

# CAREER WATCH

*Arkansas*

It's not a job. It's a career.

2022 Edition | Volume 31

**Business  
Management &  
Administration**

Occupations  
Interviews  
Resumes  
Colleges  
Financial Aid  
Scholarships

[www.careerwatch.org](http://www.careerwatch.org) • [www.discover.arkansas.gov](http://www.discover.arkansas.gov)



Arkansas Division of  
**Workforce Services**



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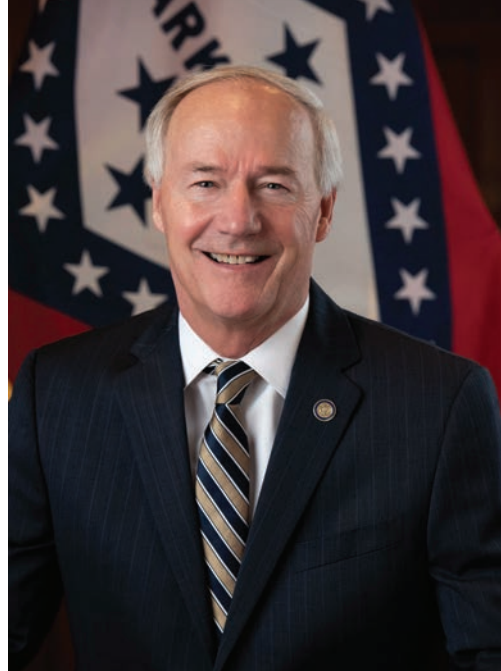
A goal of DWS is to improve, through coordination and standardization, the development, quality and use of occupational information for career decision-making, program planning and economic development. DWS coordinates information to meet the needs of individuals, especially youth, who are making career decisions, while also providing information to support economic development issues.

The Career Watch Arkansas Teacher's Guide and other educational materials are available in PDF format at:  
[www.discover.arkansas.gov](http://www.discover.arkansas.gov) under the Publications link.

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## From the Governor

### Dear Students:

As we are faced with new challenges in our nation, we look to you—the future leaders in communities across Arkansas—to help lay the foundation for the next generation. The bold choices you make while in school toward your career path will ultimately guide your choices once you graduate.

A decision to choose an occupation within the crucial and financially stimulating career cluster of business management and administration will help, not only you, but the citizens of Arkansas and our nation.

Growing up in Gravette, Arkansas, I knew I loved Arkansas but wasn't sure of my career path. I developed a love for public service, and now, as Governor, I am able to help solve problems and serve the people of Arkansas.

There will always be a need for occupations related to business management and administration. Individuals rely on the efficiency and accuracy of customer service representatives, office clerks, purchasing managers, and other such personnel in the workforce. I am confident the future and care of Arkansans is in excellent and dependable hands.

Good luck to each of you!

# YOUR OPINION MATTERS

In just a few minutes, this publication can be made better by you!

Just fill out the survey on the back of this page and return it to us.

We would love to hear your feedback.



Arkansas Division of  
Workforce Services

It's not a job. It's a career.  
• [www.careerwatch.org](http://www.careerwatch.org) •

Take the Survey!

# Help us out!

Please take a few moments to evaluate ***Career Watch Arkansas***.  
Let us know what your information needs are and if this magazine meets those needs.

**Please indicate your overall level of satisfaction.**

Very Satisfied  
Satisfied  
Indifferent  
Dissatisfied  
Very Dissatisfied

---

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**Would you recommend *Career Watch Arkansas* to others?**

Yes No

**What could make *Career Watch Arkansas* more useful?**

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Mail the completed form to:  
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# Resume Guide



**T**here's no telling just how many resumes an employer might get in a day for a job. It's the first impression you make to a prospective employer, and it only takes 10 to 15 seconds to determine if you will be called in for an interview.

## TOP RESUME STRATEGIES

Here are four strategies to make your resume unique:

**Brand yourself** - Identify what makes you different from other applicants.

**Identify your transferable skills** - These skills are major selling points that set you apart. Most soft skills (skills that are difficult to quantify and are less tangible, such as problem solving and teamwork) are considered transferable skills. Some hard skills (skills that are able to be defined and measured, such as writing or mathematics) can fall into this category through specific classes a student has completed.

**Highlight your accomplishments** - Listing accomplishments gives you credibility.

**Use keywords effectively** - Specific words used in your resume are critical to communicate your value to an organization.

## WHY HAVE A GREAT RESUME

- Grab the attention of employers.
- Sell your strongest skills and accomplishments.
- Show why you are a potential match for a position or project.
- Communicate your current capabilities and future potential.
- It helps you take the next step in your career.
- It gets you the interview.

## DO'S AND DON'TS

### DO INCLUDE

- Name, address, phone number, & email address
- Work history
- Education, Certificates, and licensures
- Volunteer work & internships
- Notable achievements

### DON'T INCLUDE

- References to your age (e.g. year of high school graduation)
- Personal information (e.g. religion, social security number, disabilities)
- Slang
- Irrelevant information
- False statements
- Abbreviations
- First person language (e.g. "I" or "my")



# John Smith

Any Town, USA • 555.555.5555 • johnsmith@smith.net

## *Types of resumes*

### **Functional**

This type groups your work experience and skills by skill area or job function. This type is good to use to minimize gaps in employment history, while showcasing the work experience that is most important to your career objective. A functional resume works best for first-time job seekers or those changing careers.

### **Chronological**

The most common type of resume, it illustrates progress you have made toward your career objective through employment history. Your most recent work experiences are listed first, followed by the next most recent experience. It is best to use this type of resume if you have demonstrated experience within your desired career field.

