients
- knowledge of computers and photographic technology is very valuable

Next steps?

- chief photographer
- photography studio owner
- photography teacher
- camera man/woman

Short TIPS

You can expect to work any combination of hours as "nine-to-five" work hours become a thing of the past.

Average salary	\$26,855
low average	\$4,850
high average	\$51,147

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Recording/Sound Engineer



"Being able to capture the moment on tape is part of sharing in history with the artist."

Doug M.

Relevant high school subjects

- Music, Business, Computers, Electronics, Mathematics, English

Want more information? Try...

- Audio Engineering Society
www.aes.org
- Society for Professional Recording Services
www.spars.com/spars
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- broadcast technician
- musician
- special effects technician
- camera operator
- film/new media editor

Recording and sound engineers are the "wizards of the sound board" who record, mix, and edit sound for recordings and live performances. You will probably be called a recording engineer if you work mostly in studio environments, a sound engineer if you mix sound during live performances. The two types of work are related but few people do both.

As a sound engineer, you have to understand the needs of performing artists. Then, you produce the desired effect by using different types of equipment that will take separate sound feeds from different sources, alter the sound of each feed if needed, and mix feeds. You also set up and tear down the sound systems for live performances.

As a recording engineer, you may use a mixing board, computer or other equipment to record and edit the music, dialogue and sound effects for sound recordings, films or videos. You work closely with producers, performers and others to achieve the desired sound.

Work conditions and training

As a sound engineer, you work irregular hours in a wide variety of theatres and concert environments, and may travel with a touring group. As a recording engineer, you may work long hours in recording studios, radio stations, film studios, or film and multi-media post-production facilities. Twelve-hour recording sessions are not uncommon.

To acquire a working knowledge of recording technologies, including computer-based ones, you learn on-the-job and take related training courses. Colleges, technical institutes, electronic music stores and private vocational schools sometimes offer seminars in sound recording. A few colleges in Canada offer diploma programs directly related to broadcast technologies.

You can get related experience through schoolwork placement programs or by volunteering to run sound for local bands, volunteering at a local cable

television station, or working in radio commercial production. You start out as a helper and work your way up to more responsible positions by establishing a reputation for good work.

Who's the right person?

You enjoy working with electronic and computer equipment, and learning about new technologies. You have a strong appreciation for music and a good ear for musical pitch and tone. You are good at trouble-shooting because you pay attention to details, take a logical approach to problem solving and can take appropriate action quickly.

Not only do you have strong technical skills; you are very good at communicating and working with a wide variety of people, including performing artists, other crew members and producers. You are patient, understanding, flexible and able to accept constructive criticism.

What does it take?

- critical listening skills are essential
- post-secondary training related to broadcast technologies or electronics is a definite asset
- an understanding of music theory and harmony is also an asset

Next steps?

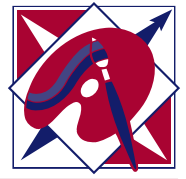
- producer
- recording studio owner/manager

Average salary \$35,715
low average \$15,100
high average \$54,792



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Special Effects Technician



“You have to use your creativity as well as technical skills. Like a magician, you create illusions.” Jason B.

Relevant high school subjects

- Chemistry, Physics, Mathematics, Mechanics, Computers, Art, Drama

Want more information? Try...

- Canadian Association of Photographers and Illustrators in Communications
www.capic.org
- International Alliance of Theatre Stage Employees, Moving Picture Technicians, Artists and Allied Crafts of the United States, Its Territories and Canada
www.iatse.lm.com

What are some related occupations?

- animator
- camera operator
- broadcast technician
- recording/sound engineer
- lighting technician

Special effects technicians create many different types of illusions for movies, television commercials and shows, theatre productions and other special projects. You work with other people to decide what is needed, then you have to figure out how to produce the desired effect, safely and convincingly. You may specialize in certain types of illusions or in a particular method of producing illusions. For example, you may specialize in pyrotechnics, make-up effects, computer animation, mechanical props or sound effects. However, the more versatile you are, the more work options are open to you.

For pyrotechnic effects, you have to be an expert in working with firearms and explosives. To create the illusion of a monster or alien character, you need to know and sometimes create complicated prosthetic devices, masking and make-up techniques. To integrate animated figures with the actions of live actors, you have to be an expert in using sophisticated computer animation software. To design, set up and operate mechanical props, you have to be able to work knowledgeably with electricians, welders, carpenters and robotics experts. To produce realistic sound effects, you obtain recordings of actual events or record sounds produced by artificial means. Technicians who specialize in producing sound effects are often called “foley artists.”

Work conditions and training

Your working conditions will vary depending on your specialization. Computer animation technicians generally work in an office environment, and foley artists spend much of their time in recording studios and post-production facilities. Other special effects technicians may work in a wide variety of locations, indoors and outdoors, sometimes in uncomfortable or dangerous conditions. Safety concerns are extremely important, particularly when you are dealing with

special effects involving pyrotechnics or mechanical devices.

Training requirements also vary. However, it is generally easier to obtain an entry-level training position if you have a combination of related education and experience. A college diploma in the technical aspects of broadcasting, film production or theatre arts is recommended. It is also useful to have training or experience related to computers, drawing, electronics or the mechanical or electrical trades. Since most production work is contracted out, you have to get to know people in the entertainment industry and gradually build a reputation for quality work. You may experience periods of unemployment between projects.

Who's the right person?

You really enjoy finding creative solutions to problems, and are very safety conscious. You also have to be really determined because competition for opportunities to learn from experienced special effects technicians is keen. You have to be able to sell your skills and creativity, meet tight deadlines, and be willing to “pay your dues” by working your way up from entry-level positions such as staging assistant or props person.

What does it take?

- related experience and training, particularly with regard to safety, are essential
- work with hydrocarbon fuels requires Gas Technician certification in most areas in Canada

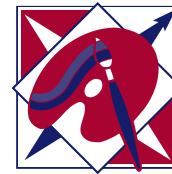
Next steps?

- stage manager
- producer
- owner/manager of a special effects studio

Average salary	\$39,565
low average	\$16,978
high average	\$60,939

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Video Camera Operator



"I love this job – there's always a lot of action, I meet different people every day – I feel like I am at the heart of the city."
Dean T.

Relevant high school subjects

- Visual Arts, English, Physics, Mathematics, Computers

Want more information? Try...

- Cultural Human Resources Council
www.culturalhrc.ca
- Society of Operating Cameramen
www.best.com/~soc/links.html

What are some related occupations?

- videographer
- motion picture camera operator
- animation camera operator
- cinematographer

Video camera operators operate cameras to record news, live events and various productions including television and made-for-television movies.

You will move the camera to get the proper shot and operate the optical controls such as zoom and focus. You may align the camera and make minor electronic adjustments, as well as take care of the camera's storage. On small productions you will help with the lighting and staging.

You may operate your camera in the air-conditioned comfort of a studio or out in the field.

Electronic News Gathering (ENG) camera operators use a portable camera "on location," away from the studio. You will usually be operating a hand-held camera with a shoulder strap and may need to move quickly and in crowds. You will typically be part of a team, including a reporter and a technician, sent to pursue specific stories wherever they may occur. You will be attempting to meet a deadline so this type of work can be hectic and stressful.

Electronic Field Production (EFP) camera operators also operate in the field but the assignment is more structured and not as time oriented. You will work closely with lighting and sound technicians under supervision from a director. You may work on commercials, sitcoms, dramas, documentaries, soap operas and television movies.

Work conditions and training

You will probably work for a television network, an independent producer, or you might "free-lance," working on a project-by-project basis. If you work for a network you will probably work rotating round-the-clock, eight-hour shifts, as well as weekends.

You may work outdoors in all kinds of weather and stay "on location" until the required shot is "in the can." You should be reasonably physically fit if you are working outside the studio as you may

operate your camera in awkward locations and have to move quickly with it.

Most video camera operators will have at least four months of job placement as part of their college diploma, working with an experienced operator. You may then get experience in a smaller town before working (if you want to) in a large urban centre.

Who's the right person?

You are creative and technical. You function well in a team environment and react well to changing demands and conditions. You have good communication skills and are interested in people. This is particularly helpful in ENG work where employers may want you to discover stories and deal with the people involved.

You have excellent motor co-ordination and good vision and hearing. You should be in reasonable physical condition with some stamina. You have an interest in electronics and technology and learn quickly. In EFP work, you have a good feel for light and the composition of shots. You can take direction well.

What does it take?

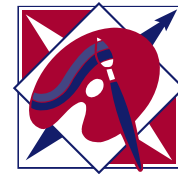
- a high school diploma with an emphasis on visual arts courses
- a college diploma in radio and television arts (or the equivalent)
- a background in journalism or some related experience is extremely helpful for ENG operators
- visual and technical skills

Next steps?

- director of photography
- photojournalist
- surveillance technician

Average salary	\$42,019
low average	\$19,992
high average	\$60,233

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“It’s like doing a jigsaw puzzle—you keep trying different combinations of words until you get it right.” Judy B.

Relevant high school subjects

- English (composition), Family Studies (human nature)

Want more information? Try...

- Canadian Authors Association
www.canauthors.org
- Writers Guild of Canada
www.writersguildofcanada.com
- Cultural Human Resources Council
www.culturalhrc.ca

What are some related occupations?

- journalist
- editor
- teacher
- public relations officer
- corporate communicator

Writers communicate ideas by translating them into words to entertain, inform and educate others. You may create different types of literary works such as novels, scripts, poetry, short stories or humorous essays, or specialize in writing speeches, reports, magazine articles, advertising copy, educational materials or instructional manuals. Whatever you write, you research relevant background information, then spend many hours writing and rewriting until you are satisfied with the outcome.

As a freelance writer, your works may be published in books, newspapers, magazines or brochures, performed on stage or film, or distributed electronically via the Internet. To avoid spending many hours polishing a product nobody wants to buy, you have to sell your ideas before you actually create a finished written product. For example, you may market outlines of proposed articles to magazine publishers, story ideas for scripts to television or animation production studios, or the first chapters of a proposed novel to a book publisher. Or, you may submit proposals to publishers of instructional materials or technical information. Once you are well established in a particular field of writing, publishers and other clients may come to you with project ideas.

As an employee of a large organization or consulting firm, you may prepare presentations as well as write reports, newsletter articles, news releases, Web site content, proposals, speeches, advertising copy or instruction manuals.

Work conditions and training

You may work on a contract basis or be employed full time by publishers, advertising agencies, radio and television stations, software development companies, government departments or large corporations. You generally work at home or in an office environment. Although you may be able to set your own working hours, meeting publication

deadlines may require working long hours. If you freelance, you may need another job to support yourself until you have established a reputation as a writer.

The best preparation for this occupation is to read a lot and write as much as you can. Taking related college or university courses will help you to perfect your writing skills and may help you to “get your foot in the door,” but it will not guarantee success as a writer. You learn best by doing.

Technical writers need education and/or experience related to their subject matter. For some technical writing positions, you will need a related college diploma or university degree.

Who's the right person?

You enjoy reading. You also enjoy the mental challenge involved in recording your thoughts in a way that is meaningful to others, whether you are telling a story or describing a process.

You are self-disciplined. Although you may not enjoy selling your skills and abilities as a writer, you are willing to do so to find writing opportunities and obtain writing assignments.

What does it take?

- excellent writing skills are essential
- college and university writing courses are helpful

Next steps?

- project management positions

Average salary	\$40,825
low average	\$7,101
high average	\$64,887

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Business & Administration

Through Business & Administration doors will open in your community, region, country and the world!

Business and administration offer a wide range of opportunities. Jobs in these areas can range from court officer to property administrator to insurance claims adjuster. Your business may provide products and services to people in your own backyard or you may deal with people in other countries. Some jobs (e.g. fashion buyer, publicist) require initiative and flexibility. Others involve more routine and predictable duties (e.g. payroll clerk, insurance underwriter). In established companies you'll usually follow procedures and "company rules." In new businesses you may be part of establishing the procedures.

TIP: Marry your talent and skill to a field of work you love!

Once trained in business you can apply your skills and talents to any area that you find exciting, for instance:

Love hockey or basketball? Super sports centres and sports teams need office clerks, marketing experts, media liaison people and accounting clerks.

Love music? Record companies need receptionists, legal assistants and executive assistants.

Love animals? Veterinarians need bookkeepers and general office clerks. Giant Pet Supply Stores need shipper/receivers, payroll clerks and purchasing agents. Large farm operations require accountants, property managers and personnel managers.

Business occupations are the backbone of success in any industry - for-profit or not-for-profit, private or government, large corporation or small cottage industries. Choose a business occupation and choose your business!

Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Accounting Clerk	1431	65
Advertising Sales Representative	6411	66
Bank Teller	1433	67
Claims Adjuster	1233	68
Court Officer	1227	69
Executive Assistant	1222	70
Fashion Buyer	6233	71
Food Products Sales Representative	6411	72
General Office Clerk	1411	73
Insurance Underwriter	1234	74
Inventory Control Clerk	1474	75
Legal Assistant	4211	76
Office Manager	1221	77
Payroll Clerk	1432	78
Personal Banking Representative	1232	79
Promotions Assistant	1122	80
Property Manager	1224	81
Publicist	5124	82
Purchasing Officer	1225	83
Receptionist	1414	84
Sales Manager	0611	85
Secretary	1241	86
Shipper/Receiver	1471	87





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Business & Administration

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- Plan and organize job tasks Solve problems Use memory Make decisions Find information

2. Oral Communication:

- Listen to instructions and act accordingly Give directions Interact with co-workers and clients
 Exchange information Participate in meetings
 Use appropriate vocabulary Explain policies

3. Technical and Computer Use:

- Use:** Word processing programs Electronic communications software Spreadsheets
 Graphics software Bookkeeping, accounting & billing software
 Training software Databases

4. Numeracy:

- Use money math (financial transactions) Use scheduling, budgeting and accounting math
 Make numerical estimations Analyze data (compare, contrast, predict; averages, summaries, rates)
 Perform calculations Use statistics

5. Working with Others:

- Participate in discussions Make suggestions for improvement Monitor work performance of others
 Orient new employees Be respectful of others Work on a team to accomplish a task
 Make hiring decisions Select contractors and suppliers Recommend training opportunities
 Set priorities to obtain goals Have self-discipline to work independently

6. Writing:

- Write:** Memos Letters Résumés Reports Job Descriptions
 Pay sheets Logs Schedules Invoices Receipts

7. Reading:

- Read:** Memos Letters Résumés Tables
 Schedules Graphs Newspapers Instruction Manuals
 Contracts Policies and Procedures Forms Charts

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Accounting Clerk



"I started doing accounting tasks in the job I was in and I wanted to learn more about accounting. So, I went to school..." Christy B.

Relevant high school subjects

- Business Mathematics and English, Accounting, Keyboarding

Want more information? Try...

- Certified Management Accountants Canada
Tel. Toll Free
1-818-CMA-2000
www.cma-canada.org
- Certified General Accountants Association of Canada CGA - Canada
www.cga-canada.org
- Forum for International Trade Training (FITT)
Tel. Toll Free
1-800-561-FITT
www.fitt.ca

What are some related occupations?

- banking clerk
- bookkeeper
- payroll clerk
- insurance clerk

Accounting clerks record and process accounts payable and receivable. Basically, they keep track of the money coming in and going out. As an accounting clerk, you work in offices in both the government and the private sector. You match order forms with invoices and record the necessary information. A few companies still use ledgers, but most accounting systems today are computerized. Some organizations use custom-designed programs, while others use off-the-shelf software.

Data must be entered and then checked. You make journal entries and prepare and distribute cheques and payments. You answer general questions as well as those related to specific accounts. You produce monthly statements. You may help out around the office with routine work.

Work conditions and training

Most accounting clerks work in an office. Regular work hours apply, although you may have to put in extra time during peak periods. You may also have the opportunity to work in a setting that involves international trade.

Full-time accounting clerks are normally paid a salary. Employers will require a high school diploma and give preference to candidates with college or university education. You will receive some training on the job and the training period may vary in length from one organization to another.

As an accounting clerk, you may want to work towards a Certified General Accountant (CGA), a Certified Management Accountant (CMA) or a Chartered Accountant (CA). In order to obtain an accounting designation you must have a university degree. You will also need to take further accounting courses and pass standardized tests while you are working, a process that may take several years.

Who's the right person?

You must be good with numbers. You are patient, conscientious and detail-oriented. Because you will be dealing with money, it is extremely important to be accurate. You must be comfortable working with computers and have good keyboarding skills. You follow directions well and can work independently. You are well-organized and have good concentration. You can work steadily and accurately under pressure, especially during peak periods. You have good interpersonal and communication skills. In dealing with clients and the public, you are polite and efficient and demonstrate good judgment.

What does it take?

- most positions require a high school diploma with preference given to those who have taken related courses and programs at the college level
- office experience is a definite asset
- high school co-operative education programs are an excellent way of gaining related experience
- a college diploma in a program related to accounting and business is a definite asset

Next steps?

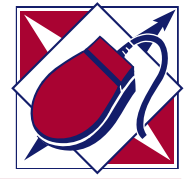
- Accounting clerks who continue their training and gain certification in a specialized type of accounting have the best opportunities to progress to higher levels of responsibility within a large organization. Opportunities may also exist to join a smaller company in a more senior position or to become self-employed.

Average salary	\$28,941
low average	\$15,603
high average	\$42,138



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Advertising Sales Representative



"I enjoy helping people get the best exposure for their businesses. It's always a challenge—there aren't many dull moments!" Roy A.

Relevant high school subjects

- Business Mathematics and English, Accounting, Advertising

Want more information? Try...

- Canadian Professional Sales Association
www.cpsa.com
- Retail Council of Canada
www.retailcouncil.org

What are some related occupations?

- promotions assistant
- customer service and information clerk
- scientific equipment sales representative
- real estate sales representative
- publicist

Advertising sales representatives, often called "sales reps," sell media advertising services. You may sell advertising space for newspapers or magazines, air time for radio or television stations, banners or web advertising for organizations on the Internet.

Your job is to show people how their businesses would be helped if they buy advertising services from your organization. This often requires knowing the strengths and weaknesses of competitors' products as well as your own. You also need to learn as much as possible about your clients' needs, problems and business practices. When you know what challenges businesses are facing, you can point out how advertising through your company will help them to survive and grow. You may contact businesses in person, by telephone or via the Internet.

When a client decides to buy advertising services, you may help them choose the right size/length and style/format, based on your knowledge of what works best in your medium (print, broadcast or Internet).

Work conditions and training

You may be employed in an office environment, or work from your home and set your own hours. You will probably work at least partly on commission, so your income will vary from month to month, depending on the number of sales you make. Your commission may be anywhere from 10% to 50% of a sale.

Academic qualifications are not as important in this occupation as your ability to sell and your knowledge of the medium. However, it is becoming more common for advertising sales representatives to have some post-secondary education related to business and marketing. Large organizations often have in-house training programs designed to teach successful sales

techniques and orient new sales reps to the organization, its services and accounting procedures.

Who's the right person?

You are energetic, confident, creative and organized. You get along well with other people and have strong interpersonal skills. You are an excellent listener and a good communicator, and are very persuasive.

The fact that your income depends on your success in sales combined with the possibility that you may be able to set your own hours makes it extremely important that you have the self-discipline and motivation required to put in long hours when necessary. You must also be able to handle rejection, and deal with frustration when potential clients decide not to buy.

What does it take?

- a college or technical institute certificate or diploma related to business and marketing is usually required
- sales experience and familiarity with the businesses and people in a business community are definite assets

Next steps?

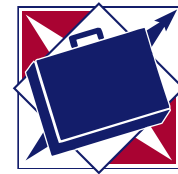
- supervisory positions
- independent sales agent for several organizations

Average salary \$41,653
low average \$16,064
high average \$69,982



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Bank Teller



“You never get a second chance to make a first impression. To many customers, the tellers and the customer service representatives, are The Bank.” Elaine R.

Relevant high school subjects

- Mathematics, English, Computers

Want more information? Try...

- a local bank, trust company or credit union
- Canadian Bankers Association
www.cba.ca
- The Institute of Canadian Bankers
www.icb.org

What are some related occupations?

- foreign exchange teller
- cashier
- foreign remittance clerk
- securities clerk
- collection clerk, banking

As a bank teller, you process customers' deposits, withdrawals, transfers and bill payments. You sell and redeem money orders, certified cheques, traveller's cheques and foreign currencies. You may verify signatures or carry out special services for customers, such as ordering bank cards and cheques. You work according to established banking practices under a supervisor, who will have to authorize many of your transactions.

Banking institutions have two different systems of dealing with the receipt and remittance of cash, cheques and money orders. At some banks, you have your own till and balance your receipts and payments at the day's end. Other banks use a central cash system in which one teller handles all the money at a central cash window. At the end of the day, this one teller must balance accounts. Regardless of which system is used, as a teller, you will post each transaction using a centralized computing system.

Work conditions and training

Tellers work in banks, trust companies and credit unions. This is not a physically demanding job, but you may have to stand for long periods of time. Bank tellers are not unionized and are paid by the hour. Bilingualism is a definite asset.

Usually, each branch is in charge of its own hiring. Once hired, you will attend a training course that lasts just a few days. Courses are held in training centres separate from the actual branch where you work. Training may be given in the branch as well. Bank tellers are trained to identify the needs of the customers. You must have knowledge of all the services the branch may offer.

You may start by working part time before you are hired as a full-time member of the staff. Most banks offer evening and weekend hours, so as a new recruit, you may be scheduled to work those hours. After you achieve some seniority, you may have the option to move to daytime hours. After

completing a three-month probation period as a teller, you may also be eligible for other positions within the bank (for example, in loans or customer service).

Who's the right person?

Bank tellers need to have excellent people skills, to be outgoing, helpful and friendly. When the bank gets busy, the work can get stressful, and you still must be efficient and accurate in processing each and every transaction.

Honesty, accuracy and attention to detail are very important in this job. You are responsible for other people's money. Because you have access to private information, you must respect each client's right to privacy.

Good bank tellers need a solid understanding of financial matters and the ability to explain banking concepts and policies to customers.

What does it take?

- a high school diploma is essential
- experience handling cash and working with computers is an asset
- good interpersonal and communication skills

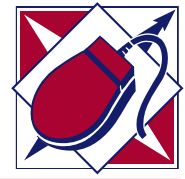
Next steps?

- head teller
- customer service representative
- retail lending accounting clerk

Average salary \$24,849
low average \$16,018
high average \$34,023



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It is really satisfying to do a thorough investigation and ultimately reach a settlement that is beneficial to both parties..." Bob B.

Relevant high school subjects

- Business English, Mathematics, Accounting, Computers

Want more information? Try...

- The Insurance Institute of Canada
www.iic-iac.org
- The Canadian Independent Adjusters' Association
www.ciaa.org

What are some related occupations?

- claims examiner
- telephone adjuster
- appraiser

People make claims on their insurance policies as a result of a variety of events including auto or industrial accidents, fires, burglaries and product defects, among others. You investigate the circumstances surrounding the loss/damage and, if necessary, determine who was at fault. In order to obtain evidence regarding the claim, you take statements, check records and reports, and consult with claimants, witnesses, doctors, police and others directly involved. You may also inspect cars, homes, businesses or damaged property. You assess the extent and the nature of the damage and determine the amount of compensation. Finally, you negotiate a settlement and make your report.

Work conditions and training

Claims adjusters work for insurance companies or independent firms and are paid a salary. Self-employed adjusters earn the fees they charge for their services. Except during your training period, you will work alone most of the time, in an office setting using computerized insurance processing systems. You may travel and spend considerable time outside the office while investigating claims, and you may have to work evenings and weekends.

You will be trained through on-the-job experience and by taking courses. First, you must apply to the provincial/territorial government for a letter of authority, which allows you to work under the supervision of a licensed adjuster. After taking four courses offered by the Insurance Institute of Canada, you will have a probationary licence. With four more courses (and an oral exam in Ontario), you will have earned a full licence. Certification as an Associate (AIIIC) and Fellow (FIIC) of the Institute requires more courses. An FIIC represents the highest level of formal insurance education in Canada.

Who's the right person?

You need to be decisive and motivated with an ability to analyze information and remain impartial as you negotiate a settlement. You should be confident in asking questions and enjoy digging for answers on a variety of subjects. You need to be able to remain calm while dealing with people who may be very upset. You need to be well-organized to deal with more than one claim at a time. You need good communication, interviewing, writing and negotiating skills.

What does it take?

- a high school diploma is essential
- a community college diploma, a university undergraduate degree or some post-secondary education in business or a related field is preferred
- experience working with computers is a definite asset
- experience as a clerical worker in a claims department is an asset
- to work as an independent adjuster, you need a provincial/territorial licence from the Superintendent of Insurance
- adjusters who investigate claims outside of their office need a driver's licence

Next steps?

- supervisory and management positions (may be very competitive)
- senior independent adjuster
- self-employment, as well as "at-home" telecommuting positions

Average salary \$39,867
low average \$24,021
high average \$57,875



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Everyone has a reason for where they are and it is a learning experience to see a picture of society in a different light.”

Lee Anne K.

Relevant high school subjects

- English, Keyboarding, Law

Want more information? Try...

- Office of the Commissioner for Federal Judicial Affairs
www.fja-cmf.gc.ca
- Home Page of Canadian Courts
www.fja-cmf.gc.ca/en/judges/courts.html

What are some related occupations?

- judicial officer
- justice of the peace
- co-ordinator of court services

Court officers perform clerical and procedural duties in federal and provincial/territorial courts. Also known as judicial clerks, court administrators or registry officers, they plan, organize, direct and conduct the general administration of the court. Offences being dealt with range from minor traffic offences to serious criminal cases. You handle all of the documents that are necessary for a court appearance including trial proceedings and judgements. You are also responsible for collecting and recording court-ordered fines and fees. In addition, you keep judicial records and deal with budgets and expenses. You must prepare and work within a tight budget.

As a court officer, you meet with judges, lawyers, parole officers, police and social agency officials to co-ordinate the functions of the court. You ensure that support staff deal efficiently with the volumes of paper that pass through their offices. As a court officer, you “open” the court and announce the judge. You call and swear in witnesses, read charges, mark exhibits, and generally aid the judge in maintaining order.

Work conditions and training

Court officers work for provincial/territorial governments or the federal court and are generally paid a salary with a benefits package. You usually work regular office hours in public buildings and courthouses. Provincial/territorial courts can be very busy and although your job may be stressful at times, the work is very interesting and varied. Some overtime or weekend work may be required depending on the specific demands of your position. Travel to circuit courts may be required. Usually this is for the day, but in some cases travel for longer periods may be required.

Most court officers start in positions of less responsibility, for example as a court clerk or office assistant, and train on the job. You will require a high school

diploma and some post-secondary education is preferred.

Who's the right person?

You enjoy meeting and dealing with people and have excellent people skills. You have an appreciation of cross-cultural differences. You have excellent motivational and communication skills that help you keep your staff working efficiently. You are highly organized, able to keep track of mountains of paperwork and keep things running smoothly. You are flexible, able to “shift gears” easily and you stay calm under the pressure of dealing with many details. Bilingualism is necessary in some regions.

What does it take?

- a high school diploma is required
- a community college diploma in office administration or university degree in Business or Public Administration is preferred and, in some cases required
- community college courses in law and security are an asset
- work experience in general office procedures including filing, keyboarding and using a computer
- keyboarding skills are required

Next steps?

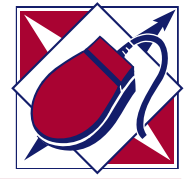
- maintenance enforcement
- justice of the peace
- management positions

Average salary	\$43,223
low average	\$27,932
high average	\$63,107



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Executive Assistant



"I learned to be organized in my job, to be able to juggle several different tasks at one time and deal with them effectively on a moment's notice." Trika M.

Relevant high school subjects

- English, French, Business

Want more information? Try...

- members of legislative assemblies in your area
- personnel/human resources department of a local large employer that might employ executive assistants, for example the hospital, city or a large industry/business
- Forum for International Trade Training (FITT)
Tel. Toll Free:
1-800-561-FITT
www.fitt.ca

What are some related occupations?

- ministerial assistant
- administrative officer
- executive secretary
- research assistant

Average salary \$39,200
low average \$23,087
high average \$56,946



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Executive assistants work in senior government and corporate offices. Some executive assistants are senior clerical people in an organization, others focus more on policy and analysis at a senior level and do little hands-on clerical support. Your duties would vary widely depending on your experience and expertise, and the responsibilities of your employer.

As an executive assistant, you ensure that the information your employer receives is timely, accurate and relevant. You review incoming mail and prepare outgoing correspondence. You must quickly read through and analyze incoming memos, submissions and reports. You also co-ordinate the preparation, production and submission of summary reports to your boss. You set up meetings and prepare the agendas. You often decide who gets to see your boss and who doesn't.

Work conditions and training

Executive assistants are employed in governments, private corporations and associations. Jobs are less common than they once were because of restructuring, but positions still exist in the federal and provincial/territorial government and at senior levels in the private sector. At present most work opportunities appear to be in the areas of finance, insurance and real estate.

You need to be available when your employer is available. You may be expected to work long hours, evenings and weekends. Executive assistants are generally paid annual salaries.

Who's the right person?

You are articulate, conscientious, flexible, trustworthy and decisive. You need excellent writing, analytical and organizational skills. You must be able to think for yourself and work independently. Because many people may want to meet with your employer, you have to decide who to say "no" to,

and then be able to say "no" graciously. Good people skills are essential to this work. You also need to dress neatly and in an appropriate manner to deal with the public and project a professional image.

What does it take?

- a high school diploma is essential
- a college diploma in business or office administration plus related experience may be sufficient for some positions, but more and more a university degree is preferred.
- fluency in both official languages is often essential for government or political positions
- advanced experience using a computer is required
- familiarity with the area or department in question is a definite asset
- volunteer experience with a political party will be an asset when looking for positions in government

Next steps?

- management positions such as personnel manager
- manager of a small business
- conference/event planning

Short TIPS

International trade is an important part of Canada's economy. Young workers can train part time with the Forum for International Trade Training and receive a certificate in several different areas.



"I always enjoy seeing what's up-and-coming for the next season and the contact with the agents I have through buying. We have a great working relationship!"
Hayley G.

Relevant high school subjects

- Business Mathematics, English, Fashion Design, Art, Computers

Want more information? Try...

- Retail Council of Canada
Tel. Toll Free
1-888-373-8245
www.retailcouncil.org
- Forum for International Trade Training (FITT)
Tel. Toll Free
1-800-561-FITT
www.fitt.ca
- Apparel Human Resources Council
www.ccai.com/ahrc

What are some related occupations?

- buyer, retail and wholesale
- purchasing agent
- produce buyer

Average salary	\$37,350
low average	\$16,019
high average	\$60,419

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Fashion buyers purchase women's, men's and children's clothing for retail and wholesale companies or for their own independent businesses. You are usually responsible for all the buying in a particular department. You keep up with current trends and styles by reading market reports, talking to consultants, attending fashion shows, and keeping in close touch with your customers. You develop the fashion themes and choose items for each season, balancing current trends with your customer demands. You establish and maintain contacts with suppliers. You negotiate prices, payment and delivery, and make sure that all paper work is properly completed. You are responsible for making sure that the department's sales and profit goals are met.

You may also be responsible for displays and advertising in your department. In smaller businesses you will also be responsible for retail sales.

Work conditions and training

Fashion buyers work for department stores, retail chains, independently-owned stores and wholesale distributors. Employers almost always demand a community college diploma in a program such as retail, merchandising or fashion merchandising, or a university degree. You are paid a salary; some companies offer a yearly bonus based on sales performance.

Usually you train by rising through the ranks, from retail sales "on the floor" to floor manager to assistant buyer to senior buyer, a process that takes several years. If you are especially entrepreneurial, you may choose to purchase or open your own store.

You may also have the opportunity to work in a setting that involves international trade and buying.

Who's the right person?

You love clothing and understand fashion. You are creative and have a great eye for colour and co-ordination. You are confident, decisive and highly organized. You are assertive and able to stick to your buying budget. You are able to accept feedback regarding your buying decisions, without taking it personally. You feel comfortable negotiating with suppliers, dealing with staff in the stores and solving problems. You have a high degree of energy and are willing to put in very long hours. You enjoy travelling both inside Canada and abroad.

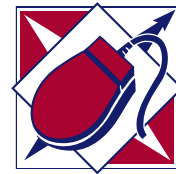
What does it take?

- a high school diploma is required
- retail sales experience gained through high school work experience courses or part-time employment is an asset
- most employers demand a college diploma or university degree
- one to seven years of experience in a sales supervisory or sales staff role, including a one- to two-year in-store training program
- computer abilities are an important asset

Next steps?

- managerial positions in large retail businesses
- after gaining considerable experience, retail store owner

Food Products Sales Representative



"I like selling and having the freedom to plan my own day... one day is never the same as the next." Barry C.

Relevant high school subjects

- Business, English

Want more information? Try...

- Alliance of Manufacturers and Exporters Canada
www.palantir.ca/the-alliance
- Canadian Professional Sales Association
www.cpsa.com
- Canadian Grocery Producers Council
Tel. (416) 675-3311
Fax (416) 675-2835

What are some related occupations?

- customer service and information clerk
- advertising sales representative
- insurance agent
- scientific equipment sales representative
- real estate sales representative

Average salary	\$41,653
low average	\$16,064
high average	\$69,982



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Food products sales representatives sell products such as candy, soup, sausages and beverages to retail merchants and wholesale distributors. You work for a food producer and promote sales of your company's products to existing client companies and potential clients.

To promote sales, you need to be familiar with your company's products and clients, and your competitors' products and services. Then you are in a position to point out how your company can meet client needs better than any other food or beverage supplier.

Most of your wholesale sales will be to companies that have ongoing "accounts" with your company. You estimate and quote prices; negotiate sales contracts, credit terms, warranties and delivery arrangements; and take care of the delivery of orders. You may also make deals with retail merchants to improve your company's product exposure through advertising or shelf position.

You may be called an "account executive" because much of your work concerns keeping existing clients happy. It is your responsibility to find a timely solution when a client has a problem with a product or the way orders are processed or delivered. The solution must be acceptable to both your client and your employer.

Work conditions and training

You may be employed by a wide variety of food or beverage processing or manufacturing firms, ranging from soft drink manufacturers to meat packers. You will probably spend a good deal of time on the telephone or travelling to meet and keep in touch with clients. Your working hours may be long. You may get a salary or work for a commission, or have a combination of both.

Sales representatives are trained on the job. You may start out working in different positions that do not involve selling to learn about the company and its products. You may work under the

direction of an experienced sales person until you know the company's products and clients. Employers generally prefer to hire people who have some sales or business experience and/or related post-secondary education.

Who's the right person?

You enjoy meeting people, learning about their companies and negotiating. You are confident, competitive, enthusiastic, persistent and able to gain people's trust. You are willing to work long hours, but you also have the self-discipline and organizational skills to manage your time effectively.

If you work on commission you must be able to deal with an unpredictable income because some months sales will be better than others.

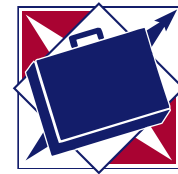
What does it take?

- a driver's licence, high school diploma and related work experience are usually required
- post-secondary education related to sales or business administration is a definite asset

Next steps?

- sales manager
- independent manufacturers' agent

General Office Clerk



"I enjoy not being behind a computer all day. I am learning about filing systems, dealing with people and business structure." Roy W.

Relevant high school subjects

- Business English, Office Procedures, Computers

Want more information? Try...

- a local community college or private training institution that offers courses in business or office administration
- Forum for International Trade Training (FITT)
Tel. Toll Free
1-800-561-FITT
www.fitt.ca

What are some related occupations?

- customs clerk
- office receptionist
- switchboard operator
- postal clerk, wicket

General office clerks, also called general office assistants, have a broad range of responsibilities. General office clerks may do "everything" in the office including both clerical and receptionist tasks. Regarding reception, you answer the telephone as well as deal with people face to face through front counter reception. Your clerical tasks include keyboarding, filing correspondence, reports, statements and other materials. You operate a variety of office equipment including computers, photocopiers, faxes, voice mail messaging systems and scanners. You may be expected to do basic troubleshooting to keep the office equipment operating, for example adding toner to the copier or changing the cartridge in the printer.

Work conditions and training

Your duties will vary depending on your employer. Depending on the size of business you work for, your duties could range from highly specialized to very general. In some cases, you may work on your own with minimal supervision. You may belong to a union, depending on the employer. Training is on the job. General office clerks are paid either an hourly wage or a salary. Regular office hours, weekdays are standard for this type of work, with the occasional requirement for overtime.

As you gain experience and confidence, you will be given more responsibility and will be expected to make more decisions on your own. You may move into a more senior supervisory or executive assistant position. You may also have the opportunity to work in a setting that involves international trade.

Who's the right person?

You have good communication skills, both verbal and written. You have exceptional organizational skills. You are conscientious and have high standards regarding the work you produce. You are

flexible and able to set priorities. You work well both independently and as a member of a team. You deal effectively with the public. You are punctual, reliable and detail-oriented. You are comfortable with technology and able to use it to your advantage to complete your work.

What does it take?

- a high school diploma is required
- a college diploma in an administrative assistant, secretarial science or related program is preferred
- keyboarding and computer skills are required
- office experience gained through high school work study programs is a definite asset

Next steps?

- supervisory positions
- areas of specialization, for example, a medical or legal setting

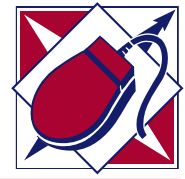
Short TIPS

You can find provincial/territorial information about occupations and job opportunities on the Internet at www.hrdc-drhc.gc.ca. You can find 'Useful information regarding employment in Canada' at www.cicic.ca/professions/indexe.stm the website of the Canadian Information Centre for International Credentials.

Average salary	\$27,915
low average	\$15,018
high average	\$39,988

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Insurance Underwriter



"It's very interesting, never boring. Every scenario is different, every client has different needs..." Kelly M.

Relevant high school subjects

- Mathematics, English, Computers, a second language

Want more information? Try...

- The Insurance Institute of Canada
www.iic-iac.org
- The Canadian Association of Insurance and Financial Advisors
Tel. (416) 444-5251
Fax (416) 444-8031
- The Life Insurance Institute of Canada
www.liic.com

What are some related occupations?

- insurance agent
- credit officer
- financial assistance worker
- appraiser

Average salary \$36,691
low average \$21,014
high average \$54,545



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Insurance underwriters review and evaluate applications for insurance to determine risks, premiums and the extent of coverage. To "underwrite" means to agree to accept liability, or responsibility for possible losses by clients. You advise and answer questions from clients, insurance brokers, consultants and other company personnel. You review new or renewed applications for individual or commercial coverage, for all types of policies. With the use of specialized computer programs you assess these applications to figure out the degree of risk involved for the insurance company and set the premium (cost), which varies with the risks and the amount of coverage requested. You also set the conditions in the contract by reviewing the client's previous losses and other information.

As a senior underwriter, you approve the sale of insurance policies and ensure that they follow all the regulations. You also make recommendations for the content of individual or group insurance plans.

Work conditions and training

You work for an insurance company. You work business-office hours, sometimes working overtime as your company responds to customers' hectic schedules. You may choose to specialize in serving a particular industry. You can eventually move into an administrative position where you manage the activities of other underwriters. Insurance underwriters are paid salaries.

In addition to experience in the insurance field, completion of a formal training program through the Insurance Institute of Canada, the Life Insurance Institute of Canada or the Canadian Association of Insurance and Financial Advisors is recommended for career advancement, and may be mandatory in some companies. Bilingualism is an asset in some regions.

Who's the right person?

This job will appeal to you if you enjoy math, if you like asking questions and if you are willing to dig for answers. The best insurance underwriters are thorough, analytical, patient and decisive. You need good judgement to apply the tools of your trade, as well as knowledge of the area of insurance you work in. In-depth research is often necessary in order to bring a range of information to bear on a subject.

You need strong study skills and a methodical approach to work. You also need good communication skills to justify your point of view and explain your assessment. In addition, you need good negotiation skills in order to defend what you propose and come up with alternatives if the customer is not happy. Insurance underwriting can be stressful. Dealing with many different insurance brokers is demanding and requires patience.

What does it take?

- a high school diploma is required
- a community college diploma, a university undergraduate degree, or some post-secondary education in arts, sciences or commerce is preferred
Some programs now offer specialties in insurance and risk education
- several years of on-the-job training

Next steps?

- a specialty area, such as marine, or machinery underwriting
- move into management areas, either within underwriting or in the insurance firm in general

Inventory Control Clerk



"I enjoy ordering (materials) and working with a lot of different people in the other companies. I use the computer a lot..."
Wayne O.

Relevant high school subjects

- English, Business, Computers

Want more information? Try...

- The Canadian Association of Production and Inventory Control (CAPIC)
Tel. Toll Free 1-800-444-2742
www.apics8.org
- The Purchasing Management Association of Canada
www.pmac.ca
- Canadian Professional Logistics Institute
www.loginstitute.ca

What are some related occupations?

- stock records clerk
- cargo checker
- laboratory clerk
- logistics officer
- purchasing clerk
- dispatcher

Average salary	\$30,961
low average	\$16,026
high average	\$46,429



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Inventory control clerks keep track of stock as it comes in and goes out. You maintain inventories or in other words, keep records, of the amounts, types and value of the parts, material, equipment or stock on hand. Inventory control clerks use computers, scanners that read bar codes, and sometimes robots in their work. You re-order stock when it gets low, make sure that it is stored properly and rotate it as necessary.

You also keep files and reports on inventory balances, prices and shortages. By carefully keeping track of office records on sales, purchasing, shipping, and production of stock or equipment, you can estimate how much stock should be in inventory and compare this to physical counts. If the numbers do not match, you will need to find out where the mistake was made. You may also help prepare statistical reports.

Work conditions and training

Inventory control clerks work in offices, factories and warehouses throughout the private and public sectors. The majority work in the wholesale and retail trade, while the remainder are employed by industry and government. The duties of purchasing and inventory control clerks may overlap in some workplaces. With seniority, inventory control clerks can move into supervisory roles. They are paid either an hourly wage or a salary. Work hours vary greatly for inventory control clerks depending on their place of employment. For many workers, standard hours with weekends off is the norm, while for others, shift work may be involved.

You may also have the opportunity to work in a setting that involves international trade. If this is the case, special training for those operating in the international market will be helpful. Such training is available through the Forum for International Trade Training.

Training is frequently provided on the job. Workers with knowledge of computers have a distinct advantage.

Further education and training is available through the Purchasing Management Association of Canada.

Who's the right person?

You are well-organized, detail-oriented and have a good memory. You have good mathematical and technical skills. You are comfortable using a computer and handling machinery. You understand products and are familiar with what is in your inventory. You have the patience to help clients who don't always know the right name for what they want or use incorrect or different terms to describe items. You are physically fit and can lift heavy objects.

What does it take?

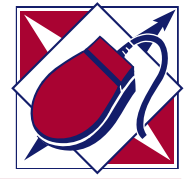
- a high school diploma is usually required
- a two- or three-year program in materials or logistics management at a community college is recommended
- experience gained through co-operative education programs and/or part-time summer work is an asset
- the ability to operate a computer may be required and will be a definite asset
- no licences, certificates or registration are required

Next steps?

With additional training and education:

- purchasing officer
- transportation officer
- transportation manager

Legal Assistant



"Then I got the opportunity to work in a law office... I really found it interesting and ended up working with them... all through college!" Connie T.

Relevant high school subjects

- Business, Law, Computers

Want more information? Try...

- Canadian Association of Legal Assistants
Email
ddmark@dyedurham.ca
- Forum for International Trade Training (FITT)
Tel. Toll Free
1-800-561-FITT
www.fitt.ca

What are some related occupations?

- agent
- contract clerk
- land titles clerk
- title examiner
- judicial clerk
- police officer
- oil and gas land agent

Average salary \$36,237
low average \$19,290
high average \$53,243



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Legal assistants help lawyers prepare legal documents, maintain records and files, and may conduct research. Law firms and legal departments employ them. They may also be employed in law enforcement, the court systems, and industries such as oil and gas.

You carry out background research for court cases, real estate transactions and other activities. You will work with computers a great deal. You may interview clients and research records and court files. You confirm that all files, contracts and documents are correct and accurate. You must know all the forms, contracts and documents required for every legal situation.

Part of your job may be to supervise and instruct legal secretaries and other support staff. You monitor, record and delegate assignments to the support staff. In some cases, you may act as a liaison between lawyers and the office support staff.

Work conditions and training

Modern law offices usually provide a comfortable work environment. You may spend time in a law library researching as well as working in the law office. You work regular office hours; however, deadlines can be tight, and you may have to work overtime at times. In a busy law firm, there is a steady flow of documentation that must be done. Although this job can be stressful at times, it is also dynamic and interesting.

Generally, legal assistants are paid a salary. Training consists of a two-year college diploma that includes courses dealing with legal topics as well as communication and secretarial skills. You will continue to learn, train and upgrade your skills on the job. Training seminars may be available through the Legal Education Society in your area.

Special training for those working in the international market is available through the Forum for International

Trade Training. See "Want more information."

Who's the right person?

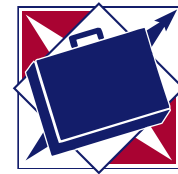
You enjoy working with people and keeping busy. You work well under pressure and stay calm even when you are extremely busy. You are professional, courteous and efficient in your dealings with clients, court staff and business associates. You have an eye for detail and are thorough and accurate. You are well-organized, self-motivated, decisive and able to work on your own. You enjoy thinking logically and analyzing data. You are able to keep client information confidential.

What does it take?

- a high school diploma is required
- a community college legal assistant or law clerk program is usually required
- in-house experience and training with a law firm is an asset
- computer skills are essential
- office experience gained through a co-operative education program is valuable
- excellent oral and written communication skills are essential

Next steps?

- move into different areas of law
- supervisory or management positions



“The best is the variety. In some way, everything that goes on in the office will funnel through you.”
Bev S.

Relevant high school subjects

- English, Mathematics, Business

Want more information? Try...

- Canadian Institute of Management National Council
Tel. Toll Free
1-800-387-5774
Email: office@cim.ca.
(Please allow 24-48 hours for a response by Email. Be sure to mention CIM in your subject line. Please include your mailing address for information package.)
- Forum for International Trade Training (FITT)
Ph. Toll Free:
1-800-561-FITT
www.fitt.ca

What are some related occupations?

- property administrator
- special events co-ordinator

Average salary \$38,570
low average \$19,996
high average \$60,029



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Office managers, also called office administrators or office co-ordinators, manage the general administrative and office services of a department, division, regional or branch office. You set up, manage and co-ordinate office procedures. You set work priorities and assign work to support staff. You ensure that deadlines are met and procedures are followed. As well, you may research and prepare reports, manuals and correspondence.

An important part of your job is to estimate space, equipment and supplies needed. You may keep an inventory of supplies and order them as needed. You most likely use a computer to prepare your budget and keep track of expenses.

Work conditions and training

You work in an office setting in any of a wide variety of institutions, public or private. Your hours are standard office hours, weekdays, although you might have to put in overtime when needed. You will earn an annual salary.

In addition to your formal education at the college or university level, training is largely on the job. Any training regarding management, supervision or dealing with people will enhance your opportunities for advancement. You may also have the opportunity to work in a setting that involves international trade. Training for those operating in the international market is available through the Forum for International Trade Training. See “Want more Information.”

Who's the right person?

You have excellent communication, organizational and negotiation skills. You are decisive, self-motivated and independent. With your staff, you are able to set goals and create and carry out action plans. You like problem solving and can work well under pressure. You are flexible and think clearly and logically. You have strong leadership skills and are able to motivate people. You are

open to feedback and new ways of doing things. You have effective writing skills, as well as the ability to use a computer.

What does it take?

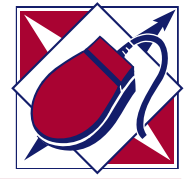
- a high school diploma
- a two-year college diploma in office administration, or a university degree in commerce, business, or public administration are definite assets and may be required for more senior positions
- some experience in a senior clerical, executive secretarial or other office administrative position
- general office experience can be gained through co-operative education programs and is an asset

Next steps?

- senior supervisory positions
- specialization such as accounting
- skills developed as an office manager are highly transferable and allow movement in a variety of directions

Short TIPS

Some Stress Busting Tips: cut back on coffee; breathe four times slowly to a count of four; never say 'I'm stressed,' say 'This is difficult - I'll do what I can.'



“Organization is one of the keys to success. No voice is louder than the voice of a person with a messed up pay cheque!”
Jeannie B.

Relevant high school subjects

- Mathematics, English, Computers, Business

Want more information? Try...

- a community college that offers courses in fields such as human resources, business or accounting
- Canadian Payroll Association (CPA)
www.payroll.ca

What are some related occupations?

- administrative clerk
- personnel clerk
- credit clerk

Payroll clerks collect and process the information needed to issue pay cheques to employees of an organization. You collect and maintain basic employee information such as name, address, phone number, etc. You also verify the number of hours worked, as well as any overtime, bonuses or commissions. You then calculate and subtract such deductions as income tax, employment insurance, pension plan contributions and fees for benefits.

Both the income and deductions will vary from employee to employee. You print and distribute cheques, and file statements. You are also responsible for employment records and termination notices. A complete set of pay files and personal history information must be kept up-to-date.

The payroll department also coordinates special programs such as the United Way campaign or the annual Canada Savings Bond issue, because employees often choose to have their contributions deducted from their pay cheques. You must also keep employees informed of new benefits or tax regulations that affect their pay.

Your duties vary according to the size and type of organization you work for. The payroll department might consist of one person or it might involve an entire team.

Work conditions and training

You could work for any type of institution, from a construction company to the federal government. Payroll clerks are usually paid a salary.

Some training is conducted on the job. Ongoing training, in the form of courses and seminars, is offered by the Canadian Payroll Association (CPA). The CPA offers three levels of certification: payroll administrator, payroll supervisor, and payroll manager. These certifications are quickly becoming the norm. Most employers will hire you as a payroll clerk on the condition that you enroll in the certification process as soon as possible.

Who's the right person?

You are meticulous about detail, careful and accurate. You must learn the rules governing payroll calculations and apply them in different situations. You must be able to meet regular deadlines. You must have the communication and interpersonal skills to handle employees' questions, concerns and complaints. Accurate keyboarding skills (and neat handwriting in some cases) are important when it comes to entering numbers in order to avoid misinterpretation.

What does it take?

- a high school diploma is usually required
- a community college diploma in a related field such as human resources, accounting or business is usually required
- experience with computers is a definite asset
- bilingualism may be an asset, especially in national organizations and government offices

Next steps?

- bookkeeping
- accounting
- human resources/personnel

Average salary \$31,420
low average \$20,053
high average \$42,827



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Personal Banking Representative



“The biggest challenge in my job is trying to provide the client with the knowledge and expertise they expect.”
Rose B.

Relevant high school subjects

- Mathematics, English, Computers, Accounting

Want more information? Try...

- a local bank
- Canadian Bankers Association
www.cba.ca
- The Institute of Canadian Bankers
www.icb.org

What are some related occupations?

- underwriter
- student awards officer
- financial aid officer
- financial economist

Personal banking representatives/officers (sometimes referred to as lending officers) prepare, evaluate and process loan applications. You interview applicants for personal, mortgage, student and business loans. You research and evaluate the applicant's financial status, references, credit rating and ability to repay the loan. You complete the loan paper work. You may approve or reject certain applications and pass others to the Branch Manager or Credit Risk Manager with your recommendations.

Once the loan has been processed, you review and update the file. If the payments are behind, you prepare statements and call the customer. If you have made a bad loan, you are responsible for collecting that loan - something that can be stressful. After 30 days it goes to the Collection Department for recovery.

You may also be involved in selling a broad range of financial services to individuals, independent business and agricultural clients. In addition, you may provide special services such as investment banking for clients with specific financial needs.

Work conditions and training

You could work for a bank, trust company, credit union, or other financial institution. This job offers many opportunities for progress. Experience as a personal banking representative may be required to become a bank or investment manager. You can become a senior personal banking representative or move into managerial positions. You can also cross over into other parts of banking. Personal banking representatives are paid salaries with bonuses based on performance at some financial institutions. Salary is competitive within the industry. Personal banking representatives' salary can be based on performance, education and continued learning. Employee capability is key to

the success of the banking business. There is usually an in-house loan training program ranging from four to 12 months.

Who's the right person?

You have strong interpersonal skills and a keen interest in the business world. Today's banks are very sales-oriented and employers are looking for people with a talent for and interest in sales and marketing. Strong leadership qualities, administrative skills, good organizational abilities and understanding of computer technology are important assets. You have strong interviewing, research, and analytical skills as well as the ability to interpret financial statements, which is necessary in order to determine the true financial situation of your clients.

What does it take?

- a high school diploma
- a community college diploma or university undergraduate degree related to commerce or economics may be required
- previous business experience with another financial institution is useful

Next steps?

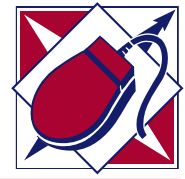
- management
- sales
- processing centre
- telephone banking

Average salary	\$36,161
low average	\$21,892
high average	\$53,923



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Promotions Assistant



"There are lots of things that are great about this type of work. You meet many people and learn about a wide variety of businesses." Chelsea D.

Relevant high school subjects

- Business English and Mathematics, Computers, Marketing, Graphics

Want more information? Try...

- Canadian Public Relations Society
www.cprs.org
- Retail Council of Canada
Tel. Toll Free 1-800-363-5125
www.retailcouncil.org

What are some related occupations?

- publicist
- advertising sales representative
- special events co-ordinator
- executive assistant

Promotions assistants help develop and co-ordinate promotions and special event campaigns. You may work for a variety of organizations, including shopping malls, radio and television stations, amusement parks, convention facilities, and Internet-based companies.

You help develop, plan and carry out creative ways of increasing public awareness of your organization and what it has to offer. Promotions and special events may be designed specifically to interest people in a particular age group, people in a certain geographic location, people with specific interests, or certain types of people on the Internet. You find out as much as possible about the interests and preferences of your "target market" and develop campaigns that are likely to attract their attention.

If you want to encourage people to come to a business location, for example, you might plan and co-ordinate a special event such as a visit by a local entertainer. To promote a radio station, you might run a contest or co-ordinate a public service event. To help a company get greater exposure on the World Wide Web, you might rewrite site text to take advantage of the way search engines rank search results.

Work conditions and training

This is a high-energy occupation in which you may work long and varied hours to ensure that promotions and special events are successful. You must be able to work a variety of shifts and days, and the pace can be hectic in the days leading up to a major event. You have to make sure that everything and everyone are in the right place at the right time.

Being able to market ideas, co-ordinate activities and meet deadlines is the most important qualification for this type of work. Some employers require applicants to have a related college diploma or university degree. College or university courses in public relations,

marketing, demographics, or communications (including Internet communications) are a definite asset when you are looking for a job. You have an added advantage if you have experience researching, making phone contacts, co-ordinating events, or pitching ideas.