### **Combination**

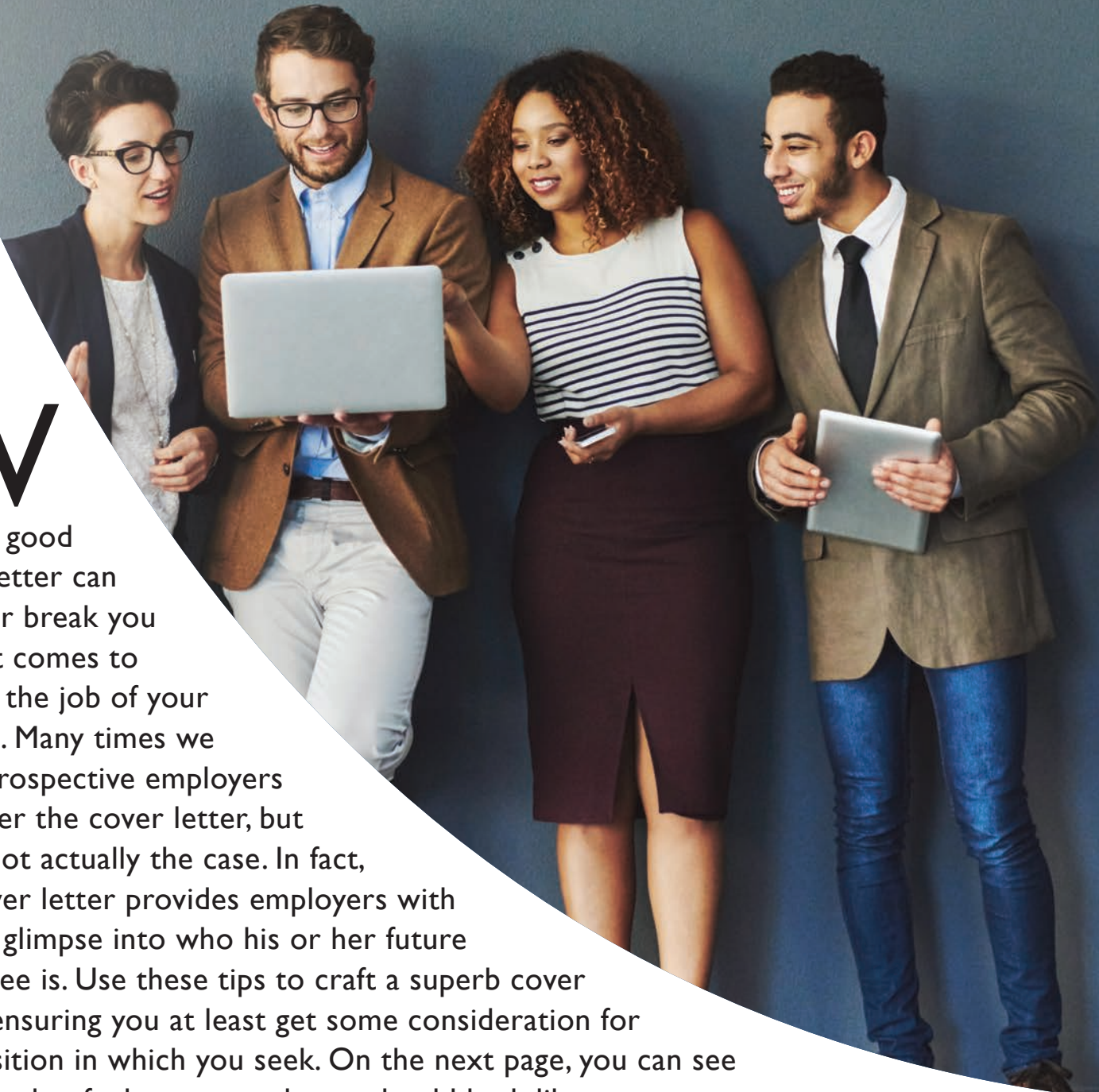
A combination of the chronological and functional resumes, this type presents the knowledge, skills, and abilities gained from work in reverse chronological order. This format is best if you have a varied employment history or wish to include volunteer or internship experience.

### **Quick Tips**

- Keep the resume to one or two pages, no more.
- Always include a cover letter with your resume. Tell the employer what makes you better suited for the job than your competition and how your skills can help the company succeed.
- Proofread, and proofread again. Ask several people to proofread your resume and cover letter. Did you proofread?
- Do not include personal information such as age, gender, marital status, race, height, and weight.
- Use a professional e-mail; seniorsrule@yahoo.com won't cut it. If needed, create a new account just for this purpose.
- No fancy fonts. Use an easy-to-read font such as Arial, Helvetica, Calibri or Georgia in 10 or 12 points, and don't use scripts or underlining. Use **bold** or *italics* if you need to highlight important items.
- Use a good quality, heavy bond paper in white or off-white with matching envelopes. Do not fold your resume and cover letter when mailing by snail mail.
- Have a list of references ready, but make sure you have permission to use them.

For more information and examples, go to [www.careeronestop.org](http://www.careeronestop.org) and click on "Job Search"

# A Better Letter



# W

riting a good cover letter can make or break you when it comes to landing the job of your dreams. Many times we think prospective employers skip over the cover letter, but that's not actually the case. In fact, the cover letter provides employers with a small glimpse into who his or her future employee is. Use these tips to craft a superb cover letter, ensuring you at least get some consideration for the position in which you seek. On the next page, you can see an example of what a cover letter should look like.



# Sample Cover Letter

## Length

You don't want your cover letter to seem like you're just doing it because the employer is asking for it, even if that is the case. You also don't want to go on rambling for pages. Try to keep your cover letter between 3-5 paragraphs with meaningful content in each paragraph.

## Passion

Let your passion flow through the words of your cover letter. Let the employer know you were meant for this job and that you truly want it. After all, you applied for this particular job for a reason, didn't you?

## Be different

Let the employer know what sets you apart from other potential interviewees. This can be anything from your ability to communicate at work to specific hard skills you've acquired.

## Show personality

Tell whoever is reading your cover letter what attitude and philosophies you can bring to the workplace. This means letting them know if you are a diligent worker, punctual, a creative thinker, or any other positive attribute you possess that can help improve the company.

## Special skills

Describe what skills you possess that allow you to be right for the position and that can help further the business's success. This can include specific skills related to the position or even general skills that can be beneficial like teamwork.

## NAME SURNAME

### CONTACT

123 Street Name  
City, State  
Country  
Postal Code

1231231231

youremail@domain.com

www.yourwebsite.com

### EXPERTISE

Graphic Design | 8 Years

3D Animation | 6 Years

Photography | 7 Years

Colour Correction | 7 Years

Video Editing | 4 Years

Software 1 | 8 Years

Software 2 | 5 Years

Software 3 | 4 Years

Software 4 | 6 Years

Software 5 | 3 Years

### EDUCATION

Program/Certificate Title  
School Name | City  
2008 - 2009

Program/Certificate Title  
School Name | City  
2006 - 2008

August 28, 2022

Jane Doe  
Office Manager  
ABC Company  
999 Nowhere Lane  
Anywhere, St 99999

Dear Ms. Doe,

I am a detail-oriented individual with a knack for organization, scheduling, and proper documentation. I have two years experience managing the day-to-day tasks and functions of a modern office my can-do attitude would be perfect as a candidate for the administrative assistant position at ABC Company.

In the job ad, you mentioned that you're looking for someone with an all-around mentality, capable of organizing the office workplace, filing documents, planning meetings and events, and liaising with clients, as needed. I excelled as a teacher's assistant utilizing the skills while assisting instructors by organizing classrooms, setting class schedules, and filing student paperwork. Considering every requirement you listed within the job posting, I'm sure I will meet and exceed your expectations should you give me the chance.

I'd love the opportunity to talk further about your objectives and ideas for the office, including the role I can to play in the coming years as an administrative assistant.

Sincerely,

Mary Smith

999-999-9999

Marysmith2020@gmail.com



Notice the clean, unique look of this cover letter. It achieves the goal of looking different than standard cover letters while also allowing for plenty of space to input information and a passionate narrative.



# The interview

Your resume has caught the attention of a prospective employer, and you have an interview.

What's the next step?

Here are a few tips to help you ace the interview.

## WEAR THE RIGHT OUTFIT.

Check with the HR department for the company's dress code. Wear clean, pressed, conservative, neutral-colored clothes. Avoid excessive make-up and jewelry. Have nails and hair neat, clean, and trimmed. Don't overdo your favorite perfume or cologne.

## BE PROFESSIONAL.

Know the name, title, and the pronunciation of the interviewer's name. Give a firm handshake and maintain good eye contact. Take a notepad, pen, and multiple copies of your resume. Don't talk about your personal life, and don't badmouth former employers.

## BE ON TIME.

Know where you are going, allowing time for traffic and parking. Show up 10 to 15 minutes early; arriving late to the interview says a great deal about you. Keep your cell phone charged and have the interviewer's number handy in case circumstances are beyond your control, but turn it off before the interview.

## SEND A THANK YOU NOTE.

Here's a chance to make a final impression on the interviewer. It will likely prove to be much appreciated and remembered. Try to send the letter within 24 hours, and remember, a hand-written thank you note is more impressive than one that is emailed.



## QUESTIONS?

Don't let the interviewer ask all the questions. In fact, they expect you to ask some! Have questions prepared to learn more about the position and the company, such as:

- How soon are you looking to fill this position?
- What is the typical career path for this job?
- What are some of the biggest challenges facing this position, this department, or this organization?
  - What is an average day on this job like?
- How would you describe the ideal candidate?
- What kind of training and/or professional development programs do the company offer?



# HOT

# 45

## Arkansas' 2022-2023 Demand Occupations

	Standard Occupational Classification (SOC) Title	Total Annual Openings	May 2021 Mean Wage
High Skill (requires a bachelor's degree or higher)	General and Operations Managers	2,324	\$85,080
	Registered Nurses	1,560	\$65,810
	Clergy	1,478	\$50,450
	Accountants and Auditors	918	\$69,410
	Software Developers and Software Quality Assurance Analysts and Testers	918	N/A
	Management Analysts	787	\$66,680
	Elementary School Teachers, Except Special Education	755	\$50,250
	Secondary School Teachers, Except Special and Career/Technical Education	662	\$53,570
	Medical and Health Services Managers	626	\$92,110
	Market Research Analysts and Marketing Specialists	606	\$71,920
	Substitute Teachers, Short-Term	602	\$29,690
	Financial Managers	520	\$116,460
	Human Resources Specialists	452	\$56,510
	Buyers and Purchasing Agents	418	\$82,340
	Directors, Religious Activities and Education	409	\$31,910
Moderate Skill (requires an associate degree, postsecondary non-degree award or some college with no degree)	Heavy and Tractor-Trailer Truck Drivers	4,758	\$49,090
	Nursing Assistants	2,159	\$27,840
	Bookkeeping, Accounting, and Auditing Clerks	1,433	\$38,110
	Licensed Practical and Licensed Vocational Nurses	966	\$43,040
	Teaching Assistants, Except Postsecondary	911	\$23,910
	Automotive Service Technicians and Mechanics	555	\$42,960
	Medical Assistants	502	\$32,170
	Preschool Teachers, Except Special Education	495	\$32,130
	Hairdressers, Hairstylists, and Cosmetologists	446	\$31,080
	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	392	\$41,880
	Dental Assistants	372	\$34,930
	Computer User Support Specialists	332	\$45,540
	Paralegals and Legal Assistants	277	\$41,780
	Physical Therapist Assistants	227	\$58,020
	Telecommunications Equipment Installers and Repairers, Except Line Installers	214	\$49,840
Basic Skill (requires a high school diploma or equivalent or no formal education is required)	Fast Food and Counter Workers	7,768	\$24,290
	Retail Salespersons	5,646	\$28,800
	Cashiers	5,372	\$24,620
	Farmers, Ranchers, and Other Agricultural Managers	4,635	\$56,610
	Stockers and Order Fillers	3,810	\$29,560
	Waiters and Waitresses	3,501	\$23,910
	Office Clerks, General	3,348	\$33,920
	Laborers and Freight, Stock, and Material Movers, Hand	3,127	\$31,010
	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	3,124	\$26,690
	Home Health and Personal Care Aides	2,590	\$25,030
	Customer Service Representatives	2,562	\$35,210
	Cooks, Restaurant	1,717	\$26,720
	First-Line Supervisors of Food Preparation and Serving Workers	1,680	\$32,250
	First-Line Supervisors of Retail Sales Workers	1,666	\$39,180
	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,604	\$33,000

# BUSINESS MANAGEMENT ADMINISTRATION

**T**he business management and administration career cluster contains critical occupations that help keep businesses booming regardless of industry or occupation. It is important to prepare individuals for employment in the career pathways related to the field. It is also necessary to note the specific areas that apply to business management and administration and the skills needed within its pathways. This publication hopes to accomplish just that.