Who's the right person?

You are outgoing, enthusiastic and enjoy meeting and working with all kinds of people. You are a creative thinker, but you are also organized and detail-oriented. You must be willing to take calculated risks, based on research about different target markets.

Excellent communication skills are essential, both in person and in writing. In particular, you should be a good listener. You need to know what people in your target market are thinking.

What does it take?

- a college diploma or university degree related to marketing, public relations or a related discipline may be required
- completion of secondary school is usually required

Next steps?

- supervisory positions
- public relations consultant
- advertising agent
- independent promoter
- information officer

Average salary \$54,627
low average \$18,004
high average \$89,940



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“One of the personally rewarding moments for me is to find myself manager of a property that has problems ... then to turn that around.” Dick M.

Relevant high school subjects

- English, Mathematics, Accounting

Want more information? Try...

- Building Owners and Managers Institute of Canada
Tel. Toll Free 1-888-821-9319
Email bomi@istar.ca
- Real Estate Institute of Canada
Tel. (416) 695-9000

What are some related occupations?

- managing supervisor
- real estate salesperson
- contracts administrator
- public trustee
- real estate manager
- trust officer

Average salary	\$37,518
low average	\$11,976
high average	\$63,193



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Property managers, sometimes called property administrators, oversee apartment buildings, office buildings, investment or retail property, condominiums, or rental housing. As property manager, you have the overall responsibility to collect rent money, pay the bills, and prepare detailed budgets and financial reports on the status of the portfolio. You may handle the marketing of properties available for rent/lease. You review rental applications and run credit checks on potential tenants. You may also prepare and enforce the terms of lease agreements. Regular inspection of the properties that you manage is important.

In some cases, you manage a large number of properties. You co-ordinate and manage repairs, improvements and maintenance; contract snow removal services, landscapers, plumbers and electricians; and hire painters and cleaning staff. You know landlord-and-tenant law and city by-laws that apply to construction, renovation, environmental health and safety issues. You will need to know what steps to take in an emergency such as fire, flood, terrorist attack, and how to handle the media in such a situation. Your biggest challenge is to juggle these activities that affect several buildings in several different locations.

Work conditions and training

You might work for real estate and property management companies, property development firms or for all levels of government. You have an office, but you spend a great deal of your time at the various property sites you manage. Property managers earn a salary. Your working hours can be quite long to fit in evening and weekend meetings with tenants and potential tenants. You are also on call to deal with emergencies.

Professional certification is available from the Real Estate Institute of Canada and the Building Owners and Managers Institute of Canada. Some provinces and territories require a licence to draw up

leases and other legal documents. This licence may be obtained through the provincial/territorial Real Estate Association and requires completion of courses and a qualifying exam. The minimum requirement is a high school diploma; however, a college diploma or university degree is preferred.

Who's the right person?

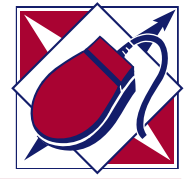
You need good communication skills, both in person and in writing. You must be able to establish a good relationship and work effectively with a variety of people, including lawyers, engineers, architects, suppliers, clients, tenants and insurance companies. Knowledge of the law and how it applies to property is important. You have excellent common sense, tact and the ability to resolve many of the difficulties that arise, including emergencies and the inevitable complaints from tenants. You must be assertive and confident since one of your duties is the eviction of tenants. Good organization and time management skills are crucial assets.

What does it take?

- a high school diploma is required
- courses in accounting and computer science are essential
- completion of a two-year community college course in property management is recommended
- formal training in business administration at the college or university level is an asset

Next steps?

- commercial real estate sales
- property developer



"This job never gets mundane. Because every situation is unique, you are always looking for new and different ways to attract attention to your clients and their work." Darka T.

Relevant high school subjects

- English (Writing, Public Speaking), Business

Want more information? Try...

- Canadian Public Relations Society
www.cprs.org
- Cultural Human Resources Council
www.culturalhrc.ca
- Retail Council of Canada
www.retailcouncil.org

What are some related occupations?

- public relations clerk
- promotions assistant
- advertising sales representative
- journalist
- writer

Average salary \$43,102
low average \$20,043
high average \$66,683



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Publicists, sometimes called publicity agents, get press coverage for their clients. You help make people famous, and help famous people project the public image they want. You may have a variety of clients, or specialize in working with people in fields such as professional sports, entertainment, or politics.

Helping clients attract attention and communicate with their target audiences often involves public relations activities such as writing press releases and creating packets of information and photographs for distribution to members of the press. You spend a great deal of time on the telephone with clients, journalists and other influential people. To help some clients reach a wider audience, you may need to create easy-to-understand "sound bites" for the media.

When a client receives unfavourable press coverage, you control the damage to the person's reputation and might even creatively turn scandal to your client's advantage.

Work conditions and training

Publicists work long hours, often for little financial reward. Working conditions can be hectic when you have to get information out to the media in time to create publicity for an event. You must always be friendly and pleasant, and available for comment. Once you are well established in this occupation, you work with famous people and may attend many glamorous social events. You may also travel a great deal.

After graduating from a college or university program in public relations, communications, journalism or a related discipline, you must "pay your dues" by starting in an entry-level position and gradually developing a large network of contacts. You can begin making contacts while you are still in school through work experience opportunities or internships with public relations firms.

Large public relations departments and firms may have formal training programs for new employees, but you still start out working under the direct supervision of experienced employees. Initially, you may be responsible for clerical tasks, clipping articles, and researching information for speeches and brochures.

Who's the right person?

You are very outgoing and enjoy having an active social life. You are confident, enthusiastic, and able to get along with all kinds of people.

Since your reputation as a publicist depends on your ability to meet deadlines and get the desired publicity, you must be creative, aggressive and organized. You also need very good communication and negotiation skills, in person and in writing.

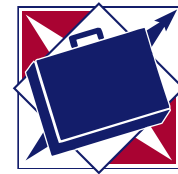
What does it take?

- a high school diploma plus a college diploma or university degree in public relations, communications, journalism or a related discipline is usually required
- a portfolio of published articles, television or radio programs, slide presentations or other public-relations activities is an asset

Next steps?

- supervisory positions
- self-employment
- cable station talk-show host

Purchasing Officer



"I enjoy having to deal with a lot of people throughout my day, making deals with business, and the challenges that are in the medical field." Dawn J.

Relevant high school subjects

- English, Mathematics, Business, Computers

Want more information? Try...

- The Purchasing Management Association of Canada
www.pmac.ca
- National Institute of Governmental Purchasing Inc.
Email education@nigp.org
Tel. 1-800-FOR-NIGP
- Forum for International Trade Training (FITT)
Tel. Toll Free 1-800-561-FITT
www.fitt.ca

What are some related occupations?

- materials manager
- buyer
- logistics officer
- expediter
- government supply officer

Average salary	\$41,511
low average	\$24,594
high average	\$60,939



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Purchasing officers buy the highest quality equipment, materials or business services at the lowest available cost for their organization. Your work depends on the organization you work for. Your duties are more general in a small business and more specialized in a larger organization. You find out what goods and services are needed and then research and choose suppliers, negotiate the terms of contracts, and make sure that the goods come in on time.

You may specialize in a particular area, for example, scientific equipment for a university. You might gather information to help improve the way your organization makes decisions about what goods and services to purchase. You will prepare and manage budgets, prepare formal purchasing documents and write reports. You will use computers to complete many of the tasks related to your position.

Work conditions and training

You might work for almost any organization where large sums of money are spent for equipment, supplies and services. Examples of such organizations include government departments, school boards, hospitals, universities, factories and large business firms. You will work in an office environment usually within regular office hours. Purchasing officers are paid an annual salary.

People entering the field with a high school diploma start out as purchasing clerks. Fewer of these positions are available than in the past due to restructuring of positions. Those with a college diploma or a university degree start at a more senior level, such as junior purchasing officer, and advance more quickly through the ranks.

The Purchasing Management Association of Canada (PMAC) offers part-time studies to become a Certified Professional Purchaser, which qualifies the holder for more senior positions. The full process takes from five to ten years, depending on your level of education

(e.g. high school graduates generally take between seven and eight years to finish). Many companies will pay for ongoing training of their employees.

Who's the right person?

You are resourceful, detail-oriented and a thorough researcher. You enjoy problem solving and providing the best service you can. You are able to work independently and have the confidence to make decisions involving large sums of money. Your strong interpersonal and communication skills will help you to establish good relationships within your own organization as well as with suppliers and sales people. You enjoy negotiating and are assertive and resourceful during the process.

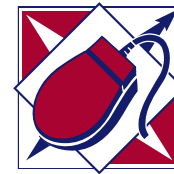
What does it take?

- a high school diploma is required
- a college or technical diploma or university degree in business administration is preferred
- courses in purchasing management
- a specialized background related to the industry of employment is an asset, for example, a chemistry degree when working with a chemical company

Next steps?

- materials management
- inventory management
- traffic or transportation
- quality control
- finance

Receptionist



“Just remember that difficult people have a voice too.” Johanne A.

Relevant high school subjects

- English, Computers, Office Practices

Want more information? Try...

- local offices, medical clinics or other businesses that need reception
- International Association of Administrative Professionals (formerly known as Professional Secretaries International)
www.psi.org

What are some related occupations?

- hospital admitting clerk
- price information clerk
- information clerk
- office clerk
- directory assistance operator

Receptionists greet people entering an office or calling on the telephone. You welcome people coming in and direct them to the right person or service. Just remember that you are the first person the public sees or has contact with. You may collect and process basic information, particularly if you work in the medical field (e.g. in a doctor's office or a hospital). Although voice mailbox systems are becoming commonplace, you may still have to answer phone calls, forward them to the right people, answer basic questions, take messages and page people. Extensive knowledge of the company is a must. You have clerical duties such as scheduling appointments, booking boardrooms, handling mail and courier services, doing word processing, and filing. Computer knowledge is an asset. You keep track of people's whereabouts and availability (e.g. whether they're in the office or out, in a meeting, or not taking phone calls).

At times, you may find this job a little restrictive. Getting the phone answered is an absolute necessity in any office, so if you want to leave your desk for a break or for lunch, arrangements must first be made to replace you on the phones.

Work conditions and training

This tends to be an entry-level position, but as you acquire skills and develop your abilities, you may move into other office positions. You could work for almost any type of institution, from a doctor's office to a federal department. You may be paid a salary or hourly wage.

A brief period of training is normally conducted on the job to familiarize you with the office equipment you will be using.

Who's the right person?

You have a pleasant, helpful manner and project a professional image. You have strong interpersonal and communication skills. You can handle periods of stress

well, without losing your calm. You are well-organized and have a good memory for detail.

Answering telephones can be very stressful, especially when operating a telephone that has multiple lines. Often, the calls seem to come in all at once. To cope, you need to remain calm and concentrate. You have to remember who is on hold and to whom they wish to speak, while taking detailed messages and giving out information, all at the same time.

Luckily, this is the type of job where the activity levels vary. Periods of pressure are often followed by periods of relative quiet and calm.

What does it take?

- a high school diploma is usually required
- previous office experience is an asset
- bilingualism is an asset and may be required
- union membership may be required in government departments

Next steps?

- secretary
- administrative assistant
- office administrator

Average salary \$32,530
low average \$12,993
high average \$33,739



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I like helping sales representatives develop and grow—become more effective. I also like having the freedom to try new approaches..." Doug M.

Relevant high school subjects

- Business (Accounting, Marketing), English

Want more information? Try...

- Canadian Professional Sales Association
www.cpsa.com
- Retail Council of Canada
www.retailcouncil.org

What are some related occupations?

- advertising sales representative
- promotions assistant
- scientific equipment sales representative
- real estate sales representative
- publicist

Sales managers plan and direct sales programs and departments in retail, industrial and wholesale companies. You are responsible for ensuring that the company makes a profit through the sale of its products and services.

Managing a sales department generally includes assigning sales territories to sales representatives, setting sales goals and moving toward those goals, establishing training programs for sales representatives, and providing advice about how to improve their sales performance. You also study sales results and other information to figure out what customers want. It is important to look carefully at sales of different products in different territories to help decide how much inventory is needed. You may also keep close contact with dealers and distributors to make sure there are enough supplies available when the company needs them.

In large companies, you may oversee the work of several managers responsible for sales in different product lines or geographic territories. In small companies, you may be responsible for marketing, advertising or public relations as well as sales.

Work conditions and training

Sales managers work for a wide variety of organizations, including service businesses as well as manufacturers, wholesalers and retailers of products ranging from heavy equipment to processed foods. Working some overtime is common in this occupation and you may be required to do a lot of travelling.

Most management positions in sales require a college diploma or university degree in business administration or a related field, plus at least five years of sales experience. Depending on the nature of the business, you may need knowledge or experience related to the company's products or services. For example, sales managers in heavy

equipment sales companies should have experience in the construction industry. In the electronics industry, you may need a college diploma or university degree related to electronics or engineering.

Who's the right person?

You are definitely a "people person" but you are also competitive and self-motivated. Your income may be tied to your company's sales record so you should enjoy and welcome the challenge of constantly trying to improve your company's sales performance. You must be very good at motivating and persuading people.

Analyzing information and developing strategies based on your conclusions is an important part of your job. You have to be able to solve problems, make decisions and deal effectively with stress.

What does it take?

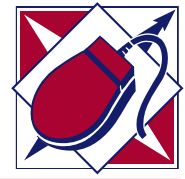
- completion of secondary school plus a proven track record as a sales representative is usually required
- a college or technical institute diploma or university degree may be required

Next steps?

- marketing manager
- business owner

Average salary	\$58,418
low average	\$21,920
high average	\$98,274

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"Being a secretary involves more than just typing. It's a very challenging job, especially in these times... where you are expected to do more with less." Sheila R.

Relevant high school subjects

- English, Computers, Office Practices

Want more information? Try...

- a community college that offers courses in office administration
- International Association of Administrative Professionals (formerly known as Professional Secretaries International)
www.psi.org

What are some related occupations?

- municipal office clerk
- clerk typist
- clerk, general office
- teller
- reservations sales agent

Average salary \$27,293
low average \$15,036
high average \$38,122



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Secretaries perform a number of clerical, administrative and other related tasks. The job has gone through many changes in the last 10 years as office technology has developed. This occupation is known by many names including: support staff, office service support and administrative assistant.

You spend much of your time on the telephone, answering and routing calls or relaying messages. You greet people, handle their inquiries, and escort them to the appropriate person. You may schedule and confirm appointments and be responsible for reminding your employer of them. You might deal with travel counsellors to arrange trips and make reservations.

You may write letters and other material, proofread, edit text, prepare information for meetings and take minutes. You may still take dictation and will certainly do word processing. You open and distribute incoming mail. You operate electronic mail systems. You also set up and maintain filing systems. You may set up office procedures and supervise other staff. Ordering and purchasing office supplies may be necessary. In a small organization, duties may include some budget tasks. You may have to maintain office computers and equipment.

Work conditions and training

This occupation can open the doors to many other avenues in the administrative and management fields. As you develop seniority you can move into office management, for example, or become an executive assistant. The hours are usually regular business hours. Secretaries are usually paid an annual salary, unless they have been hired on a short-term or part-time basis, in which case they are paid a weekly or hourly fee. Training will be provided on the job, as policies and procedures vary from office to office. You may choose to specialize in one type of office work.

Although shorthand is still used, it is giving way to machine dictation.

Who's the right person?

You will often be the first person people meet when they come to your organization and so being friendly and outgoing is very important. You are polite but also able to be firm when dealing with many different types of people and difficult situations. You adapt easily and are comfortable in changing office environments. You are flexible in setting priorities and meeting deadlines. You are well-organized and have strong decision-making skills. You are reliable, professional and discreet, especially if you are dealing with confidential material. You show initiative but also know how to work as part of an office team.

What does it take?

- a high school diploma is usually required
- a one- or two-year community college program in office administration
- knowledge of computers and a variety of office equipment is an important asset
- knowledge of a second language is very useful
- voluntary certification is available through International Association of Administrative Professionals, a Canada-wide association that offers part-time courses and exams that qualify you for senior secretarial positions
- telephone skills

Next steps?

- office supervisor
- office administrator
- management positions

Shipper/Receiver



"It's really hectic here in summer. (Fire Supply Warehouse) We'll really be hustling. Our job has a high impact."
Ernie V.

Relevant high school subjects

- Business English and Mathematics, Computers, French

Want more information? Try...

- The Canadian Institute of Traffic and Transportation
www.sb.gov.bc.ca/smallbus/lotus/16172.htm
- Canadian Association of Warehousing and Distribution Services
<http://strategis.ic.gc.ca>
- Canadian Professional Logistics Institute
www.loginstitute.ca

What are some related occupations?

- claims clerk, lost or damaged goods
- import freight clerk
- export booking clerk
- cargo location clerk

Shippers/receivers keep records of all goods shipped and received. In addition to their record-keeping responsibilities, they pack goods for shipping and unpack goods received. When packing goods, you have to think about how to prevent damage from rough handling, dampness, excessive heat or freezing. You need to know the stacking strength of boxes and how to prepare shipments for different shipping conditions. After packing the goods, you attach identification tags and shipping instructions. You prepare shipment bills, invoices, requisitions and other documents either by hand or, in many cases, on a computer. You maintain a supply of packing materials and keep records of your operations usually on a computer.

When goods come in, you check the accompanying invoices or packing slips to make sure the right quantity has arrived and that the goods are not damaged. You may enter this information into a computer either by hand or by using a hand-held scanner that reads bar codes on the incoming goods. You oversee the loading and unloading of goods, using forklifts, hand trucks or other equipment. You unpack the goods and send them to the appropriate storage area or department.

Work conditions and training

You will probably work in a warehouse, retail or wholesale establishment, mine and construction store, or other commercial or industrial organization. In larger warehouses, shippers/receivers may move on to supervisory positions. You are paid an hourly wage. Depending upon your employer you may have to work shift work. In some organizations, workers are unionized.

There is no specific field of study leading to employment as a shipping and receiving clerk. Most employers require a high school diploma. Training is provided on the job. Some courses are available, particularly if you are working towards a

purchasing position. Employers are often willing to support employees who want to upgrade their skills.

Who's the right person?

You are systematic and well-organized. You pay attention to detail and will learn enough about a product so that you can package it safely and efficiently. You need strong communication skills to coordinate your activities with customers, suppliers, end-users, truck drivers and other transporters. You also need writing and mathematical skills to fill out forms, count products correctly and keep accurate records. You should be familiar with computers. You are physically fit, as the work involves much lifting.


What does it take?

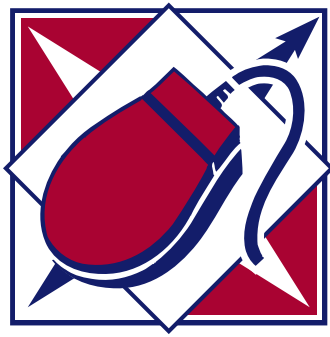
- a high school diploma is usually required
- a driver's licence is often necessary
- bilingualism is an asset for dealing with companies in all regions
- no other certificates or registration are needed

Next steps?

- transportation officer or controller
- purchasing officer or retail/wholesale buyer

Average salary	\$27,798
low average	\$14,012
high average	\$43,192

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Computers & Technology

When investigating options for your career path, it is hard to separate computers from technology.

It is probably safe to say that the use of computers is 'essential' for all technology occupations. What does that mean for you? For many of the technology occupations you will require community college or technical training in areas such as physics, mechanics, chemistry, electronics and engineering - and a good working knowledge of computers. Often people in these fields are persistent - they won't give up until they find a solution. They can think systematically and they can also come up with new and different methods of solving problems. You may be working in teams to plan projects and brainstorm ideas. You could also spend a great deal of time alone correcting a problem or working on a new idea.

TIP: Choose your company with care!

Although many new workers expect to find a full-time, permanent position, today it has become quite common to work on contract and move from project to project and company to company.

Either way, what do you look for in a company?

- Companies that do international business (have **global markets**) are growing faster than companies that don't. There will be more work available.
- Companies that provide training opportunities give you the chance to increase your skills and knowledge. Multi-skilled workers are valued for the variety of tasks they can do.
- Companies that are equal opportunity employers will have chances for all eligible workers to try out new positions and new work projects.
- Companies with working conditions to match your needs will be more enjoyable to work for. Check out things such as: dress code (would you like to dress up or wear blue jeans?), work hours (do you need flexibility or like routine hours?), daycare facilities (is it important to have daycare on the premises?), bonus systems (do you prefer money, time off, onsite gymnasium, or complimentary passes for rewards?)

Whether you are looking for contract or full-time work, your job satisfaction will be influenced by the environment in the company where you do the work.

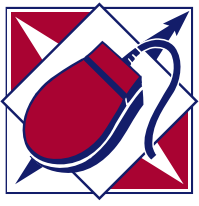
Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Air Traffic Controller	2272	91
Applied Chemical Technologist	2211	92
Civil Engineering Technician/Technologist	2230	93
Computer Animator	5241	94
Computer Programmer	2163	95
Computer Systems Technician/Technologist	2163	96
Draftsperson	2253	97
Electrical Engineering Technician/Technologist	2241	98
Electronic Engineering Technician/Technologist	2241	99
Food Processing Technician	2211	100
Industrial Engineering Technician/Technologist	2233	101
Industrial Instrumentation Technician/Technologist	2243	102
Network Security Specialist	2162	103
Scientific Equipment Sales Representative	6221	104
Survey Technician/Technologist	2254	105
Telecommunications Equipment Technician	7246	106
Web Designer	2163	107





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Computers & Technology

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Be logical, scientific | <input type="checkbox"/> Be critical, use judgement | <input type="checkbox"/> Make decisions | <input type="checkbox"/> Solve problems |
| <input type="checkbox"/> Find information | <input type="checkbox"/> Plan and organize job tasks | <input type="checkbox"/> Use memory | |

2. Oral Communication:

- | | |
|--|--|
| <input type="checkbox"/> Confer with clients/provide technical advice | <input type="checkbox"/> Promote information |
| <input type="checkbox"/> Listen to understand problems and clearly communicate solutions | <input type="checkbox"/> Consult with others |

3. Technical and Computer Use:

- | | |
|---|--|
| <input type="checkbox"/> Use electric/electronic systems | <input type="checkbox"/> Create and/or learn from computerized systems training programs |
| <input type="checkbox"/> Create computer programs | <input type="checkbox"/> Use computer languages, schematics or diagrams |
| <input type="checkbox"/> Implement, upgrade and monitor systems | <input type="checkbox"/> Inspect and test control devices, applications |
| <input type="checkbox"/> Calibrate and maintain | <input type="checkbox"/> Understand and use technical specifications |
| <input type="checkbox"/> Repair computers and their components | <input type="checkbox"/> Use/manage computer networks |
| <input type="checkbox"/> Use software features | <input type="checkbox"/> Diagnose and correct problems in equipment and software |

4. Numeracy:

- | | |
|--|--|
| <input type="checkbox"/> Perform calculations | <input type="checkbox"/> Analyze data (compare, contrast, predict; averages, summaries, rates) |
| <input type="checkbox"/> Represent data analysis graphically | <input type="checkbox"/> Use specialized measurement equipment |
| <input type="checkbox"/> Apply mathematical principles | <input type="checkbox"/> Prepare budgets and schedules for projects |

5. Working with Others:

- | | |
|---|---|
| <input type="checkbox"/> Participate in meetings and seminars | <input type="checkbox"/> Have self discipline to work independently |
| <input type="checkbox"/> Assign tasks to other workers | <input type="checkbox"/> Exercise give and take to achieve group results |
| <input type="checkbox"/> Plan and make decisions with others | <input type="checkbox"/> Make suggestions that contribute to the goals of the project |

6. Writing:

- Write:** Programs Memos Exacting and detailed documentation
 Reports User Manuals

7. Reading:

- Read:** Instruction Manuals Memos Computer and technology magazines Computer and network literature
 Journals Websites Updates on the latest technology literature

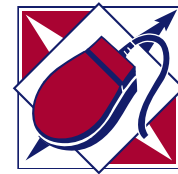
Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Air Traffic Controller



“The challenge of the job attracts people. It’s an intellectual challenge to learn and keep up with things, the improvements in equipment...”

Rick K.

Relevant high school subjects

- Mathematics (Algebra and Trigonometry), Physics, Computers, English, French, Social Studies

Want more information? Try...

- NAV Canada Training Institute
Tel. Toll Free
1-800-667-4636
www.navcanada.ca
- Canadian Air Traffic Control Association
www.catca.ca

What are some related occupations?

- flight dispatcher
- centralized traffic controller
- marine traffic controller
- air weapons control officer

Air traffic controllers monitor and direct the movement of airplanes, helicopters and recreational aircraft within an assigned air space and on the ground at airports. The key task of an air traffic controller is to communicate information. Using radar, radio equipment and vision, you direct air traffic in an orderly and safe fashion. You relay take-off and landing information, weather reports and navigational instructions to flight crews. You direct ground staff to make sure that maintenance and baggage vehicles and taxiing aircraft don't cause problems for other vehicles or aircraft. In case of an emergency, you are responsible for contacting emergency crews.

Work conditions and training

Air traffic controllers work either at enroute centres or at airports. Tower controllers work in the glassed-in area at the top of a tower at an airport and direct air traffic as it approaches the airport. Enroute or terminal controllers, on the other hand, work in area control centres and direct aircraft during their flight. Your employer will be NAV CANADA, a private company that manages most large airports and all air traffic control services.

Training for this work is provided by NAV CANADA in Cornwall, Ontario. Entrance standards are very high and the training is approximately 8 months long. Upon completion, you will be assigned to either a Tower or a Centre for an additional probationary period of up to 18 months.

Most air traffic control services operate on a 24-hour basis. Air traffic controllers may be assigned to airports anywhere in Canada. Air traffic controllers are paid yearly salaries and usually receive a complete benefit package.

Who's the right person?

You should be decisive, quick thinking, and able to cope with stressful situations. You must be extremely responsible and dedicated to your work. There is no room for error. It is important to be highly organized and to be able to concentrate for long periods of time. Busy airports have teams of air traffic controllers working together, and you communicate effectively and directly. The ability to take two dimensional data and visualize it in three dimensions is a skill which you must acquire.

What does it take?

- you must be a Canadian citizen or landed immigrant and a minimum age of 18
- a high school diploma or equivalent is required
- hobbies or experience involving knowledge of air regulations or aircraft is an asset
- good vision and hearing are essential
- you will have to pass a medical exam and get security clearance
- a good command of English, the language of air navigation, is required
- in Québec, New Brunswick and some areas in Ontario, fluency in French is also required
- you must pass the Air Traffic Controller basic aptitude exam, interview and physical exam

Next steps?

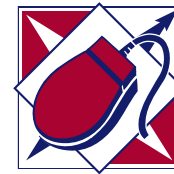
- There are opportunities for air traffic controllers to move both within Canada and internationally

Average salary \$59,502
low average \$30,030
high average \$100,257



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Applied Chemical Technologist



“There are many things that I like about the job – discovering new products, determining what ingredients go well with others, as well as working on quality control.”
Jannelle M.

Relevant high school subjects

- Chemistry, Computers, Mathematics, English

Want more information? Try...

- The Chemical Institute of Canada
www.chem-inst-can.org
- American Chemical Society
www.acs.org

What are some related occupations?

- chemical engineering technologist
- chemical engineer, production
- chemical sales representative
- laboratory physical sciences technologist

Appplied chemical technologists provide technical support and assistance in industrial chemistry, chemical engineering, chemical and biochemical research and analysis, and chemical quality control. You work with a team of other professionals, including chemists and engineers, to carry out analysis, synthesis, and separation of various chemical compounds.

You test packaging for design, integrity of materials, and environmental acceptability; assemble and operate equipment to develop new products; monitor product quality; or develop new production techniques. It can also be your responsibility to collect and analyze samples of air and water to monitor pollution levels.

You set up, conduct and record chemical experiments, tests and analyses. Other duties include operating and maintaining laboratory equipment and preparing solutions and samples. The equipment you would use includes computers, computer-interfaced instruments, robotics, and high-technology applications such as those used in biotechnology.

Work conditions and training

You can find work in a number of different industries including the chemical, petrochemical and pharmaceutical industries. You help in research and development, quality control and research laboratories, and consulting engineering companies. You might work in a wide variety of resource production, manufacturing, energy, health, education and government establishments.

Chemical technologists sometimes work with toxic chemicals or radioactive isotopes; nuclear technologists may be exposed to radiation; and biological technologists sometimes work with disease-causing organisms or radioactive agents. However, there is little risk if proper safety procedures are followed.

Who's the right person?

This job will appeal to you if you have an analytical mind, enjoy solving problems, and are interested in chemistry. You like to concentrate, make close observations, and carefully note and evaluate information from chemical observation and analysis. Since the field is always changing, you enjoy learning and updating your knowledge.

One of the satisfying aspects of this job is a strong sense of achievement. You participate in projects from start to finish. As a result, at the end, you are able to see what has been done and what you have contributed.

What does it take?

- a high school diploma with senior level English, Mathematics, Computers and Chemistry
- a two- to three-year program at a community college or technical institute in chemical, biochemical or chemical engineering technology, or in a closely related discipline, is usually required
- joining a professional association is voluntary

Next steps?

- research and development positions
- supervisory positions
- project management

Short TIPS

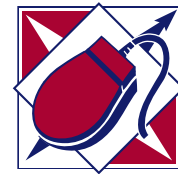
The average age of college students is 26, suggesting that young people return to school even if they entered the workforce directly after high school.

Average salary	\$41,435
low average	\$22,991
high average	\$61,253



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Civil Engineering Technician/Technologist



"I enjoy solving a problem and seeing the solution being built." Doug V.

Relevant high school subjects

- Mathematics, Computers, Physics, English

Want more information? Try...

- Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Institute for Research in Construction
www.cisti.nrc.ca:80/irc/
- Canadian Technology Human Resources Board
www.cthrb.ca

What are some related occupations?

- draftsperson, survey technician/technologist
- water resources technician/technologist
- environmental technician/technologist
- architectural technologist
- hazardous waste management technician/technologist

Civil engineering technicians and technologists work on a variety of civil engineering projects, ranging from bridges and buildings to roadways and water systems. You may work independently, or provide technical services for engineers, architects, surveyors and others.

Your job title and duties will vary depending on the field of civil engineering in which you work: structural engineering, municipal engineering, construction design and supervision, highways and transportation engineering, water resources engineering or geotechnical engineering. In general, however, you prepare (or assist in preparing) designs/drawings and construction specifications.

Technologists also prepare cost and material estimates; develop project schedules and write reports; and supervise or conduct field surveys, inspections or technical investigations. For example, you might inspect or supervise work at a construction site to ensure that safety and design specifications are followed, or inspect dams or power plants to assess the need for repair work.

Work conditions and training

You may work for a wide variety of organizations, including engineering consulting firms, construction companies, government public works, or environment and transportation departments. Working conditions vary. You may work primarily indoors with computers in an office environment, or outdoors in all weather conditions at construction sites. You will probably work weekday hours in both environments, although overtime may be required to meet project deadlines.

To get started in this occupation, you need a certificate or diploma in civil engineering technology (or a closely related technology) from a college or technical institute.

Colleges and technical institutes across the country offer civil engineering technology programs that range in length from one to three years. After you graduate, you will probably start working in an entry-level technical support position. You can progress to positions with more responsibility as you gain experience.

Who's the right person?

You are interested in mathematics, science and technology. You enjoy working with equipment and computers, working outdoors, and analyzing information to solve problems. You pay attention to details, work effectively under pressure (alone and with other people), and resolve problems logically and patiently.

You also have good communication skills, in person and in writing.

What does it take?

- a college or technical institute certificate or diploma in civil engineering technology or a closely related technology is required
- secondary school diploma

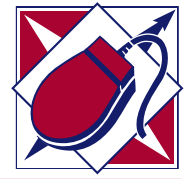
Next steps?

- supervisory and project management positions
- construction estimator
- construction inspector
- sales representative

Average salary	\$46,205
low average	\$24,976
high average	\$64,975

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Computer Animator



"I enjoy the fluidity of the medium, in terms of what the entire spectrum of digital tools has to offer. Any visual image is possible." Leslie B.

Relevant high school subjects

- Art, Broadcast Technologies, Computers

Want more information? Try...

- Animation World Network
www.awn.com
- ASIFA Central (International Animation Association)
www.swcp.com/animate/index.htm
- Software Human Resource Council
www.shrc.ca

What are some related occupations?

- special effects technician
- cartoonist
- illustrator
- graphic designer
- web designer

Computer animators use computer software to create images that, when viewed sequentially, create the illusion of movement. You may develop image sequences for short or feature length films, television productions or commercials, computer games or web pages.

This is a rapidly emerging and changing occupation so there is no "standard" job description. You may work alone or with a team of animators. You may have a great deal of artistic licence, or be required to work within very precise guidelines. You may specialize in character animation, creating two-dimensional and/or three-dimensional settings, special effects, or titles and credits. Or, you may specialize in areas such as video game programming, or integrating computer-generated sequences with live action sequences. You will use a constantly growing and changing range of graphics programs and two- and three-dimensional animation programs to create images that simulate motion.

Work conditions and training

You may do freelance work, or be employed in an animation studio. In either case, you spend long periods of time sitting in front of a computer monitor. Long hours of overtime may be required to complete projects on time. As a freelancer, you may need another job to support yourself until you are well established in the entertainment industry.

You need a combination of art and computer skills. You may acquire these skills by taking related courses from a college or private vocational school, by starting as a trainee in an animation studio and learning on the job, or by combining related courses and work experience. You may take a series of part-time courses, or a full-time college program that requires up to three years to complete. It's a good idea to discuss possible training options with people

currently working in this field, particularly potential employers, *before* you sign up for a training program. To get a job as an animator, you will need a "portfolio" that demonstrates your drawing skills and includes an animation "demo reel."

To keep your skills up to date, you must be constantly learning about new technology and techniques.

Who's the right person?

You have artistic talent and enjoy learning about new developments in computer animation. You can work quickly and deal with the pressure of deadlines, adapt your style to suit the needs of different studios and clients, and work well with others in a team environment. Just as important, you are willing to actively promote your work and market your skills.

What does it take?

- completion of secondary school is usually required
- a combination of art skills and computer graphics skills

Next steps?

- project management and supervisory positions

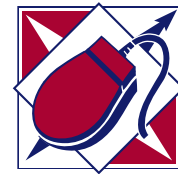
Short TIPS

Find someone who is similar to you or has challenges similar to yours and ask them how they succeeded. Use all the help you can get.

Average salary	\$44,089
low average	\$24,965
high average	\$64,356



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I've always been fascinated with puzzles... Being a computer programmer allows me to build my own creative solutions to many different puzzles."
Anton W.

Relevant high school subjects

- Mathematics, Computers, English

Want more information? Try...

- Canadian Information Processing Society
www.cips.ca
- Association of Information Systems Professionals
www.aitp.org
- Software Human Resource Council
www.shrc.ca

What are some related occupations?

- web designer
- network security analyst
- computer systems technician
- computer animator
- systems analyst

Average salary	\$44,089
low average	\$24,965
high average	\$64,356



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Computer programmers create, modify and test software programs. You may write programs from scratch by coding sets of instructions into machine-readable form, or combine and adapt existing programs. Depending on the type of computer application, you may use computer or database languages such as Visual Basic, C, Java, Activex, Oracle or dBase.

First, you need a detailed understanding of what software users want the program to do. You may discuss and map out the requirements with users yourself, review specifications drawn up by others, or work with a team of experts that includes other programmers and users. In the early stages of your career, you will probably work on components of software applications that are later integrated into the final package.

Much of your work will involve testing programs, diagnosing problems, and finding and correcting errors. You may also be responsible for documenting programs, writing user manuals or developing help screens.

Work conditions and training

Computer programmers may work on a freelance basis, or be employed full time or part time by a large organization, consulting company or software development firm. For example, you may work for an insurance company, a transportation firm, a manufacturer, or a government department or agency. You will probably spend long hours using computers in an office environment. The work can be stressful when you are nearing a project deadline and the program is not running to specification. Overtime may be required.

To get started in this work, you need a college diploma in computer science, or a university degree that includes a large programming component. If you want to specialize in commercial, engineering or scientific applications, you may also need

education or experience directly related to business administration, engineering, life sciences or physical sciences.

To keep your skills up to date, you must constantly be learning about new programming languages and techniques. You attend professional development seminars and presentations, and may take courses related to specific programming languages.

Who's the right person?

You like to pay attention to details, and enjoy using logic to solve problems. You can concentrate for long periods of time, and translate abstract concepts into concrete tasks. When a program isn't running properly, you track the problem down through the persistent and patient use of logic.

You need good verbal and written communication skills for working with users and other programmers, and for documenting programs. You also need to be able to work well in a team environment.

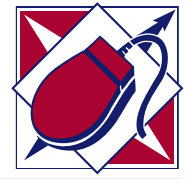
What does it take?

- a college or technical institute diploma in computer science, or a university degree with a significant programming component
- completion of secondary school

Next steps?

- development team leader
- project manager

Computer Systems Technician/Technologist



“Everyday you see something you have never seen before, but are expected to fix immediately. Rewarding? Yes. Challenging? Definitely. Stressful? Absolutely!” Walter R.

Relevant high school subjects

- Computers, Electronics, Business, Mathematics, English

Want more information? Try...

- Canadian Information Processing Society
www.cips.ca
- Association of Information Systems Professionals
www.aitsp.org
- Software Human Resource Council
www.shrc.ca

What are some related occupations?

- electronic equipment service technician
- network security specialist
- computer programmer
- web designer
- systems analyst

Average salary	\$44,089
low average	\$24,965
high average	\$64,356



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Computer systems technicians/technologists provide technical support for computer users. You install, service, trouble-shoot and configure computer systems and networks, provide technical advice, and diagnose and correct computer-related or network-related problems when they occur.

In general, your main responsibility will be to make sure that the organization's computer systems and local or wide area networks can do what users need them to do. You recommend changes to improve systems and network configurations, and provide advice on the purchase of system and application software, computer workstations, printers, network hardware and network software.

When new equipment arrives, you install, configure and test it. You educate users about how to use their systems, and respond to complaints about computer-related problems. When systems or components fail, you diagnose the problem and correct it as quickly as possible to keep the user's "down time" to a minimum. You also keep maintenance and repair work records, analyze equipment performance records, and keep an inventory of parts for emergency repairs.

Work conditions and training

You may be employed in the Information Technology section of a large organization, or work as a contractor for a computer sales company or a consulting firm that provides technical support services for large organizations. When users are located in several different locations, a considerable amount of travelling may be involved. You may also be required to move heavy computer components.

Employers generally prefer to hire computer systems technicians/technologists who have a related college or technical institute certificate or diploma, or even a university degree in

computer science. However, employers may also hire people who have demonstrated a working knowledge of computer and network systems through practical experience in the computer industry. Before you enroll in an education program, it's a good idea to discuss your training options with people who currently work in the computer service field.

Since new technology is constantly being introduced, you must keep your skills and knowledge up-to-date by reading, discussing new developments with others, and attending presentations, seminars and training programs.

Who's the right person?

You are interested in science and technology, and enjoy finding out how things work. You also enjoy analyzing information and solving problems. You pay attention to details, work effectively under pressure (alone and with other people), and tackle problems logically and patiently.

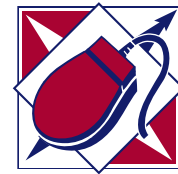
Since you will sometimes be working with users who are frustrated and unhappy because their systems are not working properly, you need patience and excellent communication and interpersonal skills.

What does it take?

- completion of secondary school plus computer-related training or experience, or a college or technical institute certificate or diploma in computer technology
- you must be physically able to move computer and network components
- a driver's licence may be required

Next steps?

- supervisory positions
- network administrator
- owner of a computer sales or service company



“Everyone uses computers now, but I still believe that it is important to know how to draw by hand.”
Debbie T.

Relevant high school subjects

- Mathematics, Science, Computer Technology, Design or Computer Graphics

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Technology Human Resources Board
www.cthrb.ca

What are some related occupations?

- industrial designer
- civil engineering technologist
- architectural technologist

Average salary	\$39,042
low average	\$21,458
high average	\$58,500



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Draftspersons prepare accurate and detailed drawings for construction, engineering, manufacturing and other purposes. Architectural and engineering firms, manufacturers, surveying and mapping companies, and municipal, provincial/territorial and federal government offices employ them.

As a draftsperson, you create technical drawings that describe the size, shape, mechanics or function of objects and structures. These are used by design, production and construction teams. Traditionally, drafters sat at drawing boards and used compasses, dividers, protractors, triangles, and other drafting devices to prepare a drawing manually. Most drafters now use computer-aided drafting (CAD) systems to prepare drawings. Although this equipment has become easier to operate, CAD is only a tool. Persons who produce technical drawings using CAD still function as drafters, and need most of the knowledge of traditional drafters.

CAD technology is rapidly advancing and the cost of the systems continues to decrease. All draftspersons will use CAD systems regularly in the future. However, manual drafting may still be used in certain applications, especially in specialty firms that produce many one-of-a-kind drawings with little repetition.

Work conditions and training

You generally work in office settings. Most drafters work at computer terminals. Drafters may be susceptible to eyestrain, back discomfort, and hand and wrist problems. Draftspersons may be paid salaries or hourly wages. Many are members of unions, depending on the company.

Some employers require draftspersons to obtain certification in engineering design and drafting technology, or in a related field. This certificate of qualification is available in all provinces and territories. Further certification with provincial/territorial associations of

engineering technicians and technologists, or with architectural technicians and technologists, may also be available, depending on the province/territory.

The use of computerized design technology, mapping and satellite positioning systems has transformed this occupation. You will need to develop the appropriate skills, and take occasional retraining and professional development to keep up with new technologies.

Who's the right person?

You will enjoy this work if you are interested in machines, building materials, engineering, architecture, the physical sciences and computers. You will do extremely well if you also have a certain artistic flair and the ability to picture and change shapes and objects in your head.

A good draftsperson is analytical, well-organized, neat, interested in accurate measurements, good at details and capable of intense concentration. You also need to have patience since a drawing may take days to complete. You must be able to work with other members of a team and be able to speak and write well.

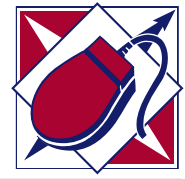
What does it take?

- a high school diploma is usually required
- high school experience in mechanical drafting is highly recommended
- a two-year diploma in drafting, a four-year apprenticeship program in drafting, or four to five years of related experience plus completion of community college or industry courses in drafting are recommended routes

Next steps?

- senior drafting and supervisory positions
- computer graphics industry and client support services
- freelance opportunities

Electrical Engineering Technician/ Technologist



"The most challenging part is helping customers solve problems with their electrical equipment.

They are frustrated and need some specific answers." Barry C.

Relevant high school subjects

- Mathematics, Sciences, Industrial Arts

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- Electrical/Electronic Sectoral Skills Council
Tel. (613) 567-3036
- The International Brotherhood of Electrical Workers
www.ibew.org

What are some related occupations?

- electrical designer
- power systems operator
- electronics avionics communications technologist
- industrial instrument technologist
- electronic engineering technologist

Average salary \$43,827
low average \$22,984
high average \$64,059



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Electrical engineering technologists and technicians provide technical support and service during the design, installation, operation, production and repair of electrical equipment and systems. You are employed by electrical utilities, communications companies, manufacturers of electrical equipment, consulting firms, a wide range of manufacturing, processing, mining and transportation industries, also the federal, provincial and territorial governments.

Your work would involve applying your knowledge and understanding of electrical theory to industry. You work as part of a team with other technologists and engineers to design, assemble, test and modify electrical circuits, equipment, machinery, and systems for residential, commercial, institutional and industrial installations.

You prepare project cost estimates from electrical drawings. You may install, monitor, troubleshoot and maintain electrical control and solid state equipment. This will include diagnosing problems in electrical or mechanical systems and finding the solution.

Work conditions and training

As an electrical engineering technologist you may work in an office, technical laboratory or workshop and also do on-site work. You generally work regular business hours in design or sales offices. Some overtime may be required to meet deadlines.

You might work at industrial plants, power utilities, laboratories and construction sites, as do the technicians. Trained in safety procedures, you must apply them to avoid injury from electrical shocks.

You may be paid a salary or hourly wages and you have a fair amount of job mobility. Most newly hired technicians receive some on-the-job training that varies in length from company to company.

To train as an electrical engineering technician you will complete a one-year

certificate program after you become a Journeyman Electrician. Some technical institutes or colleges may offer accelerated programs for Electrical Engineering Technologists that are 18 months in length. Some allow admittance to the second year of the Technology Program if you have a Technician Certificate.

Who's the right person?

Electrical engineering technologists enjoy working with tools, computers, instruments and machinery. You use these to analyze problems and find innovative solutions to technological problems. You have a strong aptitude for mathematics and science, especially physics. You have the capacity for accurate, careful work.

You enjoy keeping up with the constantly changing technology. You work well with others as part of a team, and have good communication skills, both verbal and written.

The job, however, can also be stressful. You might be called in to find a solution to an urgent electrical problem that is holding up production or service to clients.

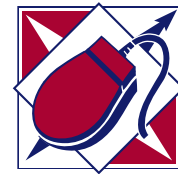
What does it take?

- a high school diploma
- engineering companies may prefer people who have completed a two-year technical institute or college program in electrical engineering technology
- certification with a provincial/territorial association is voluntary, although companies may require it for some positions
- a two-year period of employment may be required before certification. There is usually no formal apprenticeship training

Next steps?

- supervision and management positions
- business owner

Electronic Engineering Technician/ Technologist



“Some of the prototyping work I do is very interesting.

Developing the first sample can be a real challenge.” Ron T.

Relevant high school subjects

- Mathematics, Electronics, Sciences, English

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Technology Human Resources Board
www.cthrb.ca
- Electric/Electronic Sectoral Skills Council
Tel. (613) 567-3036

What are some related occupations?

- production support technician, electronics
- avionics engineering technologist
- communications technologist
- industrial instrument technician
- electrical engineering technician/technologist

Average salary \$43,827
low average \$22,984
high average \$64,059



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Electronics engineering technicians and technologists apply the principles of electronics to the development, manufacture and servicing of electronic equipment and systems. They may perform many different duties. There are also several specialized position titles for this occupation.

As an electronics engineering technician/technologist you might assist in the production and quality control of a variety of electronic equipment. You may perform the technical functions involved in assembling, installing, repairing, and maintaining electronic circuitry, components and systems. You might inspect newly installed equipment to adjust or correct any operating problems. You may be required to prepare sketches, graphs and drawings that describe electronics systems and their characteristics.

Electronics engineering technicians/technologists might write software programs and will use computers to plan, schedule and manage work functions.

You are employed by electrical utilities, communications companies, manufacturers of electrical equipment, consulting firms, manufacturing, processing and transportation industries, and governments.

Work conditions and training

You usually work in offices, technical laboratories, shops or production departments, but may occasionally work outdoors as well. Some travelling may be required when installing or servicing equipment.

You work a traditional 40-hour work week. You may be paid a salary or hourly wages and you have a fair amount of job mobility. Most technicians receive some on-the-job training that varies in length. You work as a member of a team working on a particular project.

Who's the right person?

You enjoy working with tools, equipment, instruments and machinery at tasks requiring precision in finding workable solutions.

You will need an interest in mathematics and sciences, as well as good technical problem-solving skills. You must have good verbal and written communication skills. Fine motor skills and good eye-hand co-ordination are also important. The ability to work under the pressure of deadlines, and a willingness to update your education is essential.

There is an increasing demand for technologists to work in technical sales and customer relations, and to supervise technical personnel, so good interpersonal skills are important.

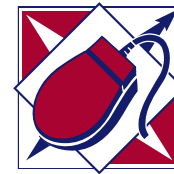
What does it take?

- a high school diploma
- companies prefer people who have completed a two-year community college or technical institute program in electronics engineering technician or technology
- some technical institutes or colleges offer accelerated programs that are 18 months in length
- certification with a provincial/territorial association is voluntary, although companies may require it for some positions
- a two-year period of employment may be required before certification
- some specialized areas such as alarms or medical equipment may be subject to further government regulation

Next steps?

- specialized electronics engineering positions
- technical supervisory and management positions
- marketing or sales
- business owner

Food Processing Technician



“There is a lot of variety in my job. It’s very dynamic—a lot of surprises, a lot of fun!”
Maude F.

Relevant high school subjects

- Chemistry, Biology, Mathematics

Want more information? Try...

- Canadian Institute of Food Science
www.cifst.ca
- National Seafood Sector Council
www.nssc.ca
- Biotechnology Human Resource Council
www.bhrc.ca

What are some related occupations?

- applied chemical technician
- dietician
- medical laboratory technician/technologist
- occupational health and safety officer

Food processing technicians assist in developing, processing and packaging food products, and establishing and maintaining quality control standards. You may work on your own, or provide technical support for food scientists and related professionals.

In this emerging occupation, duties and job titles can vary considerably from one position to another. You may work with specific types of foods such as dairy or meat products, or in particular areas of food production such as research and development, quality control or production supervision.

In research and development, you help to develop new processing methods and improve current products or create new ones. In production supervision and quality control, you make sure that hygienic conditions and procedures are followed during food processing and packaging. This includes storing raw ingredients under proper conditions, and making sure that the raw ingredients and the processed food products meet government and company quality standards. This may involve testing and monitoring microbial content, nutritional value, flavour and appearance, and supervising the operation, cleaning and maintenance of food processing machinery.

Work conditions and training

You will probably be employed by a food or beverage processing or manufacturing company, or by a consulting firm. Most of the time, you will be working in a laboratory or on the production floor. If the food processing plant operates 24 hours a day, you may work shifts.

Many food processing technicians get the necessary knowledge and skills through a combination of related courses and on-the-job training. In general, employers like to hire graduates of college certificate or diploma programs that have strong chemistry and microbiology components. Many colleges and technical institutes across

Canada offer programs in chemical and food technologies.

Who's the right person?

You enjoy working with food and learning about science, particularly chemistry and microbiology, and are inquisitive. You have good problem solving abilities, good powers of observation, and enjoy taking an organized approach to tasks that require paying close attention to details. You also enjoy working with other people in a team environment.

What does it take?

- completion of secondary school
- a college or technical institute certificate or diploma related to food science or biological technology is preferred

Next steps?

- supervisory positions
- government regulatory/information officer
- private consultant

Short TIPS

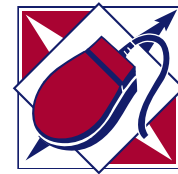
Choosing one learning option does not eliminate others! Many adults go back to school after they have worked for a while. Many claim that having “real world” experience or previous technical training really enhances their learning, too.

Average salary \$41,435
low average \$22,991
high average \$61,253



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Industrial Engineering Technician/ Technologist



"I can apply my education to a lot of different situations. I'm not restricted to any one industry." Jason M.

Relevant high school subjects

- Mathematics, Physics, Business, Computers

Want more information? Try...

- Canadian Association for Production and Inventory Control
Tel. Toll Free 1-800-567-8207
- Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Society for Industrial Engineering
Tel. (514) 672-8599

What are some related occupations?

- human resource coordinator
- occupational health and safety coordinator
- food processing technician
- manufacturing technician/technologist
- purchasing officer

Industrial engineering technicians and technologists are involved in developing effective, organized work systems that are people-oriented and cost-effective. You may work independently or provide technical support as part of a team solving business problems. These problems may deal with the location and layout of plant facilities, materials handling, work-station design, wage and salary payment plans, quality control, personnel selection and placement, occupational safety and health, or cost analysis.

Your job title and responsibilities may vary a great deal in this occupation. For example, you may be called an operations management technician/technologist, a production control technician/technologist, a work study analyst, a quality assurance technician/technologist or a loss prevention technician/technologist. You may be involved in developing particular types of production processes, or specific types of human resource programs. For example, as a technician, you may develop procedures, perform work study analyses, oversee production, and inspect processes in a manufacturing or processing plant. You may gather information and assist in analyzing data to develop work schedules, quality assurance programs, or health and safety programs.

As a technologist, you may develop and conduct production, inventory and quality assurance programs; design plant lay-outs and production facilities; or, develop and implement work study programs or health, safety and fire prevention programs.

Work conditions and training

Industrial engineering technicians and technologists are employed by manufacturing firms, insurance companies, government departments, financial institutions, transportation companies, hospitals and consulting firms. You may work in a wide variety of

environments, including offices, manufacturing and processing plants, and health care facilities. You will probably work traditional weekday hours.

To get started in this occupation, you need a college or technical institute certificate or diploma in industrial engineering, operations management, or a related technology. These programs combine engineering and management training. To keep up with new developments in industrial engineering, you must continue to read, discuss new developments with others, and attend presentations, seminars and training programs.

Who's the right person?

You are interested in mathematics, science and human/organizational behaviour, and enjoy analyzing information and solving problems. You are patient, precise, thorough and accurate.

Since you work closely with many others in an organization, you need good communication skills and should enjoy meeting and working with all sorts of people. You must be able to work independently and as part of a team.

What does it take?

- a college or technical institute certificate or diploma in industrial engineering technology or a related technology
- high school diploma

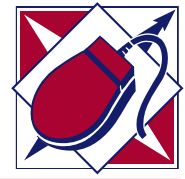
Next steps?

- supervisory and project management positions (e.g. quality control manager, production manager)

Average salary	\$44,063
low average	\$25,017
high average	\$63,682

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Industrial Instrumentation Technician/ Technologist



“The technology is so advanced—it’s really interesting to be working in this field.” Chad D.

Relevant high school subjects

- Mathematics, Computers, Physics, Chemistry, English

Want more information? Try...

- Canadian Technology Human Resources Board
www.cthrb.ca
- International Society for Measurement and Control
www.isa.org
- Measurement, Control and Automation Association
www.measure.org

What are some related occupations?

- electrician
- steamfitter-pipefitter
- electrical/electronics engineering technician/technologist
- aircraft maintenance engineer
- textile machinery mechanic

Industrial instrumentation technicians/technologists and instrument mechanics maintain, adjust, install, calibrate and repair industrial measuring and control instruments. These instruments measure and control things such as the flow rate, pressure and temperature of liquids or gases in industrial processing plants.

This field is changing rapidly as control devices become more complicated. You may work with major control systems for industrial automation systems such as distributed control systems or programmable logic control systems.

In general, instrumentation technicians and instrument mechanics inspect and test control devices, diagnose problems, and calibrate and maintain equipment. This may require consulting manufacturers’ specifications and/or discussing equipment performance with process operators. You do preventive maintenance, remove and replace defective parts, install new components, and complete test and maintenance reports.

Instrumentation technologists design control systems and develop specifications for system components.

Work conditions and training

You will probably be employed by a large industrial or commercial processing organization, or by an instrument servicing company. You might work in a wide variety of industrial settings, including pulp and paper processing plants, nuclear and hydro power generating plants, or petrochemical and natural gas processing facilities. Your hours of work will depend on the type of plant.

Industrial instrumentation technicians/technologists are graduates of college or technical institute programs in instrumentation technology, which may range in length from one to three years. Instrument mechanics have completed an apprenticeship program.

Apprenticeship training programs for instrument mechanics vary from province/territory to province/territory, but generally require four or five years of learning on the job and taking short-term courses.

You enjoy keeping up with new technological developments by reading, attending upgrading seminars, and talking with other technicians, technologists and instrument mechanics. Increasingly, you will be computer and network literate, have a basic knowledge of chemistry and materials science, and be aware of environmental issues.

Who's the right person?

You are interested in science and technology, and enjoy finding out how things work. You also enjoy analyzing information and solving problems. You pay attention to details, work effectively under pressure (alone and with other people), and resolve problems logically and patiently.

What does it take?

- completion of a college or technical institute diploma program in instrumentation technology, or an instrument mechanic apprenticeship program
- related experience is a definite asset when looking for an entry-level position
- you must be physically able to handle equipment and visit a variety of work sites
- a driver’s licence may be required

Next steps?

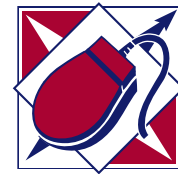
- supervisory positions
- sales representative

Average salary \$50,701
low average \$27,944
high average \$70,046



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Network Security Specialist



“—you pit your logic and problem-solving abilities against the world. You get a great sense of accomplishment after solving a security problem.” Phil H.

Relevant high school subjects

- Mathematics, Computers, English

Want more information? Try...

- Computer Security Institute
www.gocsi.com
- Information Systems Security Association
www.issa-intl.org
- International Information Systems Security Certification Consortium
www.isc2.org

What are some related occupations?

- computer systems technician
- computer programmer
- web designer
- systems analyst

Network security specialists plan, implement, upgrade, monitor and promote information security measures for computer networks. These security measures may be designed to deny public access to network information, or allow various levels of access to appropriate network users.

In this rapidly changing field, job titles and responsibilities vary from one position to another. For example, your job title might be information security officer, information systems security specialist, information technology security analyst, or security/firewall consultant. You may work with a team of information technology experts, or have sole responsibility for maintaining an organization's network security. Your duties may include monitoring, evaluating and maintaining log-on accounts and passwords for network users, as well as identifying and responding to possible threats and security violations. You may be responsible for helping to develop your organization's information security policies. You may also be involved in employee security awareness and training programs.

Work conditions and training

You may be employed by a large organization, a consulting firm that specializes in information security, or on a contract basis. You work in an office environment, and may spend long hours in front of a computer monitor or in meetings with managers and clients.

Employers generally like to hire network security specialists who have related education or training, plus several years of related experience. For some positions, employers may prefer to hire university graduates. For other positions, knowledge and experience in specific areas such as firewalls or risk assessment, or experience working with specific types of computers or computer languages is as important as academic qualifications. Since new technology and security

strategies are constantly being introduced, you must keep your skills and knowledge up to date by reading, discussing new developments with others, and attending presentations, seminars and training programs.

Colleges, technical institutes and private vocational schools across the country offer computer-related certificate and diploma programs. Network sales organizations also offer technical certification courses. Before you sign up for a course or program, it's a good idea to discuss your training options with people who work in the network security field.

Who's the right person?

You enjoy learning about new developments in the computer field, and solving problems through the patient and persistent use of logic. You work well in a team environment and alone.

Since you frequently consult with network users in all parts and levels of your organization, you need excellent communication and interpersonal skills.

What does it take?

- completion of secondary school plus a combination of related training and experience
- you may have to meet eligibility requirements for access to classified information

Next steps?

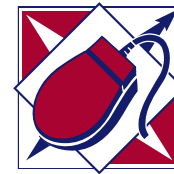
- supervisory and management positions

Average salary \$49,654
low average \$29,652
high average \$70,069



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Scientific Equipment Sales Representative



“What I like most about being a sales rep is the independence. I determine my financial success by meeting or exceeding sales targets.”
Cam S.

Relevant high school subjects

- Mathematics, Science, English, Business

Want more information? Try...

- Alliance of Manufacturers and Exporters Canada
www.palantir.ca/the-alliance
- Health Industry Manufacturers Association
www.himanet.com
- Canadian Association of Equipment Distributors
www.caed.org

What are some related occupations?

- insurance agent
- real estate sales representative
- retail sales person
- marketing sales manager
- wholesale trade sales representative

Average salary \$48,999
low average \$20,087
high average \$80,254



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Scientific equipment sales representatives sell scientific equipment such as biotechnology and environment supplies and instruments to a wide variety of companies and government agencies. Working for a manufacturer or wholesaler, you promote sales to existing customers, and try to attract new customers.

It is your job to find out about the customer's equipment needs, and do all you can to satisfy those needs. This may involve visiting customers in person and talking to them on the telephone or via e-mail. Once you know what the customer needs, you can show how your company's products meet those needs. You prepare sales presentations and proposals, negotiate sales contracts, make sure products are delivered on time, and follow up sales by providing ongoing technical support and ensuring that the customer is happy with the product.

Other responsibilities include preparing sales reports and providing feedback for your company's product design team. You may help tailor a product to suit individual client needs, or give demonstrations on how to use the equipment you sell.

Work conditions and training

Most scientific equipment manufacturers and wholesalers are located in or near major cities. You may be required to do a considerable amount of travelling to meet with customers and to attend conferences. As long as you meet your sales targets, you may work very independently.

Promoting sales requires knowing the strengths and weaknesses of competitors' products as well as being familiar with your company's products. You must be able to communicate and build rapport with customers, and speak with some authority about the equipment you sell. Therefore, depending on the type of equipment, employers may require job

applicants to have background knowledge in engineering, science or a health-related discipline.

Most companies provide marketing training programs for new sales representatives. You will probably work closely with experienced sales representatives for several months before you are allowed to work on your own.

Who's the right person?

You really enjoy meeting people, learning about their work and negotiating deals. You are confident, competitive, enthusiastic, persistent and able to gain people's trust. You are willing to work long hours, but you also have the self-discipline and organizational skills required to manage your time effectively.

Since most sales representatives work at least partially on commission, you must be able to deal with the uncertainty and stress of having a highly variable income.

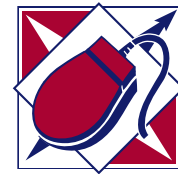
What does it take?

- completion of secondary school is required
- a college or technical institute diploma or university degree related to the type of scientific equipment you sell is usually required
- sales-related experience is an asset

Next steps?

- more lucrative sales territories
- supervisory positions

Survey Technician/ Technologist



*"I enjoy the outdoors,
the job variety and the
fact that you work
mostly on your own."*

Paul S.

Relevant High School Subjects

- Mathematics, English, Physics, Computers

Want more information? Try...

- Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Technology Human Resources Board
www.cthrb.ca

What are some related occupations?

- hydrographic surveyor
- instrument man/woman, surveying
- architectural technologist
- mapping technician

Survey technologists and technicians conduct surveys to find out the exact locations and relative positions of natural features and human-made structures on the earth's surface, underground and underwater. Your duties may include one or more of the following activities:

- assisting in developing methods and procedures for conducting field surveys;
- systematically recording all measurements and information obtained;
- analyzing or assisting in analyzing and computing measurements obtained;
- preparing or assisting in preparing detailed drawings, charts, plans and survey notes.

Survey technologists may supervise and coordinate field survey activities while technicians are more likely to carry out the activities. In the field, you use different instruments, including sophisticated electronic devices, to take measurements. In the office, you use computers and CAD (computer-aided design) systems to analyze data and prepare detailed drawings.

The results of your surveying work may help define property boundaries for real estate sales and land ownership issues. You may survey land for highway construction, power dams and mines or chart coastal or inland waters, using aerial photographs to create three-dimensional images. You could be involved in geological mapping of natural features, or in determining exact latitudes, longitudes and elevations of the earth's surface — even the earth's gravity field!

Work conditions and training

Survey technologists and technicians are employed by federal, provincial/territorial or municipal governments and in private sector surveying establishments. Many survey technicians and technologists work in teams in rough terrain and in all kinds of weather. You may travel by

plane or helicopter to remote sites, build your own camps, and unpack heavy equipment. Survey technologists and technicians are paid hourly wages.

Who's the right person?

You enjoy both applied mathematics and the outdoors. You are comfortable using computers and instrumentation. You are methodical and pay attention to detail. You can think visually about geometric forms and can appreciate details in drawings and objects. You have good communication skills and can work well in a team setting. You are physically fit and have good endurance.

What does it take?

- a high school diploma is usually required
- a one- or two-year community or technical college program in survey technology is usually required for technicians
- a two- or three-year community or technical college program in survey technology is usually required for technologists
- certification in Survey Technology or a related field through provincially/territorially chartered associations of Engineering/Applied Science Technologists and Technicians may be required for some positions
- a period of supervised work experience, usually two years, is required before certification

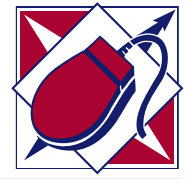
Next steps?

- supervisory positions
- surveying engineer
- movement into a variety of survey technology specializations

Average salary	\$38,730
low average	\$22,103
high average	\$56,865

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Telecommunications Equipment Technician



"With so many changes in this industry, you really have to stay up on what's new. But I'm up for the challenge!"

Doug F.

Relevant high school subjects

- Computers, Mathematics, Physics, Applied Technology, English

Want more information? Try...

- The Canadian Council of Technicians and Technologists
www.cctt.ca
- Canadian Technology Human Resources Board
www.cthrb.ca

What are some related occupations?

- electrician, communication equipment
- cellular telephone technician
- central office equipment installer
- telephone installer

Telecommunications equipment technicians install and maintain the communications systems that link our homes and workplaces. They play an increasingly important role in a world where technology is growing.

This work involves dealing with fax machines, mobile radios, cellular telephones, computer-to-computer linkages, and other communications equipment. You may be installing and maintaining these devices on location in offices and homes. You may be working at a maintenance depot or operations centre of a telecommunications company.

You begin an installation by consulting plans, manuals and technical specifications. Then, you inspect the building and work out an installation plan. Using power and hand tools, you put wiring and connectors into place. Then you install and test the equipment using different measuring devices.

You respond to service calls when equipment breaks down. You may be the only representative of the communications company that some clients ever see, so public relations is a big part of the job.

Work conditions and training

Telecommunications equipment technicians work both indoors and outdoors, and have a lot of contact with customers in business or in private homes. You may work in telephone exchanges, computer and equipment rooms, installation or service depots, or you may be required to work in trenches and underground tunnels or on towers and telegraph poles. The work can be physically demanding. Shift work may be required.

You will probably be working for one of the large telecommunications companies and be paid an annual salary. If you work as part of a construction crew, you may be paid on an hourly basis.

Who's the right person?

You will find this work to be mentally challenging. Often, technical problems will be tough to pinpoint. To be a good troubleshooter you need a combination of technical and analytical skills. When vital equipment is "down," you have to make your repairs quickly. Good manual dexterity is essential.

Computer software is very important in modern telecommunications. You will constantly have to learn the use of new equipment and tools.

You must enjoy working with the public and have a strong commitment to customer service. People will depend on you to keep their equipment up and running.

Apart from being dependable and energetic, you need both technical ability and interpersonal skills. You also have to work under a variety of conditions, usually without supervision. At the same time, you need the team skills required to share knowledge with other technical experts.

What does it take?

- a high school diploma is generally required
- a two- to three-year electrical/electronics program at a community college is preferred
- for telephone and switch network installers and repairers, the completion of a three- to four-year apprenticeship program is recommended

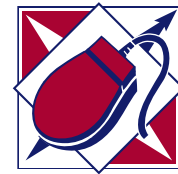
Next steps?

- mobility to many telecommunications opportunities
- supervisory and management positions

Average salary \$46,363
low average \$29,043
high average \$59,908



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Web design allows me to use both creative and technical skills. Every project is new and unique.” Andrew B.

Relevant high school subjects

- Computers, Business, English, Art

Want more information? Try...

- Association of Internet Professionals
www.association.org
- HTML Writers Guild
www.hwg.org
- Software Human Resource Council
www.shrc.ca

What are some related occupations?

- computer animator
- graphic designer
- computer programmer

Web designers create web pages for the World Wide Web and for internal networks called Intranets. You may coordinate the work of content authors, graphic artists and programmers, or do some or all of the content development work yourself.

Sometimes, you start with a list of goals and objectives for a web site. Other times, you have to start from scratch by interviewing clients to find out what they want. For example, the purpose of a web site may be to sell products or to inform people. Once you know the purposes of the web site, you create or gather the web page materials including text, audio and visual components, convert them to Internet-compatible formats, and put them together using an Internet language such as HTML or XML. You may do the programming by yourself, or use special conversion programs.

Testing the web site to make sure that it works and achieves its goals may be as much work as creating it. After you have tested and launched the site “live” on the Internet, you can use special software to analyze who is using the site and how they are using it. You may upgrade or replace content and change site structure on an ongoing basis to keep visitors coming back to the site.

Work conditions and training

You may work on a contract basis for many different organizations, or work for a single employer. You will probably work in an office environment, but may have to visit clients. Overtime may be required to complete projects on time.

Web designers need a wide range of knowledge and skills related to computer programming, graphic art and design, writing and business administration. You may start out with a college or technical institute diploma or university degree in any of these areas and acquire the rest of the skills you need through additional courses or experience. It’s a good idea to

discuss your training options with someone working as a web designer before you enroll in a program.

To find employment as a web designer, you need to build a “web portfolio” that demonstrates your skills. To keep your skills up to date, you frequently attend professional development seminars and presentations.

Who's the right person?

You have wide-ranging interests and talents, and enjoy working with people. Creating a web site often involves a great deal of consulting and negotiating with clients so you need excellent communication and interpersonal skills. You must also be able to work alone and concentrate on detailed work for long periods of time. When programs don’t run as they should, you need to be patient, persistent and resourceful in tracking down the source of the problem.


What does it take?

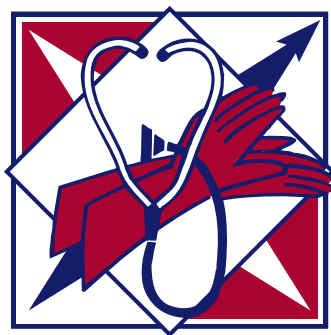
- a web portfolio that demonstrates your skills
- completion of secondary school plus related college, technical institute or university education (or equivalent experience)
- good communication skills are essential
- wide and varied experience is a definite asset

Next steps?

- project management and supervisory positions

Average salary	\$44,089
low average	\$24,965
high average	\$64,356

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Health

Experts say you'll find some hot job prospects in the Field of Health!

If you like science and helping people, and have an interest in health issues, look into the Field of Health for some occupations to explore. From the traditional (nurse, dental hygienist, pharmacy technician) to the non-traditional (massage therapist, midwife, reflexologist), occupations in health offer a choice of settings from office buildings, to private homes, to hospitals, to shopping malls. The work can involve dealing directly with people in need of physical or mental care (Home Health Aide, Rehabilitation Assistant, Psychiatric Aide) to working with hi-tech scientific, laboratory and computer equipment (Medical Lab Technologist, Radiological Technologist, Optical Laboratory Technician).

If you would like to help others in difficult situations, respond effectively in emergency situations, investigate new health solutions or educate others for healthy living, the Health Field may be for you.

TIP: Be careful of information on what is hot and what is not - you need to use your common sense.

Any prediction or information on jobs needs to be checked out carefully. You may hear news reports about a brand new occupation that is growing like wildfire. If you check out the numbers you may find there are only 200 jobs available in the whole of Canada. The opportunities are growing - from zero to 200. Meanwhile another not so new occupation has thousands of job openings but the number of openings are neither increasing nor decreasing, so it is not in the news. Where are your chances better?

What can you do when you hear information about jobs that are hot and jobs that are not? Use your common sense and check it out - because:

- The work opportunities may be different in different provinces/territories
- The work opportunities may be different in rural or urban settings, coastal or mountain regions
- There may be more opportunities based on job equity programs
- Specialty skills might make a difference - like the ability to speak more than one language

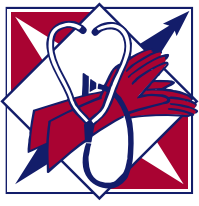
Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Dental Assistant	3411	111
Dental Hygienist	3222	112
Dental Technician/ Technologist	3220	113
Funeral Assistant	6272	114
Health Record Technician	1413	115
Home Support Worker/ Home Health Aide	3414	116
Massage Therapist	3235	117
Medical Lab Technologist	3211	118
Medical Transcriptionist	1244	119
Midwife	3232	120
Nuclear Medicine Technologist	3215	121
Nursing Assistant/Licensed Practical Nurse	3413	122
Optical Laboratory Technician	3414	123
Optician	3231	124
Orthopaedic Technologist	3414	125
Paramedic/Ambulance Attendant	3234	126
Pharmacy Technician	3414	127
Psychiatric Aide	3413	128
Public Health Inspector	2264	129
Radiological Technologist (X-ray Technologist)	3215	130
Reflexologist	3232	131
Rehabilitation Assistant	663	132
Respiratory Therapist	3214	133





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Health

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Be logical, scientific | <input type="checkbox"/> Be ethical | <input type="checkbox"/> Plan and organize job tasks | <input type="checkbox"/> Solve problems |
| <input type="checkbox"/> Make decisions | <input type="checkbox"/> Find information | <input type="checkbox"/> Use memory | |

2. Oral Communication:

- | | | |
|--|---|--|
| <input type="checkbox"/> Listen to and reassure patients | <input type="checkbox"/> Discuss conditions and treatments | <input type="checkbox"/> Interact with co-workers |
| <input type="checkbox"/> Receive instructions from supervisors | <input type="checkbox"/> Talk with patients' family and friends | <input type="checkbox"/> Use specialized terminology |
| <input type="checkbox"/> Inform staff | <input type="checkbox"/> Explain procedures | <input type="checkbox"/> Discuss schedules |

3. Technical and Computer Use:

- | | | |
|--|---|---|
| <input type="checkbox"/> Perform data entry | <input type="checkbox"/> Use word processing programs | <input type="checkbox"/> Use a database and spreadsheet |
| <input type="checkbox"/> Use specialized medical software | <input type="checkbox"/> Retrieve information | <input type="checkbox"/> Use computer networks |
| <input type="checkbox"/> Use computerized monitoring and other equipment | <input type="checkbox"/> Use bookkeeping, accounting and billing software | |

4. Numeracy:

- | | |
|---|--|
| <input type="checkbox"/> Measure and calculate | <input type="checkbox"/> Analyze data (compare, contrast, predict; averages, summaries, rates) |
| <input type="checkbox"/> Make numerical estimations | <input type="checkbox"/> Prepare schedules |

5. Working with Others:

- | | |
|---|---|
| <input type="checkbox"/> Assign routine tasks to other workers | <input type="checkbox"/> Participate in formal discussions and meetings |
| <input type="checkbox"/> Understand and exhibit confidentiality | <input type="checkbox"/> Make suggestions for change or improvements |
| <input type="checkbox"/> Identify training that is required or useful | <input type="checkbox"/> Monitor work performance of others |
| <input type="checkbox"/> Be respectful of others | <input type="checkbox"/> Deal with difficult or delicate situations |

6. Writing:

- | | | | |
|---|----------------------------------|--|------------------------------------|
| Write: <input type="checkbox"/> Accurate medical reports | <input type="checkbox"/> Logs | <input type="checkbox"/> Charts | <input type="checkbox"/> Sketches |
| <input type="checkbox"/> Forms | <input type="checkbox"/> Letters | <input type="checkbox"/> Prescriptions | <input type="checkbox"/> Referrals |

7. Reading:

- | | | | | |
|--|------------------------------------|------------------------------------|--|--|
| Read: <input type="checkbox"/> Charts | <input type="checkbox"/> Labels | <input type="checkbox"/> Notices | <input type="checkbox"/> Logs | <input type="checkbox"/> Safety regulations and procedures |
| <input type="checkbox"/> Symbols | <input type="checkbox"/> X-rays | <input type="checkbox"/> Brochures | <input type="checkbox"/> Journals | <input type="checkbox"/> Equipment manuals |
| <input type="checkbox"/> Reports | <input type="checkbox"/> Schedules | <input type="checkbox"/> Profiles | <input type="checkbox"/> Reference books | |

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Dental Assistant



“Dentistry is always changing and growing, so I find you are always learning.” Terri G.

Relevant high school subjects

- Chemistry, Biology, Health, Office Practices

Want more information? Try...

- Canadian Dental Assistants' Association
www.cdaa.ca

What are some related occupations?

- dental hygienist
- dental therapist
- dental technician
- pharmacy assistant

Dental assistants work with dentists in the care and treatment of patients during dental procedures. You prepare patients for dental examinations and provide chair-side assistance to the dentist. You take impressions, sterilize and maintain equipment, prepare filling materials, perform laboratory procedures and record patient information. Some dental assistants perform intra-oral duties such as polishing and cleaning teeth, applying fluoride, and exposing X-rays.

In some cases you may also be responsible for these functions: filling out insurance forms, scheduling appointments, preparing invoices and ordering dental and office supplies. Increasingly, you utilize computers for recording and accessing patient information.

Work conditions and training

General dental practices, specialists' offices, health clinics, hospitals, dental schools, educational institutions, and dental supply companies are your prospective employers. You work in well-lit, clean environments, usually near the dental chair, arranging instruments, materials and medication and handing them to the dentist. Gloves and masks are worn to protect you from infectious diseases such as hepatitis. Handling radiographic equipment poses some danger that is minimized with safety procedures.

Most of your work is done during regular hours, although some evening and weekend hours may be required to meet the needs of your patients.

Training for dental assisting is available through on-the-job training or through completion of a recognized dental assisting program (3 months to 1 year in duration).

Program graduates are eligible for provincial/territorial registration, national certification and licensing in some provinces and territories. Certification is

not mandatory, but is required to perform intra-oral duties. In order to use the title RDA (registered dental assistant), program graduates who are members in the local and provincial/territorial associations may apply to the provincial/territorial dental board for certification.

Who's the right person?

You are reliable, efficient and enjoy working with others. You exemplify good medical and dental health. You respond well to emergencies. Your skills range from in-patient care and interpersonal communication skills, to office management, task planning, and organizational skills. You work as an integral part of the dental health team to meet the needs of your patients and promote good dental health.

What does it take?

- secondary school and on-the-job training or completion of a three-month to one-year dental assisting program
- certification is required to perform intra-oral procedures
- inoculation for protection against Hepatitis B infection

Next steps?

- office manager
- dental hygienist - with more schooling

Average salary	\$24,841
low average	\$14,999
high average	\$34,929



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Dental Hygienist



“The first thing most people notice is your smile! Dental Hygiene is an excellent career choice!” Joelyn B.

Relevant high school subjects

- Chemistry, Biology, English, Mathematics

Want more information? Try...

- Canadian Dental Hygienists' Association
Tel. 613-224-5515
Fax 613-224-7283
- National Dental Hygiene Certification Board
www.ndhcb.ca

What are some related occupations?

- dental therapist
- dental assistant
- dental technician
- dentist
- denturist

Dental hygienists do dental assessments, plan treatment based on national practice standards and consult with the dentist on dental care. You take dental impressions, instruct patients on good oral hygiene, clean and stimulate patient's gums to prevent gum disease, remove stains/deposits from their teeth to prevent tooth and root decay, apply fluoride and sealant treatments, and take X-rays. You may also perform restorative and orthodontic procedures under the direction of the dentist. In some offices, you may supervise dental assistants performing their functions.

Work conditions and training

As a dental hygienist, you work in dentist's offices, hospitals, clinics, educational institutions, research institutions, government agencies and private industry.

Much of your work is performed sitting down, often in uncomfortable positions, in sanitary well-lit surroundings. You use X-ray machines, delicate hand tools and precision power tools.

Most of your work is done during regular hours, though some evenings and weekends may be required to meet patients' needs. You may visit schools and community groups for inspections and to deliver educational presentations.

Training for dental hygienists is available at universities and community colleges. Licensing is required and you must continue your education after graduation to upgrade practices and keep current.

Who's the right person?

Dental hygienists are efficient, accurate, detailed and precise, and possess good eye-hand co-ordination and manual dexterity. You have well-developed interpersonal skills and are sensitive to the needs of your patients. You value

good oral health, helping and educating others regarding good oral hygiene. You enjoy working independently and as a member of the dental health team.

What does it take?

- one- to three-year college training program, (five first year university credits), or other dental hygiene program approved by the governing board within the province or territory
- licensing is required by the provincial or territorial governing body (plus membership in the dental hygiene association or professional corporation is required for licensing in some provinces and territories)
- good medical health and dental health
- inoculated for protection against Hepatitis B infection

Next steps?

- teaching as a clinical instructor
- administrative role with your provincial/territorial or national association
- researcher or dental hygiene professor - with additional training

Average salary \$41,500
low average \$21,424
high average \$61,241



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Dental Technician/Technologist



“This is definitely a “hands-on” job, which I like. I like working alone and having the responsibility of making sure my work is perfect for the customer.” Diane C.

Relevant high school subjects

- Biology, Chemistry, English, Business, Computers

Want more information? Try...

- a community college that offers a dental technician program
- a dental laboratory
- Association of Registered Dental Technicians
Tel. Toll Free
1-877-273-8668
www.ardt.com

What are some related occupations?

- orthodontic technician
- dental ceramist
- partials and denture technician
- crown and bridge (porcelain and gold) technician

Average salary	\$33,989
low average	\$15,416
high average	\$53,776



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Dental technicians follow a dentist's instructions to make, repair or alter removable dentures, braces, crowns and bridges. As members of dental health teams, you construct dental appliances which are used to repair, replace or reposition teeth.

Your duties depend on where you work. In a larger lab, you might start out in the plaster department. Generally, you specialize in one part of a series of tasks required to complete a large project. In a smaller lab, you have the opportunity to take part in many different tasks. Dental laboratory technicians work in laboratories and dental offices using small hand tools and rotary instruments, electric lathes, high speed motorized equipment, drills, waxes, high heat furnaces and other specialized laboratory equipment.

Work conditions and training

Dental technicians are employed by laboratories, universities, colleges, hospitals, or work as consultants. Dental technicians are usually paid by the hour, but those with seniority tend to be paid an annual salary. Most dental technicians work eight-hour day shifts, but some labs have moved to rotating shifts. You must observe safety precautions when working with potentially hazardous materials.

To become a dental technician/technologist you must complete a two- to three-year college program in dental technology. Dental laboratories occasionally hire people without experience, and some hire people who are not fluent in either official language, provided they show that they can do the job.

Registered dental technicians manage their own labs. In most provinces/territories you will need to study dental technology at a college and pass a provincial/territorial exam.

For college admission, you may be required to carve a block of wax and do some sketching or bend wires into

particular forms. Competition is keen, so academic requirements may be higher than the minimum. With the adoption of new technologies in dentistry and dental hygiene, you will need to continue to upgrade your skills to remain competitive.

Who's the right person?

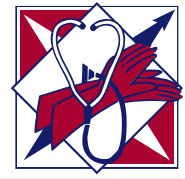
You will enjoy this job if you like working with your hands on detailed and delicate items. You have good coordination, some mechanical ability and are creative and artistic. You pay attention to detail and can work quickly. The ability to visualize in three dimensions is important. You need an ability to concentrate, to follow precise instructions, and to work on your own without constant supervision. Dental laboratory technicians enjoy working with tools. You also have to get along well with others.

What does it take?

- high school diploma is required
- completion of a two- to three-year college program in dental technology or four or more years of on-the-job training with a Registered Dental Technician.
- licensing is available but not mandatory in all provinces/territories

Next steps?

- registered dental technician
- supervisory positions
- operator of a dental laboratory
- denturist



"It's a good occupation for people who really like to help other people out through a difficult time." Shawn D.

Relevant high school subjects

- English, Social Studies

Want more information? Try...

- a local funeral home
- a provincial/territorial funeral association
- The Funeral Service Association of Canada
www.fsac.ca

What are some related occupations?

- embalmer's apprentice
- funeral attendant

Funeral assistants provide help during funeral services and perform many jobs in the funeral home. Your duties focus on making sure that funeral processions run smoothly and on helping the Funeral Director wherever needed. You act as a pallbearer, drive cars in funeral processions, transfer the deceased to the funeral home, arrange flowers, and maintain the funeral home. You may help to greet people at the funeral home, register deaths, obtain burial permits and advise those who ask for assistance in making charitable donations.

During funeral services, you help the Funeral Director, who manages the ceremony. You must have a professional attitude at all times. Funeral homes cater to many different religions, so you should be aware of the rituals and customs that may be part of each service. Regardless of the type of service, your main duty is to make sure that the service is respectful and comforting for the bereaved.

Work conditions and training

Depending upon the size of the business, you may work either as a full- or part-time assistant. Full-time assistants generally have more responsibilities in the funeral home than part-time workers. They are paid a salary. Part-time assistants are expected to be flexible and to work on short notice. They are usually paid by the hour.

You will spend the first few days on the job watching procedures until you become familiar and comfortable with the routine. You will learn how funeral services are conducted, become familiar with various hospital morgues and nursing homes, and develop personal qualities to help deal with the bereaved. All these skills and activities take time and are best learned through experience.

In most provinces and territories, assistants are not allowed to handle the deceased. Presently, some apprenticeship programs are available for those interested in this job; however, action is

under way to create a nationwide licence that would require completion of a two-year college course.

Who's the right person?

You're a mature, level-headed person who learns quickly and is adaptable. You can sympathize with the emotions that family and friends go through in their loss, and you can behave in a sensitive and tactful manner. You have good communication skills and can take charge of a situation. Personal grooming is very important in this profession.

What does it take?

- a high school diploma is required for admission to an apprenticeship program
- a driver's licence
- for part-time work, training tends to be brief and on-the-job

Next steps?

- embalmer
- funeral director

Short TIPS

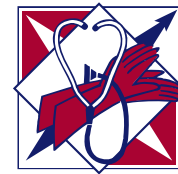
Most new entrants to the work world find work in small to medium-size business enterprises, that is, businesses with 1 to 500 employees.

Average salary \$38,280
low average \$18,864
high average \$56,002



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Health Record Technician



“Great profession if you have an interest in medicine but prefer little patient contact”

Susanne B.

Relevant high school subjects

- Mathematics, Sciences

Want more information? Try...

- a community college that offers a health record technician program
- The Canadian Health Record Association
www.chra.ca
- Canadian College of Health Record Administration
Tel. (416) 447-4900
- Canadian Healthcare Association
www.canadian-healthcare.org

What are some related occupations?

- file clerk
- library clerk, films and recording
- inventory control clerk

Health record technicians collect, classify, store, retrieve and analyze health information. You may handle as many as 50 different types of health reports. As reports come in, you code them by type and check their accuracy and completeness, ensuring that signatures or other vital items are not missing.

A health record contains documents about a particular patient's medical history. It may include physicians' notes, forms for prescribed medications, input from other members of the treatment team and test results. You will be obliged to protect the privacy and security of this data. Part of your job will involve analyzing this data and turning it into reports complete with charts and graphs. The information may assist doctors in caring for patients. It helps hospital administrators control costs. And it may be used as evidence in insurance claims and court cases.

Work conditions and training

Health record technicians usually work in hospitals but may be employed by government agencies, industry, community health centres and insurance companies. You often work under the supervision of a health record administrator. You will either be salaried or paid hourly. Health record technicians generally work a standard work week, with occasional overtime work required.

You must complete a formal program of studies at a recognized college or institute of technology and be certified by the Canadian Health Record Association. This certification allows you to work in all provinces and territories. To gain accreditation with the Canadian Health Record Association (CHRA) and become an associate of the Canadian College of Health Record Administration (CCHRA), you need to pass an exam. If you are already working in a medical records or admitting department you can take the two-year correspondence course

offered by the Canadian Hospital Association in order to get your diploma.

Who's the right person?

You have good analytical and communication skills, both written and verbal. You're a quick learner with a good memory, well-organized, good at managing time, and highly responsible. You like paperwork and are very good with detail. The work can be varied and it demands flexibility. Because the field of medicine is changing all the time, it's a good idea to keep up to date with changes in the field. Successful health record technicians enjoy taking a methodical approach to compiling and classifying information, operating information retrieval systems and responding to requests for information.

What does it take?

- high school diploma is required
- must be proficient in word processing
- completion of a two- or three-year health records technician program at a community college
- membership in a professional association is not necessary, but your employer may encourage you to join the provincial/territorial or national association for purposes of continuing education

Next steps?

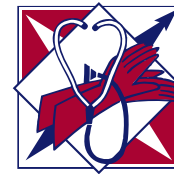
- health record administrator

Average salary	\$27,593
low average	\$15,031
high average	\$39,246



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Home Support Worker/Home Health Aide



“Home Care is expected to experience a growth rate of up to 40%...”
Sandra B.

Relevant high school subjects

- English, Health

Want more information? Try...

- Canadian Association for Community Care
Email: cacc@trytel.com

What are some related occupations?

- nursing assistant/licensed practical nurse
- nursing attendant/aide
- companion
- housekeeper
- foster parent

Home support workers (sometimes referred to as home health aides or personal care attendants) deliver quality care, assistance and support services to people in their own homes during times of need. On an on-going or short-term basis, you help elderly, disabled and ill persons and, in some cases, children whose parents are disabled. The services you provide enable your clients to live at home rather than in a health care institution.

The duties of home support workers vary according to the situation and include housekeeping services (laundry, cleaning, changing bed linens); personal care (bathing, dressing, grooming, feeding, toilet training); meal planning (planning special diet, shopping, cooking); and emotional support (listening, encouraging).

You also perform other duties as directed by the family or the professional health team. These include: taking patients' temperature and pulse; checking respiration; assisting with medication routines; changing non-sterile dressings; giving massages and alcohol rubs; and helping with special equipment, braces and artificial limbs.

Work conditions and training

Home support workers work for private agencies, municipal social services departments, not-for-profit organizations, and home care or family service agencies/associations. You work in the homes of your clients. You visit several (four to five) different homes in a day, or remain in the same home every day for months according to the needs of your clients. A good part of the day may be spent travelling between clients' homes.

Conditions may vary in each home. Clients too, vary from pleasant and cooperative to angry and abusive. You may be at risk of injury from assisting patients. You usually work on your own, with occasional visits from the supervising health professional.

Community colleges and private training institutions offer certificate programs in Home Support Work/Home Health Care. Upon successful completion of a recognized training program, you receive a provincial/territorial certificate.

Who's the right person?

You value providing a service to people which improves their quality of life and helps them live on their own in the community. You are mature and reliable, patient and non-judgmental. You show empathy for persons in pain and respect your clients' right to confidentiality.

In addition to caring for others, you enjoy variety, working on your own and keeping a family together in the home during times of need (illness, disability or disruption). You need to be well-organized and to be able to relate well to people to balance the many tasks of a Home Support Worker.

What does it take?

- good health/ability to lift weights in excess of 25 kg may be required
- some secondary school education and on-the-job training
- some agencies prefer to hire individuals with approved training from a community college or private training institute
- first aid and CPR certification may be required
- recent police security check

Next steps?

with some additional education:

- licensed practical nurse
- rehabilitation practitioner
- social worker aide

Average salary \$24,521
low average \$13,046
high average \$36,981



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Massage Therapist



"... interview several schools and talk to therapists working in the area... to get a clear picture of the profession." Stuart H.

Relevant high school subjects

- Biology, Chemistry, Physical Education

Want more information? Try...

- educational institutions offering courses in massage therapy
- Canadian Massage Therapist Alliance
www.collinscan.com/~collins/clientspgs/cmtai.html

What are some related occupations?

- physical rehabilitation technician
- physiotherapist
- physiotherapy attendant
- physiotherapy technician
- physical therapy attendant

Massage therapists use a number of massage therapy techniques to control pain, reduce stress, and promote relaxation and a sense of well-being in their clients. Working alone, or in consultation with other health care professionals (physiotherapists, physicians, chiropractors), you obtain medical histories, provide assessments and develop treatment plans for clients.

Massage therapy affects the circulatory, musculo-skeletal, immune, respiratory, and nervous systems. The techniques and treatments of massage therapy include:

- assessment of joint quality and function; muscle strength and range of motion; soft tissue manipulation; application of finger and hand pressure to specific points of the body; application of hot compresses and packs; and whirlpool baths.

Work conditions and training

Massage therapists work in a number of settings including private practice in homes, offices and clinics; gyms; health clubs; massage centres and resorts; geriatric homes; hotels; and for the film industry, professional and amateur sports teams and events. Some massage therapy associations are working toward obtaining positions at hospitals as well.

The work environment is usually indoors in clean, calm surroundings. Most massage therapists work with one client at a time on a treatment table, using oils, towels, sheets, assessment tools and exercise equipment. The work requires long periods of standing and can be physically demanding when handling a patient's limb for treatment.

Hours of work will depend on the setting. It may involve evenings and weekends to meet the needs of the clients. Many massage therapists are self-employed and have flexibility in scheduling.

Community colleges offer approved massage therapy programs from 18 to 36 months in duration. There are also a number of private schools offering training in massage therapy techniques. The Canadian Massage Therapist Alliance endorses a national training standard of 2200-hours training (two years).

Who's the right person?

You value health and fitness, enjoy helping people and are enthusiastic about working independently with your clients and/or as part of a treatment team with other health care professionals (physiotherapists, physicians, chiropractors).

You are in good physical condition, and possess excellent communication skills and a sensitive touch. If you are considering self-employment as a massage therapist you are also organized, have business skills and an entrepreneurial spirit.

What does it take?

- good health and physical stamina
- completion of a 18- to 36-month long approved massage therapy program, and supervised practical training
- Basic CPR and first aid are required for entrance into many Massage Therapy programs

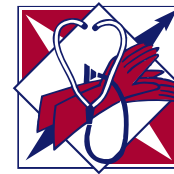
Next steps?

- provide training and consultation at fitness clubs
- board directors within their respective colleges or associations

Average salary	\$29,395
low average	\$8,583
high average	\$49,207

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Medical Lab Technologist



“This field can lead to interesting work opportunities from third world countries to places like Saudi Arabia”
Brennen T.

Relevant high school subjects

- Mathematics, Chemistry, Physics, Biology

Want more information? Try...

- Canadian Society for Medical Laboratory Science, Société canadienne de science de laboratoire médical

www.csmls.org

What are some related occupations?

- medical laboratory technician
- medical lab assistant
- pathologist's assistant
- autopsy technician
- histology technologist
- cytotechnologist

As a medical laboratory technologist, you work as an essential member of the health care team. You conduct medical laboratory tests, experiments and analyses to assist physicians in diagnosis, treatment and prevention of disease.

You conduct chemical analyses of blood, urine, and other body fluids. You study blood cells and other tissue, prepare tissue for examinations under a microscope, and perform blood group, type and compatibility tests. You set up routines for analysis of specimens and for medical laboratory experiments.

You may work mainly in one discipline of medical lab science (haematology, clinical microbiology, clinical chemistry, immunohaematology, histotechnology), or in a variety of areas depending on the facility. Cytotechnology and clinical genetics are specialties with separate training programs.

You may also supervise and train other medical laboratory technologists and other laboratory workers.

Work conditions and training

Medical laboratory technologists work in hospitals, private medical labs, clinics, research institutes, universities, government research facilities, and in industry. Hours of work vary depending on the employer, though many medical laboratory technologists work regular shifts, Monday through Friday.

After successful completion of a two- to three-year training program at a recognized college or technical institute, graduates may write the exams offered by the Canadian Society for Medical Laboratory Science (CSMLS) to obtain national certification.

Because of the rapid development of medical technology, your learning in this field is ongoing. A number of universities offer degree programs in medical laboratory science or health science which may increase your advancement opportunities.

Who's the right person?

You enjoy scientific work, precision work, and are committed to life-long learning. As an integral member of the health care team, you possess good communication skills, work well with others, are sensitive to the needs of the patients and have a high level of integrity. You have good manual dexterity and follow procedures in a systematic and thorough manner.

What does it take?

- high school diploma
- two- to three-year diploma in medical laboratory technology from a recognized college or technical institute or a Bachelor of Science degree or Medical Laboratory Science degree
- technologists must be certified by the Canadian Society for Medical Laboratory Science
- in Québec, membership in the professional corporation for medical technologists is mandatory

Next steps?

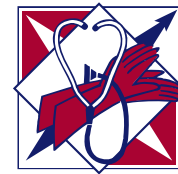
- supervisory and management positions
- teacher of other technologists
- researcher
- technical consultant

Average salary \$40,448
low average \$25,070
high average \$52,917



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Medical Transcriptionist



“The potential to work from home in a stimulating, rewarding profession is very appealing” Jeanette H.

Relevant high school subjects

- English, Science, Business

Want more information? Try...

- a community college that offers courses in medical transcription
- The American Association for Medical Transcriptionists (AAMT) (Canada does not have a national organization, but the American Association is very active in Canada.) Tel. (209) 551-0883 (call collect)
www.aamt.org

What are some related occupations?

- medical secretary
- medical office assistant
- secretary
- court reporter
- municipal office clerk

Average salary \$30,994
low average \$17,656
high average \$45,783



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

A medical transcriptionist produces medical reports, correspondence, records, patient-care information, statistics, medical research and administrative material. You use a word processor or personal computer. If you work in a hospital, you are one of a team. You listen to recorded reports or read rough notes and transcribe them (by typing). You transcribe documents such as: discharge summaries, history and physical examination reports, operating room reports, consultation reports, autopsy reports, radiology reports, obstetrical reports and referral letters.

You need medical knowledge, sound judgement, and the ability to think through a case in order to detect problems. A good transcriptionist can spot mistakes in a report and check back with the doctor to get the right information.

If you are employed in a medical clinic you may have other office duties such as receiving patients, scheduling appointments, answering the telephone, and handling incoming and outgoing mail.

Work conditions and training

You work in a doctor's office, hospital, clinic, laboratory, radiology department, insurance company, medical library, government medical facility or for a private transcription service. With experience, you could move into training or a supervisory post. Some medical transcriptionists are self-employed, providing services as independent contractors. You may be able to work flexible hours. Because the work requires that mistakes in reports be caught and asked about, medical transcriptionists tend to be well paid.

The work can be mentally tiring, since you may handle up to 50 reports a day. Steadily typing all day can lead to repetitive stress injuries and back problems. You may find the content of reports disturbing or upsetting.

You will need to complete a college-level medical transcription program. Programs include courses such as medical terminology, anatomy and physiology, applied English usage, transcription training, ethics, as well as some on-the-job experience.

Who's the right person?

You are interested in both language and medicine. You are inquisitive and enjoy learning new concepts. You can concentrate for long periods and are good at details. Common sense and good organizational skills are important to you. If you work in a small office, you may have relatively little contact with other employees. If you're an independent self-starter and don't like a lot of supervision, this could be the job for you. In hospitals, however, medical transcriptionists often work in close quarters with others where work is shared.

What does it take?

- a high school diploma
- college course in court reporting or in medical transcription
- excellent written communication skills
- an aptitude for languages
- the ability to maintain confidentiality
- the ability to work with little direction and supervision from others
- a willingness to keep up to date with new medical terminology related to medical and surgical specialties

Next steps?

- supervisory positions
- health record technician
- health record administrator



“As a midwife I ... can partake of the joy and fulfillment that mothers experience when meeting their children face to face for the very first time.”

Louise M.

Relevant high school subjects

- Biology, Health, Family Studies, Sociology

Want more information? Try ...

- educational institutions offering courses related to midwifery
- Canadian Confederation of Midwives
901, 8501-111 Street
Edmonton, AB T6G 1R7
- International Credentialing of Midwives
www.efn.org/~djz/birth/MT/im/intercred.html

What are some related occupations?

- obstetrics nurse
- naturopathic or osteopathic physician
- massage therapist
- doula (labour coach)
- childbirth educator

Average salary \$24,967
low average \$3,787
high average \$56,634



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Midwives provide care and advice to women during normal pregnancy, conduct natural deliveries, examine and care for newborn infants. You examine and assess the health of women during pregnancy. In the event of abnormal conditions, you consult or refer to other healthcare professionals.

As a midwife, you monitor mother and baby during labour and delivery and guide the birthing process. You reassure and support the client and her family. Midwives play a big role in educating women about pregnancy, diet, exercise, breastfeeding, parenthood, family planning and other pre and post-natal health practices. You encourage them to make good healthcare decisions. Midwives visit their clients during their post-natal period at home or in hospital and provide ongoing support.

Work conditions and training

Midwives work in the homes of their clients, in clinics, community, regional care hospitals, and birth centres. Many midwives are independent practitioners and are therefore self-employed, and frequently on call 24 hours a day. If you work in a group practice in provinces/territories where legislation and a regulatory body exists, conditions are better in terms of salaries, benefits, vacations and time off-call.

The work may entail long periods of standing, squatting, kneeling or bending. It may also involve interacting with other health care professionals who have differing views about the practice of midwifery.

Not all provinces/territories in Canada have established regulations and competencies for midwives; therefore education/training requirements may vary. A Bachelors degree of Health Science in Midwifery is expected to become the Canadian standard for Midwifery training.

To become a certified midwife in Canada, candidates are required to complete a Prior Learning Assessment through the College of Midwives of Ontario or possess the Bachelor of Health Science in Midwifery. Currently, this program is only offered at three Canadian Universities, all in the province of Ontario.

Some training for midwives is available at community colleges through the nursing program.

Who's the right person?

You are a mature individual with a genuine concern for and ability to support others. You value and respect the natural process of human reproduction and understand childbearing as a social, cultural and biological process. You see the client as the primary decision-maker in her own health care and support the family's involvement in the process.

You are energetic, and a competent decision-maker. You work well with other members of a health care team and respond well in emergency situations.

What does it take?

- good health and stamina
- reliable vehicle and equipment
- college or university training (supervised clinical training is integrated into the academic programs)
- presently, in some provinces/territories, midwives can practice with apprenticeship training. New legislation is expected that will require midwives to demonstrate clinical competence and successfully complete provincial/territorial exams.

Next steps?

- clinical practicum supervisor
- researchers in health care
- owner of a group practice/business service

Nuclear Medicine Technologist



“My work is varied, challenging and intellectually demanding. The technology evolves rapidly which keeps it very interesting.” Chris B.

Relevant high school subjects

- English, Mathematics, Physics, Biology, Chemistry

Want more information? Try...

- Canadian Association of Medical Radiation Technologists
www.camrt.ca/mrtc/nucmed.htm

What are some related occupations?

- radiation safety officer
- radiation therapist
- radiological technologist
- diagnostic ultrasound technologist
- medical laboratory technologist

As a nuclear medicine technologist, you use radioactive “tracers” and “tagged” compounds for diagnostic imaging and some treatment procedures. The images assist doctors to determine the nature and extent of a disease, how it is affecting the body, and how a patient is responding to treatment.

The tracers you administer to patients settle in specific organs and give off radiation. You position the patient and use radiation detection equipment to collect data. You do a computer analysis of the data and produce images of organs. Throughout the procedures you monitor and comfort the patient.

The medical images you create are used mainly to assess cardiac diseases; find the location of tumours; monitor cancer and the responses to cancer treatments; diagnose hormonal disorders; and evaluate the function of the brain, heart, lungs, kidneys and other organs.

Work conditions and training

You work in sanitary conditions in hospitals and clinics. Hours of work depend on the employer, though most of the time you work daytime hours. Technologists usually take some emergency calls. Some part-time, temporary, casual and on-call work may also be available for nuclear medicine technologists.

The work of nuclear medicine technologists is challenging. The procedures may cause some minor discomfort to patients who range from healthy, to injured, to critically ill. Standards and safety guidelines are in place to protect workers from radiation hazards.

Following successful completion of a two- to three-year training program at a recognized college, hospital or technical institute, graduates are eligible to write the exams set by the Canadian Association of Medical Radiation Technologists (CAMRT) to obtain national certification. In Québec,

students write certification exams set by L'Ordre des techniciens en radiologie du Québec - CAMRT's sister association. Successful candidates are then qualified to apply to their provincial/territorial licensing bodies for professional registration.

By year 2005, a bachelors degree will be required to enter professional practice.

Who's the right person?

You enjoy scientific work and computer analysis. You are accurate, organized and committed to life-long learning. You possess good communication skills, are able to reassure and comfort patients and work with others in a self-directed manner.

What does it take?

- a two- to three-year diploma in nuclear medicine technology from a recognized college, hospital or technical institute; some training facilities require applicants to successfully complete one year of university prior to professional training
- by the year 2005 a university degree will be required
- technologists write certification exams set by the Canadian Association of Medical Radiation Technologists (CAMRT) following their training
- in Québec, students write certification exams set by L'Ordre des techniciens en radiologie du Québec - CAMRT's sister association
- some provinces/territories prohibit practice until provincial/territorial registration and licensing have been granted

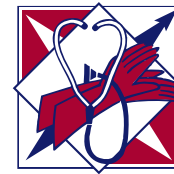
Next steps?

- management positions
- research
- commercial equipment sales
- instructor
- computer applications specialist

Average salary	\$43,056
low average	\$26,889
high average	\$54,835

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Nursing Assistant/Licensed Practical Nurse



“As a Licensed Practical Nurse giving direct hands-on care, I feel confident that I can recognize the... needs of my patients.” Alice P.

Relevant high school subjects

- Biology, Chemistry, Mathematics, English

Want more information? Try ...

- Canadian Practical Nurses Association
Tel. (416) 287-1346
- Canadian Nurses Association
www.cna-nurses.ca

What are some related occupations?

- registered nurse
- operating room technician
- home support worker
- orthopaedic technician

Nursing assistants or licensed practical nurses provide basic physical and supportive nursing care for patients of all ages, in connection with other members of the health care team (registered nurses, psychiatric nurses, and doctors).

You perform a variety of routine nursing procedures such as distributing medication to patients, taking blood pressure, temperature and pulse, collecting blood and other specimens, preparing patients for tests and surgery, and changing patient's dressings. You assist registered nurses with such procedures as respiratory therapy and intravenous therapy. You monitor patients' progress, report changes in patients' condition and environment, and confer with other health care professionals about the plans for patient care.

Work conditions and training

Nursing assistants/licensed practical nurses work in hospitals, operating rooms, nursing homes, community health centres, clinics, doctors' offices, private homes, private agencies, rehabilitation centres, extended care facilities and industry. Some nursing assistants/licensed practical nurses are self-employed.

Work conditions and hours of work depend on the setting. Working shifts, weekends and holidays may be involved. The physical demands of the work include long hours on your feet, and moving and lifting of patients may be required. Frequent stressful and emergency situations contribute to the emotional demands of the work. Training programs for nursing assistants and licensed practical nurses are offered at community colleges and private vocational schools. Additional academic or on-the-job training will be necessary if you choose to work as an operating room technician. Your completed training program, successful national exam completion and licensing/

certification will allow you to work in most provinces/territories in Canada.

Who's the right person?

You are a mature, responsible person with good mental and physical health. You believe in the promotion of well-being for people of all ages, from all different cultures, and in various stages of need. You are sensitive to patients' needs and respect each person's dignity and worth.

Your well-developed verbal and interpersonal skills support you in working as a member of the health care team, helping to educate and support patients to prevent illness.

What does it take?

- completion of a college or approved program for nursing assistants
- current CPR and first aid certificates
- completion of a national written exam
- provincial/territorial licensure is required for registered or certified nursing assistants and licensed practical nurses
- membership in the professional corporation for nursing assistants is required in Québec

Next steps?

- specialize in orthopaedics, operating room, gerontology, community care or dialysis
- return to school to become a registered nurse

Average salary \$24,541
low average \$12,666
high average \$34,382



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Optical Laboratory Technician



“This type of work is especially satisfying when you complete a particularly difficult prescription properly. I like seeing a project through, from beginning to end.” Rob V.

Relevant high school subjects

- Mathematics, Physics

Want more information? Try...

- Optical Laboratories Association
www.ola-labs.org

What are some related occupations?

- optician
- ophthalmic assistant
- machine tool operator
- electronics assembler and fabricator
- glass cutter

Optical laboratory technicians manufacture eyeglasses according to prescriptions written by ophthalmologists and optometrists. You may be involved in the entire manufacturing process, or specialize in surfacing and/or finishing.

Manufacturing eyeglasses involves cutting, grinding and polishing lenses to precise specifications, assembling frames, and fitting lenses into frames. “Surfacing” involves selecting an appropriate blank lens, marking it to indicate required curvatures, fastening the lens to a support, and setting up and operating machines to make the curve and grind and polish lens surfaces. “Finishing” includes measuring the lens power, cutting each lens to fit into the frames chosen by the customer, and edging, bevelling and drilling holes as required.

Work conditions and training

Optical laboratories are generally clean, well-lit and relatively quiet despite the humming of machines. You may work in a large full-service laboratory, or a smaller surfacing and finishing laboratory associated with an optical dispensing business or optometrist’s office. You will probably be on your feet most of the time and work a standard 40-hour week. You may be required to work some evenings and/or weekends.

Most optical laboratory technicians are trained on the job. You will probably start on simple tasks such as marking or blocking lenses for grinding, and gradually progress to more complex tasks. Since different optical laboratories often use different equipment and software, what you learn in one laboratory may not be directly transferable to jobs in other optical laboratories.

Who's the right person?

You enjoy using tools and equipment to do precision work requiring good motor co-ordination and manual dexterity. You are able to pay close attention to details, and can work quickly and independently.

Although you do not work directly with the public, you need good communication and interpersonal skills to work well in a team environment.

What does it take?

- on-the-job training
- a high school diploma is usually required

Next steps?

- training and supervisory positions

Average salary	\$24,521
low average	\$13,046
high average	\$36,981



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It is fulfilling work and I enjoy it very much. Very few people who take the training don't get work!" Robert M.

Relevant high school subjects

- Mathematics, Physics, English

Want more information? Try...

- Opticians Association of Canada
www.opticians.ca

What are some related occupations?

- optometrist
- manager - optical retail outlet
- optical lab technician
- optical technician

Opticians fill prescriptions from optometrists or ophthalmologists (eye doctors) by fitting patients with eyeglasses or contact lenses. You measure the curve of the patient's eye, the distance from pupil to pupil and width of the bridge of the nose using optical measuring devices. You provide information, assist customers to choose frames, and arrange for the production of glasses and contacts. You cut and edge lenses and fit lenses into frames. Your work may also include grinding and polishing lenses, and adjusting finished glasses to fit. In some cases you may supervise student opticians.

Work conditions and training

Opticians work in small or large retail optical outlets, medical laboratories, and optometrists' offices. Your training will include a two- to three-year college program in ophthalmic dispensing, including an apprenticeship, or a two-year optician's guild correspondence course in ophthalmic dispensing plus practical experience. If you plan to work as a contact lens technician, completion of an optician's guild two-year correspondence course may be required.