There are a wealth of occupations across numerous industries in the business management and administration career cluster, many of which prove to be crucial to the state's economy as well as to national and global success. This includes occupations such as human resources specialists, chief executives, receptionists and information clerks, facilities managers, and so much more. Workers in these occupations have the opportunity to make a large impact for their respective companies.

The business management and administration career cluster allows individuals a wide range of tasks in which to focus, but there are basic skills needed that encompass most of the occupations in the field. These include skills such as computer proficiency, software knowledge, and much more. Basic skills also include those that are important in everyday life including oral and written comprehension, deductive reasoning, monitoring, and more. Along with these general skills, workers in the business management and administration field will also be expected to acquire specific skills corresponding to their respective occupations such as skills involving particular softwares, possible mathematics and accounting knowledge, and more. In the business management and

administration industry, there are five pathways one can take. An individual can go through the general management pathway, the business information pathway, the human resources management pathway, the operations management pathway, or the administrative support pathway. These various pathways require different core courses, skills, and knowledge. It is important that these individuals make their decisions about which part of the business management and administration industry they would like to be a part of in order to enter the pathway that will most interest them.

For example, if an individual wants to venture down the path of human resources he or she will need to take the proper courses to gain the appropriate skills, abilities and certifications in order to be successful in the field.

Individuals working in the business management and administration career cluster typically require at least a high school diploma, although there are specific cases in which it that might not be necessary, or cases in which it might be more beneficial to possess a higher degree.

Occupations in this cluster include data entry keyers, chief executives, human resources specialists, purchasing managers, and many more.

Fast facts:

**144,126**

professional & business services jobs in Arkansas in 2021

Average 2021 annual salary of

**\$67,205**

for business & financial operations occupations

Top business services companies in Arkansas by business size:

1. Simmons First National Corporation - 660
2. University of Arkansas at Monticello Technology Department - 500
3. University of Arkansas IT Services Help Desk - 300

Top employed business services

occupations of 2021:

1. Software Developers and Software Quality Assurance Analysts and Testers - 4,059
2. Customer Service Representatives - 3,981
3. General and Operations Managers - 2,793



# Business Management & Administration degrees & certifications

**T**here are lots of degree and certification options in Arkansas through the various universities, colleges and technical schools. Training and education for business management & administration in the state should be easy to find. Here are just a few of the programs:

Applied Data Analytics

Business Administration

Business Analytics

Business Technology

Cybersecurity Management

Electronic Commerce

Entrepreneurship

Free Enterprise

Human Environmental Sciences

Human Resource Management

Information Systems

Logistics and Supply Chain Management

Professional Sales

Sales Leadership



# I Can Be A...



**T**hese are just a few of the occupations in Business Management and Administration. To learn about other occupations, go to <http://online.onetcenter.org/find/> and browse by Career Cluster.

## Word Processor and Typist

Use word processor, computer, or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.

Sample of reported job titles:

Clerk Specialist, Clerk Typist, Keyboard Specialist, Office Technician, Stenographer, Typist, Word Processor

Earnings (mean): \$35,790

Estimated workers employed: 50

Education: High school diploma or equivalent

## Computer & Information Systems Manager

Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

Sample of reported job titles:

Application Development Director, Computing Services Director, Data Processing Manager, Information Systems Director, Information Systems Supervisor, Information Technology Director, Information Technology Manager, MIS Director, Technical Services Manager

Earnings (mean): \$120,080

Estimated workers employed: 2,240

Education: Bachelor's Degree

## Supply Chain Manager

Direct or coordinate production, purchasing, warehousing, distribution, or financial forecasting services or activities to limit costs and improve accuracy, customer service, or safety. Examine existing procedures or opportunities for streamlining activities to meet product distribution needs. Direct the movement, storage, or processing of inventory.

Sample of reported job titles:

Global Supply Chain Director, Material Requirements Planning Manager, Solution Design and Analysis Manager, Supply Chain Director, Supply Chain Manager

Earnings (mean): N/A

Estimated workers employed: N/A

Education: Bachelor's degree

## Human Resources Specialist

Recruit, screen, interview, or place individuals within an organization. May perform other activities in multiple human resources areas.

Sample of reported job titles:

Corporate Recruiter, Employment Representative, HR Analyst, HR Coordinator, HR Generalist, Human Resources Representative, Human Resources Specialist, Personnel Analyst, Personnel Officer, Recruiter

Earnings (mean): \$56,510

Estimated workers employed: 4,530

Education: Bachelor's degree

## Chief Executive

Determine and formulate policies and provide overall direction of companies or private and public sector organizations within guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.

Sample of reported job titles:

Chief Diversity Officer (CDO), Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Nursing Officer, Chief Operating Officer (COO), Executive Director, Executive Vice President (EVP), Operations Vice President (Operations VP)

Earnings (mean): \$142,510

Estimated workers employed: 2,550

Education: Master's degree

## Purchasing Manager

Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.

Sample of reported job titles:

Category Purchasing Manager, Commodity Manager, Materials Director, Materials Manager, Procurement Director, Procurement Manager, Purchasing Director, Purchasing Supervisor, Strategic Sourcing Director

Earnings (mean): \$118,490

Estimated workers employed: 900

Education: Bachelor's degree

## Sustainability Specialist

Address organizational sustainability issues, such as waste stream management, green building practices, and green procurement plans.

Sample of reported job titles:

Campus Energy Coordinator, Energy and Sustainability Strategic Advisor, Sustainability Advisor, Sustainability Champion, Sustainability Consultant, Sustainability Coordinator, Sustainability Specialist, Sustainable Design Champion, Sustainable Design Consultant, Sustainable Design Coordinator

Earnings (mean): N/A

Estimated workers employed: N/A

Education: Bachelor's degree



# CAREER CLUSTERS

Career Clusters contain occupations in the same field of work that require similar skills. Students, parents and educators can use Career Clusters to help focus education plans toward obtaining the necessary knowledge, competencies, and training for success in a particular career pathway.

Hospitality & Tourism

Science, Technology, Engineering & Mathematics

Human Services

Business Management & Administration

Agriculture, Food & Natural Resources

Information Technology

Marketing

Manufacturing

Arts, Audio/Video Technology & Communications

Health Science

Architecture & Construction

Education & Training

Government & Public Administration

Law, Public Safety, Corrections & Security

Finance

Transportation, Distribution & Logistics



# *Business Management & Administration Career Cluster*

In high school, Career Clusters are designed to give you the guidance you need to be successful in a career.