Licensure by the provincial/territorial licensure board is required in all provinces/territories with the exception of British Columbia, Yukon and Northwest Territories. In Quebec, membership in the professional corporation for opticians is mandatory.

Who's the right person?

You value working with people and providing excellent customer service. Your attention to detail and precision work make you a good fit for the role of optician. You are approachable, sensitive to the customers' needs, knowledgeable about the products and competitive with other optical retail environments.

What does it take?

- completion of a two- to three-year ophthalmic dispensing training program (college or correspondence)
- licensure is required in most provinces/territories
- special certification training is required for contact lens fitters

Next steps?

- contact lens fitter
- open your own practice/outlet once you have experience in the field
- return to school to become an optometrist

Short TIPS

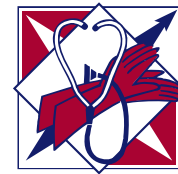
If you are asked to learn something new or take on an extra job at work, look at it this way: you are getting paid a salary to learn what others pay to study in school. And you can take this knowledge with you wherever you go.

Average salary \$30,934
low average \$14,563
high average \$48,120



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Orthopaedic Technologist



*"It's a rewarding career
... repairing a child's club
foot or fixing a broken
bone - you get to see the
results of your work."
Sharon B.*

Relevant high school subjects

- Biology (Anatomy, Physiology), Chemistry, English

Want more information? Try...

- Body Cast, The Journal of the Canadian Society of Orthopaedic Technologists 4433 Sheppard Avenue E #200 Scarborough, ON M1S 1V3
- Canadian Society of Orthopaedic Technologists web.idirect.com/~csotcina

What are some related occupations?

- licensed practical nurse
- rehabilitation practitioner
- physical therapist

Orthopaedic technologists assist orthopaedic surgeons with treatment of orthopaedic injuries and diseases. Their work includes applying, adjusting and removing a variety of casts, splints, and bandages. They also measure and fit patients for orthopaedic devices and ambulatory aids; clean and dress wounds; remove sutures, pins and wires; set up, operate and maintain various types of traction equipment; and provide information and instruction to patients and their families regarding treatment plans.

In this role, you work with other members of the health care team, interact with other departments (i.e. medical records, radiology), and keep accurate records. If you choose to complete the requirements to work at an advanced level, you may also serve as a technical expert to hospitals, physicians, and students regarding orthopaedic techniques and devices.

Work conditions and training

Most orthopaedic technologists work in hospital cast rooms and walk-in health clinics. Your services may also be required in operating rooms, emergency departments or in plastic surgery.

Many orthopaedic technologists work standard hours Monday through Friday, though shift work and long hours may be required in some cases. The work requires crouching, kneeling, bending and standing to assess, position and place a cast on a patient. You perform your duties independently, with little supervision. There may be heavy work loads and rapid turn over in places such as a trauma centre.

Very few specialized orthopaedic technology training programs are available in Canada. Many working in this field receive their training on the job.

Most hospitals hire only registered technologists. Professional registration, however, is not mandatory. To become a Registered Orthopaedic Technologist (R.T. Orthopaed.), you have to

successfully complete written, oral and practical exams. Individuals who choose not to register are known as Orthopaedic Technicians.

Who's the right person?

The right person for this role has sound judgement, above average interpersonal communication skills, is patient and efficient. You enjoy working independently and as a member of the health care team to provide care, treatment and information to patients and their families. Your superior time management and organizational skills assist you in establishing priorities. You work well under pressure and are ethically responsible.

What does it take?

- minimum of high school and on-the-job training is required in some provinces/territories, while other provinces/territories require orthopaedic technologists to have registration or certification and approved licensed practical nurse training, combined with specialized training in orthopaedics
- CPR and first aid certification are beneficial

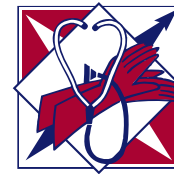
Next steps?

- technical expert providing instruction about orthopaedic technology
- return to school to study nursing or other areas of medicine

Average salary	\$24,521
low average	\$13,046
high average	\$36,981

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Paramedic/Ambulance Attendant



“Career opportunities for paramedics are moving up - it’s being considered more of a profession now.”
Gerald D.

Relevant high school subjects

- Sciences, English, Mathematics

Want more information? Try...

- a community college offering courses in emergency medical care
- The Canadian Medical Association, Medical Education Department
www.cma.ca

What are some related occupations?

- first aid attendant
- physical therapist
- nursing aide
- home health care attendant

Ambulance attendants/paramedics include emergency medical technicians/technologists and first aid attendants. They work with police officers, fire fighters and hospital emergency department personnel. They’re the medical personnel called to the scene of an accident or other medical emergency. There, they provide life support care to the sick and injured and then transport them to hospitals or other medical facilities.

You use the latest medical technology to assess the extent of an injury or illness and to manage or treat the patient’s condition while en route to the hospital. You are also responsible for taking control of an accident scene in order to protect the patient and to alert other rescue personnel and public bystanders. It is essential you communicate clearly and accurately with your co-workers, the public and the patient’s families, some of whom may be very upset.

Work conditions and training

This job is physically and mentally demanding. Because of the nature of the service, shift work is to be expected. Frequently, you perform your duties under crisis conditions, often in extreme situations, where there is little room for error. In such circumstances, you must make critical lifesaving decisions quickly and accurately. Paramedics are highly respected by health care professionals and the job of helping save lives can be tremendously satisfying.

Paramedics work mainly for hospitals and ambulance services. Many industrial, construction and mining companies employ first aid attendants or paramedics to care for workers who are injured or become ill on the job.

Preparation for the work in this field varies. Training is available from levels I through III, each stage preparing the student for higher levels of responsibility on the job (i.e. drug administration). Information on educational

opportunities, facilities and conjoint accreditation is available through the Canadian Medical Association.

Who’s the right person?

People skills, maturity, reliability, common sense and quick thinking are essential. You must be reliable and level-headed in a crisis. You take pride in your work and deal well with other people, especially in conditions of extreme stress. Perhaps most importantly, you have an ability to assess situations, react quickly and accurately in emergency situations. You must have a great deal of compassion for the sick and the injured.

What does it take?

- a high school diploma
- good health and physical fitness
- completion of a college, hospital-based or other recognized training program of two to 24 months, (depending on the province/territory) and supervised practical training
- an appropriate class of driver’s licence to operate emergency passenger vehicles
- provincial/territorial registration and licence

Next steps?

- crew chief position
- supervisory roles and teaching

Average salary \$39,257
low average \$20,813
high average \$56,014



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Pharmacy Technician



"I love the variety of work - dealing with customers, computer work, inventory control, receiving orders - I never get bored."

Ruth B.

Relevant high school subjects

- Chemistry, Biology, Mathematics, English, Computers

Want more information? Try...

- a community college that offers a pharmacy technician program
- a local pharmacy
- Canadian Association of Pharmacy Technicians
www.capt.ca

What are some related occupations?

- medical laboratory technologist
- pathologist's technician
- clinical immunohaematology

Average salary	\$24,521
low average	\$13,046
high average	\$36,981



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Pharmacy technicians provide technical and clerical support to pharmacists in hospitals or in retail pharmacies. You measure, mix, package, label and deliver drugs. You maintain computerized lists of medications taken by patients and you ensure that the right drugs have been prescribed. You also look after home health-care products such as canes, vision aids and hearing aids.

Depending on your position you may also manage third party billing, answer telephones, direct customers to items or the pharmacist for medication consultation, receive written prescriptions, clean and sterilize dispensing bottles and instruments, answer questions regarding non-drug products, and operate a cash register.

Work conditions and training

Pharmacy technicians are employed in pharmacies in retail chain stores, independently owned and operated pharmacies, hospital and clinic pharmacies, related organizations such as pharmaceutical companies, life and health insurance companies, drug wholesalers and pharmacy supply companies.

Working as a pharmacy technician also means working with people. At most retail operations your tasks will often be interrupted with telephone calls, staff questions and customer inquiries. At a retail operation you will be paid on an hourly basis at a level starting just above minimum wage. Hospitals tend to pay slightly more. You may have to work long and irregular hours, sometimes under stressful conditions. The work is demanding and requires accuracy; there is no room for error. You spend most of your day standing and you might be required to lift and move objects weighing up to 10 kilograms.

The work environment is usually clean and well lit but often crowded and busy. Pharmacy technician programs are

available at community colleges and usually take one year to complete. There are no provincial/territorial or national regulations governing who can work as a pharmacy technician. In rural areas or in smaller centres where it is difficult to find people with certificates, hospitals may be willing to hire you without a certificate and train you.

Who's the right person?

Pharmacy technician is an exact occupation that calls for good concentration, precision, reliability and neatness. You have a caring attitude towards others, have a good memory for things like patients' allergies and are calm and well-organized. You are quick and have good manual dexterity, and you can manage long periods on your feet. You have excellent communication skills, both oral and written, and a willingness to keep up-to-date with new products and changes in old products.

What does it take?

- a high school diploma with courses in Chemistry or Biology
- completed senior level Mathematics
- computer literacy and keyboarding skills
- most hospitals require you to complete a one-year pharmacy technician program at a community college

Next steps?

- supervisory positions
- pharmacist



"The great thing... is that whatever you invest in any given day, you take home in returns that night." Dwayne R

Relevant high school subjects

- Science, Social Sciences, English

Want more information? Try...

- Healthcare Career Resource Centre: Psychiatric Aide/ Technician
<http://hyperion.advanced.org/15569/car1bmh3.html>
- Virginia Health Care Foundation: Virginia Health Careers
www.vhcf.org/vhcfhcm

What are some related occupations?

- nursing aide
- personal care attendant
- child and youth worker
- rehabilitation aide

Psychediatric aides help care for people who are mentally ill, developmentally handicapped or brain injured. You may work with patients who have particular types of problems (e.g. drug addiction, mental illness) and/or patients in a particular age group (e.g. children, seniors).

You provide routine physical and psychological care for patients, under the supervision of mental health professionals (e.g. psychiatrists, psychologists, psychiatric nurses, social workers, therapists). You maintain an orderly and safe environment, assist with carrying out treatment plans, and generally help patients become as independent as possible. This may mean that you supervise and socialize with patients, lead or participate in educational or recreational activities, or help patients to dress, bathe, groom themselves and/or eat. You may also escort patients to appointments or on community visits.

Work conditions and training

You may be employed in a short-term care facility (e.g. a hospital or crisis centre) or a long-term care facility, or work in a community mental health program. Since patients often need care 24 hours a day, you will probably be required to work shifts, including some nights, weekends and holidays.

The work is physically and emotionally demanding. You are on your feet for most of your shift, and you must do a great deal of bending, stretching and lifting. There is always a possibility that a patient may become aggressive or violent.

Psychiatric aides are trained on the job. Employers generally prefer to hire people who have some experience dealing with people who have mental health problems, and have some related training (e.g. first aid courses, social science courses at the college level, training in the administration of medications).

Who's the right person?

You must be in good health (physically and mentally), able to remain calm in strained circumstances, and be patient. You also need good observation and communication skills, and the ability to work well in a team environment.

You should be genuinely interested in helping people, particularly those who have behavioural problems.

What does it take?

- extensive on-the-job training
- a high school diploma and CPR certification are usually required

Next steps?

- Without additional education, advancement opportunities are limited

Short TIPS

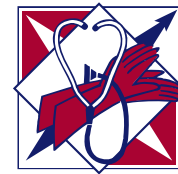
Many universities are co-ordinating their programs with community colleges. For instance three-year business, nursing, forestry and engineering technologist courses at a college can be turned into a degree in about two years at some universities.

Average salary \$24,541
low average \$12,666
high average \$34,382



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Public Health Inspector



“Dealing with people in improving the environment we live in can be stressful but is very rewarding.” Tom C.

Relevant high school subjects

- Sciences, Mathematics, English, Computers

Want more information? Try...

- Canadian Institute of Public Health Inspectors
Tel. (613) 224-7568
- Ryerson Polytechnic University
Email enviro@acs.ryerson.ca
- British Columbia Institute of Technology
Email lwoolsey@bcit.bc.ca

What are some related occupations?

- pollution control inspector
- construction inspector
- health and safety officer
- water inspector

Public health inspectors, sometimes called environmental health officers, prevent disease and promote health by educating people about public health issues and enforcing health legislation. You monitor conditions in places such as restaurants and schools, food processing plants, biomedical waste disposal systems, hotels and motels, child care and long term care facilities, animal facilities, swimming pools, public beaches and recreational camps. You investigate and correct health hazards in a community.

You sample drinking water and the water in recreational centres, public beaches, swimming pools, spas and whirlpools. You assess septic and water treatment systems and check solid waste disposal sites in conjunction with Environment Canada. You investigate reportable diseases (like typhus or rabies) and determine possible contacts and carriers, ensuring that potentially rabid animals are confined and treated.

Work conditions and training

Public health inspectors work in offices preparing reports, setting up schedules and answering questions from the public. You travel a lot to conduct inspections. You normally work alone, but may consult with other health team members and health professionals. Public health inspectors normally work regular office hours but may be required to do occasional overtime.

You could work for a federal, provincial/territorial or municipal health agency or for a business such as a meat or fish processing operation.

You may be exposed to hazardous materials or sources of infection, so safety-consciousness is important. You may also have to drive long distances in rural areas. The work can be psychologically and physically stressful in situations where confrontations occur.

You will need a community college diploma or university degree in an appropriate specialization such as public

and environmental health, food sciences or water chemistry. You will undergo six months of field training in a recognized health unit and must pass an oral and written examination from the Board of Certification of the Canadian Institute of Public Health Inspectors.

Who's the right person?

You have a strong interest in the applied sciences and an interest in community service. You are curious, decisive, observant, have good judgement as well as excellent interpersonal, investigative and communication skills. You have good problem-solving and decision-making skills and handle stress well.

What does it take?

- a four-year Bachelor degree in public/environmental health is becoming mandatory
- a high school diploma, with advanced level credits in Algebra, Physics, Chemistry and English
- a driver's licence

Next steps?

- private consultant
- industrial health and hygiene inspector
- college or university teacher

Average salary	\$47,915
low average	\$31,006
high average	\$66,373



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Radiological Technologist (X-ray Technologist)



*"My work is so varied, ...
I find it so interesting
and rewarding." Nancy
H., R.T.R*

Relevant high school subjects

- Chemistry, Physics, Biology, Mathematics, English

Want more information? Try...

- a community college that offers a program in X-ray technology
- Canadian Association of Medical Radiation Technologists
www.camrt.ca
- Canadian Journal of Medical Radiation Technologists
www.camrt.ca/comm/journal.htm

What are some related occupations?

- radiologist
- nuclear medicine technologist
- radiotherapy technician
- laboratory physical science technologist
- diagnostic radiological technician

Radiological technologists (also known as X-ray technologists and medical radiographers) assist radiologists and help in patient care. Your work covers a broad variety of procedures and specialities. You use highly sophisticated equipment to produce radiographs or images of internal body structures or systems.

The equipment you operate includes X-ray, radiographic and fluoroscopic equipment, specialized C.T. (Computed Tomography) scanners and mammography units. Radiologists (doctors who specialize in interpreting X-rays) interpret the images you produce to help diagnose injury or disease.

As a radiological technologist you explain procedures to the patient, comfort and monitor the patient, position the patient and the equipment correctly, ensure the patient and others are protected from radiation, assist the radiologist and operate the equipment to obtain quality images. You also record and process patient data, perform routine maintenance and minor emergency repairs to radiographic equipment.

Work conditions and training

You are likely to work in the radiology department of a hospital or in a clinic. Your daily work may include working with inpatients and outpatients; working in the emergency department or operating room; forensic radiography; and taking portable equipment to patients' bedsides.

Working with injured patients can be highly stressful, and the pressure can be intense in a large hospital. In smaller clinics, the pace is much slower. Most of the procedures involve brief exposure to low-levels of radiation, so you stand behind a barrier or wear protective clothing to avoid unnecessary exposure.

For professional registration, college graduates must pass an exam set by the Canadian Association of Medical Radiation Technologists (CAMRT), the national professional body. Membership

in the provincial/territorial association is recommended in order to keep up with the changes in the field.

Who's the right person?

This field has experienced a lot of change. You will need to be comfortable with highly technical machinery and computers as well as human anatomy, physiology and a range of other scientific areas.

You are organized, responsible, dependable and good with detail. You are genuinely interested in patients' welfare and want to make them comfortable. You work well with the team, but can operate independently. You have good written and verbal communications skills. The work is not usually physically demanding, although, occasionally, you may have to lift or assist seriously ill or injured patients.

What does it take?

- you must be 18 years old to enter an X-ray technology training program
- a high school diploma is required, with advanced-level high school credits in English, Mathematics, and Sciences
- you need to complete a two- to three-year college, hospital or accredited program in diagnostic radiography or a three- to four-year university program and supervised practical training
- some provinces/territories require a one-year university program as a prerequisite to the two-year diploma course

Next steps?

- supervisory or training roles

Average salary \$43,863
low average \$26,889
high average \$54,835



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"... Reflexology is quickly gaining in world-wide recognition as an excellent way towards providing and maintaining health care for all ages." Linda H.

Relevant high school subjects

- Biology, Physical Education, Business

Want more information? Try...

- Reflexology Association of Canada
Tel. Toll Free
1-888-889-5394
www.reflexologycanada.com
- International Academy of Reflexology and Reflexotherapy
www.reflexology.bc.ca

What are some related occupations?

- massage therapist
- acupressure/acupuncturist
- physical rehabilitation technician
- naturopath
- speech therapist's aide

Average salary \$24,967
low average \$3,787
high average \$56,634



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Reflexologists use therapeutic pressure on clients' reflex points in their feet, hands or ears to relieve stress, enhance the body's natural healing mechanisms, and balance body functions. The therapy is based on the principle that internal glands, organs and related parts of the body can be influenced by properly applying pressure to the corresponding reflex area on the foot, hand or ear. This connection between internal and external is made by working directly with the nervous system.

Reflexologists do not diagnose, prescribe, or treat for specific illness. Through skillful application of the therapy, a reflexologist can help to bring about deep relaxation, thereby reducing stress, relieving pain, improving circulation, increasing energy, improving nerve function and balancing the body. The therapy can be carried out by itself or with medical, chiropractic or other healing techniques.

In addition to working with clients, you will have to look after your own business matters, give receipts, book appointments, and keep records.

Work conditions and training

Some reflexologists are self-employed, some work in clinics, resorts or hotels. If you are self-employed, each client you see will pay you. If you work in a medical or chiropractic clinic, you may pay a percentage of your fee to the clinic or you may be paid directly by the clinic as an employee.

You must complete training in the theory and practice of reflexology from teachers who have been certified by the Reflexology Association of Canada. The training involves 30 hours of in-class instruction, consisting of the theory of reflexology and its practical application. Anatomy and physiology, code of conduct and ethics, and how to set up your own business are also included in the theoretical portion of the program. There are 15 hours of home study to complete followed by 60 case histories of

treatments or practicum sessions. After passing a written and practical exam you qualify to be registered and certified by the Reflexology Association of Canada.

Advanced training and continuing education programs are offered for those wishing to further their career in reflexology.

Who's the right person?

You enjoy helping people and are comfortable working with them. You are gentle, tolerant and caring. A good reflexologist has sensitive but sturdy hands, although modifications in technique can be made to enable persons with disabilities to perform the work. Personal cleanliness and a professional outlook are important. For those who choose self-employment, good business sense is an asset.

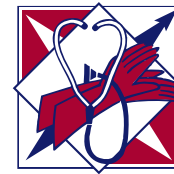
What does it take?

- you must be at least 18 years old
- completion of the curriculum offered by the Reflexology Association of Canada

Next steps?

- teacher of reflexology
- related fields such as massage therapy, acupressure or acupuncture

Rehabilitation Assistant



"It's the client contact that makes the work enjoyable." Jacqueline M. PTA

Relevant high school subjects

- English, Physics, Biology, Physical Education

Want more information? Try...

- a nearby hospital or educational facility offering occupational therapy, physiotherapy or recreation therapy programs

What are some related occupations?

- physiotherapy helper
- chiropractic assistant
- acupuncture assistant
- orthopaedic assistant

A rehabilitation assistant works under the supervision of physiotherapists, occupational therapists, or recreation therapists (and occasionally speech therapists) to assist with the care of patients. You help therapists work with patients. Under the direct supervision of the therapist, you may prepare a patient for treatment, start a treatment (i.e. administer an ice pack), monitor a treatment program (i.e. an established exercise routine), or remove a patient from treatment (i.e. remove an ice pack).

You provide practical support, such as booking appointments and looking after paperwork. You transport patients to and from therapy. You maintain, repair and modify equipment. You ensure the therapy area is safe and uncluttered.

There are three main types of rehabilitation therapy. Occupational therapy focusses on how injured or ill people function and on helping them return to work. Physiotherapy deals with physical aspects such as strength, mobility, balance and pain control. Recreational therapy encourages patients to take part in leisure activities, helping them to socialize and build self-esteem.

If you work with an occupational therapist, you help patients learn to feed, dress and wash themselves. As a physiotherapist's assistant, you help patients take walks or help patients with their routine exercise programs. As a recreation therapist's assistant, you help organize a range of activities from playing cards to singing and crafts.

Work conditions and training

Hospitals are using rehabilitation assistants more and more. They work on shifts to support the therapists during the busiest times of the day or night, and are generally paid on an hourly basis.

There are programs available for rehabilitation assistants, ranging from self-paced competency-based modular training, to 1-year college certificate programs. At the present time, there is

no professional organization of rehabilitation assistants. However, the Canadian Physiotherapy Association encourages physiotherapy support personnel as affiliates within the association.

There are no national or provincial/territorial requirements for rehabilitation assistants at this time.

Who's the right person?

You are patient, outgoing and have a real interest in people. You can care for clients/patients without getting emotionally drained by their problems. You adapt well to new situations and work effectively with different personalities. You communicate well with patients and other members of the health care team. You follow directions carefully and have good judgement and organizational skills.

What does it take?

- secondary school and on-the-job training or completion of a recognized rehabilitation assisting program or related training/experience (ie. licensed practical nurse)

Next steps?

- A few individuals choose to return to school and pursue a career in their area of interest (i.e. become a physiotherapist), though many remain in their roles for many years as they find the work interesting and satisfying

Average salary \$26,625
low average \$16,003
high average \$37,385



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Respiratory Therapist



“Respiratory therapy challenges me in ways I never thought possible. We are often struggling with decisions that affect patients’ lives.”

Robert M.

Relevant high school subjects

- Biology, Chemistry

Want more information? Try ...

- educational institutions offering courses in respiratory therapy
- Canadian Society of Respiratory Therapists
www.csrt.com/index.html

What are some related occupations?

- clinical perfusionist
- cardiology technologist
- anaesthesia technologist

Respiratory therapists work with physicians and other health care professionals to diagnose, treat and care for patients with respiratory and cardiopulmonary disorders. You monitor vital signs, conduct diagnostic tests, perform cardio-pulmonary resuscitation, administer medical gases and aerosol therapy to manage and control breathing difficulties. You operate, maintain and calibrate respiratory therapy equipment (oxygen masks, humidifiers, ventilators, incubators, and resuscitators).

Respiratory therapists may specialize in any of the following areas: neonatology, pediatrics, anaesthesia, critical care, cardiopulmonary diagnostics, and respiratory home care. Some respiratory therapists participate in research regarding cardiac and pulmonary disorders.

Work conditions and training

Respiratory therapists work in hospitals, clinics, critical care transportation teams (air and ground), diagnostic laboratories, educational institutions, private and public home care programs. The work often involves shift work including nights, weekends, evenings and holidays. Much of your time is spent on your feet in emergency or intensive care units where stress levels may be high. Some heavy lifting may be required.

Respiratory therapists are required to complete a two- or three-year college or vocational program or a hospital program in respiratory therapy, including clinical training.

Upon completion of an approved respiratory therapy program, graduates are eligible to write the registration exam for the Canadian Board for Respiratory Care. Successful candidates earn the title “Registered Respiratory Therapist” and must be registered under the Health Act.

Who's the right person?

The ability to respond effectively in emergencies, demonstrate good decision-making skills, and cope with high levels of stress are critical for this work. Good interpersonal skills, manual dexterity, and the capacity to work with instruments, apparatus and technology are also required.

You enjoy troubleshooting problems, working independently and as part of a medical team, and experience gratification when helping patients and their families through difficult times.

What does it take?

- a two- to three-year college or vocational program or a hospital program in respiratory therapy, including clinical training
- licensure is required in British Columbia, Alberta, Manitoba, Ontario and Québec
- in Ontario and Québec membership in the professional corporation for respiratory therapists is mandatory

Next steps?

- supervisor
- clinical instructor of respiratory therapy
- a clinical perfusionist

Average salary \$45,329
low average \$29,833
high average \$57,895



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Manufacturing

Manufacturing is still going strong in Canada, and it's getting more and more high tech!

Steady, reliable, careful people who perform repetitive tasks well fit nicely in manufacturing occupations. So do those who like using computers to get concrete results quickly. Most manufacturing work, whether operating a machine, programming a computer that operates a machine, or handling materials directly, usually involves some maintenance work as well. Having the ability to do technical or mechanical work is an asset. The work may involve writing reports or keeping logs.

Work can be physically demanding, and often workers operate on shifts. Some work is outdoors, but most is in shops, mills, mines or factories. Much of this work requires more on-the-job training than formal education.

TIP: Make your own occupational career map!

Career Directions gives you a small sample of the types of work you'll find in a small sample of industries. You can expand these samples into a whole chart of related occupations with a little bit of research and some investigative interviewing. The results may let you see career paths more easily, and it may show you how many occupations support the work of an industry.

For instance, what else is there to do in Manufacturing besides create the product? Think about getting the product to a customer. You're now talking "logistics." It includes a number of areas, such as warehousing the products, transporting the products, customs regulations, purchasing raw materials, inventory control and, of course, making sure that the production machinery works.

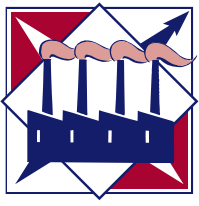
Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Foundry Worker	9412	137
Furnace Operator, Steel Mill	9411	138
Gas Plant Operator	9232	139
Glass Cutter	9413	140
Mine Service and Supply Worker	841	141
Mining Machine Operator	8231	142
Parts Clerk	961	143
Patternmaker	7232	144
Plastics Processing Machine Operator	9422	145
Power System Operator	7352	146
Printing Machine Operator	9471	147
Printing Press Operator	7381	148
Process Panel Operator	9234	149
Rubber Processing Machine Operator	9423	150
Sawmill Machine Operator	9431	151
Service Rig Operator	8232	152
Textile Dyer	9443	153
Textile Machinery Mechanic	7317	154
Tool Designer	2232	155





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Manufacturing

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:		
<input type="checkbox"/> Be quality and safety-minded	<input type="checkbox"/> Make decisions	<input type="checkbox"/> Solve problems
<input type="checkbox"/> Plan and organize job tasks	<input type="checkbox"/> Use memory	<input type="checkbox"/> Find information
<input type="checkbox"/> Be specific and detail-oriented	<input type="checkbox"/> Recognize hazardous situations and act appropriately	
2. Oral Communication:		
<input type="checkbox"/> Listen to instructions and act accordingly	<input type="checkbox"/> Ask for clarification	
<input type="checkbox"/> Discuss with co-workers	<input type="checkbox"/> Interact with management and customers	
<input type="checkbox"/> Communicate with workers on an assembly line	<input type="checkbox"/> Exchange information with co-workers	
3. Technical and Computer Use:		
<input type="checkbox"/> Apply technical and mechanical knowledge	<input type="checkbox"/> Use computer-assisted design programs (CAD)	
<input type="checkbox"/> Assemble complex machinery	<input type="checkbox"/> Create and use computerized production processes	
4. Numeracy:		
<input type="checkbox"/> Measure and calculate	<input type="checkbox"/> Monitor use of measurement instruments	<input type="checkbox"/> Use ratios
<input type="checkbox"/> Make numerical estimations	<input type="checkbox"/> Analyze data (compare, contrast, predict; averages, summaries, rates)	
5. Working with Others:		
<input type="checkbox"/> Work independently or as part of a team	<input type="checkbox"/> Deal with grievances	<input type="checkbox"/> Participate in discussions
<input type="checkbox"/> Make suggestions for change	<input type="checkbox"/> Be respectful of others	
<input type="checkbox"/> Assign routine tasks to other workers	<input type="checkbox"/> Monitor the work performance of others	
6. Writing:		
Write: <input type="checkbox"/> Reports	<input type="checkbox"/> Instructions	<input type="checkbox"/> Comments
<input type="checkbox"/> Prepare invoices	<input type="checkbox"/> Record data or quotas	<input type="checkbox"/> Descriptions
7. Reading:		
Read: <input type="checkbox"/> Memos	<input type="checkbox"/> Special instructions	<input type="checkbox"/> Specification sheets
<input type="checkbox"/> Reports	<input type="checkbox"/> Charts	<input type="checkbox"/> Equipment installation manuals
<input type="checkbox"/> Graphs	<input type="checkbox"/> Scale drawings	<input type="checkbox"/> Assembly drawings

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Foundry Worker



"This job is not for everyone, but the money is good and I'm getting a lot of experience that will help me later on." Jeff K

Relevant high school subjects

- Machine Shop, Mathematics, Science

Want more information? Try...

- The Canadian Steel Trade and Employment Congress (CSTEC)
www.uswa.ca

What are some related occupations?

- glass forming and finishing machine operator
- machine operator in mineral and metal processing
- boiler maker
- metal press operator
- blast furnace operator

Foundry workers make metal castings for many different items. You may perform tasks from assisting in making metal or wooden patterns of the object to be cast, to fueling the furnace, to operating automated moulding equipment, to grinding the rough surfaces after the casting has set. You may also decide on the proper finish and pack the castings for transportation.

Die casters operate machines that use permanent metal moulds in order to make metal castings for items such as automobile parts or ship propellers. To create a metal casting you make a mould by packing around an exact model of the finished product in a moulding box. You then remove the casting piece and pour molten metal into the mould. Moulds can be made by hand or machine.

You select and melt the metals, set up the dies used to create the castings, and pour the molten metal to produce a casting.

Foundry workers may also operate furnaces to melt metal or to fire castings to harden them. They finish castings by removing excess metal with pneumatic hammers and power abrasive wheels.

Work conditions and training

Most foundry workers belong to unions and are paid an hourly wage. The work is physically demanding and the work environment may be hot and noisy. The use of better ventilation systems has greatly improved conditions. Improved safety practices have made foundry jobs safer, although safety is still a major consideration. On-the-job training of three to 12 months is provided in-house for die-casting technicians. It normally takes three to five years to qualify as a skilled core-maker or moulder.

This field is large, with many opportunities for employment. Although there is some job mobility within a foundry, it's difficult to move from one employer to another. Many collective

agreements or company policies require new employees to start at entry-level positions, so changing companies may mean you lose seniority.

Foundry worker employment openings are mainly affected by primary metal and metal fabrication industries, which are expected to do very well from now to 2005. Foundries are becoming more dependent on machinery and equipment, rather than workers, to pour hot liquid metals directly into moulds.

Who's the right person?

You enjoy working with machines and tools. You're a steady, dedicated worker who works well as a team player. You're alert, inquisitive, learn well on the job, and can follow instructions. You need to be in good health with no respiratory, heart or back problems. You'll do well in this job with average physical strength, good hand-eye co-ordination and good manual dexterity.

What does it take?

- high school diploma is recommended
- training is mostly on-the-job
- an ability to follow both written and verbal instructions

Next steps?

- castings inspector
- department supervisor
- technical advisor
- cost estimator
- designer or plan supervisor

Average salary	\$37,103
low average	\$19,038
high average	\$56,554

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Furnace Operator, Steel Mill



"It's got its ups and downs, but I like being responsible for the quality of the steel."
Brad H.

Relevant high school subjects

- Mathematics, Industrial Arts, English, Computers

Want more information? Try...

- The Canadian Steel Trade and Employment Congress (CSTEC)
www.cstec.ca
- United Steelworkers of America
www.uswa.ca

What are some related occupations?

- oxygen furnace operator
- smelting furnace operator
- mixer operator, molten metal
- heater, metal
- aluminum powder maker
- open-hearth furnace helper

Furnace operators monitor and control furnaces in the process of making steel before it is cast into other products. They work in steel mills, and other types of metal refining and processing plants.

You work in a control room, directing the operation of furnaces used to produce steel. From the control room, you observe and operate computers and panel boards that control the various systems required to produce steel in the furnace. You receive specific information from the computer for each job. You calculate and adjust the amounts of molten iron, scrap steel and other additives that will be loaded into the furnace and melted into steel.

You weigh each ingredient and instruct the crane operator and crew members to load the vessels. You also calculate the required temperature and make the appropriate adjustments. When the furnace is ready to be loaded, you operate controls that tilt the furnace into position so that the scrap iron can be dumped in. The vessel is then returned to a vertical position. During the process, a long rod that injects oxygen into the mixture is lowered into the vessel. This brings down the carbon content of the steel to the desired level.

Work conditions and training

A furnace operator must work in extreme temperatures for short periods of time. Despite the fact that the control room is air conditioned, the steel plant gets extremely hot near the furnace area during a melt. The work environment is fairly dirty, since you are dealing with metal ore, scrap iron and various other ingredients.

Steel furnace operators are trained in-house by the employer. They work on an hourly rate and are among the highest paid production people in a steel mill. Shift work may be required. A certificate in industrial first aid is highly recommended and often required. Certification in the transportation of

dangerous goods (TDG), fire fighting, or the Worker's Compensation Board's Workplace Hazardous Materials Information System (WHMIS) may also be required.

Who is the right person?

You do not have to be strong to be a furnace operator, but you must be fit. There may be some physical work involved during inspection and maintenance of the furnace or when a problem arises involving physical adjustments.

You have an eye for detail and the ability to pay attention. Much of your time is spent operating a control panel and monitoring computers. You must have a good grasp of basic mathematics to calculate the proportions of scrap steel, molten iron, oxygen, temperature and other ingredients.

There is a certain amount of eye-hand co-ordination to work the controls. You direct other members of your crew, keep accurate reports and enter information into the computer system. You are self-motivated and work well with a minimum amount of supervision.

What does it take?

- a high school diploma, preferably with a background in mathematics
- familiarity with computers is an asset

Next steps?

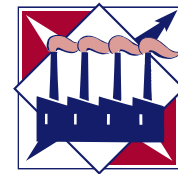
- other positions within the company
- supervisory or management positions

Average salary \$40,940
low average \$21,905
high average \$58,890



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Gas Plant Operator



"... I was able to apply for this position. I like it because you are always learning to use new technology that helps to improve efficiency."
Lloyd C.

Relevant high school subjects

- Computers, Mathematics, Chemistry, Physics

Want more information? Try...

- The Petroleum Industry Training Service (PITS) www.pits.ca
- The Canadian Gas Processors Association
Tel. (403) 263-5388

What are some related occupations?

- ammonia plant operator
- chemical plant operator
- petroleum process operator
- refinery operator
- fertilizer plant operator

Gas plant operators work in gas processing plants. From computerized control panels, they monitor, adjust and maintain the processing units and equipment in the plant. You control the flow of gas in and out of the plant, and check its quality. You carefully watch temperature and pressure gauges and flow recorders to ensure that all systems are operating properly.

You monitor and control the systems and equipment that take gas from its raw state and convert it into refined products, free of impurities. Generally, you work in a natural gas plant, located near a gas field. Some gas plant operators work in nitrogen and oxygen producing plants. You're also responsible for watching the equipment and performing any minor maintenance that is required. If major repair work is required you call in a maintenance crew.

You are responsible for the flow of this processed gas into the pipelines that carry it to the various industries and homes that use it for fuel. In addition, you make the gas flow changes to the supply system to keep pace with customer demands.

Work conditions and training

To perform all of your duties, you're required to work both indoors and outdoors. Gas plant operators are paid by the hour and there is usually shift work involved. Generally, an extensive in-house training program is available when you start the job.

Modern gas plants operate under the highest safety standards and the equipment is designed to prevent hazards. Despite this, gas plant operators are trained in handling dangerous substances such as hydrogen sulfide, a deadly gas that can be highly toxic. You are also trained in the use of a self-contained breathing apparatus and other safety equipment.

Who's the right person?

You are mechanically inclined and have good decision-making skills. Since you are dealing with highly flammable and toxic substances, you must be very conscientious and safety-minded.

A gas plant operator's job is not normally physically demanding since much of your time is spent in a control room. You may also spend a lot of time outdoors, performing routine checks on equipment. The work can be mentally stressful, if a problem occurs or if you have to keep up with the changing requirements of customers.

Good communication skills are helpful since you deal with many people, including co-workers and management. Senior operators may also train and coordinate the activities of new employees and subordinate staff. To do this well, you must be able to get along with people and have good organizational abilities.

Since gas plants are generally located at the gas fields in remote areas, you should enjoy outdoor work away from the city.

What does it take?

- a high school diploma
- you may be required to have a Power Engineering certificate, depending on the province/territory and the type of gas plant
- Fuels certification is required in most areas to perform minor maintenance

Next steps?

- other operator positions within the gas industry, as well as in related industries
- supervisory positions

Average salary	\$55,298
low average	\$29,954
high average	\$80,115



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"The work is heavy and sometimes dangerous, but the money is good."
Ian D.

Relevant high school subjects

- Mathematics, Science, Computer Literacy, Mechanical Courses

Want more information? Try...

- The Architectural Glass & Metal Contractors Association
Tel. (905) 420-7272
- The Canadian Tooling and Machining Association
www.ctma.com
- The International Brotherhood of Painters and Allied Trades
www.ibpat.org

What are some related occupations?

- glazier
- glass blower
- glass pressing machine operator
- glass finishing machine operator
- painter
- sheetmetal worker
- patternmaker

Glass cutters cut sheets of glass of varying thickness according to patterns or written instructions received from supervisors. They are generally employed by glass manufacturing or processing companies. The demand for glass cutting is greatest in the commercial sector, but glass cutters also do residential work, such as cutting glass for windows, doors, glass roofs, and skylights. They may also cut more specialized or custom-made pieces, such as car windshields, table tops or decorative components for building exteriors and interiors.

Automation is more and more common in the glass industry. Glass cutters often work in modern factories with state-of-the-art equipment. You may have to learn how to operate automatic cutting tables that use hydraulic lifts to lift and move large pieces of glass. Despite automation, you may still do much of your work by hand.

Whether the work is manual or automated, the basics are the same. Before cutting, you must first study the plan of the pattern and then carefully examine and measure the glass to be used. If you detect any flaws, you have to decide how best to cut the glass without wasting any of it. If you are working manually, you have to select the tools best suited for the task at hand.

Work conditions and training

Salaries vary quite a bit since you may work in specialized workshops, on factory production lines, or on construction sites. Generally you are paid hourly wages according to your level of experience.

You will undergo between two weeks to six months of on-the-job training under an experienced glass cutter.

Who's the right person?

You must have good eyesight and the hand-eye co-ordination necessary to cut the glass correctly. Glass is both fragile and expensive and employers hire cutters

who make the fewest mistakes. Glass can also be quite heavy and you will need sufficient strength to lift and position glass sheets as required.

You will do well at this job if you like to pay attention to details. Since you have to be careful not to break the glass or waste it by cutting it incorrectly, you must be able to plan your work well.

This job requires dependability, patience, and intense concentration. You must be focussed enough to produce high quality work consistently. The work can occasionally become fairly repetitive and requires self-discipline to follow instructions accurately. Glass cutting will likely appeal to those who prefer to work alone or with little supervision.

What does it take?

- high school education may be required
- successful completion of a community college or technical institute program in glass work is an asset
- this trade is not regulated by either the federal or provincial/territorial governments

Next steps?

- movement to other areas of specialization
- supervisory positions

Short TIPS

Any information you hear has to be checked. Your province, territory or region may not fit the pattern for a particular occupation or industry. Growth or decline in the fishing industry won't have a lot of meaning in a prairie town.

Average salary \$30,713
low average \$14,653
high average \$46,767



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Mine Service and Supply Worker



"I really like to work four days on and four days off, it gives me a lot of freedom. Besides, the money is great!"
Trevor F.

Relevant high school subjects

- Industrial Arts, Mechanics, Physics

Want more information? Try...

- Mining Industry Training and Adjustment Council
www.mitac.ca
- The Mining Association of Canada
www.mining.ca

What are some related occupations?

- surface mining driller
- conveyor operator
- underground production miner
- blaster
- service rig operator
- gas plant operator

Underground mine service and supply workers perform duties related to the loading and hauling of ore, the operation of chutes and conveyor systems, the construction and servicing of underground structures, passages and roadways, and the supply of materials and supplies for underground mining. They work in coal, metal and non-metallic mines.

You operate diesel or electric scoop-trams, load-haul-dump (LHD) machines or slushing machines to load and haul ore. Your responsibilities may include operating and maintaining ore chutes or conveyor systems to control the flow of ore or coal in underground mines. In addition, you operate construction equipment such as bulldozers, graders or backhoes to build and maintain underground passages, ventilation and water pipes, supports and other structures.

You also operate equipment to distribute personnel and supplies. Another part of the work involves keeping storage areas maintained and supplied with equipment such as explorer drill bits, fire extinguishers, lamps and batteries.

Work conditions and training

You probably will belong to a union. You are usually paid hourly wages. You work both above and below ground on mine sites. Mining operations are often located in remote areas. The working environment may be dusty, hot and noisy. Shift work is common practice.

While some mining operations have their workers living close by, others transport their workers from distant locations, on a fly in/fly out basis. The latter may work 12-hour shifts for two weeks and then fly out for one week's rest and recreation before flying back to work again.

Mines are unique working environments that are difficult to describe. Underground operations are dark, wet, and for the most part humid,

although ventilation systems have improved the environment significantly.

Opportunities in this field are always dependant on prices in international markets.

Who's the right person?

You like working with mobile equipment and enjoy working on your own.

Companies look for people who show initiative and are able to make decisions quickly and confidently. The work is almost all mechanized now but physical dexterity is still a definite advantage.

While many people find mines intimidating at first, they often become very attached to this type of work. You will have an aptitude for mechanical equipment operation. An ability to tolerate physically demanding work is essential. You must observe occupational health and safety rules.

What does it take?

- a high school diploma is usually required
- previous formal training of up to six weeks followed by periods of informal on-the-job training as a helper or in support occupations
- a one-year community college program in mining technology is recommended
- haulage operators (tracked and trackless) and equipment operators may require company licensing

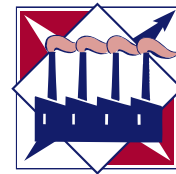
Next steps?

- supervisory positions
- job movement between different types of mining specializations
- job movement to other mining machine operation

Average salary	\$46,603
low average	\$23,985
high average	\$67,186

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Mining Machine Operator



"It's interesting and challenging to learn to drive different types of mining machines. This job is among the highest paid in the industry."

Ed H.

Relevant high school subjects

- Mechanics, Physics, Mathematics, English

Want more information? Try...

- The Mining Association of Canada
www.mining.ca
- Mining Industry Training and Adjustment Council
www.mitac.ca

Some related occupations:

- bucketwheel excavator operator
- power shovel operator
- heavy equipment operator

Mining machine operators work with machinery to extract minerals from underground mines. They are employed by coal, metal and non-metallic minerals underground mining companies. They are found in hard-rock mines that produce ore and metal, coal mines, or in soft-rock mines producing potash or salt.

Miners operate many different machines in coal and hardrock mines. Mobile drilling machines bore blasting holes in rock and ore. Other types of drilling machines are used to obtain core samples for geological tests and to produce underground passageways. A raise-boring machine creates connections between different mine levels.

To clear a mine site of debris, a scoop-tram gathers ore and waste rock into a bucket and dumps it onto a conveyor belt, truck or into a chute. A loading machine is equipped with gathering arms and a conveyor to load shattered ore, rock, coal, potash or other materials into vehicles. Other machines include hoists, conveyors, mechanical shovels, bulldozers, graders and front-end loaders.

Work conditions and training

Most mining machine operators work in shifts. You should be prepared to work in noisy, dusty and dirty environments in almost any kind of weather. Some operators work in air-conditioned and dust-controlled cabs. Those who operate excavating and grading equipment have to sit for long periods of time on vibrating or bouncing machinery. Hearing protection, special safety boots, gloves, goggles and hats may be required. Mining companies today are very safety-conscious and operate to high standards.

Employment for some heavy equipment operators is on a project-to-project basis and travel away from home is often required. Heavy equipment operators must be prepared for periodic layoffs.

Most of your training comes on the job. Depending upon your exact function and the province/territory in which you work, you may require provincial/territorial certification.

Who's the right person?

Operating such machinery means working the controls, adjusting the direction, rotary speed, the percussion rate, and the air pressure. Mining machinery today is computerized and remote-controlled, and much less physical work is needed than in the past. Despite this, you still have to maintain and repair your machines. You must be physically fit and have stamina to stand or sit for long hours.

You will enjoy this job if you are thorough and can work on your own with little supervision. An enjoyment of machines and a mechanical aptitude are an asset since you work with large motorized equipment.

Good communication and reading skills are important to understand training manuals and the programs that run computerized equipment. You are also required to fill out written reports of work progress and any problems that may arise.

What does it take?

- a high school diploma is usually required
- some mechanical or technological training is an asset
- certification is required in some provinces/territories

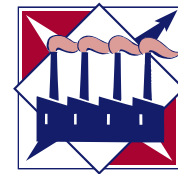
Next steps?

- supervisory positions
- job movement to other types of mining machines

Average salary \$55,490
low average \$32,110
high average \$78,832



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“You have to keep on top of all the new developments with vehicles.” Kevin C.

Relevant high school subjects

- Typing/keyboarding, Basic Mathematics, Business English

Want more information? Try...

- Job Futures: Recording, Scheduling and Distributing Occupations (147)
www.hrhc-drhc.gc.ca/JobFutures

What are some related occupations?

- purchasing officer
- shipper/receiver
- billing clerk
- auto service technician
- library technician
- inventory clerk
- customer service/order desk (telephone services) clerk

Average salary \$30,141
low average \$15,606
high average \$46,036



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Parts clerks, sometimes called storekeepers, sort, store and dispense parts and supplies. You work for an organization with a large inventory of materials for sale or for distribution within the organization.

You receive and sort incoming materials; use a manual or computerized system to record the number, kind and location of items; store the items; and keep price lists and catalogues up-to-date. You also process requests for materials, supply the appropriate items and order replacements. If you work in a retail establishment, you also sell parts and supplies to the public.

The challenge is to ensure that you have enough supplies on hand and can find them quickly when they are needed, and also ensure that costs are kept low. Paying storage costs for items that are not needed for long periods of time may be an unnecessary expense to the organization.

Work conditions and training

You may work for retail or wholesale establishments, or large organizations such as the armed forces, major hospitals or manufacturing, mining, forestry and construction companies. You generally work in a warehouse, tool room, supply room or similar type of environment. In a retail establishment, you also work behind a counter in a relatively small area open to the public. Hours of work vary depending on the employer. You may work weekday hours, or work shifts.

Most parts clerks are trained on the job. Entry-level training positions are easier to obtain if you have a high school diploma and/or warehouse and clerical experience, or knowledge of machinery parts. Many colleges and technical institutes offer part-time or distance education courses related to warehousing operations; some offer related full-time programs. Alberta, British Columbia, Manitoba, the Northwest Territories and the Yukon offer formal three- to four-year apprenticeship programs for parts clerks

who deal with automotive parts; heavy duty vehicle parts; farm implement vehicle parts; industrial, or recreational vehicle parts.

Who's the right person?

You have an aptitude for detailed work and are able to stand for long periods of time. During busy periods, you maintain a high level of accuracy, keep your cool and work efficiently, and maintain a pleasant manner with fellow employees and customers. A good memory helps and you enjoy a sense of organization.

What does it take?

- completion of secondary school may be required
- on-the-job training or apprenticeship training
- good communication and customer service skills, keyboarding skills and time management skills are essential
- related training or experience is a definite asset

Next steps?

- supervisory positions (warehouse, purchasing/ordering, manufacturing plant supervisor)

Short TIPS

About 97% of heavy duty service technicians are employed full time and make up to \$50,000 a year.



"I like using different materials to design an accurate pattern. You only ever make one pattern, so it never gets boring." Neil K.

Relevant high school subjects

- Machine Shop, Woodworking, Drafting, English

Want more information? Try...

- The Canadian Steel Trade and Employment Congress (CSTEC)
www.cstec.ca
- United Steelworkers of America
www.uswa.ca

What are some related occupations?

- tool and die maker
- tooling inspector
- metal mould maker
- machine inspector

Patternmakers design and create foundry patterns and coreboxes so that parts and components can be cast from metal. They are employed in foundries and independent pattern shops.

You read and interpret drawings or blueprints to build exact models of metal products. These models are called patterns. The foundry patterns may be made from wood, metal or sometimes materials such as plastic, fibreglass, plaster or wax. They go to the foundry where they are encased in sand to create sand moulds. The foundry patterns are then removed from the moulds and molten metal is poured into the moulds to create metal castings.

Patternmakers also make core boxes which are used to make the cores that are placed inside a mould to create the internal cavity of the casting.

Work conditions and training

This work is done primarily outside the foundries and your shop may serve more than one foundry. You are paid an hourly wage and are among the highest paid workers in the foundry industry. Patternmaking trade certification is available. A three- to four-year apprenticeship combining on-the-job and classroom training is generally required. To become an apprentice, you must find an employer who will hire you. The in-school portion of the apprenticeship consists of three separate 240-hour periods of study at a community college or other approved training facility. New workers with some related training or experience progress more rapidly than others.

Who's the right person?

Increasingly, patternmakers are using computer-aided design (CAD) and computer-aided manufacturing (CAM) technology to design and create complex and intricate patterns. Whatever the medium or the technology, you must

carefully check every detail of the patterns you build. Any error you make will show up in the metal castings.

This is an ideal job if you like to work with your hands. It's a highly skilled, technical job that demands a good deal of creativity. If you get satisfaction from creating something from nothing, this could be the job for you.

You are a highly motivated, creative worker who is committed to what you are doing. Much of the work is done alone, but you have to be able to co-operate with other workers such as foundry personnel and designers.

You read blueprints and then visualize the finished product in three dimensions. This is particularly challenging since you often work with a mirror image of the finished product. You plan the job from start to finish. Strong mathematical ability makes this job easier as there's a lot of shop math involved.

This work is not strenuous, but it requires good health and the ability to stand all day. You need to have good eyesight, a keen sense of touch and manual dexterity.

What does it take?

- some secondary school education is required
- good reading skills are recommended
- three- to four-year apprenticeship combining on-the-job and in-school training

Next steps?

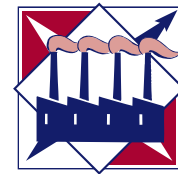
- specialist patternmaker
- supervisor
- owner of your own pattern shop

Average salary \$45,448
low average \$21,106
high average \$68,953



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Plastics Processing Machine Operator



“You really need to be on the ball with this job – but it never gets boring.”
Gerald S.

Relevant high school subjects

- Industrial Arts, Mathematics, Blueprint Reading

Want more information? Try...

- The Canadian Tooling and Machining Association
www.ctma.com
- The Precision Machined Products Association
www.pmpa.org

What are some related occupations?

- labourer in plastic products, manufacturing
- rubber processing machine operator
- plastics press operator
- plastic tool maker

Plastics processing machine operators set up and operate machines that mix, press and mould plastics into products. Your first step on the job is to load the machines with the materials to be moulded, mixed or pressed. You may sit by the conveyor and assemble or pack products into containers. You unload the finished product from conveyor belts and place it in the warehouse.

An important part of your job is to check for defects through visual and weight checks. These quality control duties are done at various points in the production process. Other monitoring responsibilities include making sure that the temperature and pressure of the equipment is correct. Your responsibilities include keeping the machines clean and in a good state of repair. Statistical control process equipment is used in more and more plastics processing plants.

Work conditions and training

Most plastics processing machine operators work in areas that are clean, well lit, and well ventilated. You operate powerful, high-speed machines that can be dangerous if strict safety rules are not observed. You wear protective equipment, such as safety glasses and earplugs to protect against flying particles of metal or plastic and noise from the machines. You have stamina because operators are on their feet much of the day and may do moderately heavy lifting.

You work a 40-hour week, but overtime is common during periods of increased production. Some plants are unionized and new employees must join the union within 60 days of starting work.

You have the opportunity of learning how to operate more than one type of machine. You need to be an enthusiastic learner. On-the-job training periods vary between a few weeks and a few months depending on the complexity of the

machinery. Under supervision, new trainees begin assisting in the operation of equipment. You advance to more difficult tasks and eventually become responsible for your own machines. You may need several years to become a skilled operator or to advance to the more highly skilled job of set-up operator. Plastics processing operators may need hydraulics, pneumatics and electronics systems courses.

Who's the right person?

You are a team player and enjoy working with others. You are dependable and willing to do a good job. You must be able to stay alert and concentrate on what the machines are doing at all times. This is physically demanding work as you are required to lift and move products with or without the use of lifting aids.


What does it take?

- completion of high school may be required
- an interest in mechanics is a definite asset
- a knowledge of computers is an asset

Next steps?

- multiple machines operator
- supervisory roles

Average salary	\$28,134
low average	\$13,480
high average	\$44,994

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Power System Operator



"If I am not troubleshooting, I am doing system maintenance or looking for ways to create better efficiency." Gerald P.

Relevant high school subjects

- Computers, Electronics, English

Want more information? Try...

- The International Brotherhood of Electrical Workers
www.ibew.org

What are some related occupations?

- load dispatcher
- substation inspector
- power switchboard operator
- hydro electric station operator
- electrical technician

Power system operators monitor and operate equipment on transmission lines and in transformer and power generating stations. They control the distribution and regulate the flow of electrical power in the transmission network. They are employed by electric power generation, transmission and distribution companies.

You control the electricity that goes to a particular region. You have to monitor the system and make sure that it is operating safely and within the guidelines set by the power company. You monitor and operate computerized or pneumatic switchboards that regulate the flow of electrical power.

The distribution demands on a generating station or substation change daily, due to system outages, repair work and other factors. It is your job to co-ordinate, schedule and direct power loads and line voltages to meet these demands. At any given time, there could be repair work or construction that requires part of the system to be shut down. You refer to drawings of the power system and prepare switching orders that will isolate the work areas without causing a power outage.

Work conditions and training

Much of your shift may be spent monitoring the system at a control panel and doing routine duties, but if there is a problem in the system, you must restore power as quickly and safely as possible. Communities depend on your skill and knowledge. Thunderstorms may cause numerous interruptions to the system. You co-ordinate maintenance crews and deal with customers.

You go outside to inspect the transformers, breakers and other equipment at the station. If there is a problem, you take action and call in a maintenance crew. There are many times when your only task is to monitor the system.

Since the power system must be in continuous operation, you may find yourself working twelve-hour shifts, in the evenings, on weekends and holidays. You are generally paid by the hour.

Who's the right person?

Power system operators communicate with maintenance crews, co-workers, and the public. You prepare operating records and reports of the activities in the station during your shift. You have good verbal and writing skills. Also, if a problem occurs in the system, you must be calm and polite, even if you are extremely busy. You usually work without supervision and it is up to you to make the decisions that will keep the system working properly.

You do not have to be physically strong to perform this job, but there are times when you may have to move heavy equipment by hand.

Technological changes in power systems call for modern power stations to use computerized control systems. As a result, operators must be familiar with computers.

What does it take?

- a high school diploma is generally required
- a three- to four-year in-house training program (in some provinces/territories, a provincially- /territorially-regulated apprenticeship program is offered)

Next steps?

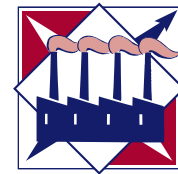
- supervisory positions
- job movement to other power generating stations

Average salary \$58,952
low average \$35,016
high average \$80,175



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Printing Machine Operator



"I look forward to producing the best printing job that I can. It's the finished product that really counts."
Rod S.

Relevant high school subjects

- Computers, Graphic Design, Mathematics

Want more information? Try...

- Printimage International
www.printimage.org

What are some related occupations?

- colour copier operator
- printing press operator
- wallpaper printer
- textile finishing machine operator
- electronic sign maker operator

Printing machine operators set up and operate a wide variety of non-standard printing presses and machines. They print words, illustrations and designs on many different materials such as paper, plastic, corrugated cartons, glass, leather and metal.

You may be employed by rapid printing services, commercial printing companies and by various companies with in-house printing facilities. You could operate a small duplicating machine in a rapid-print company, producing short runs of printed materials such as flyers and bulletins. In this case, you review the work order and set up your machine accordingly, making adjustments for colour of ink, type and size of paper as well as the number of copies required. You may also work photocopiers, laser printers or high-speed printing and finishing machines that print, collate and bind printed material.

Screen printing machine operators work on machines that print multicolour images on textiles, paper, metal, glass, plastics and other materials. You mount screens on a press frame and pour ink onto the screen or into a feed pan. The ink is pressed through the fine mesh of the screen to produce an image.

Work conditions and training

The types of organizations and the work conditions that you work in will vary. A copier operator or small offset press operator may work in a store front situation. In this type of business, you may be required to deal with customers, as well as work with the equipment. In other industries, you may not have to deal with the public, but the work may be noisy and repetitive.

You generally spend a good part of your time on your feet, operating your machine. There may be a small amount of lifting involved to change rollers, paper or other materials, depending on the machine.

Your work can occasionally be stressful. If you work in a rapid print

business, dealing with customers and operating copying equipment, you must work quickly to deliver the job on time.

Training will be on-the-job but may require a certificate or diploma in printing technology, depending on the position.

Who's the right person?

You are quality-minded, have an eye for detail and a sense of design and type. You are self-motivated and able to work on your equipment with a minimum of supervision.

If you work in a copy shop, you'll do well if you enjoy meeting people and dealing with the public. You remain calm, pleasant and organized, even when you are swamped with jobs. To avoid costly mistakes and keep customers happy, you are able to work quickly and efficiently. These jobs are increasingly being done electronically, so an up-to-date knowledge of computers will assist you in your career.

What does it take?

- a high school diploma is generally required
- community college courses in graphics may be an asset
- completion of a printing technology program at a community college may be an asset

Next steps?

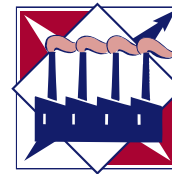
- other positions in the industry, within your company or outside

Average salary	\$29,081
low average	\$12,994
high average	\$47,893



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Printing Press Operator



“Depending how well you sell yourself, and how skilled you are, you can make a lot of money in this career.” Chris P.

Relevant high school subjects

- Computers, Mechanics, Mathematics, English

Want more information? Try...

- The Canadian Printing Industries Association
www.cpia-aci.ca

What are some related occupations?

- photographic and film processor
- cylinder preparer
- film assembler/stripper
- platemaker
- pre-press technician
- scanner operator
- binding and finishing machine operator
- web press operator
- offset press operator

Printing press operators set up, operate, and maintain sheet and web-faced presses to print text, illustrations and designs on paper, plastic, metal, and other materials. Press operators are found in printing companies, combined publishing and printing establishments, and other industries with in-house printing departments.

You are responsible for all the elements that go into a printing job. Step one is to set and adjust the plates, cylinders, and dampeners. Then you figure out the correct ink tone and density by mixing and adjusting inks. Once this is complete, a test run of the job is required to make any fine adjustments to the quality of the product. The print job must be even and consistent before a full run is undertaken.

In some cases, you may be working closely with others who are responsible for supplying materials to the press while you are operating it. Otherwise, it may be your responsibility to monitor the stock of materials used on the press and make sure you don't run out of paper, metal or ink.

Work conditions and training

Depending on the size of the printing company in which you work, you may be paid hourly or by salary. You will probably work a forty-hour week, and in some cases, shift work may be required.

Training for this position tends to be hands-on. You will probably begin by working at support staff jobs such as those of feeder and paper handler until you fully understand the operations of the press.

Apprenticeship programs are available if you are interested in pursuing this career. Another option is to attend a college diploma program for graphic printing technicians.

Who's the right person?

You are expected to manage your time well. Some publications, such as newspapers, operate on a deadline. Organizing printing jobs to meet them can be stressful. At the same time, you must be patient and careful to make sure the quality of every job reaches high standards.

You will need mechanical ability to do this job. The industry is computer-based, but the need to understand the way a machine operates is still vital.

You may have to cope with hot conditions working near press machinery and the work may be repetitive at times. Although teamwork is a must, you should also enjoy working independently since most print shops or departments rely on one press operator to perform the print functions.

You have good eyesight and normal colour vision.

What does it take?

- a high school diploma is usually required
- completion of a printing technology program at a community college or a four-year apprenticeship program in printing, with specialized courses
- union membership may be required

Next steps?

- various other press operator positions
- supervision of crews with a large press company

Average salary \$36,365
low average \$17,947
high average \$59,113



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Process Panel Operator



“After I completed my Power Engineering program, I had no trouble at all getting a position as an operator.”

Rick A.

Relevant high school subjects

- Mechanics, English, Mathematics, Computers

Want more information? Try...

- The International Union of Operating Engineers
www.iuoe.org

What are some related occupations?

- grinding mill operator
- steam control operator
- glass furnace operator
- slurry equipment operator

Process panel operators are responsible for monitoring and managing the processing and production of many types of machinery and equipment. They are employed in mineral ore and metal processing plants such as lead refineries, uranium processing plants, steel mills, aluminum plants, precious metal refineries, and cement processing plants.

You work in a central room where you are able to view operations, either visually or via monitors. You make sure machinery runs smoothly and production schedules are followed. You use computers, switchboards, and lever controls to run, gauge, and halt machinery operations. From the control room you are able to pace the level of production, determine the amount of materials that move through processing, and watch for any problems. If trouble arises, you call in technical experts to fix the problem.

Work conditions and training

An important part of the work is to manage workers operating machinery along production lines. As more equipment becomes automatic, however, you will also monitor highly technical machines.

Depending on the industry, you are paid either a salary or an hourly wage. Since some plants run on a continuous basis, you may work in shifts.

Training for this occupation tends to be on the job under the supervision of an experienced process panel operator. As the technology becomes more complex, companies are coupling on-the-job experience with classroom training. Classroom training will also help you learn the safety procedures to be followed during emergencies.

Operators who have many different skills and have a broad range of knowledge and abilities will have the best opportunities.

Who's the right person?

You are organized, can make decisions quickly and stay calm in pressure situations. Being able to determine the rate at which materials are processed, plus calculating the quantity of materials moving through the line, calls for accurate judgement and an eye for precision. You need to communicate clearly to pass information to workers on the production floor. In monitoring a wide range of operations, you pay attention to all the details.

Although you may not deal with the problems “hands-on,” you must identify the source of a problem and react quickly, calling in the necessary technical experts.

What does it take?

- a high school diploma is usually required
- previous experience with industry-specific machinery is an asset
- technical school programs and other previous training will be an asset to your career
- union membership may be required

Next steps?

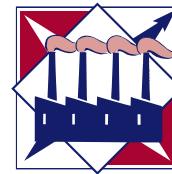
- shift supervisor
- safety supervisor
- plant manager

Average salary \$49,094
low average \$28,125
high average \$69,356



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Rubber Processing Machine Operator



"...each individual part that you make becomes a part of something much larger and important in the industry." Blaine P.

Relevant high school subjects

- Computers, Industrial Arts, English, Mathematics

Want more information? Try...

- The Alliance of Manufacturers and Exporters Canada
www.istream.com/alliance
- The Canadian Tooling and Machining Association
www.ctma.com

What are some related occupations?

- labourer in plastic products, manufacturing
- plastics processing machine operator
- plastic tool maker

Rubber processing machine operators run the machines that mix, press, mould and cure rubber for use in other manufacturing processes. The processed rubber is then sold to other manufacturers as an intermediate product or is made into a finished product such as tires, hoses or boots.

You follow a recipe in preparing each of the rubber compounds with which you work. First, you weigh the component materials. These might include natural and synthetic rubber, carbon black or other pigments, fillers, processing oils and chemicals.

You load all the materials into the machine in the correct order and begin processing. Typically, you have to wait for a certain amount of time to elapse or for a particular temperature to be reached before proceeding to the next step. During a particular shift, you may be required to make several separate batches of each specific compound. You then monitor two large rolling mills that produce slabs of processed rubber tailored to specific sizes for resale.

You must be aware of the temperature of the rubber compounds and the pressure that is being exerted on them. You try to ensure that each batch meets the specifications exactly in terms of size, colour, and other physical and chemical properties.

Work conditions and training

Although ventilation and dust collection systems are in place in rubber processing plants, the work environment can be dusty, especially when carbon black is used in the production process.

Rubber processing machine operators are paid hourly wages and may or may not work in a unionized operation.

You will learn to use more than one type of machine. Training can take anywhere from two weeks to two months and is essential whenever new technologies emerge. You may be

required to take courses relating to work health and safety.

Who's the right person?

You willingly learn new processes. You are a team player and enjoy working with machines. Since you have to adjust temperature and other settings, it helps that you are mechanically inclined.

You follow instructions and procedures to the letter. The materials must be fed into the machines in the exact order prescribed by the chemist or compounder. You have an ability to concentrate and pay attention to the smallest detail as there are dangerous aspects to this work.

In a more computerized environment, you monitor the activities of the machine from a control panel. Thus, a working knowledge of computers is a major asset. Despite the use of automated equipment, this is still a physically demanding job. You handle heavy materials, with or without the assistance of lifting aids.

What does it take?

- some secondary school education is required
- some employers require that employees be at least 18 years of age

Next steps?

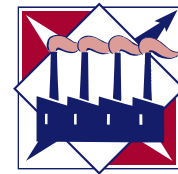
- learning new computer-controlled cutting machinery
- learning the use of robotics
- supervisory positions

Average salary \$33,841
low average \$16,851
high average \$48,264



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Sawmill Machine Operator



“Once I got over the techno-factor of this job, I was okay. The computer scanning and laser imagery makes it very interesting.”
Robert C.

Relevant high school subjects

- Mathematics, Computers, Social Studies, Machine Shop

Want more information? Try...

- The Canadian Lumbermen's Association (CLA)
www.lumberweb.com
- The Canadian Wood Council (CWC)
Tel. Toll Free
1-800-463-5091
www.cwc.ca

What are some related occupations?

- resaw operator
- woodworking machine-tool operator
- grader
- power system operator
- service rig operator

Average salary	\$35,019
low average	\$15,264
high average	\$54,383



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Sawmill machine operators work in mills that manufacture lumber and other wood products. They operate, monitor and control lumbermill equipment that saws timber logs into rough lumber and then saws, splits, trims and planes the rough lumber into dressed lumber.

After you cut timber logs into rough lumber, you saw or plane it into different sizes of dressed lumber. Some of it you make into shingles or shakes. Modern mills use computer scanners that figure out how the log should be processed to obtain the highest value and the least waste.

The products are graded visually or by machine and the grade is stamped on. You use scanners to sort the lumber automatically based on grade, length, and species.

Most lumber is now kiln dried. After sorting, lumber is stacked and placed in a drying oven where the temperature and rate of drying are carefully controlled so that lumber quality is not damaged. Once the desired moisture level has been reached, the lumber is packaged and readied for sale and shipment.

Work conditions and training

Modern technology has greatly reduced the amount of physical work involved in operating sawmill machinery. In modern mills, the head rig operator sits in an air-conditioned, soundproof booth working a control panel. Logs are scanned and the saw blades are automatically adjusted.

In older sawmills, the log assessment is done by eye, and there is more exposure to noise and physical work.

Training for a sawmill machine operator is done on the job. In some cases, the manufacturers of the sawing equipment and the scanners provide training courses on their machines. You are generally paid an hourly wage that can be fairly high depending on your skill and experience. Shift work may be

required and you may be asked to work nights and weekends.

Who's the right person?

You will do well in this job if you are conscientious and quality-minded. Your job as a sawmill operator is a fairly skilled one. The decision on how to cut each log is up to you and you must rely on your skill and knowledge to make the right cuts. An understanding of the lumber market is helpful.

You need a great deal of physical and mental stamina. In any given shift you might process thousands of logs. You must be alert and able to concentrate on the job.

In most cases, you are required to perform routine maintenance on your machine such as cleaning, lubricating and performing minor repairs. You inspect the saw blades and notify a supervisor or millwright if they need sharpening or replacing.

You are mechanically inclined and enjoy working in an industrial environment. You must be a safety-minded person.

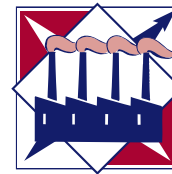
What does it take?

- a high school diploma may be required
- previous general sawmill experience may be necessary

Next steps?

- head sawyer's position
- higher level computer skills improve your ability to move to supervisory positions

Service Rig Operator



"I like to work outdoors. It's great to produce something that really drives our economy."
Layne W.

Relevant high school subjects

- Mathematics, Chemistry, Physical Education

Want more information? Try...

- The Petroleum Industry Training Service
Tel. Toll Free
1-800-667-5557
www.pits.ca
- The Canadian Association of Oilwell Drilling Contractors
www.caodc.ca

What are some related occupations?

- wireline operator
- pumping service operator
- downhole tool operator
- gas plant operator

Service rig operators set up and control truck-mounted drilling and hoisting equipment used in the servicing of oil or natural gas wells. You are employed by drilling and well servicing contractors, petroleum producing companies and well-testing companies.

Service rig crews complete well-drilling operations and clean and maintain the wells. You close down wells that are no longer in use. You work on truck-mounted units that you drive to the well sites.

Upon arriving at the well site, you operate the controls that raise the derrick and level the rig. With the aid of a helper, you thread cable through pulleys in the derrick and connect the hydraulic lines using hand tools. You also install pressure-control devices onto the well head. You attach clamps to the top of tubing or pump rods and operate controls that pull them out for salvaging or repair work.

Work conditions and training

You will work out in the field at different well site locations. A starting position as a service rig operator is known as a roughneck. With the proper skill, experience and training, you can proceed to become a derrick hand and then a driller and tool pusher. To advance from an entry-level position to a tool pusher may require 10-15 years. Training is primarily on the job.

Generally, you don't work a regular eight-hour day. You are required to get the job done on schedule whether it takes two hours or eighteen. Usually the average work day is 8-12 hours. Service rig operators are usually paid by the hour.

Who's the right person?

You are physically fit and fairly strong to operate the rig and to add or disconnect sections of drill pipe with wrenches and other tools. You work outdoors at remote locations in all kinds of weather. Travelling is a huge part of the job and you may work away from home for periods of time. You get along with people and work as part of a team.

If you enjoy mechanical challenges, this may be the job for you. As a service rig operator, you may have to do some of your own maintenance, if you are at an isolated posting. Since you may be required to do some calculations, a background in math is helpful to you on the job. In addition, common sense and safe working habits are necessary for you to perform your work well.

What does it take?

- a high school diploma is usually required
- courses from the Petroleum Industry Training Service (P.I.T.S.)
- courses from the Northern Alberta Institute of Technology in Edmonton or the Southern Alberta Institute of Technology in Calgary

Next steps?

- derrick hand
- driller
- tool pusher

Average salary \$46,867
low average \$22,956
high average \$71,073



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“There is challenge and satisfaction in producing quality goods, and in making sure it’s the right colour.” Dave P.

Relevant high school subjects

- Computers, Sciences

Want more information? Try...

- Modern Dyers Links Page
www.inforamp.net/~mitch1/links.html
- Textiles Human Resources Council
www3.sympatico.ca/thrc

What are some related occupations?

- knitting machine operator
- textile machinery mechanic
- sewing machine operator
- printing press operator
- photographic processing technician

Textile dyers tend machines that dye fabric, thread, yarn and other textile products. When you are working with computer-integrated machinery, you monitor the operation of several dyeing machines at the same time.

Your duties depend on the type of textile product produced and the type of machinery. You prepare dyeing machines for production runs, and make sure that they operate properly. You may mix dyes and chemicals by hand or operate control equipment that does the mixing automatically. During dyeing operations, you check factors such as temperature and dye flow rates. As textile products emerge from the dyeing process, you examine them for colour variations or other defects to make sure that products are up to company quality standards. You keep production records, and may also be responsible for cleaning dyeing machines between production runs.

Work conditions and training

You work in a textile manufacturing plant. Many of the textile manufacturing plants in Canada are located near large urban centres in Ontario and Quebec.

Your working environment may be fairly noisy with many machines operating at the same time. Modern dyeing facilities are usually well ventilated. You will probably work shifts because most textile mills operate 24 hours a day. When working with dyes and chemicals, you may be required to wear gloves and other protective gear.

Your on-the-job training will probably take one to six months. When you are looking for a training position, work experience in textile manufacturing or experience operating machines is a definite asset. Employment and/or advancement may require completion of secondary school.

Who's the right person?

You are conscientious and take pride in your work. Since you do much of your own quality control, you need good colour vision, an eye for detail and the ability to deal with problems quickly and effectively. You must be able to work with a minimum of supervision, and remain alert to detect problems while they are still relatively minor.

Because computers control many functions in modern dyeing machines, basic computer knowledge is an asset.

What does it take?

- some secondary school education may be required

Next steps?

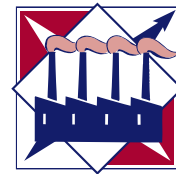
- supervisory positions
- textile grader
- textile inspector
- trainer

Average salary	\$23,313
low average	\$11,999
high average	\$33,006



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Textile Machinery Mechanic



"It's a challenge to take an unfamiliar fabric apart and figure out how it was done." Mick M.

Relevant high school subjects

- Mechanics, Electronics

Want more information? Try...

- Textiles Human Resources Council
www3.sympatico.ca/thrc

What are some related occupations?

- knitting machine operator
- sewing machine operator
- textile dyer
- millwright

Textile machinery mechanics install, set up, maintain, repair and overhaul production machines in textile manufacturing plants. You may work on several different types of machines or specialize in particular types such as knitting machines, looms, spinning frames or carding machines.

You are responsible for performing routine maintenance tasks, adjusting machinery as necessary, and setting up machines for new patterns or products. When machine operators encounter a problem with a machine, you diagnose the problem, repair or replace the necessary parts, test the machine to make sure that it is running smoothly, and record what you did in a maintenance log.

To keep machinery working at peak performance, you have to be able to figure out what is causing any minor problems and make the necessary adjustments or repairs before they become major problems. Faulty equipment operation can damage the textiles being produced or stop production altogether, and can become a safety hazard for machine operators. When appropriate, you recommend equipment changes and modifications. You may also install and evaluate new machinery.

Work conditions and training

You will probably work weekday hours in a textile manufacturing plant. However, since machinery breakdowns cause expensive production delays, you may be called to the plant at night or on weekends for emergency repairs. The plant may be fairly noisy with many machines operating at the same time. Union membership may be required for employment.

On-the-job training for textile machinery mechanics can take up to three years. Related experience is important because textile manufacturers generally prefer to select trainees from among their current employees, or hire

job applicants who have training or experience related to industrial mechanics and/or textile manufacturing. Many textile machinery mechanics start out as machine operators.

Who's the right person?

You have an aptitude for mechanics and electronics, and enjoy working with tools. You like to discover how things work and trouble-shoot problems.

Since textile manufacturing machines can be quite large, you must be able to work in cramped and awkward positions underneath and above machinery. You are safety-conscious, work responsibly with little supervision, and are able to get along well with fellow employees.

What does it take?

- completion of secondary school is generally required
- training or experience related to mechanics and electronics is an asset
- up to three years of on-the-job training, or several years of experience as a mechanic in another industry plus some training in textile processes
- experience as a textile machine operator may be required

Next steps?

- supervisory positions

Average salary	\$31,394
low average	\$16,908
high average	\$46,592

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“There is a real challenge in getting a set of drawings and then producing the exact specifications for the design.” Kees G.

Relevant high school subjects

- Computers, Mathematics, Drafting, Machine Shop

Want more information? Try...

- The Alliance of Manufacturers and Exporters Canada
www.istream.com/alliance
- The Canadian Council of Technicians and Technologists
www.cctt.ca
- The Canadian Tooling and Machining Association
www.ctma.com

What are some related occupations?

- marine engineering technologist
- mechanical engineering technologist
- industrial designer
- machine designer
- tool and die designer

Average salary \$47,255
low average \$25,702
high average \$69,120



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Tool designers create the tools that are used in manufacturing processes. They are employed in manufacturing and processing industries as well as by engineering consultants.

As a tool designer, you must assess many elements when planning a manufacturing tool. You work from engineering drawings and refer to manuals to determine the requirements of each tool. You determine specifications for each part, what materials can be used, the expected life span of the part, and what machines should be used to manufacture the part. You must also determine whether manufacturing the part is safe and whether making this tool is cost-effective to the company.

You work with other people in the manufacturing process who tell you whether or not the tool you are designing meets all the necessary requirements. The increasing use of computers in this field means less trial and error in achieving design standards.

Work conditions and training

Most tool designers work a forty-hour week. Some companies may require shift work. You can gain trade certification through apprenticeship or a combination of experience and courses in the trade. Trade certification is available, but may not be compulsory in some provinces and territories.

There is no limit to the type of design work you might find yourself doing. Formal training periods are usually provided when you start working as companies want you to learn about their own specific methods and practices. Continual upgrading is part of the business, especially with the influence of computer-aided design programs and the rapid development of new materials. If courses on developing technology are not offered on the job, you can upgrade your skills through classes provided at a local community college or technical institute.

To become a tool designer, you should complete a tool and die or mould apprenticeship. Although not required, you should have finished a general machinist apprenticeship as a minimum.

Who's the right person?

You balance practical know-how of mechanics with creative ability. You constantly look for new ways to modify or improve existing standards. This aspect of the work will attract you if you are the inventive type. You have a mechanical aptitude.

The work is meticulous and you can concentrate on small details for extended periods of time. In most cases, you work in conjunction with tool makers, manufacturing engineers and quality control personnel. Because of this you communicate clearly and directly. Also, since much of the design process involves evaluating and revising ideas, you are open to constructive criticism from fellow workers.

Most tool designers are required to work with a computer-assisted design (CAD) program. You also have the ability to visualize drawings and objects.

What does it take?

- a high school diploma
- completion of a three-year community college program in mechanical engineering technology is usually required

Next steps?

- You advance from machinist, to sheet metal operator, to draftsman to tool designer. You may choose to specialize in fields such as detail tooling, assembly tooling, or design engineering.



Sales & Service

Rewards abound for those who love to help people with everyday and not-so-everyday needs.

The variety of options in this Field of Work is mind boggling, from childcare to commercial diving, from appraising real estate to telemarketing. The work may be highly technical or straight-forward. But for all these jobs, people-skills are crucial. You must be good at listening to and understanding what people need - and skilled and knowledgeable enough to provide them with it. For some occupations (e.g. teacher assistant or child and youth care worker) working with children is part of the job. In some jobs you are providing people with a personal grooming service (e.g. hairstylist, skin care makeup consultant) and in others you may be providing for the public's safety (e.g. police officer, firefighter). Whatever the work, it will bring you into constant contact with the general public.

TIP: Find Leads through Networking!

Many of us take new and exciting turns in our own career paths thanks to the people we know or talk to in our daily lives. People who work in Sales and Service have easy access to a wide variety of individuals who could share valuable product information that may increase sales opportunities. Some good networking advice to a new worker is:

- Join a professional association and attend professional workshops and seminars regularly.
- Always carry your business cards and be generous in giving them away.
- Ask for the business cards of people you meet.
- Ask people you meet for the name of someone else who can be of help to you in your work.
- Keep a little black book of contact information and record where your entries work, their hobbies and a few words about the type of information they might find useful. Then call them when you have something to share.

This will be the start of a network that could build over the course of your entire career and provide you with benefits you may not even dream of. In any work you do at any time of your career life, knowing how to make connections can prove extremely valuable.

Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Air Pilot	2271	159
Auctioneer	6411	160
Bus Driver	7412	161
Cable Television Service Technician	7247	162
Carpet Cleaner	6662	163
Cashier	661	164
Child and Youth Care Worker	4212	165
Correctional Service Officer	6462	166
Customer Service Representative & Information Clerk	1453	167
Customs Broker	1236	168
Customs Inspector	1228	169
Day-Care Worker's Assistant	6473	170
Delivery Driver	7414	171
Dispatcher	1475	172
Diver, Commercial	7382	173
Firefighter	6262	174
Hairstylist	6271	175
Insurance Agent	6231	176
Jeweller	7344	177
Merchandise Facilitator	6622	178
Messenger and Courier	1463	179
Nanny	6474	180
Pet Groomer	6483	181
Police Officer	6261	182
Real Estate Salesperson	6232	183
Security Guard	665	184
Service Station Attendant	6621	185
Skin Care/Make-up Consultant	6482	186
Social Services Worker	4212	187
Teacher Assistant	6472	188
Telemarketer	6623	189
Transportation Manager	0713	190





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Sales & Service

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- Be a self-starter; be enterprising
- Plan and organize job tasks
- Be flexible
- Solve problems
- Use memory
- Make decisions
- Find information

2. Oral Communication:

- Use persuasion
- Ask/give advice
- Speak to members of the public and to retailers
- Present to groups
- Provide reassurance
- Participate in staff, co-worker and dispatcher meetings
- Greet customers
- Exchange information
- Listen to people's needs and grievances
- Teach people
- Conduct demonstrations and seminars

3. Technical and Computer Use:

- Use:**
- Word processing programs
 - Statistical analysis
 - Database
 - Spreadsheet
 - Bookkeeping, billing software
 - Educational software
 - Customer account information
 - Electronic monitoring equipment and accounting software for inventory control

4. Numeracy:

- Use money math (financial transactions)
- Perform calculations
- Analyze data (compare, predict; averages, summaries, rates)
- Use accounting math
- Prepare schedules and budgets
- Make numerical estimations

5. Working with Others:

- Read others' non-verbal cues
- Monitor work performance of others
- Orient new employees
- Be friendly/helpful
- Assign routine tasks to other workers
- Lead when appropriate
- Discuss problems
- Make suggestions for improvements
- Make hiring recommendations
- Be respectful of others
- Deal with customer concerns

6. Writing:

- Write:**
- Reports
 - Detailed analysis
 - Letters and memos
 - Descriptions
 - Log book entries
 - Forms
 - Records
 - Comments
 - Lists of supplies
 - Proposals

7. Reading:

- Read:**
- Reports
 - Acts and regulations
 - Instruction manuals
 - Product flyers
 - Work orders
 - Memos and letters
 - Information sheets
 - Log books

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:



“The opportunity to travel and the technically challenging aspect of my job ... makes for an environment of constant personal growth.”

Shane A.

Relevant high school subjects

- Mathematics, Physics, English, French, Computers

Want more information? Try...

- Canadian Owners & Pilots Association
copa@copanational.org
- your local Aviation Council, flying club or training school

What are some related occupations?

- Canadian Forces Personnel
- Commissioned Officer
- helicopter pilot

Air pilots fly aircraft transporting passengers, cargo and mail. A captain and his/her co-pilot usually arrive at the air terminal about one hour before flight time to check en route weather, prepare the flight plan and brief the crew. Once you're inside the cockpit, you check emergency equipment, flight instruments, radios, electronic equipment and fuel load. In the air you make periodic position reports, calculate and revise flight plans, enter data in the log book, monitor aircraft systems, and contact NAV Canada (or the appropriate organization in other countries) for weather information. You could fly passengers locally, all around the world, provide aerial service, or survey crop dust. Pilot's specific duties vary according to the type of aircraft and length and nature of the flight.

Work conditions and training

You spend approximately 75 hours/month in the air plus preparation time on the ground. All pilots must work on weekends and holidays. You spend much time in aircraft cockpits and are sometimes exposed to potentially dangerous situations. The minimum training is a Canadian Commercial Pilot's Licence with a Canadian Radio Telephone (Restricted) Licence. Private flying clubs and schools throughout Canada offer training programs. The cost for a qualified instructor and plane rental varies from one organization to another. In general, the cost of training for a private pilot's licence is over \$6,000 and the cost of training for a commercial pilot's licence is over \$18,000 (including the cost of the required private licence.)

Getting ahead will depend upon how much you want to learn. Having a lust for knowledge is crucial. Promotions also depend upon ability and seniority. Opportunities for advancement to executive positions are limited and require business education. After you get a job, you have to continue studying

operating manuals to keep up-to-date with improvements to facilities, equipment and procedures. You also have to complete practice flights in flight simulators and aircraft at regular intervals to re-qualify for your licence.

Who's the right person?

You must be able to concentrate on complex logical procedures and have the ability to make logical decisions quickly. You have leadership qualities and can work well with others. You have good situational perception and good motor co-ordination. You speak clearly and concisely and are physically fit. Good eye/hand co-ordination is also a trait you possess. You have the ability to formulate a plan and change it midstream if necessary.

What does it take?

- a high school diploma is a minimum requirement
- you must be fluent in spoken and written English, fluency in French is an asset
- good physical and mental health
- a minimum requirement is a Canadian Commercial Pilot's Licence

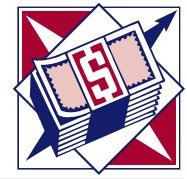
Next steps?

- senior pilot
- flight instructor
- chief flying instructor
- executive pilot
- chief pilot

Average salary \$67,937
low average \$23,947
high average \$129,635



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Auctioning provides me the freedom to work with the public, be my own boss, and have a large degree of control over my own income.” Danny H.

Relevant high school subjects

- Business Mathematics and English, Marketing

Want more information? Try...

- National Auctioneers Association
www.auctioneers.org
- Auctioneers Association of Alberta (403) 340-2070
- Western College of Auctioneering Montana (406) 252-7066

What are some related occupations?

- sales representative (wholesale, non-technical)
- antique dealer
- cartage agent
- curator
- art gallery worker

Auctioneers sell livestock, industrial machinery, cars, trucks, real estate, furniture, and merchandise of all kinds. You do this by requesting bids, describing, arranging, and displaying goods. Value of items is determined at time of sale as they are sold to the highest bidder. You must advertise the date, time and location of an auction. You appraise articles before a sale, arrange and display them in “lots” according to similarity and appraised value. You conduct the sale by describing goods and requesting bids. You record the sale as well as the purchaser’s name and address and are responsible for the accurate accounting of the money collected.

Work conditions and training

Auctioneers work both indoors and outdoors, in all weather conditions. If you are in the agricultural field you spend a lot of time in auction marts or farmyards. Some travel is required and hours may be long when sales are running. Training from an accredited auction school and on-the-job training is required. You must have a working knowledge of the usefulness and current market value of the types of merchandise being sold. You can learn about the business by working as an auction employee, but training positions are often hard to obtain.

Who's the right person?

You need a strong voice and fluency in auctioneer-style language. You have to have good health and physical stamina to prepare for an auction and keep up a brisk pace during the auction. A patient but firm manner is required as well as a good business sense.

What does it take?

- minimum age of 16 -18 years depending upon the province/territory
- on-the-job training and classroom instruction
- business administration training is an asset

Next steps?

- owner of an auction company

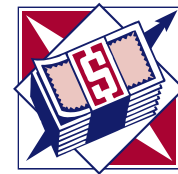
Short TIPS

People you respect, who have your best interest at heart, are your allies. They listen, coach, show you the ropes, introduce you to their network and give you honest feedback. Talk to your allies about your work plans. They may have some interesting ideas for you.

Average salary \$41,653
low average \$16,064
high average \$69,982



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I can arrange my hours and off-days to suit my personal lifestyle. It gives me more freedom than a nine to five job."
Neil H.

Relevant high school subjects

- English, Mechanics

Want more information? Try...

- your local transit authority
- Canadian Urban Transit Authority
www.cutaactu.on.ca
- Canadian Bus Association
<http://ruby.he.net/~bus>

What are some related occupations?

- chauffeur
- taxi driver
- truck driver

Bus drivers operate vehicles in a safe and courteous manner. Duties and responsibilities vary depending on the type of vehicle you operate and the type of service you provide. You follow established routes and time schedules or drive to charter destinations. You inspect vehicles prior to the start of a trip and submit simple reports at the end of each shift, as well as accident reports if necessary. Transit bus drivers issue transfers, check bus passes, accept fares and answer questions about routes, schedules and specific buildings. Motor coach drivers may drive from city to city, or operate local tour buses. You may also provide commentary during tours and charter trips.

Work conditions and training

You must often deal with difficult passengers and driving hazards associated with bad weather, poor driving surfaces, or heavy traffic. You usually work shifts, including evenings, weekends and holidays. Transit bus drivers often work different shifts for years before they get fixed routes and schedules. School bus drivers work weekdays before and after school hours, but may also drive students on field trips during or outside school time. If you're employed by long distance bus lines and tour companies you may have to load and unload luggage and parcels weighing up to 25 kilograms. There are no standard education requirements. However, certain employers may have a minimum education requirement. Many bus line and transit companies have their own training programs lasting three to six weeks.

Wages vary considerably depending on the location and the employer. Transit drivers may earn from \$9 to \$19 per hour. School bus drivers may earn \$10 per hour or \$30 to \$50 per day. Motor coach drivers either earn an hourly wage, a wage per kilometer, or a flat fee for tours and special charters.

Who's the right person?

You have good health and vision, and enjoy driving. You can lift luggage and parcels weighing up to 25 kg. You are courteous and diplomatic dealing with the public from the first to the last passenger of the day. You have the ability to sit for hours at a time and can work with little supervision. You can remain alert and maintain a high level of concentration. You have good judgement and the ability to react quickly in emergency situations.


What does it take?

- minimum age of 18
- driver's licence and certificate appropriate to the type of vehicle you're driving
- some secondary school education
- clean driving record

Next steps?

- supervisory position
- inspector position
- dispatcher
- shift designer – scheduling
- safety officer

Average salary	\$34,851
low average	\$13,052
high average	\$50,047

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Cable Television Service Technician



"I enjoy the hands-on, technical part... you've got to really use your mind to solve problems with cable transmission."
Danny M.

Relevant high school subjects

- Computers, Business English, Applied Technology

Want more information? Try...

- The International Brotherhood of Electrical Workers
www.ibew.org
- Communication Workers of America
www.cwa-union.org

What are some related occupations?

- electrical engineering technician
- line installer-repairer
- telecommunications
- cable installer
- power linesman/woman

Cable television service technicians install, repair and test the cable system that carries television and data signals to homes and offices. You decide which of the cable outlets in a building are to be hooked up. Then, you connect the main cable from the street, look for and repair faults. This often means climbing poles and rooftops, or going underground into vaults or tunnels.

This work is rapidly shifting due to technological change. It is expected that telephone companies will expand their services to provide cable TV, electronic publishing, and other telecommunication services. They will have to modernize their networks by laying fiber-optic cables that dramatically expand the electronic pipeline that reaches each home. The increasing use of satellites will also affect the future of this industry. Cable television service technicians will play an important role in these changes.

The job is not all technical. After each assignment, you have to file a report that describes what was done. You are also responsible for the company's vehicles, tools and equipment.

Work conditions and training

The work is physically demanding. You must be able to climb poles and ladders while carrying tools and equipment. You will generally work a 40-hour week, but there may be a need for some overtime work. At times, you may travel to distant locations, and occasionally stay to help restore damaged facilities or build new ones. Dealing with customers is a key part of the job.

Your hourly wage is dependent on the years of experience in the job. Training is available on-the-job, but increasingly you are required to have previous technical training. In some cases you may be self-employed.

Who's the right person?

Employers are looking for individuals who can work both on their own, and as part of a team. You must be interested in technical matters, take pride in your work and enjoy working with the public. Good communication skills are essential.

In the field, there are no supervisors to make decisions. You have to be motivated to find the problem and fix it quickly. To get ahead, you should be willing to develop your understanding of new techniques and equipment. Think of the job as an ongoing educational experience.

What does it take?

- a high school diploma is usually required
- a driver's licence
- some companies will only hire you if you have completed a three- to four-year provincially/territorially-regulated apprenticeship program
- generally people need college or other courses in electronics and electrical technology
- experience, or on-the-job training or a CATV technician apprenticeship

Next steps?

- rapidly changing technology means a good chance to change jobs or become a supervisor
- self-employment

Average salary \$39,575
low average \$21,076
high average \$56,152



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Keeping the people happy makes me happy. I like meeting and dealing with people.” Aaron F.

Relevant high school subjects

- Business English, Textiles

Want more information? Try...

- Association of Specialists in Cleaning and Restoration
www.ascr.org
- International Society of Cleaning Technicians
www.isct.org
- National Association of Professional Cleaners
www.napcnet.com

What are some related occupations?

- furnace cleaner
- chimney sweep
- furniture mover
- building superintendent
- janitor
- housekeeping attendant

Carpet cleaners use special cleaning supplies and equipment to clean wall-to-wall carpets and upholstered furniture in customers' homes and businesses. A carpet cleaning company or a retail chain store may employ you, or you may be self-employed.

Your work day will probably start with loading supplies and equipment into a vehicle, reviewing the day's work schedule, and driving to the first customer's premises. Before you begin cleaning, you talk to customers about what needs to be done and answer any questions they may have. If there are stains to be removed, you have to find out what caused them to determine which cleaning solutions and tools will work best.

Once you have finished removing stains and cleaning carpets and/or upholstery on the first customer's premises, you prepare an invoice, load your equipment and supplies back into your vehicle, and accept payment. Then you move on to the next job on your work schedule, and repeat the process until you have completed the number of jobs scheduled for that day. Businesses and some homeowners may request that the work be done after normal working hours.

Work conditions and training

The work is physically demanding. You are constantly on your feet except when driving from one job to the next, and frequently lift and move heavy furniture and equipment. You may work alone, with a partner or team of workers. Your hours of work may be long and may include evening and weekend work.

Carpet cleaners are usually trained on the job. There are no standard education or certification requirements, although employers may require a letter of clearance from local police. Employers may prefer to hire job applicants who have a high school diploma or training related to cleaning textiles. Vocational

colleges sometimes offer short courses in carpet and upholstery care.

It is very important to check out potential employers in this field before you apply for a job. The way companies operate and how they train and pay employees can vary considerably from one employer to another.

Who's the right person?

You have the physical strength and stamina to perform heavy, repetitive tasks for a full shift, and are able to work independently or as part of a team. You also have good communication and interpersonal skills for dealing with customers and working with others in a team environment.

The ability to deal with minor equipment failures is helpful.

What does it take?

- a valid driver's licence
- a high school diploma
- textiles-related training and business skills are assets

Next steps?

- supervisory positions
- owner/operator of an independent carpet cleaning business

Average salary \$23,190
low average \$8,316
high average \$39,974



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Learning to work with people in this position is the first step to success in life. It helps prepare you for school, jobs, and future careers.”

Brian H.

Relevant high school subjects

- English, Mathematics, Computer Literacy

Want more information? Try...

- a local grocery or department store
- cinemas, theatres, or other businesses with box-office admission
- restaurants or fast-food outlets

What are some related occupations?

- bank teller
- customer service representative
- personal banking representative

Cashiers record and receive payment from customers in commercial establishments. Cashiers identify prices, either manually key the amounts into a cash register or use an optical price scanner, process payment by cash, credit card or debit machine, and provide change if necessary. Other duties include providing information to customers, exchanging cash for tokens, balancing the cash at the end of a shift, maintaining awareness of feature-priced items, and in some establishments bagging customers' purchases.

Work conditions and training

There are no set hours for cashiers; working hours vary from operation to operation. Full-time, part-time, daytime, night-time, shift work, seasonal, and holiday hours are all possibilities in this work. Flexibility concerning work hours is a real asset. Your pay is usually based on an hourly rate. You may or may not belong to a union. Some operations provide uniforms. Your employer may want you to become bonded, a requirement that protects the business against theft. Bonding procedures are the responsibility of the employer.

Training for this position often takes place on the job. Employers in some large organizations provide in-depth training off-site to familiarize you with their computerized system, codes and procedures, prior to your first shift. A key part of cashier training is to ensure you understand different transactions involving cash, credit and coupons as well as learn the necessary product codes used in your work.

Who's the right person?

You are outgoing, patient and friendly. You must conduct yourself professionally and politely with the public at all times. You need good communication skills for dealing with management, co-workers and customers. When problems arise that

you are unable to solve, you should be quick and direct in finding and consulting the person who can deal with them. You should also be able to cope well with stressful situations. Peak periods of business mean that you must conduct your transactions swiftly, accurately and efficiently. Knowledge of currency exchange rates is an unquestionable asset. Above all, because you'll be handling money, you must be an honest and trustworthy person with good mathematical skills.

What does it take?

- most positions require that you be at least 15—16 years old, although some employers will only hire people 18 or older
- some secondary education is usually required
- familiarity with keyboard operation is an asset
- some employers may require that you be bonded
- union membership may be required

Next steps?

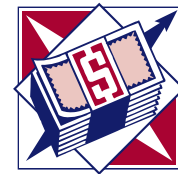
- retail sales positions
- other positions within the organization (e.g. hostess, customer service representative)

Average salary \$17,773
low average \$7,791
high average \$31,424



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Child and Youth Care Worker



“What I love about this job is that you truly get to put something back into society. ... now I am actually helping kids with theirs (problems).”
Rob H.

Relevant high school subjects

- English, Social Studies, Family Studies, Physical Education

Want more information? Try...

- Canadian Association of Social Workers
www.intranet.ca/casw-acts/presen-e.htm
- Transform Action
www.glinx.com/~thom

What are some related occupations?

- mental health worker
- teacher assistant
- guidance counsellor
- day-care worker

Child and/or youth care workers work with troubled children and help them deal with various physical, emotional and social problems. You might be escorting a teenager to a court date one day and helping supervise structured activities in a group home the next day.

If you are a privately employed child or youth care worker, the job can be as simple (or as complex) as spending time with a child and making sure that his or her needs are met.

You will be performing a variety of roles; anything from counselling children to teaching them various living skills. Many times you may be required to spend time with them which can mean a wide variety of activities. You may be required to perform many different roles.

Work conditions and training

You may work various shifts and times at a centre. Hours are flexible. You should be organized and creative as you have to keep young minds actively engaged. “Anything can happen and probably will” is an oft-heard quote from child care workers.

You may work in many different work places and settings from a psychiatric hospital to a group home; from a private home to a correctional institution. You will work in whatever environment you will find children, so there are a multitude of possibilities.

Most child and youth care workers go through an orientation phase where they are introduced to the job and the environment with the support of a ‘seasoned’ worker.

Who's the right person?

You have a desire to help children. You will need excellent observational skills for making reports on different behaviours and incidents - a major part of the job. You are a compassionate, caring communicator as teaching and

interacting with children and adolescents are also required.

You need to be personally and socially flexible as you will be dealing with many different children and youths from many different backgrounds. You need to be both fun-loving and mature – mature enough to direct learning and activities and fun-loving enough to enjoy participating with children with enthusiasm.


What does it take?

- a high school diploma
- usually, completion of a two-year college program is required though experience can suffice in a private position
- volunteer experience working with children or a part-time job is very helpful
- first aid experience or CPR training
- a love of and a desire to help children

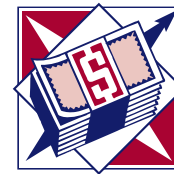
Next steps?

- owner/operator or partner of a day-care centre
- group home supervisor
- child-care program supervisor or planner

Average salary	\$30,860
low average	\$16,042
high average	\$44,178

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Correctional Service Officer



“Every penitentiary is like a small town. You develop relationships with staff and inmates. Staff help one another out. We care about each other.”

Lorens H.

Relevant high school subjects

- English, Mathematics, Computers, Social Studies (Sociology)

Want more information? Try...

- Correctional Service Canada www.csc-scc.gc.ca
- Your local Human Resource Centre

What are some related occupations?

- security guard
- police officer
- probation/parole officer
- customs inspector

Correctional service officers guard inmates in correctional institutions and other places of detention. They are responsible for maintaining order and ensuring the welfare of the inmates. You observe and supervise inmates during work, recreation and meals to prevent disturbances or escapes. You may escort inmates in transit and during temporary leaves.

You may patrol an assigned area, testing the doors, gates and windows, and as required, you may search inmates and cells. Despite the routine, you must constantly be prepared for any emergency. Escape attempts, fires, riots, or other disturbances may arise without warning. You write detailed reports of your activities as well as those of the inmates knowing that your report may be important to an incident investigation.

Work conditions and training

Work as a correctional service officer can be demanding, difficult and dangerous. Some inmates are violent and may have alcohol or drug-related problems. You may receive verbal or physical abuse from some inmates. Despite this, you are required to stay calm and in control at all times. Often, you are locked in a work or recreational area with the inmates. You must stay alert for any signs of trouble. While this work can be stressful, it can be satisfying and rewarding.

You will be employed by either the federal or provincial/territorial correctional services and could work in a variety of institutional settings including a large, maximum security institution or a small, minimum security facility. Most positions require shift work. Most correctional jurisdictions provide training for correctional service officers, although the type of training may vary with each province/territory. Your training will include self-defence, first aid, CPR and fire prevention.

Who's the right person?

You are mature and dependable with excellent character references. You must be able to obtain a security clearance. You have patience and people skills and are motivated to work with offenders. You follow instructions well and have good oral and written communication skills. Most importantly, you have good listening skills and know when to use them. You work well independently and as part of a team, sometimes in very challenging circumstances. You are physically fit and have considerable stamina. You are able to stay calm and level headed in emergencies and when faced with verbal and physical abuse.

What does it take?

- a high school diploma is required in addition to related experience working with people
- completion of a community college correctional service officers course or law and security course is preferred
- completion of a university degree in a related area, for example, criminology, psychology, sociology, is a valuable asset
- a medical examination will be required and you must pass a physical assessment test
- a valid CPR and first aid certificate is required
- a valid driver's licence is required

Next steps?

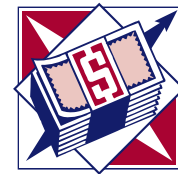
- senior correctional officer
- a related university degree opens many options within corrections
- positions in customs, taxation, the RCMP and city police forces

Average salary \$40,538
low average \$29,015
high average \$51,800



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Customer Service Representative and Information Clerk



"I really like working with people, providing information. I'm studying sociology and this experience is teaching me a lot."
Jane P.

Relevant high school subjects

- English, French, Computers, Business

Want more information? Try...

- any organization that hires customer service representatives and information clerks (i.e. sales and service organizations)
- colleges and training institutes offering customer service training

What are some related occupations?

- account information clerk
- service representative
- tourism visitor information counsellor
- hospital information clerk

Average salary \$29,544
low average \$14,977
high average \$43,925



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Customer service and information clerks are the link between an organization and the public.

You're there to help. You're expected to know the policies and procedures, what services your organization offers, and what these cost.

Customers turn to you for information or to get a problem solved quickly. They want clear, accurate answers to their questions. If they have a complaint, you handle it calmly and with patience. You take action, when appropriate, according to established procedures.

Many organizations like to keep track of customer complaints and comments. You may be asked to keep a record of each transaction for this reason. In some companies, you may be required to respond in writing to customers and look after all related paperwork.

Work conditions and training

You may work in a retail store, for a bus company, a large corporation, for a government agency - the list of possible employers is endless. Accordingly, the rate of pay, benefits, employment status and working conditions vary tremendously.

The training process usually involves studying manuals and participating in group discussions with supervisors and other information clerks. It is essential that you understand the company's structure, operations, policies, procedures and practices thoroughly.

More formal training opportunities include in-house programs designed to meet the specific needs of the organization and its clients. There are customer service/public relations training programs offered through community continuing and distance education. For individuals targeting work in the tourism industry, certificate, diploma and degree tourism training programs are available.

You may start working part time before being hired on a full-time basis. You may be required to join a union.

Who's the right person?

This work requires excellent interpersonal skills and the ability to communicate clearly and professionally. Customer service representatives must enjoy working directly with the public.

Information clerks enjoy talking to people, either face-to-face or over the telephone. Both types of work require enthusiasm and some sales skills. Bilingualism is a definite asset; languages other than French or English may also be helpful in some regions.

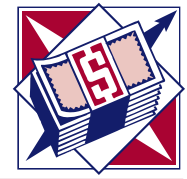
You should be comfortable working with a computer; keyboarding skills are an asset, as is the ability to calculate quickly and accurately. The most important part of the work is your ability to work well with the public and to make them feel like valued customers.

What does it take?

- a high school diploma is usually required
- increasingly, employers are looking for people with education at either the college or university level in areas such as communications, public relations, or even psychology
- experience dealing with customers in any retail setting is an asset

Next steps?

- a stepping stone to public relations
- supervisory roles



“Since regulations change rapidly, it’s some fun to follow and interpret the laws correctly for your clients.” Mike C.

Relevant high school subjects

- Mathematics, English, French, other languages, Geography

Want more information? Try...

- The Canadian Society of Customs Brokers
www.cscb.ca
- The International Federation of Customs Brokers Associations
www.ifcba.org

What are some related occupations?

- freight forwarder
- logistics professional

Customs brokers act as an intermediary between their clients and Revenue Canada. Their clients may be importers, manufacturers, wholesalers, or any other party importing goods into Canada, or shipping goods from Canada. Customs brokers are often located at border crossings and airports.

As an agent, you arrange for the release of goods from Revenue Canada, and pay any duties and taxes on behalf of your clients. Your fee will be based on the amount of work that is necessary to obtain the release of goods. You are responsible for the preparation of release documents, accounting documents, and any other forms according to government regulations and procedures.

The amount of duty that must be paid depends on such factors as country of origin and the use of goods once in Canada. You must also obtain an enormous amount of information and documentation from a variety of sources. The documentation may be things such as customs invoices, certificates of origin and cargo control documents. You translate this information into coded accounting documents for Revenue Canada and send it electronically.

Work conditions and training

Work conditions for a customs broker can be stressful at times. Your clients are often very anxious about receiving their shipments and they don’t always understand the nature of your work. It is your responsibility to explain to them what needs to be done before their goods can be released.

Most customs brokers start after high school in junior positions. With training and experience, you may be given more technical functions and progress to more senior management positions. Customs brokers are generally paid annual salaries. The Canadian Society of Customs Brokers offers a two-year program which is designed to help a person prepare for the Customs Broker Professional Examination.

Each customs brokerage company must stay up on the latest developments in computer and communications technologies.

Who's the right person?

This is a promising career if you are willing to invest time in gaining the necessary experience. Employers are looking for people with commitment and integrity who are able to learn quickly and are willing to take on new tasks.

The key to any successful broker-client relationship is effective communication, so it is important to develop strong communication skills. The more senior you become, the more you deal with the public.

What does it take?

- a high school diploma
- some post-secondary education in commerce or a related field may be required
- several years of on-the-job training
- successful completion of the Customs Broker Qualifying Examination is required by Revenue Canada in order to be named the “Qualified Person” in a customs broker office
- successful completion of the Customs Broker Professional Examination is required by at least one partner or member of the board in a customs broker’s office

Next steps?

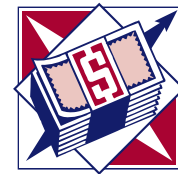
- specialization in areas such as imports, exports or classifying
- supervisory and managerial positions

Average salary \$38,635
low average \$18,027
high average \$64,973



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Customs Inspector



"95% of my job is customer service, so I make sure that I am good at it." Renée M.

Relevant high school subjects

- English, French, Computers, Social Studies (Geography, Sociology)

Want more information? Try...

- Revenue Canada Virtual Customs Office
<http://207.6.23.164/home.htm>
- Public Service Commission of Canada
<http://www.psc-cfp.gc.ca>

What are some related occupations?

- excise tax inspector
- safety inspector, government services
- motor transport regulations officer
- public health inspector

Customs inspectors, who are also called immigration officials, are the first Canadians travellers meet when arriving in Canada. They have to be ambassadors of goodwill and make sure that all requirements are met by travellers and by those bringing goods into the country.

Customs inspectors protect Canadian society, environment, and industry. You are considered Canada's first line of defence against international terrorism and are responsible for keeping out illegal items such as non-prescription drugs, guns, pornography, hate literature, etc. You also guard against the introduction of human, animal, and plant diseases into our country.

You must be aware of the Customs Act, and many other laws about the international movement of travellers, transportation, and goods.

Work conditions and training

You meet all kinds of people and may work in a variety of environments - highway border crossings, airports, seaports, and inland facilities. As an inspector, you will occasionally find yourself facing an angry individual who objects to an inspection.

You are a member of the Public Service Alliance of Canada and are paid an annual salary. Many inspectors work long hours. Since many customs offices operate around the clock, seven days a week, you may have to do shift work. There are varying physical requirements, depending on the nature of the work to be performed.

All inspectors and compliance officers are trained in the laws and inspection procedures through some combination of classroom and on-the-job training.

Who's the right person?

The work will appeal to you if you enjoy meeting a variety of people and learning about other cultures. You should be naturally curious, notice details, enjoy

learning, and be good at recognizing people who appear nervous or who act in a strange manner. You also need a good memory to remember all the regulations you have to enforce.

In general, people who want to enter this occupation should be responsible and like detailed work. Customs inspectors should be neat, polite and personable, and able to communicate well orally and in writing.

The language requirements vary and are based on the nature of the duties. Some customs inspectors are required to provide services to the public in both official languages. Language training may be provided.

What does it take?

- a high school diploma
- two years in a related position, such as investigative work, providing information to the public, law enforcement or managing a business
- a community college diploma or university degree related to law enforcement
- applicants must pass a written test of the necessary job-related abilities
- successful applicants currently must complete an intensive 14-week, all-expenses paid, training program at the Customs and Excise College in Rigaud, Québec
- trainees proceed to their home region to complete 38 weeks of on-the-job training
- a good way to get experience and to find out if this work is for you is to get a summer job with Canada Customs

Next steps?