Sixteen Career Clusters have been developed to help you explore your career opportunities. Within these Career Clusters are career pathways that are more specialized.

These pathways will help you explore more specific careers. In addition, many of the classes can earn you college credit if you successfully pass the course.

The Business Management & Administration Career Cluster prepares individuals for employment in career pathways that relate to problem solving and critical thinking occupations

such as customer service representatives, chief executives, purchasing managers, and more.

The following pages include: a sample high school class schedule; classes that are required for graduation; programs of study, including work-based activities; and In-Demand occupations — all to help you further your education.

Other Career Clusters are offered in Arkansas secondary schools. Talk with your career guidance counselor to see what career pathways are offered in your school.

## Sample High School Schedule

9th Grade	10th Grade	11th Grade	12th Grade
English/Language Arts I	English/Language Arts II	English/Language Arts III	English/Language Arts IV
Algebra I or Geometry	Algebra II or Geometry	Pre-Calculus or Algebra II	Pre-Calculus or Calculus or Trigonometry or Statistics
Earth or Life or Physical Science or Biology	Biology or Chemistry	Chemistry or Physics	Physics or other science course
State History or Geography	U.S. History	World History or Psychology	Government or Economics

\*Business Essentials

\*Business Technology Applications

\*Denotes career and technical courses for Business Management and Administration.

# Business Management & Administration Pathways



## General Management Pathway

Program of Study - General Management  
Core Courses - Business Essentials,  
Business Technology Applications



## Business Information Pathway

Program of Study - Business Information  
Core Courses - N/A



## Human Resources Management Pathway

Program of Study - Human Resources  
Core Courses - Business Essentials, Business Technol-  
ogy Applications, Business Communications, Business  
Finance, Business Law, Principles of Management,  
Training and Development, Compensation and Benefits  
Administrations, Human Resources Management, Labor  
Relations



## Operations Management Pathway

Program of Study - Operations Management  
Core Courses - N/A



## Administrative Support Pathway

Program of Study - Administrative and Information Support  
Core Courses - Business Essentials, Business Technology/Applications, Business  
Communications, Advanced Business Technology Applications, Principles of Man-  
agement, Business Finance, Computer Systems Operations, Accounting, Advanced  
Business Communications, Records Management, Project Management



# Business Management & Administration Career Cluster

## In-demand Occupations

These are occupations that are found in an industry cluster that are projected to add a significant number of new jobs to our state's economy, or are existing or emerging occupations being transformed by technology and innovations, or are vital to the overall health of our economy.

Occupation	Education	Mean Wage Hourly/Annual
Software Developers and Software Quality Assurance Analysts and Testers	B	N/A
Customer Service Representatives	HS	\$16.93/\$35,210
Laborers and Freight, Stock, and Material Movers, Hand	NFE	\$14.91/\$31,010
Janitors and Cleaners, Except Maids and Housekeeping	NFE	\$12.83/\$26,690
Office Clerks, General	HS	\$16.31/\$33,920
General and Operations Managers	B	\$40.91/\$85,080
Accountants and Auditors	B	\$33.37/\$69,410
Production Workers, All Other	HS	\$14.30/\$29,740
Market Research Analysts and Marketing Specialists	B	\$34.58/\$71,920
Landscaping and Groundskeeping Workers	NFE	\$13.88/\$28,870
Management Analysts	B	\$14.78/\$30,740
Miscellaneous Assemblers and Fabricators	HS	\$16.08/\$33,450
Project Management Specialists & Business Operations Specialists, All Other	B	N/A
Logisticians	B	\$35.27/\$73,360
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	HS	\$25.37/\$52,770

D - Doctoral or professional degree - Requires at least three years of full-time academic study beyond a bachelor's degree.

M - Master's degree - Requires one or two years of full-time academic study beyond a bachelor's degree.

B - Bachelor's degree - Requires four or five years of full-time academic study.

A - Associate degree - Requires at least two years of full-time academic study.

PS - Postsecondary non-degree award - Programs last a few weeks to more than a year, leads to a certificate or other award.

SC - Some college, no degree - Requires the completion of a high school diploma or equivalent plus the completion of one or more postsecondary courses that did not result in a degree or award.

HS - High School diploma or equivalent - Requires the completion of high school or an equivalent program resulting in the award of a high school diploma or an equivalent.

NFE - No Formal Education - Signifies that a formal credential issued by an educational institution, such as a high school diploma or postsecondary certificate, is not typically needed for entry into the occupation.

# How will I pay for college?

## Financial Aid Frequently Asked Questions

If you are planning to attend college, you should do a little research first. Find out how much it will cost to go to college, what part of that cost you and your family will be expected to pay, and what types of financial aid are available. The following information is intended to get you started.

### What is Financial Aid?

Financial aid is money awarded to a student to help pay educational costs. Most financial aid is awarded according to individual need and educational costs.

The federal government, state government, postsecondary institutions, and private organizations provide financial aid to eligible students in the form of grants, scholarships, loans, and employment.

Grants and scholarships are awarded based on either financial need or merit and do not have to be paid back. Employment can be a job provided by the college and can be on or off campus. A loan is money provided by a bank, the college, or the government, which must be paid back with interest.

Private sources of financial aid come from social and civic organizations, religious organizations, and businesses.

### How much does it cost to attend college?

Educational costs can differ significantly from one school to another, depending on the type of school and your program of study. In general, costs are lowest at a public vocational-technical school, higher at a public community or technical college, still higher at a public four-year college, and highest at a private college.

The total cost of attending school today may range from \$2,000 per year to more than \$30,000 per year. Financial aid programs have been created to help you pay for these costs. Schools with higher costs often have more financial aid available than lower cost schools. Therefore, when comparing costs, it's very important to determine the financial aid available. This way you can determine what your out-of-pocket expenses will be.

But remember, cost is only one factor in selecting a school. Consider your goals, what programs

and opportunities each school offers, and how well that school will help you meet your goals.

### What do educational costs include?

The total educational costs are called the Cost of Attendance (COA) and include (1) tuition and fees, (2) books and supplies, (3) room and board, (4) transportation, and (5) miscellaneous personal expenses, such as clothing, laundry, and recreation. Because the COA includes items that are living costs but are not paid directly to the school, the actual amount billed by the school will be less than the COA.