- specialized customs inspector, including the appraisal and classification of goods
- customs investigations
- customs policy development
- supervisory and management positions

Average salary	\$38,740
low average	\$28,018
high average	\$50,075

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Day-Care Worker's Assistant



"It's the kids! Seeing their accomplishments, to watch how far they come, ... I just can't put into words."
Jennifer V.

Relevant high school subjects

- English, Family Studies, Drama, Art, Music

Want more information? Try...

- a local day-care or local day-care/childcare association
- provincial/territorial chapters of early childhood educators' associations
- provincial/territorial ministries of community and social services

What are some related occupations?

- child and youth worker
- nanny, private household
- "special needs" assistant
- nursery school helper/teacher

Day-care worker's assistants, sometimes called childcare workers, work under the direction of a day-care supervisor and help care for children in the day-care setting. Children attending a full-day program may spend up to nine hours in day-care. Your key role is "interaction" and you will play with the children. You will be involved with the children and supervise them in a variety of activities designed to help develop their intellectual, physical, social, creative and emotional growth.

Programs and activities vary according to the children's age and stage of development. You lead arts and crafts or games sessions, read stories and assist in supervision during off-site field trips. You organize meals and snacks and settle the children for naps. You may inform parents and guardians of their child's progress.

Work conditions and training

Day-care centres may be non-profit or commercial. They may be housed in schools, community centres, commercial settings or privately owned facilities. Although you spend most of your working day on your feet, you also frequently sit on the floor with the children and may regularly have to lift babies and young children. Hours of operation usually extend slightly before and after regular office hours to allow parents to drop-off and pick-up children before and after work. Family day homes may remain open evenings and weekends. You may receive an hourly wage or a salary. Language requirements may vary depending on the setting.

Some training is available on the job, however, completion of a one- to two-year program in Early Childhood Education (ECE) at a community college is preferred. ECE graduates must apply to the appropriate provincial/territorial ministry (which may vary from province/territory to province/territory) in order to

assess their status in a given province/territory.

Who's the right person?

You love children of all ages and are a patient, caring person. You should understand the needs of children at each developmental stage. You model appropriate behaviour and language at all times. You must be tactful, understanding and show respect in dealing with the children and their parents or guardians. You remain calm in emergencies and deal sensibly with problem situations that might arise.

Working in a day-care can be both physically and emotionally demanding and requires considerable energy and enthusiasm.


What does it take?

- you must be at least 18 years old to supervise a group of children
- a high school diploma is usually required
- provincial/territorial certification is required in some provinces/territories
- Early Childhood Education (ECE) diploma or certificate or other ECE basic training is required for provincial/territorial certification in some provinces/territories

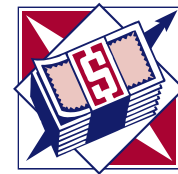
Next steps?

- start your own day home facility
- teacher assistant

Average salary	\$19,830
low average	\$5,627
high average	\$33,797

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Delivery Driver



“One of the great things about vending ... I meet all sorts of interesting people doing work that I didn't even know existed.” Dave R

Relevant high school subjects

- English, Computer Literacy, Mechanics

Want more information? Try...

- stores such as food stores, flower shops, drugstores, vending machine companies
- your local municipal government
- colleges and institutes offering driver training programs

What are some related occupations?

- truck driver
- taxi driver
- bus driver
- courier

Delivery drivers operate light trucks, vans or cars to deliver such items as flowers, fast food, other food products, beverages, publications, or prescription drugs. Your duties will depend on the type of company that employs you. For example, if you work for a vending machine operator, you replenish the stock, collect the money from the machines and make minor repairs as needed. If you drive for a dry cleaner, you may pick up and deliver clothes. There is some paperwork involved in recording pickups and deliveries, special arrangements, mileage and so on.

Most delivery drivers are in regular contact with their offices. Some of the more progressive companies have installed computers in their delivery vehicles to provide direction and information to drivers throughout their day. You may or may not have a fixed route. You may be responsible for planning your route as efficiently as possible, often memorizing your stops.

Work conditions and training

Delivery drivers are employed by many different kinds of businesses including grocery stores, take-out food establishments, flower shops, drugstores, bakeries, dairies, newspapers, dry cleaning establishments and vending machine companies, as well as by post-secondary institutions and municipal governments.

If you deal with money or other valuable commodities, you may need to be bonded. Some delivery drivers specialize in carrying dangerous goods, or goods of extreme weight. In such cases, you may need a special driver's licence to transport certain goods.

The skills and knowledge required for this occupation are highly transferable from one company to another. Delivery drivers are usually paid an hourly rate, although they may also be paid bonuses or commissions.

You will need to be prepared for driving in all weather conditions. Also, physical strain and fatigue may result from driving all day and repeatedly getting in and out of a vehicle.

Who's the right person?

You will like this job if you enjoy driving and like working on your own. Employers look for conscientious, responsible and independent people who will work efficiently. You're good at organizing your schedule and reading maps, and you have an excellent sense of direction. You're a good driver, calm, careful and aware of what you're doing. You can handle the stress of heavy traffic and challenging weather and road conditions.

You enjoy meeting people. You are diplomatic and courteous, and represent your company in a positive manner.


What does it take?

- some secondary school education is required
- a driver's licence and driving experience is mandatory
- some delivery drivers must have their own vehicles
- special licensing and training may be required (i.e. for transportation of dangerous goods)

Next steps?

- dock handler
- yard worker
- transportation dispatcher
- special training and licensing to become a truck driver

Average salary	\$27,872
low average	\$10,682
high average	\$45,891

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Hours of boredom filled with minutes of terror.”

Bill M.

Relevant high school subjects

- English, French, Keyboarding, Computer Literacy

Want more information? Try...

- potential employers such as your local police force, ambulance dispatch service or taxi companies

What are some related occupations?

- taxi dispatcher
- 911 dispatcher
- public transit dispatcher
- computer-aided dispatch clerk
- utilities maintenance crew dispatcher

Dispatchers co-ordinate the activities of vehicle operators, crews and equipment, using telecommunications and computer-aided dispatch equipment. You dispatch personnel according to written schedules or work orders, as requested by clients or as required by emergency situations.

Call-taking and dispatching are two distinct functions of a dispatcher. If you're taking calls (for a taxi company or a 911 service, for example) you take down the relevant information and pass it on to those who actually dispatch the drivers. You receive requests for service, emergency assistance or general information. You may also be required to provide first-aid instruction to callers.

You monitor the activities of drivers, receive and relay information and instructions, and advise drivers of traffic problems, accidents or poor weather conditions. You contact supervisors or other support or emergency personnel as required.

You may be required to ensure that time sheets and payroll summaries are completed accurately. You may also be responsible for maintaining operator work records and keeping track of mileage, fuel use, repair and other expenses.

Work conditions and training

Dispatchers work for police, fire departments, ambulance services and other emergency units; public works departments; the coast guard; truck transport and taxi companies; delivery and courier services; warehouse establishments; service centres; and other types of companies throughout the public and private sectors. Training is provided on the job in many instances, however police and emergency medical dispatchers require specialized training with a supervised hands-on component. Because specialized knowledge is involved, the ability to move from one of these areas to another may be limited.

Many dispatchers work shifts and are usually paid an hourly wage. Depending on where you work, this can be a very stressful job.

Who's the right person?

You're an articulate, intelligent person with strong people skills, and you enjoy serving others. You must read, write and speak English, French or possibly both languages fluently. You must handle stress well. This work is for mature and responsible individuals who can take control of a situation quickly and make the right decisions immediately. You must be able to perform several functions at once, and direct several responses in emergencies while remaining calm and speaking clearly. You work quickly and independently. Good health is important, since regular attendance is vital to the proper functioning of your group.

What does it take?

- a high school diploma is usually required
- formal on-the-job training
- in some regions, you must be bilingual
- good knowledge of the geographical area
- keyboarding speed of 50 words per minute may be required on a computerized system
- emergency medical dispatchers require CPR, a first aid certificate and in some provinces/territories, an emergency medical dispatcher course or public safety communications course
- police and emergency dispatchers may require a radio-operator's certificate acquired through provincial/territorial transportation and communication ministries
- background in communications or a related field is an asset

Next steps?

- police and paramedic occupations after obtaining required training
- supervisory roles

Average salary \$33,571
low average \$16,026
high average \$50,021



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Diver, Commercial



“Diving is a lot of fun. With the proper planning, training and equipment, there’s nothing we can’t do under the water.”
Paul M.

Relevant high school courses

- Mathematics, Physics, Biology, Physical Education, Business

Want more information? Try...

- a diving contractor
- a community college or training institute that offers a commercial diving program
- National Association of Underwater Instructors
www.nauai.org
- Canadian Diving Group
www.divinggroup.com

What are some related occupations?

- dive tender
- boat/equipment operator
- swimming instructor

Commercial divers carry out a broad range of underwater activities including work in: construction, oil rig diving, salvage, public safety, seafood harvesting, scientific diving, medical activities, photography, and instruction.

In underwater construction you put ships on lifts, examine vessels, docks, piers, pipelines and other structures. You may take test samples and photographs to assess their condition. You use hand tools and pneumatic equipment during your dives.

Salvage operations involve using cranes, winches, cables and derricks to raise sunken objects. Public safety diving ranges from prevention activities to conducting search, rescue and recovery activities.

As a seafood harvester, you dive for a variety of seafood. Scientific diving includes underwater archaeology, research activities and environmental impact assessments.

Underwater photographers take photos of all underwater activities to record evidence or aid in assessments. You may also take photos to be published in newspapers, books and magazines.

Work conditions and training

Divers work for commercial diving contractors, shipping and marine construction companies, engineering companies, oil and gas companies with offshore operations, governments, private research companies, seafood companies, and more. You are expected to be able to work year-round in all sorts of conditions including frigid water temperatures, dark, confined environments, and hazardous conditions.

The work is physically and mentally demanding and, in some cases, dangerous. Safety is extremely important.

There are recognized commercial diving training programs available in various locations throughout Canada.

You may work full time on salary for a company or work on contract. Contractors are usually paid by the hour. The pay scale is determined by the depth of the dive, equipment required, and dive hazards.

Who's the right person?

You must be extremely safety-conscious, have good physical stamina and be emotionally stable. You should be cool and collected at all times.

You work well as part of a team. Since communication under water is limited, pre-planning is essential to ensure that all members of the team know what they're expected to do. If you are in a supervisory position, you must be well-organized and have a clear plan as to how tasks are to be carried out.


What does it take?

- a high school diploma is required; many commercial divers have post-secondary training in their area of interest (e.g. photography, construction, marine biology)
- SCUBA (self-contained underwater breathing apparatus) certification through a recognized training facility
- a current first aid certificate and CPR training and oxygen administration training
- a medical examination developed specifically for divers, in accordance with the Canadian Standards Association

Next steps?

- supervisory roles
- specialize in your area of interest
- dive instructor
- recompression chamber operator

Average salary	\$39,359
low average	\$20,008
high average	\$66,605

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It's a career with great job satisfaction and it gives me the time for outside involvement in the community... in volunteer groups."
Glen S.

Relevant high school subjects

- English, Mathematics, Sciences

Want more information? Try...

- local fire department or emergency response centre
- Canadian Association of Fire Chiefs (Ottawa)
Tel. 1-800-668-2955
www.caafc.ca

What are some related occupations?

- police officer
- ambulance paramedic
- fire inspector
- bodyguard
- alarm investigator
- customs officer

Firefighters control and extinguish fires. You protect the public from the dangers of fire and other hazards by controlling and extinguishing fires, rescuing people, maintaining equipment and practicing fire prevention. You are trained to respond quickly to alarms that signal fires, accidents, etc. You establish water supply, lay out and connect hoses, manage and control ladders, and enter burning buildings. You may stop a natural gas or chlorine leak or free a victim from a crushed vehicle. You provide pre-hospital care for victims who have been hurt. You inspect the site of a fire after it's been put out to make sure the danger is over. When not called out to fight fires, you repair and maintain your equipment, write reports, practice fire drills and keep current on practices in your field. You can also be trained for special teams e.g. Dangerous Goods, Tactical Rescue Team.

Forest firefighters apply for jobs through their own provincial/territorial government. Contact the environmental protection department in your province/territory. The government provides the training. You need no previous experience but you have to be very physically fit.

Work conditions and training

The work is physically demanding and dangerous. You may be exposed to smoke and hazardous gases, electricity, hot surfaces and falling objects. You will likely work a 10- to 14-hour shift.

Firefighters in large centres work shifts with rotating days off. In smaller places, you will probably work part time or be on call. Often firefighters will have other interests or pursuits because of the way their work is scheduled. You eat, sleep, and work at the fire station. Depending on the fire department, your training course can vary in length from six to twelve weeks after you are employed.

There is a six- to twelve-month probation

period working at a fire station. Advancement is based partly on seniority and initiative. Written exams are also required in some municipalities.

Who's the right person?

You must be in top physical condition, be able to give and take orders and function well in a team situation. You must be able to respond quickly and efficiently to alarms. You must enjoy working with equipment and machinery.

What does it take?

- minimum age of 18
- high school diploma
- 20/30 vision, no glasses
- must not be colour blind
- valid Class 5 driver's licence with no restrictions; ability to acquire a higher class licence prior to employment
- Canadian citizenship or equivalent status

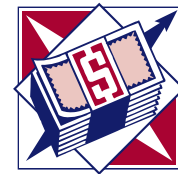
Next steps?

- lieutenant
- captain
- district chief
- assistant chief
- deputy chief
- chief

Average salary \$50,659
low average \$34,913
high average \$63,217



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I like the fact that I help make people feel better about themselves and that I can work virtually anywhere." Grace A.

Relevant high school subjects

- English, Business, Chemistry, Beauty Culture

Want more information? Try...

- Internet cosmetology and hairdressing program
www.swtc.mb.ca/programs/regular/co2.htm
- local cosmetology and hairdressing schools

What are some related occupations?

- colour and permanent wave technician
- skin care and cosmetics consultant
- manicurist and pedicurist
- aesthetician

Hairstylists shampoo, condition, treat, cut and style hair to suit the client's face, needs and lifestyle. You may also perform a lot of related duties such as shape beards and moustaches; wash, colour and perm hair; maintain the salon and possibly even order supplies.

You will need technical skills as well as creativity and flair. You should be a good communicator as you will need to discuss client's needs and find out what they really want.

You may be required to greet clients, make appointments, sell various products and accept payments.

Work conditions and training

You will typically work indoors in a pleasant environment although house calls are not completely out of the question. You will need to be able to tolerate standing on your feet for long periods of time.

You may be required to work evenings and weekends, some holidays and possibly extra hours during the holiday season. You will need to keep abreast of the latest styles and techniques so it is important to stay motivated to learn.

Who's the right person?

You are a detail person with flair and creativity. You need to be tactful and gracious with an ability to communicate. You should enjoy talking to many different types of people and maintain a well-groomed, professional appearance.

You like to stay current on the latest styles and fashion trends in your field. You should have an interest in popular culture and an interest and ability to talk about culture and fashion trends with colleagues and customers.

What does it take?

- a grade 10 education, although high school completion is advantageous
- a two-year apprenticeship program with classroom training and on-the-job training

Next steps?

- salon owner or manager
- life style consultant
- fashion consultant
- hair products sales representative

Short TIPS

Harassment means any improper behaviour that is offensive and causes personal humiliation or embarrassment to the recipient. You can make a call to your provincial/territorial Human Rights Commission for any concerns or questions. (Blue pages under Citizenship, Culture and Recreation, Ministry of)

Average salary	\$18,318
low average	\$6,007
high average	\$32,058

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Insurance Agent



"This industry has been very good to me. I feel like I am helping families take care of their future." Orest P.

Relevant high school subjects

- Mathematics, English, a second language, Business

Want more information? Try...

- The Insurance Bureau of Canada
www.ibc.ca
- Canadian Association of Insurance and Financial Advisors
www.caifa.com/sprofdev.html#td

What are some related occupations?

- real estate broker manager
- financial broker manager
- insurance underwriter

Insurance agents provide various insurance policies to individuals, families and businesses on behalf of different companies. You will help people to select the policy that best covers their needs. You will prepare reports, maintain records and generally keep track of your clients' changing needs throughout the course of your professional relationship.

You will need to quickly and fairly settle insurance claims for the person that you sold the policy to and the insurance company that handles the policy. You will need tact and diplomacy to negotiate this aspect of the job.

Typically, you will either sell life insurance policies or you might sell property insurance including automobile, marine, medical, farm and crop insurance, etc.

You will need to have highly developed "networking" skills to develop your clientele and a familiarity with different communication technologies to perform such tasks as mail merges and mail-outs. Many insurance agents are also financial planners; you might consider this aspect and the extra training it entails.

Work conditions and training

Insurance agents usually work indoors, in an office, at least part of the time. You will, however, spend a good deal of your time in transit, going from client to client and acting as liaison between banks, insurance companies and other parties.

You may have to inspect property to determine its condition, age and other characteristics to assess its value for the insurance claim.

You will need to take three or more weeks of industry-sponsored training and then pass a licensing exam. Your training will then usually continue under your manager or a senior agent.

You will work long hours, evenings and weekends in the beginning. Most firms offer a combination of salary and commission at the start of your career

but later on you will have to be prepared to make your living on commission alone.

Who's the right person?

You are a motivated self-starter with excellent communication skills and the willingness to persevere. You have a genuine interest in helping people to protect themselves against liability and meet their financial goals.

You are meticulous and well-organized with a desire and an ability to sift through information and data to find the best policy for your client. You enjoy cultivating long-term relationships and attending to your clients needs.

You are enthusiastic and have a positive attitude. You love the challenge of persuading people and have a sincere belief in your product.

You have the ability to work independently and the business sense to accurately assess a client's financial position.

What does it take?

- a high school diploma
- sponsorship by a company to take the courses and examinations necessary to get your licence
- in a very competitive field, it is helpful to have a college diploma with courses in business and administration
- proven sales ability in a different field can eliminate the need for a college diploma

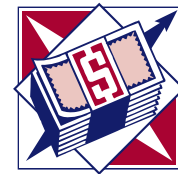
Next steps?

- insurance broker
- sales supervisor
- financial planner

Average salary \$40,113
low average \$25,447
high average \$72,795



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I got into this trade because I love beautiful things and I always wanted my own business. ... I love creating things that will last!" Karen S.

Relevant high school subjects

- Art, Business, Mathematics, English

Want more information? Try...

- Canadian Gemmological Association
<http://pangea.usask.ca/~dfs846/rmac/cga.html>
- Charles Lewton-Brain Writings
www.ganoksin.com/borisat/nenam/career.htm

What are some related occupations?

- diamond cutter
- watch repairer
- gemologist
- precious stone cutter
- silversmith
- ring maker
- wholesale jewellery buyer

Average salary \$23,275
low average \$7,708
high average \$38,104



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Jewellers design, make, assemble, repair, appraise and sell fine jewellery. You will also set, polish and cut various gems. You may do things as varied as travelling to Asia on a buying expedition to repairing the movement on a fine timepiece. You will need to decide whether you want to concentrate on the creative or the business end of the jewellery trade. You will rarely have time for both.

If you concentrate on the business side of this career you will need to obtain various certificates in appraisal techniques and skills. You may act as a buyer or be employed by a large organization as an agent between suppliers and wholesalers. You may end up as a small business owner if you decide to open your own store so an understanding not only of jewellery but of small business practices will be useful.

The creative end of the business will see you possibly designing fine jewellery, assembling your (or other people's) designs and cleaning and maintaining jewellery pieces. You will need some expertise with small hand and power tools like drills, lathes, saws, engraving tools, soldering irons to complete or maintain jewellery designs. You will also need to identify and use the various solvents and cleaning agents that are needed to enhance the appearance of jewellery.

Work conditions and training

As a jeweller you might work in a retail store, a workshop or possibly out of your own home. If you are working in a retail establishment you will probably work regular store hours, some weekends and holidays, whenever customers might be expected to purchase your wares.

There is a lot to learn in this profession, from some aspects of metallurgy to identifying various gemstones, as well as techniques for working with different materials. You will need to constantly upgrade your skills as you work in this field.

Who's the right person?

You are part artist and part surgeon. You have the well-developed hand-eye co-ordination needed to work precisely with small items. You are methodical and meticulous but have a creative flair. You love beautiful things and are patient enough to realize your artistic vision. If you are working the retail side this is balanced with the practical sense to know what sells and to stock it.

You are sensitive to customer's needs and have the patience and people skills that allow you to understand what your clients want. You will need small business skills and some commercial, as well as artistic flair.

What does it take?

- a high school diploma
- typically some combination of practical training and college courses will be needed
- apprenticeships are available in some provinces/territories

Next steps?

- store owner
- certified gemologist
- jewellery designer

Merchandise Facilitator



"I enjoy meeting and working with people, and learning about the business." John P.

Relevant high school subjects

- English, Mathematics, Business

Want more information? Try...

- Retail Council of Canada
Tel. Toll Free
1-800-363-5125
www.retailcouncil.org

What are some related occupations?

- warehouse stock picker
- cashier
- shipper and receiver
- service station attendant

Merchandise facilitators unpack items received from manufacturers and wholesale suppliers, and stock shelves and displays in retail stores. You may check shipping and purchasing documents against the goods actually received, or use barcode scanning equipment to record incoming stock.

You also check store shelves and displays regularly to make sure they are safely and attractively organized, and well-stocked. When there is not enough shelf room or display area to accommodate goods received, you store extra items in a stockroom.

Depending on where you work, you may have a variety of other duties as well. You may attach price tags before putting items on shelves, wrap items in cellophane to deter customers from opening packages, attach protective devices to reduce losses from theft, obtain articles for customers from displays or from the stockroom, direct customers to desired items, or clean shelves, display racks, aisles and sidewalks. If you work in a grocery store, you may also bag or box purchases and help customers pack groceries into their vehicles.

Work conditions and training

Merchandise facilitators are employed in a wide variety of retail outlets, including grocery, hardware and department stores. Display areas are usually pleasant but stockrooms can be dusty. If you are required to help customers get their purchases to their vehicles, you are in and out of the store in all weather conditions. You may be required to wear a company uniform and/or steel-toed shoes.

You will probably be required to work some evenings and weekends during store hours. Some merchandise facilitators in grocery stores work night shifts when the store is closed.

Merchandise facilitators are trained on the job. Employers often hire high school students for part-time jobs, but prefer to hire high school graduates for full-time positions that may be considered entry-level positions for other jobs in the store. For employment with some companies, you may be required to join a union.

Who's the right person?

You have the strength, stamina and coordination required to be on your feet for a full shift, frequently lifting and placing heavy bags and boxes. You are honest, follow directions well, pay attention to details, and work steadily with little or no supervision.

If you deal with customers, you also need good communication and interpersonal skills.

What does it take?

- a high school diploma is preferred

Next steps?

- management trainee positions

Average salary \$22,456
low average \$9,988
high average \$39,067



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Messenger and Courier



"I love the freedom of being on the road all the time, not stuck in an office... You pick up a very good direction of the city and area you work in." Jerry S.

Relevant high school subjects

- English, a second language, Mathematics, Social Studies, Computer Literacy

Want more information? Try...

- a national courier company, most have toll free numbers

What are some related occupations?

- letter carrier
- delivery driver
- flyer distributor
- taxi driver/chauffeur

Couriers and messengers pick up and deliver packages, documents, letters and other items. You make deliveries and pick-ups between establishments or within an organization. You collect and sort messages, packages, cheques, bonds, securities and other items, and deliver them to the correct address or department. You might also deliver newspapers, flyers, telephone directories and similar items to residences and businesses.

In some cases, you make your deliveries by car or truck. In larger cities you may walk or use a bicycle for downtown deliveries. An important part of the job is to work out the best route to follow. You have to keep a record of the items you receive and pick up, collecting signatures from clients as you deliver them. Occasionally, you also have to collect payment from the client. In many organizations, computers are used to track the flow of pickups and deliveries and to organize delivery schedules. You may need to become familiar with these programs to improve your productivity.

Work conditions and training

Depending on your employer, you may work outdoors in all kinds of weather. The job can be physically demanding and is tiring during peak periods. You may be required to lift and move bulky and sometimes heavy packages. Messengers generally deal with smaller packages than couriers. Usually you are paid an hourly rate. Some messengers and couriers are paid on a commission basis, others work on contract or are paid an hourly rate as employees.

Most office messengers work regular office hours, but some commercial companies require messengers to work shifts. Couriers who own and operate their own service frequently work extended hours.

Who's the right person?

You like to be on the go. You enjoy working long hours and being physically active in your work. You are dependable, responsible, consistent and accurate. You must also be trustworthy because of the sensitive nature of some of the items you will be delivering. You have a positive outlook and enjoy meeting people and relate well to them. You are able to work independently and make sound judgement calls. You enjoy working in a customer service environment.

What does it take?

- a high school diploma is usually required
- computer skills may be required in order to be accepted into an in-house training program
- a driver's licence or ability to ride a bicycle may be required
- in the case of delivery trucks, a special driver's licence may be required
- security clearance and/or a medical exam may be required
- good physical condition is required
- a working knowledge of the area or city where you will be delivering may be required
- depending on the work, bilingualism may be an asset

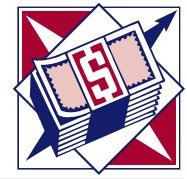
Next steps?

- delivery driver
- supervisory or management positions

Average salary	\$26,696
low average	\$9,614
high average	\$42,793



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I like the closeness that you develop with the children and the family, and the one-on-one interaction with children..." Jayne R

Relevant high school subjects

- Family Studies, Science, English

Want more information? Try...

- A NaniNet (Alliance of Professional Nanny Agencies)
www.nannynetwork.com
- International Nanny Association
www.nanny.org
- National Association of Nannies
www.hometown.aol.com/nanannies/

What are some related occupations?

- day-care worker
- teaching assistant
- child and youth worker
- personal care attendant
- domestic housekeeper

Average salary \$12,740
low average \$2,802
high average \$23,998



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Nannies are employed by parents and guardians to care for children while they are away. You will probably live in the employer's residence as well as work there.

Caring for children requires performing a wide range of tasks which vary depending on the ages of the children. For example, you may bathe, diaper and dress babies; help young children dress and wash; and/or ensure that older children are clean and appropriately clothed for planned activities. You may organize and oversee activities such as games, outings and learning activities for pre-school children, and/or drive or escort older children to school and after-school activities.

You are responsible for the children's overall well-being while they are in your care. This means that you are expected to provide for the children's social, emotional and intellectual development as well as their physical health and well-being. When it is necessary to discipline children, you must use the methods requested by your employer.

Depending on the situation, you may have a variety of other responsibilities as well. For example, you may be expected to prepare nutritious meals for the family, do laundry, keep the house tidy, and perform other housekeeping duties as time allows.

Work conditions and training

This work can be both physically and emotionally demanding. You are on your feet most of the time, frequently lifting and moving children and equipment, and often work long and varied hours. Working with children and living with your employers can be stressful. You may be subject to restrictions regarding telephone calls, visitors or time away from the employer's residence.

Maturity, related experience and good references are the most important qualifications for nannies. Some employers prefer to hire applicants who have a high school diploma and/or

training related to child care, child psychology or early childhood education.

Who's the right person?

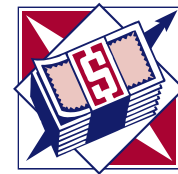
You really enjoy working with children, and can get along with both adults and children very well. You are patient, have good communication skills, are physically able to keep up with children all day, and can deal decisively and effectively with emergency situations.

What does it take?

- experience caring for children, first aid certification and CPR training, a driver's licence and courses related to child care and development are definite assets
- a high school diploma and/or related post-secondary education may be required
- employers generally request work/character references and may require a criminal record check

Next steps?

- further education related to child development
- small business operation



"I have a deep love for dogs and turned that love into a money-making proposition." Sylvia C.

Relevant high school subjects

- Business English and Mathematics, General Science, Biology

Want more information? Try...

- meet with a pet groomer
- pet groomer
www.petgroomer.com

What are some related occupations?

- zoo attendant
- animal care attendant
- animal health technologist
- animal trainer
- shelter/kennel attendant

Pet groomers shampoo, clip and groom dogs, cats, and other pets to improve and maintain their hygiene. You trim nails, clean ears and express anal glands. You bathe, cut, comb, style and blow-dry their coats. You answer enquiries from the public and schedule appointments. You record owner information, and discuss grooming requirements and desired styles with pet owners. Recording each pet's name, sex, breed and disposition is required including any information about health problems.

Work conditions and training

You generally work indoors, but it involves getting dirty or wet. You are exposed to unpleasant odours, and may be bitten or scratched as working with aggressive animals is common. You may have to restrain or lift and carry the animals so you must be fairly strong. You may have to work some evenings and weekends in order to meet your customers' needs. Self-employed pet groomers often work long hours but can earn anywhere from \$15,000 - \$50,000/year. There is no certification required; training is mainly on the job. Some salons provide more formalized training. There are private vocational schools that offer formal dog grooming education. It is highly advised that you call an established pet groomer to discuss all the training options before choosing the best route for you.

Who's the right person?

You are physically fit and in good health, not allergic to dogs or cats and have a real love for animals. You need to be willing to clean up after them. It's important to be able to maintain control but at the same time, be gentle and patient with the animals. Having an artistic flair with grooming styles is beneficial.

What does it take?

- a high school diploma is recommended
- previous animal care experience
- understanding of the behaviour of dogs, cats and other typical pet animals
- on-the-job training or a certificate in formal dog grooming (it's advised that you call an established pet groomer to discuss training options)
- one way to get started in this field is to get a part-time job during busy times (spring and summer) when many employers need extra staff

Next steps?

- supervisor/manager of animal care facilities
- certified master groomer
- grooming instructor
- owner of grooming facility

Average salary \$19,791
low average \$4,666
high average \$36,890



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Police Officer



"I love the variety of work plus the number of specialized divisions you can transfer to. The job security and pension... puts you at ease too."
Paul H.

Relevant high school subjects

- English, Computer Literacy, Sciences, Social Sciences

Want more information? Try...

- a community college that offers criminal justice or law enforcement programs
- local police service
- Canadian Police Association
www.cpa-acp.ca
- Royal Canadian Mounted Police
www.rcmp-grc.gc.ca

What are some related occupations?

- bylaw enforcement officer
- Canadian Forces Personnel - Non Commissioned
- private investigator
- security guard
- Canadian Customs Officer

Average salary \$53,210
low average \$35,886
high average \$66,395



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Police officers enforce the law, arrest criminals, control traffic, and help settle domestic disputes. You help to protect citizens and their property, maintain public peace, prevent and detect crime. You write up shift reports, make court appearances, and perform forensic investigations. Not only are you involved in the physical act of protection or arrest of law-breakers, but you work with community groups identifying and solving policing problems. Some officers do undercover work. Police work sometimes involves activities like returning stolen bicycles, helping victims of crime, contacting schools and performing other crime prevention activities.

Work conditions and training

You are required to work both indoors and outdoors, in all kinds of weather and may be required to stand or walk for hours at a time, or ride in a vehicle for a complete shift. You can often be subjected to severe emotional strain and sometimes work in dangerous situations. You may work a standard 40-hour week or a compacted (four day) week. Shift work is often required. A community college diploma in law enforcement or a university degree in this area is sometimes required, and it is definitely an advantage when trying to get a job. A three- to six-month training program is provided by your employer. There are many opportunities for advancement similar to the military, receiving higher status and better pay. You start as a constable and work your way up; however, promotion does tend to be slow.

Who's the right person?

You need to be physically fit, honest, patient, emotionally stable and have good judgement. You must have excellent observation skills and basic good humour. You need to be able to work with a minimum of supervision and

as part of a team. You enjoy having a clear set of rules and guidelines for analyzing information and investigations. You are confident taking charge of situations and dealing with people in a fair but firm manner.

What does it take?

- minimum age varies from 18 to 21 depending upon the police service
- at least a high school diploma or equivalent education
- may require a college diploma or university degree in law and security or social sciences
- Canadian citizenship or lawful admittance to Canada for permanent residence
- valid driver's licence
- typing/keyboarding skills
- valid first aid and CPR certificates

Next steps?

- corporal
- sergeant
- staff sergeant
- corps sergeant major
- inspector
- superintendent
- commissioned police officer

Real Estate Salesperson



“This is a wonderful profession if you are a hard worker. I have put people into their first home and that is a feeling that you can’t take to the bank.”
Reg M.

Relevant high school subjects

- English, Mathematics, Computer Literacy

Want more information? Try...

- Real Estate Institute of Canada
www.reic.ca
- Points on Real Estate
www.kevinclark.com/points.html

What are some related occupations?

- real estate appraiser
- property manager
- building manager
- mortgage specialist
- personal banking representative

Real estate salespeople help people with the process of selling or purchasing houses, condominiums, apartments, commercial buildings, land and other types of property. A large part of your day will be spent obtaining listings for your agency. You will also be responsible for contacting various clients, contractors, advertisers, bankers, credit agencies and mortgage companies. You will need to be familiar with different services in the neighbourhood in which you are selling and buying properties.

You will hold ‘open houses’ to show prospective clients the features of the property you are trying to interest them in. You will also handle price negotiations between buyers and sellers. “Negotiating skills are not just important, but critical for a successful career in real estate!”

Commercial real estate sales demand that you research market trends and pay close attention to the needs of the buyer. You will need good research skills and an intimate familiarity with the business community.

Work conditions and training

Real estate salespeople typically work indoors in offices, though a good deal of your time will be spent travelling about showing properties and talking to the various people involved in this complex transaction.

You will typically work long hours and spend much of your life on call. Weekend work is routine, as are evenings and holidays. You need to be familiar with communication technologies such as cell phones, pagers, email and computer databases so as not to miss any sales.

After your training period your income is usually straight commission so you will need to be able to budget well and deal with the stress of living from commission cheque to commission cheque.

Who's the right person?

You are outgoing and are an excellent communicator. You are dedicated and disciplined and ready to work long hours on the possibility of a sale. You are a motivated self-starter!

You are methodical and meticulous compiling information on the property, the client and the neighbourhood. You are tactful and a skilled negotiator.

You have an ability to remember names, faces and details and the imagination to understand how a property can be used to its best advantage.

Most importantly you have the ability to persevere and hang in there until sales start to happen!

What does it take?

- a high school diploma
- a car and a driver’s licence
- familiarity with various communications technology is strongly recommended
- provincial/territorial registration that involves passing a three-week (or more) realty course exam

Next steps?

- real estate broker
- commercial specialization
- real estate developer

Average salary	\$40,536
low average	\$7,514
high average	\$80,301

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“You have a lot of personal contact with people... When you show concern for people, some will ask for you by first name.” Eric T.

Relevant High School Courses

- English, Physical Education, Social Studies

Want more information? Try...

- Canadian General Standards Board
www.pwgsb.gc.ca/cgsb
- Canadian Corp of Commissionaires
www.commissionaires.ca
- a local company providing security services

What are some related occupations?

- correctional service officer
- gate attendant
- shopping investigator
- house detective
- alarm investigator

Security guards patrol and monitor industrial, commercial, and other properties as well as special events. Their goals are to protect against theft, vandalism and illegal entry and to maintain order, ensure safety and enforce regulations. Your duties could range from controlling access at a rock concert to guarding art in a museum, and from searching luggage at an airport to patrolling an industrial site. You might drive an armoured vehicle or stroll through a mall, checking for shoplifters. You make detailed reports on your observations, keeping accurate information on incidents or suspicious behaviour in case charges are laid later.

Something unexpected can happen at any time and it is your job to respond to the situation. In many cases, you will be called on later to give an accurate account of the incident or to describe the suspect(s) involved. A large part of your job involves dealing with people. If you work in a public place, you will be called on to give directions, answer questions, or find help for someone who has become ill.

Work conditions and training

You work either for a private security agency or directly for an organization. Your work conditions will vary with the area of employment. In some cases you may work outside and you may be required to drive as, for example, with a mobile patrol service. Much of security work is routine. You may spend hours standing or sitting in an area having to remain alert. Security is a 24-hour-a-day business and, in many cases, you will work shift work. You are generally paid an hourly wage.

Most security companies offer on-the-job training. You may start as a trainee, and from there you can work your way up to positions with more responsibility and progress to a supervisory position.

Who's the right person?

Getting along with people and communicating well is important in this work. Because you lack enforcement powers, you will have to rely on these skills to control difficult situations. You are confident, professional, neat and well-groomed. You are self-motivated and able to work on your own, with little or no supervision, following instructions precisely. You pride yourself on being honest and reliable. You are able to remain calm and use good judgement in emergency situations.

What does it take?

- some high school education is required, a high school diploma is preferred
- a community college diploma is recommended, with preference given to graduates of law and security courses
- a university degree is an asset, preferably with courses in sociology and psychology
- you must be bondable
- you may need a valid driver's licence

Next steps?

with further training:

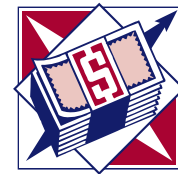
- police work
- the military
- work in a correctional institution

Average salary \$25,394
low average \$12,025
high average \$41,817



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Service Station Attendant



"I have learned cash control and how to deal with the public. This is also good preparation for future jobs..."
Patricia K.

Relevant high school subjects

- Mathematics, English, Computer Literacy, Business

Want more information? Try...

- the manager of your local service station

What are some related occupations?

- cashier
- marina attendant
- car detailer
- rust spray technician
- assistant autobody painter
- customer service and information clerk

Service station attendants sell fuel, automotive products and convenience store items. You greet customers and activate gas pumps promptly. You accept cash, credit and debit card payments, and offer a receipt if requested. You must stock shelves and keep the station clean and tidy indoors and out. You offer promotional materials and ask if customers need other products. Providing information about local roads and highways is often required. You may be required to operate a car wash. At full service stations you fill vehicles with gasoline, propane or diesel fuel, clean windshields, check levels of oil, and other fluids, and check and add air pressure to tires as requested. You might have to perform minor vehicle service and maintenance duties such as replacing light bulbs or windshield wipers.

Work conditions and training

You will work indoors and outdoors in all kinds of weather. At self-serve stations you usually have to work in a booth or behind a counter in a convenience store that is part of the station. You may get mud, grease or oil on your uniform. Shift work is generally required; and sometimes you will work split shifts. Training is usually done on the job. Most major oil companies have training programs to teach safety and security practices and/or customer service skills. This is a great way to gain experience dealing with all kinds of people, as well as to learn how to work with money.

Who's the right person?

You like working with the public, and have the ability to provide correct change for cash payments. You also must have the ability to fill out receipts and credit card slips, and transact direct debits quickly and accurately. It's very important that you are polite and friendly at all times. You must also be safety conscious to avoid explosions caused by

gasoline vapours, and burns from hot engines and steam.

What does it take?

- some high school education; employers prefer high school graduates
- may be required to have valid driver's licence
- a short training period from the employer
- hydrocarbon training and certification is required in most areas of Canada to perform light maintenance on or to fill propane cylinders


Next steps?

- apprentice mechanic
- mechanic
- service station manager
- many other roles in the sales and service sector

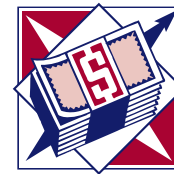
Short TIPS

The word 'decision' is not a synonym for the word 'final'. A decision is one short path taken in a huge network of choices. You will always have another and another and another to make.

Average salary	\$16,586
low average	\$7,519
high average	\$28,992

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Skin Care/Make-up Consultant



“There’s never a boring moment in this field. You can branch out into so many different areas.” Deb L.

Relevant high school courses

- English, Chemistry, Beauty Culture, Drama

Want more information? Try...

- a beauty or cosmetics school
- a local beauty salon
- a drugstore or department store representing a specific cosmetic line

What are some related occupations?

- airbrush artist
- photograph retoucher
- mannequin artist
- colourist, photography
- tattoo artist
- theatre makeup artist
- spa, owner/operator

Skin care and make-up consultants demonstrate and sell cosmetic products and advise customers about their use. You analyze a client’s skin, determine what products or colours improve its quality and appearance, demonstrate techniques to use the products and recommend a program for the client to follow. You are very knowledgeable about the products you sell and are able to advise clients about skin care in general and problem areas in particular. You stay informed about new product developments and ensure your customers use safe products. You know when to refer your clients to medical care for more serious skin problems. You may provide “makeovers” for some clients. You may need to keep careful records of the sales and services for each client to ensure appropriate follow-up and repeat business.

Work conditions and training

You might work at a beauty salon, department store, cosmetics shop, image consulting company, modelling agency or you might be self-employed. You spend most of your working day on your feet and may be required to work some evenings and weekends. You may be paid an hourly rate, a salary, or in some cases, you may work on commission. Also, depending on your work setting, you may receive gratuities from customers.

Some skin care and make-up consultants enter the field with a minimum of preparation. You will receive on-going training for new product lines from the company you represent. To begin, you could approach a cosmetics company and ask to be trained in their product line. You could also work independently by representing a product line through direct sales. Specialized training that includes theoretical knowledge and practical experience regarding skin care and makeup is available through beauty schools.

Who’s the right person?

You are independent, highly motivated and enjoy working with the public. As a representative in the image business, it is important to be well-groomed yourself. You need a creative eye and a strong colour sense. You are dealing with the sensitive issue of image and must be discreet with your clients. You are confident in yourself and your products and are comfortable making recommendations to your clients. You have the ability to be honest and tactful in your communication with clients. If they have serious skin problems, you must recognize when it is appropriate to recommend they see a doctor.

What does it take?

- a high school diploma is usually required
- you must be 16 to 18 years old to enter most beauty schools

Next steps?

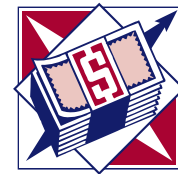
- direct sales of a particular line of cosmetics
- supervisory or management positions
- open your own salon or spa

Average salary \$17,743
low average \$4,684
high average \$30,009



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Social Services Worker



"I derive great satisfaction from reaching out to individuals that may have no one else to turn to ... in what may seem like hopeless situations..." Karyn S.

Relevant high school subjects

- English, second language, Computer Literacy, Social Studies

Want more information? Try...

- Canadian Association of Social Work
www.casw-acts.ca

What are some related occupations?

- child and youth care worker
- correctional services worker
- mediator
- wellness consultant
- mental health worker
- employment counsellor

Social services workers assess, counsel and treat individuals and/or their families to overcome emotional, behavioural, social or financial difficulties. You interview clients individually, in families or in groups to determine the types of services they need. Investigating cases of child abuse or neglect and taking authorized protective action may be part of your day. You may work as part of a health care team in hospitals or mental health clinics or in a correctional services facility rehabilitating criminal offenders. You could work in the education system providing counselling and consultation services for students, parents and teachers, or as part of a government department that delivers social policy and advocacy programs including income support programs, child protection programs, child care programs, and foster care and adoption programs. You could work with employment assistance programs providing employment-related assessment.

Work conditions and training

You often must divide your time between face to face contact with clients, completing assessments, case studies/plans and reports. You may have to go to the client's home for an interview, or be involved in family counselling sessions, attend meetings, or group work and co-ordinate services with other community agencies. As a minimum, you usually need a two-year college diploma. A university degree in social work may be required. You will probably need to become a member of your provincial/territorial association of social workers.

Who's the right person?

You are emotionally stable and mature. You need to be patient and have good judgement; be resourceful and have high energy. You must generally enjoy working with people and want to assist them to find ways to solve their problems. You must be accepting of other people and tolerant of their beliefs and values.

What does it take?

- high school diploma
- social work diploma from a community college, and sometimes a university degree in social work
- volunteer work is considered a great asset

Next steps?

- social worker with Bachelor of Social Work (BSW) or Master of Social Work (MSW) qualifications
- rehabilitation specialist
- research position at college or university

Average salary	\$30,860
low average	\$16,042
high average	\$44,178



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Teacher Assistant



"I like working with children, and with specific problems... Why is he learning this not that? You have to teach in a different way and it's really fascinating!"
Karen G.

Relevant high school courses

- English, Family Studies, Computer Literacy

Want more information? Try...

- a local college with a Teacher Assistant program
- your local school district office
- websites of provincial/territorial governments' Departments of Education

What are some related occupations?

- library assistant
- audio-visual specialist
- childcare worker
- receptionist
- caregiver in group home/institution

Teacher assistants or educational assistants as they are sometimes called, assist teachers in working with students to enhance their learning. You may work as part of a team or with one teacher; at either the elementary or secondary school level; with one particular child, or a group of children. As a teacher assistant, you provide extra support to help students learn the material being taught in the classroom. This may include using alternate teaching methods for those students who will benefit from them. You may work with students who have serious behaviour problems or physical disabilities. You may also assist students physically, for example, helping young children get dressed to go outside. You may also assist teachers to prepare classroom materials using computers or copiers.

Your daily activities include supervising students in the classroom, in the school yard and on field trips.

Work conditions and training

Teacher assistants usually work for school boards but are also found in special treatment centres where educational programs are offered. They work under the direction of a teacher or principal, in a classroom, library, computer room or other area. Most of your work is inside. In a school setting, your hours will match the school hours with additional time put in before and after school and you will receive the same holiday breaks as the teachers. Teacher assistants are frequently employed on a 10-month basis and are not paid over the summer break.

Regardless of your level of training when you enter this work you will likely receive additional training or professional development days and other special in-house training days.

Who's the right person?

You find this work rewarding because you enjoy working with a variety of people, especially children and youth. You are a team player who accepts the direction of the teacher or other professionals responsible for the child or children in your care. At the same time, you are flexible, able to work independently and find creative ways to deal with challenging situations. You are very patient, sensitive to the needs of your students and relate well to them. You are able to work with a variety of office machines including computers. You are in good health both physically and emotionally and can deal calmly with noisy, active groups. You are enthusiastic, creative and love helping people.

What does it take?

- a high school diploma is generally required
- a one- or two-year Teacher Assistant or Rehabilitation Services program from a college is preferred
- first aid and CPR training may be required
- fluency in (an) additional language(s) including sign language is an asset and may be required depending on the work setting

Next steps?

- further study to obtain a Bachelor of Education degree and gain a job as a teacher
- school secretarial or technology assistant position
- rehabilitation aide

Average salary \$24,199
low average \$8,415
high average \$41,466



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I just love talking to people. In this line of work, I speak to lots of different people and the work is always varied and available." Scott G.

Relevant high school subjects

- English, Business Practices

Want more information? Try...

- Canadian Marketing Association (formerly Canadian Direct Marketing Association)
www.CDMA.org
- TelePlaza (directory of call center, telemarketing and customer service resources)
www.teleplaza.com

What are some related occupations?

- customer service and information clerk
- advertising sales representative
- food products sales representative
- real estate sales representative

Average salary \$26,265
low average \$5,130
high average \$49,992



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Telemarketers sell goods and services over the telephone. You may also solicit donations for charitable organizations. You may call potential customers (businesses or private individuals), or they may call you in response to an advertisement. In either case, it is your job to promote certain products, services or charitable organizations; answer questions and quote prices; and record information about customer contacts and sales/donations. You may also make follow-up calls, make appointments for sales representatives, or conduct polls or surveys. You may be required to follow a prepared script very closely, or you may follow a core script and vary the conversation depending on the reactions of the people you contact.

To obtain the names and telephone numbers of potential customers, you may use various sources such as reverse telephone directories, reply cards from magazines or purchased lists. Or, you may use automatic dialers or other sophisticated telecommunications equipment, and special "contact manager" software.

Work conditions and training

You may work for a large organization that has its own telemarketing department, or a direct marketing service bureau which contracts telemarketing services to other companies and charities.

Some telemarketers work from their own homes, but most work in call centres equipped with sophisticated telecommunications equipment and multiple work stations. Although the work is not physically strenuous, it can be emotionally demanding. You will probably be required to work some evening and weekend hours.

Telemarketers are usually trained on the job. Some companies send trainees to short training programs that are offered by technical institutes or private vocational schools. You need to know about different sales techniques as well as

the organizations, products and services you are expected to promote.

Who's the right person?

You must be able to speak clearly, hear well, and sit for extended periods of time. To be a really successful sales person, you also need to be confident, persuasive, and able to think quickly and answer questions smoothly.

The ability to accept criticism and rejection without taking it personally is a very important characteristic for telemarketers. Some customers can be difficult. You must be able to remain calm, tactful and patient.

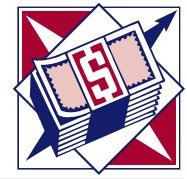
What does it take?

- a high school diploma may be required
- sales and customer service experience is an asset

Next steps?

- call centre supervisor
- trainer
- script writer

Transportation Manager



"I work in a stimulating and diverse environment... It's both enriching and satisfying..." Guy B.

Relevant high school subjects

- Business, Mathematics, Computer Literacy, Geography

Want more information? Try...

- Canadian Institute of Traffic and Transportation
www.citt.ca
- Canadian Trucking Human Resources Council
Tel. (613) 244-4800

What are some related occupations?

- airport manager
- harbour master

Transportation managers, freight traffic, plan, organize, direct and co-ordinate the transportation of materials that come in from suppliers and products that go out to distribution houses and customers. You manage transportation costs and provide the type of transportation required to meet company objectives. You schedule the shipping of goods and keep track of them while in transit. You plan for the transportation and storage of goods. You prepare and manage budgets and negotiate with various carriers (air, water, rail, etc.). You train and supervise staff and administer safety programs. Evaluating locations for new warehouses and distribution networks is part of your job as well as evaluating freight costs and the inventory costs associated with transit times.

Transportation managers, freight traffic, are employed by chain stores, or other large businesses that distribute large volumes of goods, like government departments and agencies, and manufacturing companies. Advancement depends on your performance and qualifications.

Work conditions and training

You usually work in an office environment, and it's not unusual for you to work overtime, and under pressure. Depending on the size and nature of the organization, you might be required to do some travelling. Regardless of weather conditions or mechanical breakdowns, you must make sure that shipments reach customers on time and in good condition. A bachelor's degree in business administration or engineering is increasingly required. Experience in transportation traffic is very important too. Frequently, a transportation manager is promoted from within. The Canadian Institute of Traffic and Transportation offers a 10-course Diploma in Transportation and Distribution Management. This

completed diploma and a minimum of five years work experience in the field leads to the professional designation "CITT."

If you have had no previous training or related experience you could start in positions such as clerk, route clerk, shipper/receiver or warehouse technician, but education is important for advancement.

Who's the right person?

You have the ability to analyze information. You have strong decision-making skills and sound business judgement. You can work quickly and accurately with figures, and have creative problem-solving abilities. You have a good memory for details and good verbal and written communication skills.

What does it take?

- Post-secondary education related to commerce or business administration plus work experience in transportation operations is recommended. As a student, you could apply for a job in a large railway yard or a municipality/city sweeping streets, setting up detours, planning detours, vehicle operation, etc.
- Degree in Civil Engineering may be required in some provinces/territories

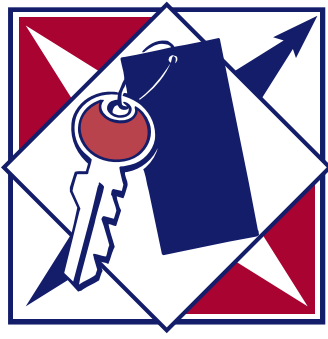
Next steps?

- facility operation manager
- senior transportation manager

Average salary \$54,546
low average \$21,924
high average \$84,499



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



Tourism, Recreation & Sports

Talk about a range of options - indoors/outdoors, competitive/co-operative, alone/in groups, leader/follower, land/water/air!

This is a fast-growing area. Tourism is one of the world's largest industries, and it goes hand-in-hand with recreation and sports. This area combines service, entertainment and wellness. The work involves understanding people's needs and meeting those needs in personalized and creative ways. Whether serving tourists from another country, seniors seeking fitness activities or locals watching a sporting event, you'll do well if you're people-oriented, attentive and creative. You'll do even better if you can combine your service speciality with your customers' interests. The bartender who can mix great drinks and talk about a town's history, the flight attendant who knows emergency procedures and how to make a passenger more comfortable, the outdoor guide who knows wilderness survival techniques and who understands clients' needs for serenity in nature; these are the people who make this area thrive.

TIP: Take a golden opportunity - Co-op education!

Make use of a co-op program to try something you've always been interested in. You can't lose whether you go on in this line of work or try something different.

- You'll develop skills that can be used throughout your career. They are called basic employability skills and you carry them with you from job to job. Punctuality, courteous behaviour, gathering relevant information, identifying problems and suggesting positive solutions, sharing ideas with co-workers, and taking initiative are some of the behaviours that every employer wants in an employee.
- You'll make good contacts. Co-op employers will be eager to refer you if you demonstrate good employability skills.
- You'll learn how to accept constructive criticism and how to evaluate your own work.
- You'll learn where to look for new opportunities to expand or build on your own work or start your own small business.
- You'll learn about the job prospects in your own community.
- You'll learn which skills and accomplishments to highlight for certain occupations on a résumé or portfolio and you will have practice at being interviewed.
- You'll find out which areas of the industry you like the most.

Taking part in a co-op program can give you just the confidence and knowledge you need for a successful career start.

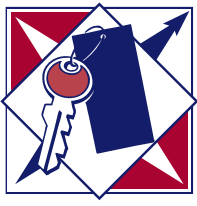
Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Bartender	6452	193
Chef	6241	194
Cook	6242	195
Executive Housekeeper	6471	196
Fitness Instructor	5254	197
Flight Attendant	6432	198
Food and Beverage Server	6453	199
Food and Beverage Supervisor	6212	200
Front Desk Agent	6435	201
Hockey Player	5251	202
Maitre d'Hotel	6451	203
Outdoor Guide	6442	204
Recreation Leader	5254	205
Ski Lift Operator	6670	206
Special Events Co-ordinator	1226	207
Taxi Driver	7413	208
Tourism Small Business Owner/Operator	0632	209
Tourism Visitor Information Counsellor	1453	210
Travel Counsellor	6431	211





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Tourism, Recreation & Sports

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- | | | |
|--|---|--|
| <input type="checkbox"/> Be creative, original | <input type="checkbox"/> Make decisions | <input type="checkbox"/> Plan and organize job tasks |
| <input type="checkbox"/> Find information | <input type="checkbox"/> Use memory | <input type="checkbox"/> Solve problems |

2. Oral Communication:

- | | | |
|---|--|--|
| <input type="checkbox"/> Share stories | <input type="checkbox"/> Interact with employers, co-workers | <input type="checkbox"/> Greet and converse with customers/clients |
| <input type="checkbox"/> Provide instructions | <input type="checkbox"/> Communicate with dispatchers | <input type="checkbox"/> Listen to and deal with the public |
| <input type="checkbox"/> Present to groups | <input type="checkbox"/> Answer inquiries | |
| <input type="checkbox"/> Inform clients | <input type="checkbox"/> Speak courteously and effectively | |

3. Technical and Computer Use:

- | | | |
|--|--|-------------------------------------|
| <input type="checkbox"/> Use word processing and other software for data entry | <input type="checkbox"/> Use computer-controlled equipment | <input type="checkbox"/> Enter data |
| <input type="checkbox"/> Keep and access schedules, records, plans on computer | <input type="checkbox"/> Use billing and accounting software | |

4. Numeracy:

- | | |
|--|--|
| <input type="checkbox"/> Perform calculations | <input type="checkbox"/> Make numerical estimations |
| <input type="checkbox"/> Prepare schedules and budgets | <input type="checkbox"/> Analyze data (compare, contrast, predict; averages, summaries, rates) |
| <input type="checkbox"/> Use money math (financial transactions) | |

5. Working with Others:

- | | | |
|--|---|--|
| <input type="checkbox"/> Be respectful of others | <input type="checkbox"/> Make hiring decisions | <input type="checkbox"/> Assume a leadership role when appropriate |
| <input type="checkbox"/> Make suggestions | <input type="checkbox"/> Recruit | <input type="checkbox"/> Participate in meetings and discussions |
| <input type="checkbox"/> Train other workers | <input type="checkbox"/> Handle conflict with respect | |

6. Writing:

- Write:** Plans Explanations Sketches Reports Supply and equipment checklists

7. Reading:

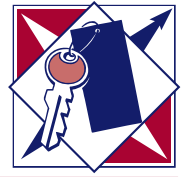
- | | | |
|--|--|---|
| Read: <input type="checkbox"/> Magazines | <input type="checkbox"/> Equipment manuals | <input type="checkbox"/> Guides |
| <input type="checkbox"/> Legislation and Regulations | <input type="checkbox"/> Pamphlets | <input type="checkbox"/> Schematic drawings |
| <input type="checkbox"/> Training materials | <input type="checkbox"/> Legends and maps | <input type="checkbox"/> Scale drawings |

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:



"I have a great time serving and meeting a variety of people --- the tips are pretty good, too!" Pat C.