### What is the family's responsibility?

The primary responsibility for financing a college education rests with the student and his/her family. The family is expected to pay for the cost of college to the extent that it is able. Financial assistance is designed to help with the difference between what the family can afford and the cost of attendance. The student shares in the family's responsibility to pay for college and is expected to contribute from his/her earnings and savings.

The amount the family is expected to pay toward the cost of college is called the Expected Family Contribution (EFC).

### How is the family's expected contribution determined?

Colleges, government agencies and organizations that award financial aid based on financial need use a process called Needs Analysis to determine how much the family is expected to pay towards the cost of a college education. This process uses both the parent's and student's income and assets and other information about the family, such as the number of family members in college, to calculate the Expected Family Contribution. During the needs





## EDUCATION COSTS

analysis calculations, certain allowances are applied to protect the family's income and assets for the cost of living and future retirement needs.

The needs analysis is performed by the U.S. Department of Education based on the information provided by the family on the Free Application for Federal Student Aid (FAFSA). This is the basic form required for most financial aid programs based on financial need. Any student who wishes to apply for financial assistance should complete and submit this application. The FAFSA application can be applied for online at [www.fafsa.gov](http://www.fafsa.gov).

### How is eligibility for financial aid determined?

Most financial aid is awarded based on financial need. The Cost of Attendance minus the Expected Family Contribution equals financial need. The school you attend uses the EFC calculated during needs analysis and the school's cost of attendance to determine your eligibility for need-based financial aid. Some aid is merit based, meaning eligibility is based on performance or achievement, such as athletic scholarships or academic scholarships based on ACT scores, or GPA.

### How much financial aid can I receive?

The total financial aid a student receives can include funds from more than one source or financial aid program. Normally, though, the total financial aid received will not exceed the financial need, or in some cases, the cost of attendance. For the best chance of getting the aid you need, apply as early as possible for each financial aid program for which you might be eligible.

## Helpful Websites

[www.adhe.edu](http://www.adhe.edu)

[www.asla.info](http://www.asla.info)

[www.careeronestop.org](http://www.careeronestop.org)

[www.careerwatch.org](http://www.careerwatch.org)

[www.discover.arkansas.gov](http://www.discover.arkansas.gov)

[www.fafsa.gov](http://www.fafsa.gov)

[www.fundmyfuture.info](http://www.fundmyfuture.info)

[www.going2college.org](http://www.going2college.org)

[www.knowhow2go.org](http://www.knowhow2go.org)

[www.mappingyourfuture.org](http://www.mappingyourfuture.org)





# Scholarships, Grants, and Federal Aid

## Arkansas Scholarships and Grants

### Academic Challenge Scholarship - High School

The Academic Challenge Program provides scholarships to Arkansas residents pursuing a higher education. Funded in large part by the Arkansas Scholarship Lottery, the Academic Challenge Scholarship is available to students regardless of their academic status, whether just graduating from high school, currently enrolled in college, enrolling in college for the first time, or re-enrolling after a period of time out of college.

Scholarship Deadline to Apply: July 1

### Academic Challenge Scholarship - Non-Traditional Students

The Academic Challenge Program provides scholarships to Arkansas residents pursuing a higher education. Funded in large part by the Arkansas Scholarship Lottery, the Academic Challenge Scholarship is available to students regardless of their academic status, whether just graduating from high school, currently enrolled in college, enrolling in college for the first time, or re-enrolling after a period of time out of college.

Scholarship Deadline to Apply: July 1

### Arkansas Future Grant (ARFuture) - High School - Non-Traditional Students

The purpose of this grant is to increase the education and skills of Arkansas's workforce in an affordable manner. The grant applies to students enrolled in Science, Technology, Engineering and Math (STEM) or regional high demand areas of study. The grant will cover tuition and fees for qualifying certificate and Associate degree programs at Arkansas' public institutions for eligible students. The grant is available on a first come, first serve basis.

Scholarship Deadline to Apply: Fall - July 1; Spring - January 10

### Arkansas Health Education Grant (ARHEG) - Graduate Students

ARHEG provides financial assistance to students seeking professional training in chiropractic medicine, dentistry, optometry, osteopathic medicine, podiatric medicine, and veterinary medicine to allow them to attend out-of-state institutions.

Scholarship Deadline to Apply: July 1

### Arkansas Workforce Challenge - High School

The Workforce Challenge Scholarship was created in the 2017 legislative session and is funded by lottery revenue. The purpose of the scholarship is for workforce training in high demand areas of healthcare, information technology, and industry. Classes are not limited to credit-bearing programs. Non-credit, workforce-training classes that fit into the three above categories may also qualify. The Workforce Challenge Award will be the cost of a certificate program or program of study not to exceed \$800. Students who receive the Arkansas Workforce Challenge scholarship cannot be current recipients of the Academic Challenge Scholarship.

Scholarship Deadline to Apply: At least 30 days prior to enrollment in an eligible program.

### Governor's Distinguished Scholarship - High School

The Governor's Distinguished Scholarship is the most academically rigorous scholarship program offered for those graduating seniors scoring either 32 on the ACT or 1410 on the SAT, and a 3.50 academic grade point average. Those who are named National Merit Finalists or National Achievement Scholars may qualify without meeting the GPA requirement, but must still meet the ACT/SAT requirement. The scholarship pays tuition, mandatory fees, room and board up to \$10,000 per year.

Scholarship Deadline to Apply: March 1

### Law Enforcement Officers' Dependents Scholarship (LEO) - Other

LEO provides a waiver of tuition, fees, and room at any public college, university, or technical institute in Arkansas for dependents and spouses of Arkansas law enforcement officers, some Highway and Transportation Department employees, and other public employees, who were killed or permanently disabled in the line of duty.

Scholarship Deadline to Apply: July 1

### Military Dependents Scholarship (MDS) - Other

MDS provides a waiver of tuition, fees, room and board at any public college, university, or technical institute in Arkansas for dependents and spouses of Arkansans who were killed or missing in action or who were prisoners of war or who are totally and permanently disabled.