Relevant high school subjects

- English, Mathematics, Business

Want more information? Try ...

- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- food and beverage server
- host/hostess
- wine steward
- sales representative (alcohol, bar supplies, restaurant equipment and supplies)

Bartenders mix and serve alcoholic and non-alcoholic beverages in lounges, restaurants and other licensed establishments. You take beverage orders from customers or serving staff and prepare the orders. This involves mixing ingredients such as liquor, juice, soft drinks, cream, coffee, water and sugar in the right amounts to make cocktails, specialty coffees and other drinks. You also serve prepared beverages such as beer, wine and soda.

You put garnishes (fruit and fancy umbrellas) in the drinks to make them more appealing. Some bartenders invent their own drinks.

Bartenders often have direct contact with customers, especially those seated at the bar. Therefore, you will have to greet the customers and possibly serve their food and snack orders.

Bartenders maintain an inventory of all of the supplies and garnishes and order supplies when needed. You may have to wash glasses and keep the bar area clean. You collect payment for drink orders and may have to balance the cash receipts at the end of the day. In many establishments this may involve the use of computerized registers.

Work conditions and training

Most bartenders work indoors in lounges, nightclubs, hotels and restaurants. You may work irregular hours, split shifts and late nights. You may work weekends and holidays.

Salary is usually supplemented by gratuities.

You must be of legal drinking age to be a bartender. You may train on the job or take a related training course. Some high school education is required and if you wish to advance on the job, a high school diploma is recommended. Bartenders require knowledge of government liquor laws, cocktail recipes, and characteristics of wine, beer and liquor.

Who's the right person?

Bartenders enjoy working with people. You have to be able to listen to customers without getting personally involved. You need good math skills, motor coordination and a good memory for details. Tactfulness and good judgement are necessary skills since you will be asking customers for proof that they are of legal drinking age and you have to know when a customer has had too much to drink. You have to be well-groomed and in good health because of the heavy lifting and long periods of standing.

What does it take?

- some high school education is required but a diploma is preferred
- must be of legal drinking age
- a related training course is an asset
- professional certification is available through the Canadian Tourism Human Resource Council

Next steps?

- head bartender
- wine steward
- food and beverage manager

Average salary \$16,812
low average \$6,990
high average \$28,950



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“A true talent of food and food art means very, very hard work - but it is very gratifying.”
Cheryl N.

Relevant high school subjects

- Cooking, Mathematics, English

Want more information? Try ...

- Canadian Restaurant and Foodservice Association
316 Bloor Street West,
Toronto, Ontario, M5S 1W5
- Canadian Federation of Chefs and Cooks
E-mail essence@ottawa.et
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- cook
- catering manager
- restaurant food buyer
- restaurant equipment and supplies salesperson

Average salary \$26,886
low average \$10,031
high average \$42,908



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Chefs plan, prepare and present food in a variety of settings such as restaurants, hotels, institutions, catering companies, railways and cruises. A chef not only prepares the food but also has input into what is served (the menu) and how it is presented. You prepare all the courses of a meal or specialize in preparing only a portion of the meal. Specializations include saucier (sauce specialist), garde manger (salads, cold dishes and buffets), entremetier (vegetables, pasta and egg dishes) and patissier (desserts and pastries).

Additional duties may include estimating food requirements and ordering the food, regulating stock, and supervising kitchen staff.

Sous-chefs supervise specialist chefs, cooks and other kitchen staff. In addition to food preparation, you plan the menu and order food and supplies. As a leader, you show kitchen staff new cooking techniques or equipment.

As an executive chef, you may be responsible for the food preparation activities of several restaurants. You meet with sales people, negotiate prices and buy food supplies. You keep daily track of food costs in relation to sales.

Work conditions and training

Chefs spend most of the time in a kitchen and it can be very busy. Some light to heavy lifting is part of the job (10 – 25 kgs.) The conditions and hours of work vary depending on the establishment. However, chefs often work different shifts, including weekends, evenings and holidays. Overtime might be required especially for sous chefs and executive chefs.

To become a certified chef, you must first become an apprentice. In order to apprentice, you are strongly advised to learn some basic skills by taking a post-secondary program that introduces you to basic food preparation, sanitation and safety guidelines, food theories and nutrition. You then must try to find an

employer who is willing to train you as an apprentice. As an apprentice, you must complete 6,000 hours of apprenticeship and complete and pass an exam before becoming certified. You can apply for a Red Seal, which means that your qualifications are recognized across Canada. To become a specialty chef, sous chef or executive chef, several years of work experience and additional training are required.

Who's the right person?

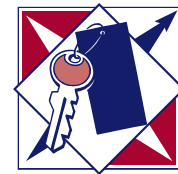
Chefs genuinely enjoy preparing food and satisfying customers' appetites. You need to be very artistic, creative, flexible and organized. Teamwork plays a large part in this role. Good math skills, hand-eye coordination and a keen sense of smell and taste are important. You need the ability to remain in control during hectic times.

What does it take?

- in most provinces/territories, a minimum of grade 10 is required to apprentice however, a high school diploma is recommended
- a post-secondary program that introduces you to the basics of the occupation
- an apprenticeship which is usually three years-additional training to progress to higher levels and specializations

Next steps?

- specialty chef/cook
- sous chef
- red seal chef
- executive chef, food and beverage manager
- restaurant owner



“There is nothing like the satisfaction of properly preparing 50 meals at once and pleasing the customers with my quality and efficiency.” Dave B.

Relevant high school subjects

- Cooking, English, Mathematics

Want more information? Try...

- your local restaurant association
- your local technological institution that offers apprenticeship programs
- Canadian Restaurant & Food Service Association
Tel. 1-800-387-5649
www.fbshow.com
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- baker
- meat cutter
- dietitian
- caterer

Cooks prepare, season and cook foods such as soups, salads, meats, fish, gravies, vegetables, desserts, sauces and casseroles. You prepare buffets or single portions on a plate. It is important to ensure the meals are appealing and nutritious. You may also oversee some menu planning and prepare foods for special diets. You study menus to estimate food requirements, and obtain the supplies you need from storage. You perform all tasks involved in food preparation, including cleaning and cutting meats; fish and poultry; washing and peeling vegetables; and cleaning kitchen equipment and cooking utensils. You work in places such as restaurants, schools, catering companies, bush camps, food processing plants, prisons, etc. It is always a cook's responsibility to ensure that your work environment is consistently clean and sanitary.

Working conditions and training

Most cooks work shifts, including weekends and holidays. You work under pressure with knives and around hot appliances; burns and cuts are occupational hazards. Light lifting is routinely required. Most cooks are encouraged to enter a three-year apprenticeship program, but often you are trained on the job. It's more likely, however, that you will get employment if you go through the apprenticeship program. While still in high school you could begin an apprenticeship program and earn high school credits at the same time.

Apprentice cooks earn approximately 60% of a journeyman wage in the first year; 75% in the second, and 85% in the third.

Who's the right person?

You need to be patient and have excellent organizational skills. You are constantly under pressure so you need to be able to remain calm in hectic situations. You need to have good

arithmetic and communication skills and the ability to read and write in English. You must be able to be on your feet for long periods of time. A keen sense of taste and smell is necessary and a genuine interest in preparing food.

What does it take?

- formal apprenticeship training, and/or
- some secondary education

Next steps?

- sous-chef
- chef
- executive chef

Average salary \$19,221
low average \$7,102
high average \$32,813



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Executive Housekeeper



"I've worked my way up to this job. I enjoy working with the public—I see people all day, and every day is different."
Teresa J.

Relevant high school courses

- English, Business, Chemistry

Want more information? Try...

- Canadian Tourism Human Resource Council
www.cthrc.ca
- International Executive Housekeepers Association
www.ieha.org

What are some related occupations?

- laundry supervisor
- manager of a dry cleaning business
- building superintendent

Executive housekeepers are the managers responsible for the housekeeping and laundry departments in hotels and residential institutions such as hospitals. You direct and supervise the work of light and heavy duty cleaners. You may also supervise in-house laundry services, maintenance and repair services, or dry cleaning and valet services.

Like other managers, you train new personnel, schedule work hours, keep employee records, supervise staff and do performance appraisals. You also select suitable cleaning materials and equipment, and maintain adequate supplies. In health care facilities, your primary concern is to prevent the spread of infection.

You may also prepare and manage the housekeeping department budget, order supplies, and make recommendations regarding repairs and renovations.

Work conditions and training

Work environments vary considerably in this occupation, depending on the type of employer. For example, you may work in a small nursing home in the health care industry, or a luxury hotel in the tourism industry. Most executive housekeepers work standard office hours.

The best preparation for this type of work is a combination of experience and education related to housekeeping (e.g. experience as a janitor or house keeping room attendant, knowledge of textiles and cleaning chemicals). Employers generally prefer to hire applicants who have work experience in a cleaning position. They may also require job applicants to have education or experience related to management and/or the chemistry of cleaning solutions. Executive housekeepers must be able to understand and apply technical information about cleaning chemicals and procedures as well as supervise and manage the work of others. Suppliers of cleaning products often offer short professional development courses.

Who's the right person?

You have good communication and interpersonal skills, and are comfortable in a leadership role. You are a good organizer, have an eye for detail, and can make sound decisions quickly.

You should enjoy working with people and supervising the work of others.

What does it take?

- a high school diploma plus experience in a housekeeping position is usually required
- post-secondary courses in hotel administration, health services administration, personnel management, quality control or chemistry are definite assets
- Workplace Hazardous Materials Information System (WHMIS) training

Next steps?

- hotel/motel manager
- health services administrator

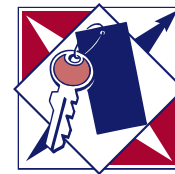
Short TIPS

Over 400,000 new jobs are expected in Canada's Tourism Industry by 2005.

Average salary \$19,607
low average \$6,729
high average \$32,087



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I wanted a job that was exciting and challenged me mentally and physically. Being a fitness instructor does exactly that." Shelley McK.

Relevant high school subjects

- Sciences, Physical Education

Want more information? Try...

- National Fitness Leadership Advisory Council (NFLAC)
Tel. 613-748-5866
nflac@rtm.activeliving.ca
- local YMCA/YWCA
- reputable fitness club

What are some related occupations?

- golf professional
- sports instructor
- coach

Fitness instructors demonstrate correct exercise methods and the proper use of exercise equipment. You teach students, individually or in groups, aerobics, weight training, flexibility, proper breathing techniques, etc., and sometimes evaluate their abilities and monitor their progress as they go. You may also provide material on proper nutrition, weight control and lifestyle issues. You may develop programs for people who have special requirements.

If you teach aerobics, you plan routines and choose appropriate music. You make sure your routines involve movements that work each set of muscles. You spend time on your own preparing for classes. If you work for a health club you may also have to demonstrate the use of equipment (weights and mechanical exercise gear), maintain equipment, record member information and promote the club through membership sales.

There is a growing interest in health, fitness and recreational activities throughout most of Canada. You may find work in places like dance schools, private health clubs, retirement centres, resorts and hotels, public gymnasiums, municipal recreation centres, as well as YMCA and YWCA branches.

Work conditions and training

A health club environment is usually pleasant with showers and lockers specifically for you with mirror-lined walls and special flooring designed for injury reduction. Community facilities often have surroundings designed to accommodate more kinds of activities.

You usually need training and certification from a fitness association. Each province/territory has its own set of requirements for certification so it's very important you call the National Fitness Leadership Advisory Council for requirements in your province/territory. The number is in the 'Want more information?' section. Certification is

available in any of four areas: aerobics; strength and resistance; instruction of older adults; and aquatics. You can also contact a local reputable gym or fitness club in your area for their specific requirements.

In order to ensure that instructors are up-to-date on new trends and methods, you have to be re-certified every two years. Some employers require a degree in physical education, and others such as those at the YMCA and YWCA provide their own in-house training and certifications. You could move into a supervisory or management position, responsible for organizing classes. You may also set up your own business. Many fitness instructors are employed for a certain number of classes per week. Some instructors use this as a second job for a variety of reasons. Others pursue this work as a part-time opportunity.

Who's the right person?

You need to be physically fit, and knowledgeable on issues related to fitness. You must have good coordination, a good sense of rhythm, and excellent verbal communication skills to explain the movements clearly. It's important that you are approachable and open to input from participants, as well as being a motivating instructor.

What does it take?

- high school diploma
- Fitness Leader's Certification

Next steps?

- personal fitness trainer
- trainer of fitness instructor
- manager of health club
- aerobics co-ordinator/programs
- athletic director
- recreation leader

Average salary	\$27,467
low average	\$9,472
high average	\$46,590

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Flight Attendant



"I feel very fortunate to be able to explore different cultures, countries, and cities while working." Kevin G.

Relevant high school subjects

- English, Social Studies, Computer Literacy, another language

Want more information? Try...

- an airline company
- Canadian Tourism Human Resource Council
www.cthrc.ca
- Airline Division of the Canadian Union of Public Employees (CUPE)
E-mail: louyse@airdiv-cupe.org

What are some related occupations?

- instructor, airline attendants
- travel guide
- purser
- passenger attendant, ship

Flight attendants greet passengers, serve food and beverages and ensure the safety and comfort of passengers during an airplane or helicopter flight. While service is important, safety is also a primary concern. Before each flight, you check all emergency equipment, confirm that all the necessary supplies are stocked in the service area and on food carts, survey the cabin of the aircraft for any problems, and conduct a pre-flight briefing with the rest of the crew.

Once passengers have boarded, you may demonstrate emergency procedures before the plane takes off. When the plane is airborne, you serve food and beverages to passengers and offer such items as blankets, earphones and movies. Once the plane lands, you help passengers disembark.

Work conditions and training

Flight attendants work in a small working environment and their work can be physically demanding. You spend most of the flight on your feet, moving heavy galley equipment and routinely lifting items weighing up to ten kilograms. You cannot work if you are congested due to the risk of damage to your ear drums.

You are paid on an hourly basis and may receive a benefits package. All flight attendants are given expense money or a per diem. You must work a minimum number of hours each month, yet not exceed the maximum number of hours set by the airline for safety reasons.

Training for flight attendants is intensive and may be based on exacting standards. Airlines provide their own formal training, lasting about six weeks, during which you will learn the basics about the job. Most of the training deals with safety issues. Emergency training is ongoing for flight attendants. The airline expects you to keep up with any changes in standards.

Who's the right person?

You must be patient, efficient, adaptable and well-groomed. You must be able to work well as part of a team, yet operate independently when required. As well, bilingualism is mandatory if applying to most scheduled air carrier companies in Canada (Air Canada, Canadian). It is important for you to show confidence in your work. In an emergency, passengers will look to you for help and guidance. At such times, you have to be able to respond promptly and communicate clearly.

What does it take?

- be a Canadian citizen or have landed immigrant status
- you must be at least 18 years old
- a high school diploma or equivalent education is required
- most airlines require one or two years of experience working in a service industry (e.g. restaurant, retail)
- be fluent in English/bilingualism may be required by some airlines
- union membership may be required - Airline Division of the Canadian Union of Public Employees (CUPE)
- you may have to pass a medical examination
- some airlines have height restrictions (a minimum of 157 cm and/or a maximum of 186 cm tall)
- an up-to-date passport

Next steps?

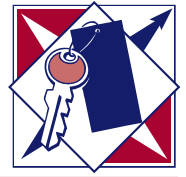
- customer service director
- training instructor
- customer service agent

Average salary \$35,036
low average \$20,077
high average \$47,916



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Food and Beverage Server



“The work itself is fairly routine, but meeting so many different people makes it fun.”
Celia M.

Relevant high school subjects

- English, Business

Want more information? Try...

- The Food Service Network
<http://fsnet.pnn.com/>
- Canadian Tourism Human Resource Council
www.cthrc.ca
- Canadian Restaurant and Foodservices Association
Tel. (416) 923-8416

What are some related occupations?

- wine steward
- maitre d'hotel
- banquet captain
- flight attendant
- bartender

Food and beverage servers take and serve customers' food and beverage orders. Your main responsibilities may include greeting and seating customers, taking food orders, setting and clearing tables, picking up and serving orders, informing customers of menu items, calculating the bill and taking payment.

Duties will depend on the type of food service establishment. A counter person in fast food restaurants operates a computerized cash register, takes orders and accepts payment, maintains a clean work area and stocks supplies. In restaurants you may be expected to suggest menu items, serve alcoholic beverages and prepare and serve specialty foods at the customers' tables. In establishments that serve alcohol, you may need to know cocktail mixtures and recommend wines.

Work conditions and training

Food and beverage servers work in a variety of settings including restaurants, banquet halls, bars, hotels, private clubs, coffee shops and fast food outlets. During busy times these can be very fast-paced environments, which means you will be on your feet for extended periods. You may be required to lift heavy objects such as trays and supplies.

Food service establishments are often open seven days a week and some are open 24 hours a day. You may be expected to work different shifts and split shifts. There are many opportunities for people seeking part-time employment. Most food and beverage servers are paid an hourly rate. Wages are usually supplemented by gratuities.

There are training programs for food and beverage servers available through colleges. Professional certification is available through the Canadian Tourism Human Resource Council. Training may be provided on the job. You may start out as a bus person or kitchen helper and work your way up to a server's position.

You can progress to higher paying establishments and supervisory positions once you have the necessary skills and experience.

Who's the right person?

You should be outgoing, friendly, and courteous. You must be neat in appearance and have excellent written and spoken communication skills. In many food service establishments, you are expected to work with little supervision and be a team player. During busy periods, you will need a "cool head" and great organizational skills. Good math skills are important because you will be dealing with money and a good memory is useful for remembering who ordered what.


What does it take?

- to serve liquor you must be of legal drinking age
- some secondary school may be required
- some employers may require that you be bonded
- for some employers, you may need to take courses to show that you've learned about hygiene in the workplace and/or know how to serve liquor
- some positions may require union membership
- Professional certification is available through the Canadian Tourism Human Resource Council

Next steps?

- food and beverage supervisor
- food and beverage manager
- restaurant manager
- restaurant owner
- special events co-ordinator
- catering manager

Average salary	\$15,077
low average	\$6,305
high average	\$26,552

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Food and Beverage Supervisor



“Every day brings new challenges and new skills. There is a lot of variety in what I do and who I work with.” Kerry E.

Related high school subjects

- Business, Cooking, Mathematics, English

Want more information? Try ...

- Canadian Restaurant and Foodservices Association
Tel. (416) 923-8416
Fax (416) 923-1450
- FoodNet
www.foodnet.com/service/W2-homepg.html
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- maitre d'hotel
- restaurant manager
- banquet/catering supervisor
- banquet captain
- food technologist

Food and beverage supervisors co-ordinate and supervise the activities of workers who prepare and serve food. They may also be known as maitre d'hotel, captains, hosts or hostesses. The duties vary depending on the type of food service establishment.

Food and beverage supervisors schedule staff hours. You would supervise the staff to ensure quality service and co-ordinate their activities. This involves training new staff in job duties and sanitation and safety procedures. You maintain records of stock, sales and wastage and order supplies and equipment. You may have to balance the cash receipts at the end of the day/shift.

Food and beverage supervisors have direct contact with the customers. You may take reservations, greet and seat customers and present menus and wine lists. You will be required to address customer concerns.

Work conditions and training

Food and beverage supervisors may work in restaurants, lounges, hospitals, cafeterias, catering companies, hotels and other tourism establishments. The work environment can be fast-paced during meal times and often involves being on your feet for extended periods. Most supervisors work on a full-time basis. You may work weekends and holidays and some shift work is required. Depending on the establishment, you may be paid a salary or by the hour.

Most employers prefer to hire people who have completed high school and some post-secondary training in food services administration, hotel and restaurant management or related areas of study. You need several years of experience in food preparation or service.

With experience, supervisors can advance to higher management positions. They may become sales representatives for food service supply companies.

Who's the right person?

You have excellent interpersonal skills. You are a good problem solver and have the ability to remain pleasant and be tactful with customers and staff. Food and beverage supervisors must be able to communicate and work with all types of people. You should have the ability to work in a team environment and remain calm in stressful situations. Strong organizational skills are important because of the hectic pace.

You should be in excellent physical condition because the position may require long hours, some heavy lifting, and standing for long periods of time.

What does it take?

- a high school diploma is usually required
- a college diploma in an area related to food and restaurant management is recommended
- several years of experience in the food and beverage sector is required

Next steps?

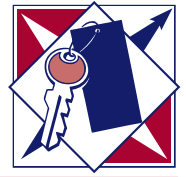
- food and beverage manager
- restaurant manager
- restaurant owner
- catering manager

Average salary \$25,036
low average \$10,020
high average \$40,168



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Front Desk Agent



“If you like meeting people from all over the world, this is the job. It’s exciting and something new happens every day.”
Stacey G.

Relevant high school subjects

- Business, English, French, a third language

Want more information? Try...

- Hotel Association of Canada
www.hotels.ca
- a local hotel or motel
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- reservations sales agent
- rooms division director
- hospital admitting clerk
- tourism visitor information counsellor

Front desk agents, once known as front desk clerks, check in and check out guests and receive payment from hotel guests for accommodation, room service and restaurant meals. Your duties and responsibilities vary depending on the hotel where you work. When guests arrive, you register them and assign them their rooms. In deluxe hotels, you will also assign a guest services attendant to escort guests to their rooms. You answer questions about hotel services. You may accept and confirm reservations by letter, telephone, and in person. In larger properties this may be the responsibility of the reservations sales agents. You handle telephone and fax messages for guests. You may also handle incoming mail, packages, baggage, freight, and other items for hotel guests.

An important part of your job is to respond to concerns (and compliments!) from guests. If a guest says something, negative or positive, you respond in writing as well as in person. You fill out and check daily record sheets, guest accounts, receipts and vouchers, using either computerized or manual systems.

Work conditions and training

You work at a hotel, motel, or resort. Your first job in this industry, like in other industries, will likely be an entry-level position, since most hotel management positions require that you have previous experience as well as the appropriate education and training as a front desk agent. Many hotels prefer to promote their employees rather than hire from outside. That way, they know that the person already understands operations. Work may involve shift work and may include some weekends and holidays. Agents make an hourly wage. Many hotels provide their staff with non-monetary benefits.

Training may be on the job. Many community colleges and CEGEP offer programs (certificate and diploma) for hotel front office reception. Other

courses (ranging from one to four years) involve a wide variety of subjects in hotel, resort or tourism management.

Who's the right person?

You are outgoing, enthusiastic and enjoy working with the public. You are tactful and courteous, professional and mature, and able to manage stress well. You have good communication and people-skills, are well-organized and responsible.

What does it take?

- high school diploma is essential
- completion of community college or CEGEP programs in hotel management may be required
- some experience working with the public in any area of tourism is a real asset
- professional certification is available for this occupation through the Canadian Tourism Human Resource Council

Next steps?

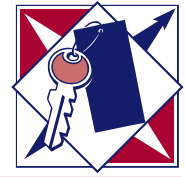
- front office manager
- reservations manager
- night auditor
- food and beverage supervisor

Average salary \$19,297
low average \$10,031
high average \$29,858



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Hockey Player



“Today’s player must be committed all year long to physical and mental discipline --- it’s not just talent anymore.”

Doug G.

Relevant high school subjects

- Physical Education, Business

Want more information? Try ...

- Canadian Hockey League
www.cmtcanada.com/CHL/home.html
- National Hockey League Players Association
www.nhlpa.com

What are some related occupations?

- referee
- coach
- manager
- scout
- sports announcer/commentator

Hockey players compete in one of the most physically and mentally demanding sports. You need exceptional skating skills and the ability to apply those skills to the rules of the game. You develop your skills through regular training and practice under the guidance and instruction of coaches and trainers.

Only the best and strongest players make it into the National Hockey League (N.H.L.). In Canada, the Canadian Hockey League (C.H.L.) is made up of regional leagues. You can play Bantam hockey at age 14 and be drafted by one of the teams in the league. To play with a C.H.L. team, you must be between the ages of 16 and 20 and you must complete high school during that time. N.H.L. scouts attend C.H.L. games to watch for upcoming talent. Once you turn 18, you are eligible to be drafted into the N.H.L. Then you would continue to play in the C.H.L. for a few years or join an affiliated N.H.L. team to further develop your skills. Most players do not enter the N.H.L. until they are at least 21 years old.

In the amateur leagues, hockey players usually get paid per game. You may also receive books and tuition towards college. Amateur players do not play the sport full time. Most players also work and/or go to school.

Work conditions and training

Hockey players work very irregular hours. There are practice times, game times, and travel times. There is usually plenty of travelling involved in a hockey player’s life. As an amateur, you need to successfully juggle the demands of the sport, school, work, and family. There is very little time left for a social life.

Injuries are a common hazard in the game of hockey. Many players suffer broken arms and legs. Cuts that require stitches and broken teeth are very common.

Your professional life as a hockey player is a short one. Therefore, you are advised to further your education to make sure that you will have a successful life after hockey.

Who's the right person?

You have incredible endurance and perform extremely well under pressure. You not only skate really well, but you have exceptional skills in stick handling, shooting, and passing the puck. You are a team player and have leadership abilities. Hockey players must be able to follow instructions from coaches and managers. Scouts usually look for players who are physically big. Small players still have a chance if you have other exceptional abilities such as speed.

What does it take?

- Canadian Hockey League players must complete high school while playing in the league
- talent and persistence

Next steps?

- amateur player
- professional player
- coach/manager

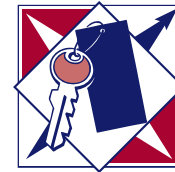
Short TIPS

If you think you would like an international career, start in high school to expose yourself to travel, culture and languages. Start your research early and find work before you leave. Allow a good length of time to investigate.

Average salary \$75,938
low average \$8,478
high average \$90,099



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“No day is ever the same, and no client’s needs are ever the same; ... keeps it constantly exciting.”

Paul D.

Relevant high school subjects

- English, Business Mathematics, Computer Literacy

Want more information? Try....

- the tourism program at a local community college
- Canadian Tourism Human Resource Council
www.cthrc.ca
- tourism industry association or tourism education council in your province or territory

What are some related occupations?

- restaurant host/hostess
- tourism small business owner/operator

The maitre d’hôtel co-ordinates many of the elements required to manage a restaurant or other similar establishment, from greeting guests to ordering supplies. As a maitre d’hôtel, you are in constant contact with management, kitchen staff, and the serving staff. You ensure that parties and special occasions are planned in advance. You also hire, train, schedule and release staff, when necessary. Other responsibilities include ordering supplies, administering the staff payroll, booking and budgeting events and acting as a liaison between the establishment and the client, making sure, for example, that concerns are handled courteously and promptly.

You have a large store of knowledge of the available services provided by the restaurant, of the menu, of wines, and so on.

Work conditions and training

You work for a restaurant, hotel, bar, private club, or similar establishment. Depending upon the establishment, you may be paid a salary or by the hour. With experience, you may play an important part in the overall management of the business. Hours are flexible and shift length may vary. Some shifts may include holidays and weekends.

Most maitre d’s start out as food and beverage servers and over time work their way to the position of maitre d’. The initial training period gives you the opportunity to demonstrate that you can execute events smoothly while managing the day-to-day functions. You must continually update your knowledge of food and wine to better serve customers. Seminars and management courses may be available to help you keep up with new ideas and trends.

College courses in hotel and restaurant management or business administration are also a definite asset if you want to pursue this profession. Depending upon your province or territory, the Tourism Education Council

or Industry Association may have a certification program that is recognized by the tourism industry.

Who's the right person?

You are well-organized, creative, presentable and personable, and able to communicate clearly and easily with staff as well as clients. You are tactful, polite and accommodating in dealing with your guests. You cope well with stress and can handle crises calmly and professionally. Bilingualism or the ability to speak several languages is a definite advantage, especially in hotel restaurants where much of the clientele may consist of visitors from foreign countries. You will have to be sensitive to the variety of needs of guests from other cultures.


What does it take?

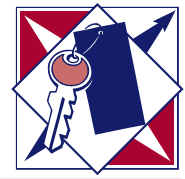
- a high school diploma is usually required
- previous experience in the service industry
- computer skills
- a college diploma in food and beverage management or business administration is an asset
- union membership may be expected
- professional certification may be available for this occupation

Next steps?

- food and beverage manager
- assistant general manager - hotel
- general manager - hotel or restaurant
- owner or partner of a restaurant

Average salary	\$19,202
low average	\$7,491
high average	\$33,742

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I love being outdoors and in touch with nature. This work is a constant physical and mental challenge."
Jerry S.

Relevant high school subjects

- Physical Education (Orienteering), English, Business, Sciences

Want more information? Try ...

- Canadian Tourism Human Resource Council
www.cthrc.ca
- Professional Outfitters & Tourism Association (Saskatchewan)
www.wwwdi.com

What are some related occupations?

- recreation leader
- tour/travel guide
- conservation officer
- forester
- dude wrangler
- campground operator
- tourism small business owner/operator

Outdoor guides plan, organize, and conduct outdoor recreational activities. You could lead activities such as mountain trail riding, whitewater rafting and hunting or fishing expeditions. Most outdoor guides focus on one area of expertise and it is the guide's responsibility to make sure that all the members of the group have an enjoyable, successful, safe experience. You can work for private companies and resorts or be self-employed.

Outdoor guides plan the excursion by checking out the territory, making sure you have all the necessary equipment and that it is in good working order, planning meals and preparing supplies. When the guests arrive, you greet them, teach them how to use the equipment properly, discuss safety and emergency procedures, and lead the expedition.

Work conditions and training

As expected, most of the work is performed outdoors often in the wilderness and sometimes in extreme weather conditions. The work is seasonal depending upon the type of guiding. During busy seasons, expect to be away from home for days or weeks at a time. The work is very physically demanding. You put out more physical effort than the guests and often have to carry, lift and operate heavy equipment and supplies.

The education and training required depends upon the type of guiding. For example, there are specific training courses for skills such as rock climbing, whitewater rafting and canoeing. In general, guides need to be certified in first aid and CPR (cardiopulmonary resuscitation) and have a thorough knowledge of their sport including equipment and safety requirements. There are also college and university programs available in outdoor education, recreation technology or adventure tourism.

You can start out as an assistant to a guide then, once you develop the skills and expertise necessary, become an

independent guide either working for yourself or an outfitter.

Who's the right person?

You thrive on challenge and adventure and enjoy working in the outdoors. You are a leader and take pleasure from sharing your skills and knowledge with others. You enjoy physically demanding work and have a high level of strength and stamina. You are able to work well alone and as part of a team. Outdoor guides have excellent organization skills. Since many outdoor guides are self-employed or contracted out, you need to be a self-starter. Good communication skills are a must.

Outdoor guides have a keen interest in the environment and nature.

What does it take?

- some secondary school education may be required
- special licences and/or certification may be required depending upon the type of guiding
- colleges and universities offer related programs (outdoor recreation, outdoor leadership)
- first-aid and CPR certification are both highly recommended
- professional certification is available through the Canadian Tourism Human Resource Council

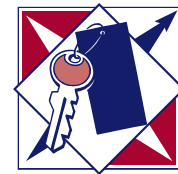
Next steps?

- partner or owner of outdoor guiding business
- resort manager
- resort owner

Average salary \$29,355
low average \$2,810
high average \$67,251



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“The primary thing is working with people... in a recreational setting where the main purpose is to have fun.” Rick T.

Relevant high school subjects

- Physical Education, Business (Accounting, Marketing), Computer Literacy

Want more information? Try...

- Canadian Intramural Recreation Association (CIRA)
www.activeliving.ca/cira
- Canadian Parks and Recreation Association (CPRA)
Email cpa@activeliving.ca
- Canadian Association of Health, Physical Education, Recreation and Dance (CAHPERD)
Tel. Toll Free 1-800-663-8708
E-mail CAHPERD@rtm.activeliving.ca

What are some related occupations?

- camp director
- camp counsellor
- student activities adviser
- recreational therapist
- amateur athletic coach
- personal trainer

Recreation leaders plan, organize and co-ordinate recreational, cultural and athletic activities for people of all ages. Special recreation programs include arts and crafts, sports, games, music, drama and other activities. You choose which activities will be offered at your recreation facility, following policies and budgets set by the management. You identify appropriate activities based on the population you are working with, put together the resources you need, run the program and write a report on it. You will probably teach or lead activities yourself, as well as train volunteers and staff members to do so. Promotion and fund raising activities may also be your responsibility. You may plan and organize competitive events.

Work conditions and training

Recreation leaders work in community centres, municipalities, corporations, clubs, correctional facilities, retirement homes, institutions for the severely handicapped, and other facilities that recognize the therapeutic aspects of recreation. As people become more interested in living healthier lives and reducing stress, more opportunities are emerging in the field. You may be required to work evenings and weekends, in a variety of facilities, both indoors and out, depending on the activities and programs you are running. You are normally paid a salary but can also work on contract.

In addition to the recreation background you bring to your work, you may have the opportunity to attend workshops and courses which allow you to build and maintain your skills, knowledge and any special certifications you have.

Who's the right person?

You have a high level of energy and love working with people. You have good communication and leadership skills to deal with both participants and other staff. You must be able to explain ideas and plans clearly and accurately both orally and in writing. You are flexible, have strong organizational skills and are creative, especially with limited resources. You enjoy recreational activities such as sports, games, and crafts. You are patient and caring with people of all ages.

What does it take?

- a high school diploma is required
- completion of either a two-year recreation program at a community college or a four-year university program is preferred and generally standard
- certification in first aid, CPR, aquatics, fitness or other areas may be required for certain jobs
- relevant experience and contacts through summer work is a major asset
- a second language may be an asset depending on the work setting

Next steps?

- supervisory or directing positions
- counsellor
- coaches employed in their own businesses
- self-employed providing recreational or fitness services

Average salary	\$27,467
low average	\$5,627
high average	\$46,590

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Ski Lift Operator



"It is great to be outside and to have the ability to ski or snowboard so often." Rich P.

Relevant high school subjects

- Physical Education, Mechanics

Want more information? Try ...

- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- ski instructor
- ski patroller
- sports/fitness program leader

Ski lift operators supervise the use of ski lift equipment. Your main responsibilities are to check that the passenger has the proper ticket and make sure that the skiers get on and off the lift safely. You provide assistance with loading and unloading passengers when necessary.

Ski lift operators must monitor the equipment to ensure that it is operating properly and report any mechanical problems immediately. You need to be knowledgeable of lift shut down and evacuation procedures in case of an emergency.

As an ambassador of the ski hill, you greet the guests, anticipate their needs and provide information about the facilities and services. Your communication skills will be put to use since passengers may use you as a source of information. You may have to tell them about the ski area including snow conditions, different trails, weather conditions and hours of operation.

Work conditions and training

Ski lift operators work primarily outdoors in cold weather. Some lift attendants work in covered shelters where the passengers load and unload but these shelters are often cold. In many areas the work is seasonal. Most ski hills are only operational during the winter months.

Some high school education is required. With further education and experience, ski lift operators can move on to supervisory and management positions. Some ski hills may require successful completion of a Lift Operator Certificate.

Who's the right person?

You love skiing and dealing with people. You have the ability to ski safely and efficiently down any trail. Ski lift operators do not have a fear of heights and function well at high altitudes.

You have a positive attitude, neat appearance and great customer service

skills. You need to work well as part of a team and take initiative. Ski lift operators should be in good physical health because they may be required to assist with lifting, repairing, loading and unloading equipment and passengers.

What does it take?

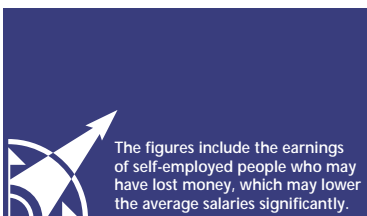
- some high school education is preferred
- may be required to complete a Lift Operator Certificate

Next steps?

- supervisor of lift operations

Short TIPS

You don't have to be employed to have a business card. Invest in some attractive business cards and don't be shy about giving them out. You may get an unexpected call from someone who kept it handy.



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Special Events Co-ordinator



“My career allows me to use both right brain and left brain... this line of work keeps me enthused every time I pick up the phone.” Chris B.

Relevant high school subjects

- English, Business (Accounting), Computer Literacy

Want more information? Try...

- a community college that offers courses in convention management co-ordination
- Meeting Professionals International
www.mpiweb.org
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- public relations consultant
- marketing manager
- promotions manager

Average salary	\$36,305
low average	\$18,847
high average	\$57,377



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Special events co-ordinators plan, organize and co-ordinate meetings, conferences, conventions, seminars, exhibits and trade shows. As a co-ordinator you are not limited to booking facilities and choosing menus. You are responsible for handling inquiries, finances, mailings and promotional material. You ensure that audio-visual equipment, transportation, translation services and displays are available as needed. You must establish and stick to a strict budget.

As well as the speakers and participants that need to be looked after, you are often in charge of the social schedule or programs for their spouses and children. Prior to the days of the event, you inspect the facilities and ensure that everything from registration to the closing session runs smoothly. You must be ready to provide participants with any information they need and deal with any problems that arise.

Work conditions and training

You could work in a convention centre or hotel or for an association or corporation that stages a large number of events. You may run your own company. Full-time convention co-ordinators are paid a salary but those working as consultants are paid on a fee-for-service basis. Typically, you must work long hours when preparing for the event and then even longer hours during the event itself. At the beginning you work answering phones, performing administration duties, data entry, etc. within the office. After a period of time your employer will move you to the site of the event.

Many community colleges offer programs leading to a Conventions and Meetings Management Certificate for people who have either two years experience in the tourism service field or a diploma or a degree in these areas. By taking courses through a local chapter of Meeting Professionals International, you can become a Certified Meeting Professional.

Who's the right person?

You are a natural organizer with first-rate people skills. You focus on details. You should enjoy making complex arrangements and have a knack for keeping track of several things at once. You use interpersonal skills to deal with the participants and speakers of the function, and the people behind the scenes (e.g., with hotels, caterers, transport firms, and many suppliers.) You'll need good negotiation skills and the ability to build a network of reliable suppliers.

You must remain calm and collected in the face of the unexpected problems that arise during any convention. You should be a self-starter who works well without supervision and can handle pressure well.

What does it take?

- a high school diploma is essential
- a college diploma or university degree in business, tourism or administration is an advantage
- computer skills
- excellent organizational skills
- hands-on event experience (volunteer work with local charities is one route to consider)

Next steps?

- convention manager
- special events manager
- public affairs program co-ordinator
- owner of your own events planning company

Taxi Driver



"I meet such a variety of people and hear some very interesting stories."

Art N.

Relevant high school subjects

- English, Business, Mechanics

Want more information? Try ...

- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- taxi dispatcher
- bus driver
- delivery driver
- truck driver

Taxi drivers drive automobiles, vans, limousines and large sedans to transport passengers. Your passengers could include children, senior citizens, business people, famous people, tourists, and wedding parties. You could be taking them to medical appointments, schools, hotels, airports, graduations, weddings and meetings.

You keep a clean vehicle and make minor repairs or take the vehicle for servicing. You make routine maintenance checks on the vehicle to ensure that it meets mechanical safety standards. You collect your fares and provide change to clients. You may have to provide information about the local area and points of interest or give advice on hotels and restaurants.

Work conditions and training

Taxi drivers can be self-employed. You may own, lease or rent your vehicle. Some drivers work for a company. You can work full time or part time and you work day, evening and weekend hours. You must be able to sit for long periods of time. Chauffeurs may be required to wear suits or uniforms. Good physical health is important since you will be required to lift luggage and parcels or change a flat tire. You must be prepared for bad weather days, which can challenge even the best drivers.

Salary levels vary depending on the employer and the number of hours worked. Chauffeurs may get an hourly rate, a commission or a monthly salary. Taxi drivers may be paid a percentage of the total fares they collect if they work for a company. Income is usually supplemented by gratuities (tips).

Most provinces and territories require a special driver's licence, which may include a written test and an on-the-road test. A Class G driver's licence is required in Ontario and a Class 4 licence is required in the other provinces and territories. You will be expected to have a clean driving record and a municipal permit.

Who's the right person?

You are able to communicate well and have excellent customer service skills. You remain calm and courteous even when dealing with difficult clients. Taxi and limousine drivers must be neat and professional in appearance and take pride in their vehicles.

You need a thorough knowledge of the local area, the house numbering systems, points of interest, tourist attractions and popular restaurants and nightclubs. You enjoy driving even in bad weather conditions and busy traffic. You are self-disciplined and patient.

What does it take?

- some secondary education is preferred
- a clean driving record
- some companies require a criminal record check
- most provinces and territories require a special chauffeur's licence
- extensive knowledge of the area or city you will be working
- may need a municipal taxi permit
- may be required to attend a defensive driving course

Next steps?

- private chauffeur
- partner or owner of a taxi company

Average salary \$19,677
low average \$5,380
high average \$36,000



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Tourism Small Business Owner/Operator



“The key to this business is building relationships of trust and loyalty with clients. It is so gratifying to have a satisfied client return with more business.”
Sylvia E.

Related high school subjects

- Business, English, French, a third language

Want more information? Try ...

- Canadian Business Service Centres
www.cbsc.org
- Canadian Tourism Human Resource Council
www.cthrc.ca
- Strategis
www.strategis.ic.gc.ca

What are some related occupations?

- business consultant
- retail store assistant manager
- manager or owner

Tourism small business owners/operators are owners and/or managers of businesses that fill a need within the tourism industry. Your business provides a product or service to visitors in your area. There are several businesses that can fall under this category.

1. Accommodation – hotels, motels, campgrounds, hostels, bed and breakfast houses
2. Adventure tourism and recreation – whitewater rafting tours, heli-skiing, trail riding
3. Attractions – galleries, historical sites, museums
4. Events and conferences – concerts, conventions, festivals
5. Food and beverage – nightclubs, pubs, coffee shops, restaurants
6. Tourism services – information services, retail sales
7. Transportation – airlines, car rentals, taxi companies
8. Travel trades – tour operators, travel agencies

The tourism small business owner/operator is responsible for all aspects of setting up, operating and maintaining the business. You need to determine whether your business idea is feasible. From your research, you develop your business plan. If all goes well, you put your plan into action and start up the business.

Regardless of the type of product or service you are providing, you will be in constant contact with your customers to ensure that you are meeting their needs. Since most of your customers will be visitors/tourists, you may be asked to provide information on the local area, upcoming events, and tourist attractions.

Work conditions and training

The work conditions and training will vary considerably depending upon the type of business you establish. There is always a certain degree of financial risk involved in starting up a business.

Most tourism small business owners/operators can expect to put in very long hours especially during peak seasons. This usually involves working weekends and holidays as well. Some businesses may be seasonal (e.g. heli-skiing, campgrounds).

Who's the right person?

Communication skills are of utmost importance. You need to be able to communicate in writing and in person with banks, suppliers, business consultants, staff and, above all, your customers. You will put those communication skills to good use when you are marketing and promoting your business. You need to be highly organized and efficient and be able to manage your time effectively. You are able to provide leadership and make decisions.

Tourism small business owners/operators are willing to take risks, have a strong business sense and know a great deal about the product or service being sold.

What does it take?

- a high school diploma is strongly recommended
- a post-secondary program or courses related to small business management or entrepreneurship is recommended
- thorough knowledge of the service/product

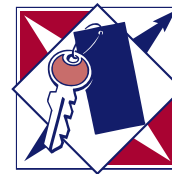
Next steps?

- the owner/operator of more than one small business

Average salary	\$30,508
low average	\$7,254
high average	\$55,067

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Tourism Visitor Information Counsellor



“There is such a sense of pride in knowing your community and a sense of accomplishment in knowing how to promote it well.” Nancy K.

Relevant high school subjects

- English, Business (Marketing, Accounting), second language, Computer Literacy

Want more information? Try ...

- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- travel counsellor
- public relations consultant
- heritage interpreter
- museum guide
- local tour guide

Tourism visitor information counsellors provide information to tourists and visitors about the area, zone, region, province, territory or country they represent. You greet the visitors, determine their information needs and then respond with complete and accurate information. You promote the tourism products and services to encourage a longer stay and return visits.

You provide information on local attractions and events and provide status reports on weather and road conditions, fire hazards, trends, currency exchange rates and tourist alerts. You also provide maps, brochures, guidebooks and schedules. You may have to give directions to points of interest or tell people how to get to specific addresses. You need to ensure that the guest understands the information you provide.

You need to keep the resources and information current and may be asked to assist in developing new resources. You may be required to open and close the facility and make sure that it is neat and clean. You will gather and keep track of visitor statistics such as how many inquiries you handled in person and by phone and what type of questions were asked.

Work conditions and training

Most tourism visitor information counsellors work indoors in a visitor information centre. The work may be seasonal depending on the area you represent. For example, some vacation areas have their busy season during the summer and only require counsellors during that time. Flexible work schedules are usually part of the job.

Who's the right person?

Tourism visitor information counsellors have exceptional communication skills. You need to know how to ask the right questions and give out the information in a manner that the visitor understands. You need to treat every question as

though it was the first time you heard it. You are able to “read” the guests to determine if they are in a hurry and if they understood the information you provided. You are customer-oriented, friendly and confident in your knowledge of the area.

A positive attitude and professional appearance are vital since you may be the first contact the guest has with your area. You have good research skills that are used to gather information about the area that you represent.

It is helpful if you have a second language and first hand knowledge of the area you will be promoting. You need to work both independently and as part of a team.

What does it take?

- a high school diploma is usually required
- some post-secondary education is an advantage
- computer knowledge of databases and the Internet
- first aid certification is recommended
- fluency in a second language is an asset
- professional certification is available through the Canadian Tourism Resource Council

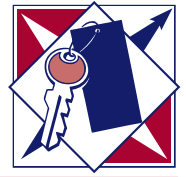
Next steps?

- tourism/visitor information centre supervisor
- travel counsellor

Average salary \$29,544
low average \$14,977
high average \$43,925



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“Working with people - helping people who are travelling for pleasure and those on business is an interesting mix.”
Erin S.

Relevant high school subjects

- English, Social Studies, Business, Computer Literacy

Want more information? Try...

- Alliance of Canadian Travel Associations
www.hyde.com/acta.htm
- Canadian Institutes of Travel Counsellors
ACCESS (ACTA/CITC)
3300 Bloor Street West,
Suite 2880, Etobicoke, ON
M8X 2X3
- Canadian Tourism Human Resource Council
www.cthrc.ca

What are some related occupations?

- reservations sales agent
- special events co-ordinator
- tour guide
- special events manager
- sales representative

Average salary \$25,848
low average \$12,002
high average \$40,076



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Travel counsellors promote and sell travel services to the public. Using your in-depth knowledge of travel destinations, transportation companies and hotels and resorts, you describe and sell these services to clients. You get information about costs, routes and schedules from computer databases, promotional brochures and the Internet. You make reservations and prepare tickets, itinerary and travel insurance policies. The travel counsellor also prepares the bill and collects payment from the customer. If the client has any problems during the trip, such as lost tickets or reservation mix-ups, you do what you can to fix the situation.

You are often given the opportunity to travel to the places you promote in order to become familiar with the destination. These familiarization trips are paid for by the agency or the companies the agency represents. Travel counsellors also benefit from reduced travel rates.

You work with a variety of clients including recreational travellers, business travellers and tour groups.

Work conditions and training

Most travel counsellors work in travel agencies or other travel service organizations such as wholesale tour companies, hotel chains or government tourist boards. Most of the work is indoors in an office setting. Most of your time is spent behind a desk consulting with clients and doing paperwork. Hours of work may vary depending upon the type of agency you work for and the time of year. During the busy seasons, overtime may be necessary. Some agencies are open evenings and weekends.

Travel counsellors should have a high school diploma as a minimum. Many agencies prefer to hire people who also have post-secondary training in travel counselling related courses. Programs offered by business schools and community colleges can range anywhere from three months to three years.

ACCESS (ACTA/CITC) Canadian Educational Standards System provides certification to travel counsellors based on work experience, education and exams. It is helpful to have some sales and travel experience, knowledge of geography and fluency in a second language.

Who's the right person?

Successful travel counsellors are customer-service oriented. This means you have excellent communications and sales skills. You enjoy serving a variety of people quickly and efficiently. You need strong mathematical, computer, and organizational skills. A good memory is a great advantage.

Travel counsellors have the ability to work well under pressure and adapt well to change. You need to pay close attention to details.

What does it take?

- a high school diploma
- many employers prefer to hire graduates of a travel-related program (three months to three years)
- professional certification is available through ACCESS (ACTA/CITC) based on related work experience and completion of course work and exams

Next steps?

- senior travel counsellor
- supervisory positions
- manager
- owner of a travel agency



Trades & Construction

Enjoy high satisfaction and the potential for high earnings in an area for skilled workers!

The trades occupations range from the simple to the highly sophisticated. This is a great area if you enjoy working with your hands and have good mechanical and technical skills (automotive service technician, electrician, machinist). It is also very rewarding to those who enjoy seeing the immediate results of their work (painter/decorator, autobody technician, heavy equipment operator). Many of these jobs involve working in the outdoors (crane operator, construction driller, roofer). In many cases you will have the opportunity to work in a variety of settings and locations. For those who like to be their own boss, there are good opportunities in many trades to be in business for yourself. Without an exception, you will find safety awareness to be critical to a successful career.

TIP: Watch for and be prepared to use exciting new inventions and developments in your work!

Being on top of the latest technology can really increase the value of your work in the trades. Every trade has been influenced in some way by modern technology such as: the new electronic diagnostic machines in the automotive industry; on-board computers for heavy equipment operators; new soldering material for the plumber and machine mechanic; or a new type of paint for houses, machinery or vehicles. Easier and safer materials and equipment can add up to speedier, better-quality results for your customers and more business for you. Each new development calls for some new learning and adjustment in the way you do your work. So, be on the alert for new developments (through networking and trade journals) and make time to learn how to apply them in your trade.

Please Note:

Salaries in each profile represent: the average of all workers in the occupation or occupational group; the average of the top 10% of workers in the occupation or occupational group; and the average of the bottom 10% of workers in the occupation or occupational group. The figures can include salaries of self-employed people who may have lost money. This may lower the average earnings significantly.

SOURCE OF SALARIES: Statistics Canada, Census, 1996.

OCCUPATION	N.O.C.	PG #
Autobody Technician	7322	215
Automotive Service Technician	7321	216
Boiler Operator	7351	217
Crane Operator	7371	218
Driller, Construction	7372	219
Drywall Installer and Finisher	7284	220
Electrician	7241	221
Elevator Constructor and Mechanic	7318	222
Furniture Finisher and Refinisher	949	223
Gas/Oil Burner Technician	7253	224
Heavy Equipment Operator	742	225
Ironworker	7264	226
Machinist	723	227
Motorcycle Mechanic	7334	228
Painter/Decorator	7294	229
Plumber	7251	230
Power Linesman/woman	7244	231
Refrigeration & Air Conditioning Mechanic	7313	232
Roofer	7291	233
Sheet Metal Worker	7261	234
Welder	9510	235





Skills Inventory

These are **some** of the skills that frequently apply to occupations in:
Trades & Construction

Place a **✓** beside the skills you already have. Place a **★** beside the skills you would like to develop to prepare yourself for work in this field.

1. Thinking:

- Be detailed Make decisions Be systematic Use memory
- Solve problems Find information Plan and organize job tasks Be quality and safety-minded

2. Oral Communication:

- Listen to instructions and act accordingly Clarify instructions
- Interact with co-workers, supervisors, quality-control personnel, customers Call suppliers

3. Technical and Computer Use:

- Use:** Software programs to confirm measurements and do adjustments Transfer knowledge and skill from one technology to another
- Computer software programs
 - Computer-controlled machinery

4. Numeracy:

- Measure and calculate Make numerical estimations Prepare schedules and budgets
- Analyze data (compare, contrast, predict; averages, summaries, rates) Use money math (financial transactions)

5. Working with Others:

- Work independently or as part of a team Inform other workers Orient new employees
- Be respectful of others Participate in discussions Monitor work performance of others

6. Writing:

- Write:** Defect reports Work order forms Job specifications Sketches
- Lists Invoices Estimates

7. Reading:

- Read:** Memos Instructional manuals (machinist handbooks) Company regulations
- Safety standards Schematic diagrams, blueprints, assembly drawings Detailed instructions
 - Job specifications Charts, grade plans, tables

Think about the skills you need. Use the spaces below to figure out where you can get them.

These subjects can help me develop some of the skills I need:

These types of volunteer work can help me develop some of the skills I need:

These leisure and recreation activities and hobbies can help me develop some of the skills I need:

Autobody Technician



“People are attached to their cars. When I get a damaged vehicle back to factory finish, I’m making someone happy.”
Larry S.

Related high school subjects

- Mechanics, Industrial Shop, Science, Mathematics

Want more information? Try...

- Automotive Industries Association of Canada
www.aftmkt.com/associations/AIA/
- Canadian Automotive Repair and Service Council
www.cars-council.ca

What are some related occupations?

- sheet metal worker
- aircraft maintenance technician
- automotive service technician
- machinist
- welder

Average salary	\$29,233
low average	\$10,516
high average	\$47,804



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Autobody technicians repair or replace damaged motor vehicle body parts and finishes. You straighten bent parts, remove dents, refinish surfaces, and replace exterior and interior components that are beyond repair.