Scholarship Deadline to Apply: July 1

### Reimagine Arkansas Workforce Project

The Reimagine Arkansas Workforce Project provides funding for qualifying individuals to complete online training at no cost in order to meet workforce needs across the state. Arkansans who are unemployed, underemployed, are new to the workforce and/or have no work history, are a member of an underrepresented population, receive public assistance, reside in rural areas, are a veteran, are the spouse of a veteran, are homeless, are 55 years of age or older, previously incarcerated, have been paroled, or are on probation, are encouraged to apply.

Learn more or apply at [training.uark.edu/reimagine](http://training.uark.edu/reimagine)

### Single Parent Scholarship - Other

Single Parent Scholarships (SPSF) are given to low-income single parents who are pursuing post-secondary education in preparation for skilled employment. Scholarship Funds are administered by affiliate organizations and volunteers in each county of Arkansas. Eligibility criteria and application requirements vary by county. To apply for a scholarship or to get involved, contact the affiliate SPSF serving the county you live in.

*Disclaimer: The laws, rules, regulations, award amounts, number of awardees, eligibility criteria, funding per program, etc. are subject to change at any point prior to, during or after application through the YOUuniversal application. These changes will be based on changes in law or funding provided by the Arkansas General Assembly. It is understood that ADHE is not at fault for any changes that occur to any financial aid program. In addition, awards for all ADHE programs are limited by the availability of funds.*

Source: Arkansas Division of Higher Education

## Federal Grants and Financial Aid

Source: <http://studentaid.ed.gov>

**Parent Loan for Undergraduate Students (PLUS Loan)** – Parents can borrow a PLUS Loan to help pay your education expenses if you are a dependent undergraduate student enrolled at least half time in an eligible program at an eligible school. PLUS Loans are available through the Federal Family Education Loan (FFEL) Program and the Direct Loan Program. Your parents can get either loan, but not both, for you during the same enrollment period. They also must have an acceptable credit history. For a Direct PLUS Loan, your parents must complete a Direct PLUS Loan application and promissory note contained in a single form that you get from your school's financial aid office. For a FFEL PLUS Loan, your parents must complete and submit a PLUS Loan application available from your school, lender, or your state guaranty agency. After the school completes its portion of the application, it must be sent to a lender for evaluation. Parents must agree to repay the loan within 10 years, beginning 60 days after the funds are fully disbursed.

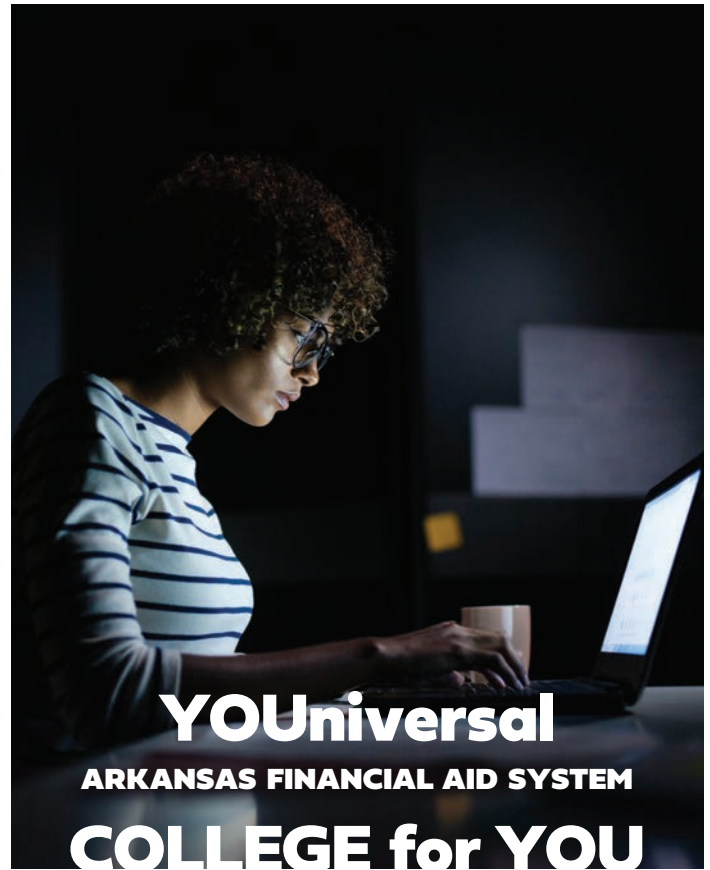
**Pell Grant** – A Federal Pell Grant, unlike a loan, does not have to be repaid. Pell Grants are awarded usually only to undergraduate students who have not earned a bachelor's or a professional degree. (In some cases, however, a student enrolled in a post-baccalaureate teacher certification program might receive a Pell Grant.) Pell Grants are considered a foundation of federal financial aid, to which aid from other federal and nonfederal sources might be added.

**Perkins Loan** – A Federal Perkins Loan is a low-interest loan for both undergraduate and graduate students with exceptional financial need. Federal Perkins Loans are made through a school's financial aid office. Your school is your lender, and the loan is made with government funds. You must repay this loan to your school.

**Stafford Loan** – You must fill out a FAFSA. After your FAFSA is processed, your school will review the results and will inform you about your loan eligibility. You also will have to sign a promissory note, a binding legal document that lists the conditions under which you're borrowing and the terms under which you agree to repay your loan.

**Supplemental Educational Opportunity Grant** – Federal Supplemental Educational Opportunity Grants (FSEOG) are for undergraduates with exceptional financial need. Pell Grant recipients with the lowest EFCs will be the first to get FSEOGs. Just like Pell Grants, FSEOGs don't have to be paid back.

**Work-Study** – Federal Work-Study (FWS) provides part-time jobs for undergraduate and graduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to the recipient's course of study.



**A**rkansas residents seeking education beyond high school will now find the scholarship application process more user-friendly than ever before, thanks to the YOUuniversal Scholarship Application. By answering a few simple questions about age, grade-point average, ACT or SAT scores, and income level, applicants will be matched with the financial aid programs they may qualify for, along with an estimated amount of financial aid they might expect in an academic year.

Log on to [scholarships.adhe.edu](https://scholarships.adhe.edu) to fill out your application. Residents still have to fill out the Free Application for Federal Student Aid (FAFSA) form to determine eligibility for Federal financial aid. Go to [www.fafsa.gov](https://www.fafsa.gov) to fill out your form.

Applicants can begin applying for Federal Student Aid after October 1, 2022, for the 2023-2024 school year.