You may work on large trucks, buses or tractor-trailers, but most of the damaged vehicles you work on will probably be cars and small trucks of a “unibody” design. You need precise factory specification charts and sophisticated measuring and repair systems to accurately align unibody vehicles because they are not built around a frame. Restoring the structural integrity of a damaged vehicle may involve cutting away damaged components, welding in or bolting on new or recycled replacement parts, accurately aligning suspension and steering components, and making sure that passenger protection systems work properly.

Working out minor damage in body panels, fenders and other parts may require body sheet metal work or plastic repair. Refinishing may require removing layers of subcoatings, applying anti-corrosion treatments, masking parts not to be painted, colour matching, priming and top coating. You may repair or replace interior components.

Work conditions and training

You will probably work a standard forty-hour week in an independent auto body repair shop, or a shop associated with a car and truck dealership. Most shops have special ventilation systems to disperse dust and paint fumes.

Apprenticeship training programs for autobody technicians vary somewhat from province/territory to province/territory, but generally require two or four years of learning on the job and taking related short courses. Keeping up-to-date with new technological development requires ongoing learning through professional development

activities such as reading, consulting experts and attending upgrading courses.

Who's the right person?

You enjoy using tools and equipment, and solving problems. No two damaged vehicles are ever the same so you have different problems to solve every time. You are patient, have good colour vision, can pay attention to details, and are very safety conscious. You also work well in a team environment and have good customer service skills.

What does it take?

- some secondary school education is usually required
- related industrial education or training is a definite asset
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program

Next steps?

- supervisory positions
- insurance appraiser
- autobody shop owner/operator

Short TIPS

Automotive service technicians (formerly known as auto mechanics) who have computer knowledge and can diagnose problems using electronic instruments can make between \$45,000 and \$70,000. Other automotive service technicians who do general repair make about \$30,000 to \$45,000.

Automotive Service Technician



"I think this is one of the most challenging trades because cars are so high tech these days, especially the electronics." Warren D.

Related high school subjects

- Industrial Shop, Mechanics, Electronics, Business English

Want more information? Try...

- Automotive Industries Association of Canada
www.aftmkt.com/associations/AIA/
- Canadian Automotive Repair and Service Council
www.cars-council.ca
- Canadian Association for Stock Car Auto Racing
www.cascar.ca

What are some related occupations?

- autobody technician
- parts person
- mechanical installer and servicer
- heavy duty equipment technician
- electronic equipment service technician

Average salary \$31,919
low average \$13,043
high average \$50,027



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Automotive service technicians keep cars and light trucks running smoothly. You prevent problems by performing regularly scheduled maintenance activities such as oil changes, lubrications and tune-ups, and diagnose and repair problems when they occur.

You may specialize in servicing and repairing particular parts or work on all types of systems, including engines, electrical/electronic systems, braking systems, steering systems, drive trains and suspension systems. Or, you might service race cars, using your high tech computer knowledge and knowledge of the racing environment to quickly diagnose performance problems.

In general, you begin by reviewing a work order or examining a vehicle. To diagnose problems, you may take the vehicle for a test drive or use sophisticated testing equipment. You take parts apart, replace or repair worn or damaged parts, put things back together, and check to make sure the problem has been fixed. This may require using various types of diagnostic equipment, and consulting manufacturers' manuals or other references.

You may also discuss vehicle performance with customers, estimate repair costs, write up work orders, provide advice and describe work that has been done or will need to be done in the future.

Work conditions and training

Most automotive service technicians work in the retail industry, in automotive repair shops, service stations and dealerships. Some are employed by large organizations to maintain fleets of vehicles. In retail shops, you may be required to work evening, weekend and holiday hours. Race car mechanics spend a considerable amount of time travelling, and work in a fast-paced environment with high standards and intense decision-making requirements.

Apprenticeship training programs for automotive service technicians vary somewhat from province/territory to province/territory, but generally require about four years of learning on the job and taking short courses. Related work experience or completion of an automotive service training program at a college or technical institute can reduce the number of years required to complete the apprenticeship program, and make it easier for you to find an employer willing to hire and train you.

To keep your skills current, you have to keep up with new technological developments by reading, talking with other technicians, and attending upgrading seminars. Vehicle components are becoming increasingly complex, and strong analytical and diagnostic skills are required to trouble-shoot problems.

Who's the right person?

You enjoy taking things apart and learning how mechanical and electronic devices work. When confronted with a complex mechanical problem, you think it through, then try various possible solutions until you find one that works. You may need to wear ear protectors as the working environment may be noisy.

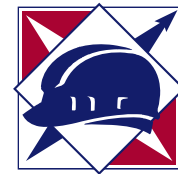
To work with customers, you also need good communication and customer service skills.

What does it take?

- some secondary school education is usually required
- related industrial education or training is a definite asset
- for formal certification in this trade, you must complete a provincial/territorial apprenticeship program
- extra certification may be needed for work with alternate fuel systems

Next steps?

- supervisory positions
- owner/operator of a repair shop



“You have an awesome responsibility in making sure that your system is working the way it should be.” Gerry N.

Relevant high school subjects

- Machine Shop, Electronics, Science

Want more information? Try...

- The International Union of Operating Engineers
www.iuoe.org
- The Canadian Union of Operating Engineers and General Workers
Tel. (905) 238-0877

What are some related occupations?

- water treatment plant operator
- refrigeration operator
- compressor operator
- heating, ventilation and air conditioning mechanic
- process panel operator

Boiler operators control high-pressure boilers that supply steam to heat and cool buildings and generate power for industrial purposes. Sometimes referred to as boiler engineers, power engineers, or stationary engineers, they are employed in industrial and manufacturing plants, hospitals, universities, utility companies, government offices and commercial institutions.

A boiler operator is responsible for the heat, cooling and power of buildings and industrial plants. You operate automated or computerized systems that control the boiler and other equipment. You monitor readings of gauges, panel board instruments and recorder charts to ensure that the boiler is operating properly. You check the temperature and the pressure and make any necessary adjustments.

You also activate valves to maintain the required amount of water in a boiler, adjust the supply of combustion air and control the flow of fuel, such as gas or oil into the burner. In addition, you add specified amounts of chemicals (such as sulphuric acid), into the boiler feedwater to control lime build-up or to adjust the alkaline level of the water.

It's your job to perform regular maintenance such as cleaning and lubricating compressors or tightening pipes and fittings. You're also required to keep a logbook, recording your operation of the boiler.

Work conditions and training

Boiler operators usually work in conditions that are relatively clean and well lit. You may have to crawl inside boilers and work in crouching or kneeling positions to inspect, clean, or repair equipment. A certain amount of physical work is required.

You must be ready to work shifts, since boiler systems need to be monitored around the clock. Boiler operators are usually paid an hourly wage.

Most large and some small employers encourage and pay for skill-improvement training for their employees. Training is almost always provided when new equipment is introduced, or when regulations concerning some aspect of the duties change.

Who's the right person?

Much of your time is spent monitoring computers, gauges and meters. The work is not stressful unless there is a power failure or a problem with the boiler system. In that case, you are responsible for dealing with the situation and getting the system operating as quickly and efficiently as possible.

You will do well as a boiler operator if you are mechanically minded and enjoy machinery. An understanding of modern boilers and computer systems would be a benefit to you in finding a job in this area.

Since boiler operators work around boilers as well as electrical and mechanical equipment, they must be alert to avoid burns, electric shock, and other injuries.


What does it take?

- a high school diploma is required
- a fourth class certificate issued by the local regulating authority based on completion of an inter-provincial/territorial certification program
- completion of a provincially/territorially-regulated apprenticeship program and related work experience to become a third, second or first class stationary engineer
- certification as an Industrial Maintenance Technician may be required for working with gas/oil fired burners

Next steps?

- boiler inspector
- chief plant engineer
- building and plant superintendent
- building manager

Average salary	\$45,950
low average	\$26,079
high average	\$67,040

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I like handling the responsibility it requires. It takes years to be really good at this." Kim K.

Relevant high school subjects

- Machine Shop, Electronics, Mathematics

Want more information? Try...

- your provincial/territorial apprenticeship branch
- a company employing crane operators
- a local office of the International Union of Operating Engineers
- The International Union of Operating Engineers
Tel. Toll Free
1-800-894-7689

What are some related occupations?

- heavy equipment operator
- bulldozer operator
- side boom tractor operator
- bridge crane operator
- boom truck operator

Average salary \$44,552
low average \$25,078
high average \$63,142



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Crane operators work on cranes or draglines to lift, move, position and place machinery, equipment or other large objects at locations such as construction sites, industrial facilities, ship loading docks and railway yards.

The machinery varies. You could work on a tower crane (constructing buildings), on a bridge crane (to build or fix a bridge), or on a mobile crane. You could operate a crane on or near the water, working on equipment that dredges waterways or loads and unloads ships. You might be loading a container ship, operating a pile driver, or working at a railway yard.

Your job involves using pedals and levers to operate the machinery in response to hand signals from a co-worker or supervisor. You have to be aware of possible hazards such as power lines. You know how to get the most out of your equipment without overturning it, causing safety problems, or doing any sort of damage.

You will likely have to drive the crane to a work site and help set it up for the job. You carry out routine maintenance, which involves cleaning and lubricating the equipment, checking fluid levels and hydraulic lines, changing the oil and filters and making minor repairs.

Work conditions and training

Crane operators work for rental companies, construction firms, manufacturers, shipbuilders, cargo-handlers, railways, and mines. You have to move from job site to job site, as you are needed. You may have to live away from home for long periods of time. You need to be certified in order to have employment in this field. You may also qualify for your Red Seal to work across Canada.

Modern cranes often have computers in the cab to assist the operator and they can lift greater weights than ever before. This sophistication in the machinery means that you must continually

upgrade your skills in order to keep up with changing technology.

Who's the right person?

A crane operator needs good eyesight and excellent hand-eye co-ordination to do the job well. You need good stamina to deal with long hours of repetitive work. Assembling and disassembling the equipment takes strength and agility.

You should have above average mechanical ability, and you must understand the workings of your equipment since you are required to perform maintenance and repair work on your crane. You need to be very responsible and independent.

To be a successful crane operator, you must have self-control and be able to keep a cool head in critical situations. You also have to get along with people to be able to work with other members of your crew. You must be able to follow instructions.

What does it take?

- some secondary school education is required
- completion of crane operator training, and an apprenticeship program is required in some provinces/territories
- provincial/territorial certification after demonstration of skills may also be required

Next steps?

- supervisor
- pre-lift planner
- manager



"I like being a driller because there is a huge variety in the jobs I do, and each one is another challenge..." Ed M.

Relevant high school subjects

- Mechanics, Geography, Science

Want more information? Try...

- a local construction company
- a local drilling contractor
- Concrete Sawing & Drilling Association (International)
Tel. (614) 798-2252

What are some related occupations?

- water well driller
- foundation drill operator
- rotary drilling machine operator
- service rig operator
- blaster, construction
- driller, long hole

Average salary	\$43,860
low average	\$16,048
high average	\$66,601



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Construction drillers core holes for buildings, take core samples for geological testing, and drill holes in rock for grouting or blasting. The equipment you might operate ranges from a jackhammer to a rotary drill to a truck-mounted drill. You use your own observations to gauge how the drilling is going and control the process.

If you operate a truck-mounted drill, you're responsible for getting your truck to and from the work site and making sure it is safe. You're also responsible for keeping your equipment in good shape.

Your job as a driller is a very specialized one and requires experience. You must know the various conditions of rock or concrete that you are drilling into and be able to choose the right drill for the job. Diamond drill bits are extremely expensive and a careless or inexperienced operator can cost a company thousands of dollars.

Work conditions and training

Most of the time you work outdoors, in all kinds of weather, although some jobs have to be done indoors or underground. You often work in remote locations across Canada and around the world. You may be required to stay away from home for periods of time.

Drillers can be paid by the hour or by the foot drilled. Some work is unionized. In exploratory drilling, a driller may be paid by the hour plus receive a production bonus so that the deeper you drill, the more money you make.

Your work can be varied and interesting. Each drilling job has its own unique requirements and set of problems. You often work without supervision and must solve problems on your own, using your skill and experience to find the most productive and efficient way of getting the job done.

Drillers learn the trade by first training for one year as a driller's helper at a concrete drilling and sawing company. After becoming a driller operator, you would work for one of the many drilling

companies and contractors across Canada.

Who's the right person?

You must be in good physical condition and fairly strong as you will have to do a lot of lifting when changing bits or adding rods. You enjoy working outdoors. You work in a variety of locations and don't mind spending some time away from home. You must have good mechanical abilities in case you are required to make your own repairs in remote areas. Much of the time, you are working without supervision so you must be self-reliant and dependable to get the job done safely and on time.

What does it take?

- a high school diploma is recommended
- one year work experience as a driller's helper is usually required
- mechanical ability is a definite asset

Next steps?

- sawer
- foreman
- estimator

Short TIPS

You can teach yourself to think this about everything you see and hear: "What does that mean for work opportunities?" A young woman saw a community news story about the closing down of the only local sports store. She and some friends organized a sports equipment exchange that provided a service to the community and extra cash for the young entrepreneurs.

Drywall Installer and Finisher



"I like doing the physical work. You have to use your head too—to get the angles right..."

Daryl G.

Relevant high school subjects

- Building Construction, Business Mathematics and English

Want more information? Try...

- AWCI (Association of Wall and Ceiling Industries) International
www.awci.org
- Ceilings and Interior Systems Construction Association
www.cisca.org
- Women in Trades, Technology, Operations and Blue Collar Work
www.wittnn.com

What are some related occupations?

- plasterer
- lather/interior systems mechanic
- concrete finisher
- bricklayer
- tilesetter

Average salary \$28,579
low average \$10,013
high average \$49,228



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Drywall installers attach drywall sheets to the inside framework of houses and other buildings. Drywall finishers prepare walls and ceilings for painting by taping and finishing joints and imperfections.

Drywall sheets are thin layers of gypsum between two layers of heavy paper. They are manufactured in standard sizes so you have to measure, cut and fit pieces around openings such as doors and windows. You also have to saw or cut holes to fit electrical outlets and plumbing. Depending on the situation, you may use glue, nails or screws to attach drywall panels to a wood or metal framework.

Once walls and ceilings are covered in drywall panels, you fill the joints between the panels with a joint compound and press a paper tape into the compound to reinforce it. You may use a special trowel or an automatic taping tool. After the compound is dry, you sand it down, apply another coat and repeat the process until the treated areas of the wall or ceiling are as smooth as the rest of the surface. It takes skill to spread joint compound around joints and over nail and screw depressions in such a way that joints and imperfections are not visible once the wall or ceiling is painted.

Work conditions and training

Drywall installers and finishers are employed by subcontractors in the construction industry. Experienced finishers may become self-employed subcontractors. Overtime hours are sometimes required to meet construction deadlines.

The work is physically demanding. You are on your feet most of the time, working with drywall sheets that are heavy and cumbersome. Since sanding joint compound creates a great deal of fine dust, finishers generally wear masks.

Drywall installers and finishers are trained on the job. You will probably start by helping installers move, position and

secure drywall panels. As you gain experience, you can become an installer and learn how to finish drywall. British Columbia and Saskatchewan have formal apprenticeship training programs for drywall installers and finishers that include several weeks of classroom technical training as well as on-the-job training.

Who's the right person?

You have the strength and stamina required to repeatedly move, lift and position drywall panels. You are well coordinated, pay attention to details, and can work well alone or in a team with others.

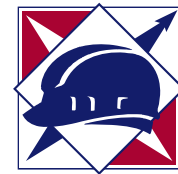
If you wish to eventually become a self-employed subcontractor, you will need business skills as well as drywalling skills. You will also need good communication and interpersonal skills, particularly if you do home renovation work (e.g. finishing basements) and deal with customers directly.

What does it take?

- on-the-job training

Next steps?

- supervisor
- estimator
- self-employed subcontractor



"...it's interesting, challenging and I get to work with tools. The most satisfying part is completing a job and having everything work properly." Patrick R

Relevant high school subjects

- Mathematics, Industrial Arts (Electricity), English

Want more information? Try...

- Canadian Electrical Contractors Association
www.ceca.org
- Canadian Electricity Association
www.canelect.ca

What are some related occupations?

- power system electrician
- communication electrician
- power lineman/woman
- electrical engineering technician
- cable television service technician
- instrumentation technician

Electricians install, test and trouble-shoot electrical wiring, fixtures and control devices. You may work primarily in commercial buildings, industrial plants or residential housing.

During building construction, you read and interpret blueprints and other specifications to figure out wiring layouts that satisfy building and safety codes. For institutional, commercial and industrial building construction and non-combustible residential construction, you cut, thread, bend, assemble and install conduit; and pull cables and wires through the conduit. In wood frame residential construction and renovation, you would probably use plastic-covered wiring instead of conduit. When the wiring is in place, you install switches, relays, outlets, motors, transformers and control devices; splice, join and connect wire to form circuits; and, test circuits to make sure everything is operating safely and as designed. You may also modify and expand electrical systems in older buildings.

In preventive maintenance jobs, you regularly inspect equipment and identify potential problems. Depending on the nature of the problem, you may take corrective action immediately or advise management. For example, you may replace components such as control devices or wire for safety reasons, or advise management that different electrical system components will be needed to accommodate planned equipment changes. You make repairs and install new electrical equipment as needed.

Work conditions and training

You may work for a construction or maintenance contractor, a developer or a large organization such as a resource company or manufacturer. Working conditions vary considerably. You may work indoors in heated buildings, in unheated buildings under construction, or outdoors. In the construction industry, you may work long hours during peak

construction periods, or be laid off during economic downturns.

Apprenticeship training programs for electricians vary somewhat across Canada but generally require about four years of learning on the job and taking classroom and shop courses. Related work experience or completion of an electrical program at a college or technical institute can reduce the number of years required to complete your apprenticeship. Certification is required to work as an electrician.

To keep your skills current, you have to keep up with new technological developments by reading, talking with equipment/material manufacturers/suppliers and other electricians, and attending upgrading seminars.

Who's the right person?

You enjoy using tools and equipment, and analyzing information to determine wiring layouts and trouble-shoot problems. You get along well with other people, and understand that your work is only one of the components in the construction of building systems.

You need good reading and mathematical skills. You must be physically fit, able to work at heights, and able to distinguish colours for colour-coded wiring.

What does it take?

- a high school diploma may be required and is generally preferred
- related industrial education or training is a definite asset
- certification requires completion of a provincially/territorially sponsored apprenticeship program

Next steps?

- supervisory positions
- contractor
- construction inspector

Average salary	\$38,374
low average	\$15,408
high average	\$59,978

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Elevator Constructor and Mechanic



"... it makes me very proud to say that I've worked in every aspect of the building trades. Elevator Mechanics give the world a lift." Don L.

Relevant high school subjects

- Mechanics, Physics, Mathematics, English

Want more information? Try...

- a local elevator company
- a local office of the International Union of Elevator Constructors (IUEC)
- the Canadian Elevator Industry Educational Program
Tel. Toll Free
1-888-462-3437

What are some related occupations?

- escalator repairer

Elevator constructors and mechanics assemble and install escalators and elevators. Their work may involve electric or hydraulic elevators, installations to carry freight or passengers, or moving walkways and similar types of equipment. This type of work offers a lot of variety - every job is different.

You begin by studying the plans to figure out the layout of the installation. You then install the hoisting machinery and equipment, counterweights, car platforms and the elevator or escalator chassis. The next step is to build the elevator car frame using hand and power tools. The car frame is then attached by cable to the counterweight. Finally, you install the control system and all related wiring and test its operation.

Maintenance and repair work is a major part of your duties. You must keep an up-to-date, precise log book detailing all repairs and checks done on an elevator. Maintenance and repair assignments also require frequent contact with the public.

Work conditions and training

You work for a company specializing in elevator construction and maintenance. Advancement is driven by the industry itself. The more education you have, the better chance there is of getting a job.

The Canadian Elevator Industry Education Program (CEIEP) is a combination of training courses offered by the International Union of Elevator Constructors (IUEC) and working as an apprentice in the elevator industry. For 52 weeks, you work as a probationary helper, earning 55% of a mechanic's hourly wage to start. After 26 weeks, the rate increases to 60%, and you participate in the company pension plan. After 52 weeks, you apply to become a member of the union. Then you can start taking IUEC courses. You become recognized at the national level once you have completed this apprenticeship

training program, which usually lasts four to five years.

Hours of work are traditional business hours (8 to 5) but you must be ready to respond at a moment's notice if you are working on call.

Who's the right person?

You have a feeling for how machines work. You are methodical, hardworking and responsible. You must be extremely safety-conscious, for yourself, your co-workers and for the public you serve. You must not be colour blind or afraid of heights. You have the people skills to work well with crew members and the public.

You must be able to read and understand blueprints and technical specifications. You should be able to follow written instructions and to calculate speeds, weights and heights. You should be good at keeping clear records.

The equipment is heavy and often difficult to handle so physical fitness is important.

What does it take?

- high school diploma or equivalent
- a grade 12-level understanding of mathematics is required
- membership in the International Union of Elevator Constructors (IUEC) is optional
- familiarity with tools is useful
- an apprenticeship program is required

Next steps?

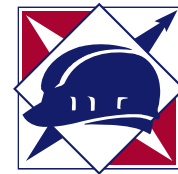
- supervisor
- corporate adjuster

Average salary \$54,482
low average \$26,388
high average \$78,311



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Furniture Finisher and Refinisher



“It’s very rewarding to turn a piece of junk into a beautiful finished product...” Ted S.

Relevant high school subjects

- Woodworking, Mathematics, Business English

Want more information? Try...

- a woodworking teacher at school
- a community college that offers woodworking courses
- a furniture manufacturer or restorer in your area

What are some related occupations?

- decorator
- spray paint operator
- touch-up finisher
- stainer
- decal applier
- refinisher technician

Furniture finishers put the finish on new wood or metal furniture; refinishers replace the finish on old furniture. If you work with metal you use a procedure called electrostatic finishing. As a finisher, you use brushes or spray guns to stain or finish the wood pieces. You apply stains, paints, toners, highlights, glazes and shades developed with special solvents to obtain the desired look. You also use lacquer and other sealers.

Much of your time is spent sanding and touching up the surfaces of wood or metal furniture to prepare them for the next step in the process. The furniture must also be cleaned and polished. To create special effects, such as an antique look, you may need to use hand or power woodworking tools.

As a refinisher, you carry out the same tasks as a finisher - but first, you must do a good deal of work to prepare the piece for finishing. You strip off the old finish, using stripping tools and solvents or dip baths. Then you clean and prepare the surface and make any necessary repairs to the piece. It’s important to use the right shades of stain and the correct finishes to achieve the look that the customer wants. The reward comes from seeing the beauty you’ve helped to create.

Work conditions and training

Finishers work in furniture factories and sometimes in retail establishments. Refinishers work for refinishing shops or on their own. The work involves the use of a variety of chemicals, some of which are dangerous and messy. You begin working in the sanding and stripping area, and as you develop more skills you move to tasks with more responsibility and rewards. Generally, you are paid an hourly rate that reflects your level of experience.

There are no required college courses for furniture finishing or refinishing, though the subject is taught in some colleges as part of the furniture

woodworking curriculum. There are no additional educational or training requirements for furniture finishing or refinishing. Training is on the job. The use of new manufacturing technologies in the furniture sector will require new entrants to this sector be able to use computer programs, read and interpret printouts and adjust production machinery.

Who’s the right person?

You love woodworking, furniture and antiques. It’s a job for a perfectionist, especially when working with antiques or high-quality furniture. You need patience, persistence and a very good eye. Some physical strength is required for moving pieces.

What does it take?

- some secondary school education is required
- experience in woodworking is useful
- companies provide on-the-job training
- no certification, union membership, or specific diploma is required

Next steps?

- owner of your own business

Average salary \$26,734
low average \$11,981
high average \$44,945



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Gas/Oil Burner Technician



“An exciting, challenging opportunity with something different to do every day and opportunities to meet with a variety of interesting people.” Connor P.

Relevant high school subjects

- Industrial Arts (Blueprint Reading), Business Mathematics & English, Science

Want more information? Try...

- Technical Standards & Safety Authority (TSSA)
www.tssa.org
- Canadian Oil Heat Association (COHA)
www.coha.ca
- Propane Gas Association of Canada (PGAC)
www.propanegas.ca/PTI

What are some related occupations?

- refrigeration and air conditioning technician
- plumber
- steamfitter
- sheet metal worker
- pipe fitter

Average salary \$40,943
low average \$20,081
high average \$58,091



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Gas technicians may install, inspect, alter, purge, activate, repair, service or remove natural gas or propane appliances and the equipment and accessories needed for their operation.

Oil burner technicians may install, inspect, alter, purge, activate, repair, service or remove an oil-fired appliance and the accessories that form a part of it whether they are attached to it directly or remotely.

These systems may be located in a wide variety of settings, including residential and institutional such as schools, hospitals, office buildings, etc.

To install either warm-air heating or hot water heating systems, you read and interpret blueprints, drawings or other specifications and measure and lay out reference points before starting the work. You assemble and install components such as piping and tubing, the venting system, and draft control devices. In most areas you can also install, repair, service and maintain the electrical wiring for natural gas or propane-powered appliances. You would also be required to test the various heating systems to detect leaks and make sure the systems are working properly.

To service and maintain existing systems and installations, you would regularly check system parts; lubricate the moving parts; test, repair and service the systems as needed.

Work conditions and training

You could be employed by a contracting company that installs and/or services gas/oil-fired appliances such as furnaces, water heaters, stoves, dryers, fireplaces, etc. A 40-hour work week is common, although you may be required to work overtime to complete projects. If you happen to work for a contractor that is primarily involved with service work, you could also be expected to be on-call, especially during the heating season. Your working conditions may vary

considerably from one project to another. Some working environments will be cleaner and more comfortable than others.

Training and certification requirements for gas/oil technicians vary across the country. You should check with the local Regulating Authority to make sure you have met the certification requirements and are following any legislation that may apply to this occupation.

To keep your skills current, you should keep up with new technological developments by reading, talking with other technicians and attending upgrading seminars.

Who's the right person?

You enjoy learning about and working with heating systems and troubleshooting mechanical and electrical problems. You are well co-ordinated and enjoy challenging work.

Since you often work independently, you are self-reliant. You work well with others in a team environment and have good customer service skills.

What does it take?

- some provinces/territories require a high school diploma
- related industrial education or training is a definite asset
- for formal certification, you must complete a training program recognized by the respective regulating authority in your jurisdiction
- training and certification is compulsory in all provinces/territories at this time. Technicians are required to hold a certificate of qualification issued by the province/territory in which they intend to work

Next steps?

- supervisory positions
- contractor business
- consulting/training

Heavy Equipment Operator



"I like being out in the open constructing something from raw land, and seeing a finished product." Louise V.

Relevant high school subjects

- Mechanics, Machine Shop, English, Physics

Want more information? Try...

- Women in Trades, Technology, Operations and Blue Collar Work
www.wittnn.com
- Canadian Equipment Industry Training Committee
www.caed.org/ceitc

What are some related occupations?

- truck driver
- crane operator
- mining machine operator
- service rig operator

Hheavy equipment operators use bulldozers, back-hoes, front-end loaders, graders and related equipment to move earth, construction materials and other heavy materials over short distances. You operate machines by moving levers or foot pedals, and using switches, dials or other controls. You may operate a particular type of equipment or learn to operate several types.

As a back-hoe operator, you use various attachments to scoop and dump materials, dig trenches, load heavy materials, vibrate and break rock or concrete, and back-fill excavations.

As a bulldozer operator, you clear and level land. You may also use a bulldozer to push other machines when they need extra traction.

As a front-end loader operator, you pick up loads of earth, rock, sand, gravel or snow, then move and dump them. You may deposit loads of materials into trucks or excavations, or simply pile materials in a specific location.

As a grader operator, you control the height and angle of grader blades to spread and level earth or other materials such as snow. You may be required to level surfaces to a specific grade. For example, "finish" grader operators in road construction are required to accurately and consistently level surfaces to within a centimetre or two of surveyors' marks on grade stakes.

Work conditions and training

You may work for a wide variety of employers, including highway construction contractors, pipeline companies, logging companies, landscape maintenance contractors and municipal government public works departments. Although you work outdoors in all kinds of weather conditions, you may work in a climate and dust-controlled cab. Considerable overtime may be required at some times of the year. Some jobs are seasonal.

You will probably start as a labourer or truck driver, and learn from experienced heavy equipment operators. You may be required to take a few weeks of training sponsored by an industry-related organization such as an equipment manufacturer or union. Some post-secondary institutions offer certificate programs in the operation of specific types of equipment.

In addition to learning how to operate equipment, you need to know how to maintain the equipment, and recognize and deal with minor mechanical problems before they become major ones. Grader operators also need to know how to read grade plans and use grade stakes to measure the amount of earth to be moved.

Who's the right person?

You have good eye and hand/foot coordination, fast reflexes, good vision and depth perception, and mechanical ability. You are also careful and safety-conscious.

What does it take?

- on-the-job training and/or several weeks of formal training are required
- you should be in good physical condition
- a driver's licence is usually required

Next steps?

- supervisory positions

Average salary	\$37,673
low average	\$18,020
high average	\$57,079



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It gives me a great sense of accomplishment to see a finished product. I've learned how to read blueprints, and ... had opportunities to travel."
John S.

Relevant high school courses

- Industrial Arts, English

Want more information? Try...

- a local construction or ironworking company
- The International Association of Bridge, Structural, Ornamental and Reinforcing Iron Workers
Tel. (613) 225-0573
- Canadian Steel Trade and Employment Congress
www.cstec.ca

What are some related occupations?

- ornamental ironworker
- metal building assembler
- reinforcing ironworker
- structural steel erector's helper
- structural metal worker
- steel fabricator

Average salary \$42,243
low average \$18,004
high average \$64,901



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Ironworkers help put up buildings, bridges and other structures. With your crew, you read blueprints and follow instructions to hoist and install structural steel, pre-cast concrete, reinforce materials, and other metals used in construction. You help set up the framework of a building by positioning steel girders or other structural elements and then bolting them into place.

You may carry out a number of other tasks: assemble prefabricated buildings; do welding; and reinforce concrete by inserting metal bars or mesh into it while it's setting. You may frame interior walls, concrete floors, or ceilings, or work ornamental steel or other structural metalwork such as railings, metal stairways and handrails.

One important task is putting up scaffolding. This is almost a trade in itself, and accuracy is necessary for everyone at the construction site. Putting up rigging is tricky, since the cables must be able to bear heavy weights. You must calculate the strength required of the cables before you begin.

Work conditions and training

You will probably work for a construction company or contractor. Wages depend on factors such as demand and skills level. Ironwork is both physically demanding and dangerous so safety is a concern. You may find yourself working outside, in bad weather, and at great heights. People who are qualified can also get inter-provincial/territorial trade certification (Red Seal) which enables you to work anywhere in Canada.

Who's the right person?

You have to be able to read and understand blueprints. You understand the complicated process of building scaffolding. You need to be extremely fit. You need good upper body strength combined with agility, and you should not be afraid of heights. You need good mechanical ability to take on a variety of

tasks that require manual skills and abilities with tools. You must be adaptable enough to deal with a variety of tasks and mobile enough to go from site to site, often on short notice. You are safety conscious and can work well as part of a team.

This is no job for a daredevil. You need communication and interpersonal skills to work with a crew. At the same time, you should be serious and conscientious enough to solve problems on your own and take the initiative, if necessary.

What does it take?

- some secondary school education is required
- experience in welding can also be useful
- trade certification is voluntary in every province/territory except Alberta and Québec, but most employers require ironworkers to be provincially/territorially certified
- to be certified, you must successfully complete a three-year provincial/territorial apprenticeship program available through community colleges or technical institutes

Next steps?

- supervisor
- planner
- labour relations



*"I like making things. You get a lot of satisfaction from doing precision work."
Doug C.*

Relevant high school subjects

- Machine Shop, Mathematics, Electronics, English

Want more information? Try...

- International Association of Machinists and Aerospace Workers
www.iamaw.org/canada/main.htm
- The Machinists' Exchange Online
www.machinist.net

What are some related occupations?

- millwright
- tool and die maker
- sawfiler
- industrial instrumentation technician/technologist
- locksmith
- welder

Machinists use machining tools such as lathes, drill presses, milling machines and grinders to fabricate and repair parts and products that meet very precise specifications. You probably work mostly with metals, but may use other materials such as plastics, rubber textiles or fiberglass as well. You must know how various treatments affect these materials and understand the implications for the parts you are making. For example, you not only need to know how to apply heat treatments to metals, you also have to know how those treatments will affect the properties of the metal.

You work from blueprints and specifications, or use logic and your own measurements to calculate dimensions and tolerances, and determine the machining operations required. You select tools and materials, and carefully plan the sequence of operations. This may involve calculating factors such as machine speed and feed rates as well as computing the size and position of cuts.

To do the actual machining, you may use manually operated machining tools or computer numerically controlled (CNC) tools with digital readouts. To operate CNC tools, you program detailed instructions. Once the tools have been set up, you may produce many copies of the same part or make just one part to satisfy a particular need. For example, you may fabricate a replacement part when waiting for a stock part to come from a supplier would not be economically feasible.

Work conditions and training

You work wherever machinery and equipment are manufactured or repaired. You probably work a standard five-day work week, although overtime may be required for emergency projects. Metal fabrication shops are often noisy, and parts and equipment may be dirty.

Apprenticeship training programs for machinists vary somewhat from province/territory to province/territory,

but generally require three or four years of learning on the job and taking apprenticeship training courses. Related work experience or training can reduce the number of years required to complete the apprenticeship program, and make it easier for you to find an employer who is willing to hire and train you.

To keep your skills current, you have to keep up with new technological developments by reading, talking with other machinists and attending upgrading seminars.

Who's the right person?

You enjoy working with tools and equipment, calculating and thinking problems through. Careful planning and preparation are required to meet precise machining specifications. You have mathematical and mechanical abilities, and are able to estimate sizes and distances accurately. You work quickly and independently at tasks requiring concentration as well as physical effort.


What does it take?

- some secondary school education is usually required
- education or training related to blueprint reading, metalworking and drafting is a definite asset
- a basic knowledge of computers and electronics is helpful
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program

Next steps?

- supervisory positions

Average salary	\$39,617
low average	\$19,999
high average	\$60,105

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It's more fun than it is work most of the time. It's an easy atmosphere to work in—the people are great." Dave W.

Relevant high school subjects

- Industrial Arts, Mechanics, Mathematics, English

Want more information? Try...

- local motorcycle shop
- Fairview College program
www.fairviewc.ab.ca/pages/programsfs.html
- Canadian Automotive Repair and Service Council
www.cars-council.ca

What are some related occupations?

- outdoor power equipment technician
- automotive service technician
- appliance service/repair technician
- office machine technician

Motorcycle mechanics maintain, repair and restore motorcycles, motor scooters, mopeds and all-terrain vehicles. You prevent problems by routinely inspecting, cleaning and adjusting brakes, electrical systems, spark plugs, carburetors and other parts, and diagnose and repair problems when they occur. If you work for a dealership, you may also assemble machines and conduct pre-delivery inspections.

To diagnose a mechanical, fuel or electrical problem, you discuss the problem with the vehicle owner, listen to the vehicle operate if possible, and/or use diagnostic equipment. Once you know the source of the problem, you take apart the appropriate parts, replace or repair worn or damaged parts, make any necessary adjustments, reassemble parts and check to make sure the problem has been fixed. You may have to consult manufacturers' manuals and specifications. You may also rebuild parts or machine parts using tools such as boring bar mills and lathes.

You may also provide customer service, estimate repair costs, write up work orders, advise customers, describe work that has been done or will need to be done in the future, and accept payments.

Work conditions and training

Most motorcycle mechanics work in the retail industry, in repair shops and dealerships. You may work long hours during spring and summer months, and be laid off or work part time during the winter. Some motorcycle mechanics service other types of equipment such as snowmobiles during the winter months.

You can get started in this occupation by working with experienced motorcycle mechanics. However, related work experience or completion of a training program at a college or technical institute is a definite asset when you are looking for a training position. Some provinces and territories have formal apprenticeship programs which involve

up to four years of on-the-job training combined with short periods of classroom training. Some manufacturers have their own training programs which recognize various levels of competence.

To keep your skills current, you have to keep up with new technological developments by reading, talking with other mechanics and attending upgrading seminars.

Who's the right person?

You have a passion for motorcycles and enjoy the company of people who share your interest. You also enjoy taking things apart and learning how mechanical and electronic devices work. When confronted with a complex mechanical problem, you think it through, then try various possible solutions until you find one that works. Equipment may be dirty and you may need to use ear protection because the environment may be noisy.

To work with customers, you also need good communication and customer service skills.

What does it take?

- some secondary school education is usually required
- related industrial education or training is a definite asset
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program

Next steps?

- supervisory/training positions
- owner/operator of a motorcycle dealership

Average salary \$25,774
low average \$8,893
high average \$40,057



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



“You get to go to different job sites, and you get a sense of satisfaction from improving the appearance of a building.” Todd H.

Relevant high school subjects

- Industrial Shop, Business Mathematics and English

Want more information? Try...

- International Brotherhood of Painters & Allied Trades
www.ibpat.org
- National Paint and Coatings Association
www.paint.org

What are some related occupations?

- autobody technician
- commercial sign painter
- estimator
- floor covering installer
- glazier

Painters and decorators apply various types of decorative finishes to interior and exterior building surfaces. Depending on the nature of the surface to be covered and the customer's wishes, you may use paint, stain, varnish or other finishes. Or, you may hang decorative wall coverings made of paper, vinyl or fabric.

A considerable amount of work must be done before you are ready to actually begin painting or hanging wall coverings. As a painting contractor or subcontractor, you may discuss requirements with potential customers and contractors, recommend specific types of covering materials, measure surfaces to estimate quantities required, and prepare written cost estimates and work orders. As a company employee, you may simply review work orders prepared by others. You may be required to match specified colours or meet other requirements.

Walls and other surfaces must be prepared before you paint or wallpaper. You sand older surfaces or use solvents, heat or other techniques to remove grime and old surface coverings. Then you clean the surface, fill in nail holes and cracks, and smooth out rough spots. New surfaces generally require a coat of primer, sealer or “sizing.” For sponged or ragged finishes, you must apply several coats of different finishes to achieve the desired look.

Work conditions and training

Most painters and decorators work in the construction industry. Many are self-employed contractors. You may work primarily in new construction or in remodelling, or do both types of work. Since you can't paint outdoors when it is cold, your work may be somewhat seasonal. You may work long hours during the warmer months and/or do indoor work during the winter months.

Apprenticeship training programs for painters and decorators vary somewhat from province/territory to province/

territory, but generally require about three years of learning on the job as well as classroom and shop courses. Related work experience is a definite asset when you are looking for apprenticeship training employment.

To keep your skills current, you have to keep up with new products and techniques by reading, talking with other painters and equipment and material manufacturers and suppliers, and attending upgrading seminars.

Who's the right person?

You have good colour vision, and enjoy using colour to change the look and feel of a room or building. You take pride in doing a precise and thorough job. You prefer “hands on” work, are able to work at heights, and have the strength required to move heavy ladders and set up scaffolding.

If you work with commercial customers, you need good communication skills and the ability to get along well with all types of people. Working in private homes and apartments requires strong interpersonal skills combined with a respect for personal property.


What does it take?

- some secondary school education is usually required
- related industrial education or training is a definite asset
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program

Next steps?

- supervisory positions
- contractor
- construction inspector

Average salary	\$26,827
low average	\$9,995
high average	\$44,822

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"It gives me great satisfaction in completing a project and seeing what I've done. Plumbing offers a quick path to a good paying job..." John L.

Relevant high school subjects

- Mathematics, Industrial Arts, Construction, Business, Science

Want more information? Try...

- a technological institute that offers an apprenticeship program
- a local office of the plumbers' union
- Mechanical Contractors Association of Canada
www.mcac.ca

What are some related occupations?

- maintenance worker, sewer and water mains
- pipe fitter, construction
- plumber gas technician
- steamfitter-pipefitter
- gas main and line technician
- sprinkler systems installer

Average salary \$35,118
low average \$14,993
high average \$54,837



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Plumbers install and repair pipes, fixtures and other plumbing equipment. You might simply install a pipe or fix a faucet, or you might rip out old plumbing and clear away debris in a renovation.

A plumber must be able to read blueprints and understand plumbing and building codes and specifications. You may also have to produce detailed reports of your work. If you are self-employed, you negotiate your own contracts, make estimates and keep records of your jobs.

You may work with computer-assisted welding techniques for small pipes or piping used in the fabrication of microchips. You may install oxygen and medical gas in hospitals.

Plumbers tend to concentrate on either residential or commercial/institutional work. One important emerging specialization is environmentally friendly sewage and water treatment, as well as the storage and flow systems for toxic waste. With the background and training of a plumber, you could become a pipefitter (working in oil refineries) or a natural gas piping installer (gas technician).

Work conditions and training

You work in buildings ranging from residences to factories, offices and hospitals. You could work for a plumbing company, a maintenance department in a factory, a construction company, or be self-employed. Plumbing is a trade that offers a considerable degree of variety.

Some company employees are members of the United Association of Plumbers, Pipefitters and Steamfitters of the United States and Canada. The union regulates the scale of hourly wages. The wage you earn with union contractors usually is the same rate. Independent plumbers charge by the job or contract.

An apprenticeship program (lasting two to five years) is administered by the

province/territory (usually by the Ministry of Education or Labour), and includes both on-the-job and in-class training. Once you pass the final exams, you get a journeyman/woman certificate, which qualifies you to work in the province/territory.

Who's the right person?

You are disciplined and able to concentrate on a single task for long periods of time and take the time to do it right. You are highly responsible and can work without supervision. You have the ability to visualize systems from the information in drawings or blueprints. You enjoy learning new skills and techniques.

Interpersonal skills are important for dealing with co-workers, clients and other trades people. You need good communication and planning skills. You should be mechanically inclined and fairly strong, as the work can be physically demanding.

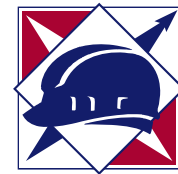
What does it take?

- some secondary school education
- a provincially/territorially regulated two- to five-year apprenticeship training program is mandatory in most provinces/territories
- professional certification (Red Seal certification) is also a requirement in many provinces/territories although the eligibility criteria may vary
- union membership may also be a prerequisite in certain parts of the country, especially in commercial and industrial plumbing

Next steps?

- foreman
- supervisor
- estimator
- owner of your own business

Power Linesman/woman



"I love being able to work outside and this job enables me to do that. It's also physically challenging and I like that as well." Ken R

Relevant high school subjects

- Mathematics, Physics, Electricity

Want more information? Try...

- your local technological institute
- any local utility company
- Canadian Electrical Association
Tel. (514) 866-6121
www.canelect.ca

What are some related occupations?

- cable installer, electrical power
- line repairer
- telecommunications cable worker
- cable splicer
- electrical power

Power linesmen/women build and repair overhead and underground power lines used to conduct electricity from generating plants to consumers.

As a power linesperson, you erect and maintain poles and towers. You also install and maintain street lighting systems. You will work with overhead and underground power lines and cables, insulators, conductors, lightning arrestors, switches, transformers and other associated equipment. You splice, solder and insulate conductors and wiring. You inspect and test overhead and underground power lines, cables and auxiliary equipment, using electrical test equipment. You use hydraulic buckets to work high up on a pole or a tower.

Work conditions and training

Linespersons are employed by electric companies and other utilities. In some companies, they are known as powerline maintainers. Generally, you are paid an hourly wage. You may do a lot of travelling, especially if you work for a large company.

The job can be extremely dangerous. Sometimes you will be working with live lines that may be transmitting as much as 500,000 volts.

This is physically challenging work that will appeal to you if you love the outdoors. Often you are called upon to locate and fix damaged lines late at night, during a storm, or in the middle of a blizzard. You have to do a lot of climbing where you may have to pull heavy equipment up after yourself. You may have to work in confined spaces, such as trenches and tunnels.

Electric companies offer new employees a four-year apprenticeship program involving a mixture of theory and practice. Some companies send their people to community college courses, or CEGEP electrical technology or electricity courses.

On completion of the training, the employer will give you a certificate. In some provinces/territories, you can take a voluntary exam to get a provincial/territorial certificate. This is useful if you want to work for an employer other than the one that trained you. Linespersons can also write an exam to get an interprovincial/territorial trade certificate, known as a Red Seal, which enables them to work in some provinces/territories other than the one in which they were trained.

Who's the right person?

You are alert, safety-minded, and able to think for yourself and work with others as a team. Physical fitness is a requirement for this job. A summer job that will get you used to the outdoors and that involves physical work will help you prepare for this line of work.

What does it take?

- a minimum of grade 11 Math
- a high school diploma is usually required
- completion of an apprenticeship program

Next steps?

- line supervisor
- foreman/woman
- power system electrician
- electrical technologist
- control room operator

Average salary	\$50,672
low average	\$32,919
high average	\$68,854

 The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Refrigeration and Air Conditioning Mechanic



“Every day, there is something new and challenging. You don’t often work on the same problem with the same piece of equipment.”

Scott K.

Relevant high school subjects

- Industrial Arts (Blueprint Reading), Business Mathematics and English, Science

Want more information? Try...

- Heating, Refrigeration and Air Conditioning Institute of Canada
www.hrai.ca
- Refrigeration Service Engineers Society
www.rses.org

What are some related occupations?

- gas technician
- instrument technician
- sheet metal worker
- pipefitter

Average salary \$38,881
low average \$17,995
high average \$60,106



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Refrigeration and air conditioning mechanics install, maintain, repair and overhaul residential, commercial and industrial cooling systems. These systems may be located in a wide variety of settings, including food processing plants, ice arenas, computer facilities and hospitals. You may also work on combined heating and cooling systems, or work on refrigerated trucks, box cars or ships.

To install refrigeration and air conditioning systems, you read and interpret blueprints, drawings or other specifications, and measure and lay out reference points. You assemble and install components such as compressors, condensers, evaporators, metering devices and motors; weld or braze piping; and connect wiring. Then you test the system to detect leaks, charge the system with refrigerant, make sure the system is working properly and calibrate control devices.

To maintain existing systems, you regularly check system components; lubricate moving parts; test, repair and recharge systems with refrigerant; and adjust control devices. You diagnose problems, and replace or repair faulty parts.

Work conditions and training

You will probably be employed by a contracting company that installs and/or services refrigeration and air conditioning systems. A 40-hour work week is common, although you may be required to work overtime to complete projects. Your working conditions may vary considerably from one project to another. Some working environments will be cleaner and more comfortable than others.

Refrigeration and air conditioning mechanic apprenticeship programs vary from province/territory to province/territory, but generally require the equivalent of four years of learning on the job and taking short courses. Related work experience or training can reduce

the number of years required to complete your apprenticeship, and make it easier to find an employer who is willing to hire and train you.

To keep your skills current, you keep up with new technological developments by reading, talking with other mechanics and attending upgrading seminars.

Who's the right person?

You enjoy learning about and working with mechanical devices, and troubleshooting mechanical problems. You are well co-ordinated and have the strength required to work with heavy parts.

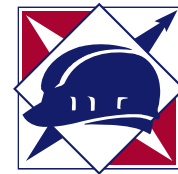
Since you often work independently, you are self-reliant. You work well with others in a team environment, and have good customer service skills.

What does it take?

- most provinces/territories require a high school diploma
- the minimum provincial/territorial apprenticeship requirement is Grade 10 with passing grades in math and science, and on an entrance exam
- related industrial education or training is a definite asset
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program (certification is compulsory in all provinces/territories except Newfoundland and Prince Edward Island)
- if you achieve over 75% on the Certification Examination at the end of your apprenticeship, you receive a Red Seal which is a qualification recognized in any province/territory

Next steps?

- supervisory positions
- contractor business
- construction inspector



“You get a nice tan in the summer! You can work a whole day or a half day ... When it rains, you get the day off.”
Brian D.

Relevant high school subjects

- Construction, Mathematics, Business English

Want more information? Try...

- local roofing company
- local contractor

What are some related occupations?

- carpenter
- sheet metal worker
- insulator
- drywall
- floor covering installer
- ironworker

Roofers apply and repair protective coverings on flat and sloped surfaces. You may work on all types of roofs, specialize in the flat or slightly sloping roofs found on commercial and industrial buildings, or specialize in the pitched (sloped) roofs found on most residential buildings. You may also waterproof basements, foundations, decks or parkades.

For a flat roof, you may apply a layer of insulation and/or vapour barrier followed by coats of hot bitumen (a tar-like substance) over layers of roofing felt (fabric soaked in bitumen) to seal seams and make the surface watertight. You glaze the top layer for a smooth finish or embed gravel in the hot bitumen for a rough surface. Or, you may apply a single-ply membrane of waterproof rubber or thermoplastic compounds over the insulation. To hold the membrane in place, you use adhesives, mechanical fasteners or stone ballast (if the structure is strong enough to support ballast).

On pitched roofs, you will probably use shingles. First, you apply plastic coatings or membranes, fibreglass or felt. Then you attach overlapping rows of asphalt, fibreglass, tile, slate, wood, cement or metal shingles. You have to put flashing over the joints, around vent pipes and chimneys, and cover exposed nail heads with cement to prevent rust and water leakage.

Work conditions and training

Roofers work outdoors on flat and pitched roof surfaces, sometimes from ladders and scaffolds. You will be required to use a fall arrest safety harness in many job situations.

You will probably be employed by a roofing contractor in the construction industry. You may work long hours during the warmer months, weather permitting, and may be laid off during the winter.

You get started in this occupation by working as a helper. Construction-related experience is a definite asset when you

are looking for entry-level employment. Some provinces and territories have formal apprenticeship programs that involve up to three years of on-the-job training combined with short periods of classroom training.

Who's the right person?

You enjoy working outdoors at physically demanding tasks. You are able to work on sloped surfaces at various heights, and can carry heavy loads of materials up and down ladders. You can also tolerate heat. In the summer sun, working with molten bitumen on a roof can be extremely hot.

What does it take?

- some secondary school education is usually required
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program
- additional certification may be required to operate propane-powered tar pots, kettles, etc.

Next steps?

- supervisory positions
- independent contractor
- construction inspector

Average salary \$28,740
low average \$9,464
high average \$50,055



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

Sheet Metal Worker



"I like the variety of jobs and the independence it offers. There is also a limitless amount of opportunity for advancement."

Eric S.

Relevant high school subjects

- Mathematics, Geometry, Blueprint Reading

Want more information? Try...

- a community college that offers courses in sheet metal work
- Sheet Metal Workers' International Association
www.smwia.org
- Mechanical Contractors Association
www.mcac.ca

What are some related occupations?

- coppersmith
- model maker
- cutter
- air conditioning mechanic
- aircraft sheet metal worker
- sheet metal welder

Sheet metal workers design, fabricate, assemble, install and repair the sheet metal products required in a wide variety of industries and settings. You make and/or install anything from furnaces to ventilating systems to any sheet metal products used in the construction industry. A sizeable amount of installation of heating and ventilation work is common. You work with drawings, sketches or specifications. You lay out, measure and mark the sheets of metal and cut the pieces, using shears, brakes, presses, drill presses, or the new plasma arc or laser cutters. You can specialize in different areas, such as ornamental work, weather proofing, air conditioning, or systems balancing. You work with many types of metal and over the last decade many sheet metal workers have found themselves working with plastics when constructing certain types of air systems.

Work conditions and training

Most sheet metal workers are employed by sheet metal, air-conditioning and heating contractors involved in residential, commercial and industrial construction. Some work is in the shop but most work is on a construction site. It is physically and mentally challenging. It may involve outdoor work including working from heights. You must complete a three- to five-year apprenticeship program. Qualified sheet metal workers may also obtain interprovincial/territorial trade certification, a Red Seal that provides job mobility throughout the country.

Who's the right person?

You like to work alone and can work without much supervision. You are physically fit, with good manual skills and the ability to visualize and design pieces on your own. You have the drive to get ahead. You are dependable and hard working, a steady, skillful worker.

What does it take?

- grade 10 mathematics or equivalent
- some secondary school is required
- completion of a three- to five- year apprenticeship program in some provinces/territories

Next steps?

- supervisor
- estimator
- municipal or provincial/territorial heating inspector
- teacher

Short TIPS

You see a news article that states that there will be an increase in job openings for landscape gardeners. If you check on how many new landscape gardeners are graduating, you may find that there will be many more graduates than there will be jobs. The news story has new meaning.

Average salary \$37,281
low average \$16,917
high average \$57,615



The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.



"I like building things. I like having a finished product." Jennifer B.

Relevant high school subjects

- Metalworking, Drafting, Mathematics, Physics, Computer Literacy

Want more information? Try...

- Mechanical Contractors Association of Canada
www.mcac.ca

What are some related occupations?

- machinist
- boilermaker
- commercial diver
- materials engineering technologist
- sheet metal worker
- ironworker
- pipefitter

Welders permanently join metal parts needed in the construction of a wide variety of products. You weld pipes, vessels, girders, tools and other components for construction or manufacturing activities. You may also add layers of metal alloys to build up worn parts, or cut apart metal structures.

You start by looking at or developing a pattern for a project, and cleaning and checking component parts. Then you use heat to fuse parts together. Depending on factors such as the type, size and shape of the metal parts and strength you want, you select the most appropriate welding processes and materials. You may use electric arc welding equipment which arcs an electric current between an electrode and the metal to create heat; oxy-acetylene equipment which uses burning gases to create heat; or resistance welding which involves passing an electric current through the metal itself. You may use manual equipment or semi-automatic equipment that automates tasks such as feeding filler.

You have to pass many job tests for welding methods that are constantly being developed for new metal alloys. When you are working on pressure piping, your performance is checked continuously.

Work conditions and training

Welders are employed in a wide variety of industries, but most work in the construction and metal fabrication industries. Working conditions can vary a great deal from one job to another. For example, in pipeline construction, you work outdoors and often work long hours in the warmer months, sometimes a long way from home. In a metal fabrication shop, you may work indoors and standard Monday to Friday hours.

Apprenticeship training programs for welders vary from province/territory to province/territory, but generally require three to four years of learning on the job

as well as short courses. Related work experience or training can reduce the number of years needed to complete your apprenticeship, and make it easier to find an employer willing to hire and train you.

To keep your skills current, you have to keep up with new developments by reading, talking with other welders and attending upgrading seminars.

Who's the right person?

You have good vision, are well co-ordinated, can stand for long periods of time and work in awkward positions, and have the strength required to work with heavy tools and materials. You are patient when performing tasks requiring precision, and able to concentrate on detailed work.

What does it take?

- some secondary school education is usually required
- for formal certification in this trade, you must complete a provincially/territorially sponsored apprenticeship program (certification is not needed in all provinces/territories)

Next steps?

- supervisory positions
- construction inspector

Average salary	\$35,776
low average	\$16,577
high average	\$56,843

The figures include the earnings of self-employed people who may have lost money, which may lower the average salaries significantly.

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