# ARKANSAS

*Colleges & Universities*

**F**ull-time annualized tuition for public institutions is based on Arkansas Division of Higher Education estimates of 15 credit hours, plus mandatory fees per semester, for the 2022-2023 school year.

Full-time annual tuition for private institutions is based on in-state undergraduate figures from the institution's website or financial aid office. Some private institutions have set rates for each program offered.

Check with the institution for actual tuition and fees.



#### 4-year Public

##### **ARKANSAS STATE UNIVERSITY**

www.astate.edu  
870-972-2100  
PO Box 600  
State University, AR 72467  
Enrollment: 12,863  
Tuition: \$9,310  
Other Locations: Paragould

##### **ARKANSAS TECH UNIVERSITY**

www.atu.edu  
844-804-2628  
215 West O Street  
Russellville, AR 72801  
Enrollment: 9,640  
Tuition: \$9,682  
Other Locations: Ozark

##### **HENDERSON STATE UNIVERSITY**

www.hsu.edu  
800-228-7333  
870-230-5000  
1100 Henderson Street  
Arkadelphia, AR 71999  
Enrollment: 2,919  
Tuition: \$9,450

##### **SOUTHERN ARKANSAS UNIVERSITY**

web.saumag.edu  
870-235-4000  
100 E. University  
Magnolia, AR 71753  
Enrollment: 4,434  
Tuition: \$9,580

##### **UNIVERSITY OF ARKANSAS AT FAYETTEVILLE**

www.uark.edu  
479-575-2000  
1 University of Arkansas  
Fayetteville, AR 72701  
Enrollment: 29,068  
Tuition: \$9,656

##### **UNIVERSITY OF ARKANSAS AT FORT SMITH**

www.uafs.edu  
479-788-7000  
5210 Grand Avenue  
Fort Smith, AR 72913  
Enrollment: 5,447  
Tuition: \$7,984





# ARKANSAS

## *Colleges & Universities*

### **UNIVERSITY OF ARKANSAS AT LITTLE ROCK**

www.ualr.edu  
501-569-3000  
2801 S. University Ave.  
Little Rock, AR 72204  
Enrollment: 8,295  
Tuition: \$9,529

### **UNIVERSITY OF ARKANSAS AT MONTICELLO**

www.uamont.edu  
800-844-1826  
870-460-1026  
346 University Drive  
Monticello, AR 71656  
Enrollment: 2,677  
Tuition: \$8,431  
Other Locations: Crossett, McGehee

### **UNIVERSITY OF ARKANSAS AT PINE BLUFF**

www.uapb.edu  
870-575-8000  
1200 North University Drive  
Pine Bluff, AR 71601  
Enrollment: N/A  
Tuition: \$8,574  
Other Locations: North Little Rock

### **UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES**

www.uams.edu  
501-686-7000  
4301 West Markham  
Little Rock, AR 72205  
Enrollment: 3,088  
Tuition: Varies  
Other Locations: Teaching Centers  
across the state

### **UNIVERSITY OF CENTRAL ARKANSAS**

www.uca.edu  
501-450-5000  
201 Donaghey Ave.  
Conway, AR 72035  
Enrollment: 10,105  
Tuition: \$9,778

### **2-year Public**

#### **ARKANSAS NORTHEASTERN COLLEGE**

www.anc.edu  
870-762-1020  
2501 South Division St.  
Blytheville, AR 72315  
Enrollment: 1,457  
Tuition: \$3,020  
Other Locations: Burdette,  
Leachville, Osceola, Paragould

#### **ARKANSAS STATE UNIVERSITY AT BEEBE**

www.asub.edu  
800-632-9985  
501-882-3600  
1000 Iowa St.  
PO Box 1000  
Beebe, AR 72012  
Enrollment: 2,776  
Tuition: \$3,780  
Other Locations: Heber Springs,  
Little Rock Air Force Base, Searcy

#### **ARKANSAS STATE UNIVERSITY AT MOUNTAIN HOME**

www.asumh.edu  
870-508-6100  
1600 South College St.  
Mountain Home, AR 72653  
Enrollment: 1,246  
Tuition: \$3,780

#### **ARKANSAS STATE UNIVERSITY AT NEWPORT**

www.asun.edu  
870-512-7800  
7648 Victory Blvd.  
Newport, AR 72112  
Enrollment: 1,829  
Tuition: \$3,690  
Other Locations: Jonesboro,  
Marked Tree

### **ARKANSAS STATE UNIVERSITY MID-SOUTH**

www.asumidsouth.edu  
870-733-6722  
2000 W. Broadway  
West Memphis, AR 72301  
Enrollment: 1,077  
Tuition: \$4,180

### **ARKANSAS TECH UNIVERSITY-OZARK**

www.atu.edu/ozark  
866-225-2884  
1700 Helberg Lane  
Ozark, AR 72949  
Enrollment: 1,709  
Tuition: \$5,700

### **ARKANSAS STATE UNIVERSITY - THREE RIVERS**

www.asutr.edu  
800-337-5000  
One College Circle  
Malvern, AR 72104  
Enrollment: 1,597  
Tuition: \$4,190

### **BLACK RIVER TECHNICAL COLLEGE**

www.blackrivertech.org  
870-248-4000  
1410 Highway 304 East  
Pocahontas, AR 72455  
Enrollment: 1,380  
Tuition: \$4,410  
Other Locations: Paragould

### **COSSATOT COMMUNITY COLLEGE OF THE UNIVERSITY OF ARKANSAS**

www.cccua.edu  
800-844-4471  
870-584-4471  
183 College Drive  
De Queen, AR 71832  
Enrollment: 1,344  
Tuition: \$4,200  
Other Locations: Ashdown,  
Nashville



# ARKANSAS

## *Colleges & Universities*

### **EAST ARKANSAS COMMUNITY COLLEGE**

www.eacc.edu  
870-633-4480  
1700 Newcastle Road  
Forrest City, AR 72335  
Enrollment: 1,056  
Tuition: \$3,210  
Other Locations: Wynne

### **NATIONAL PARK COLLEGE**

www.np.edu  
501-760-4222  
101 College Drive  
Hot Springs National Park, AR 71913  
Enrollment: 2,325  
Tuition: \$4,950

### **NORTH ARKANSAS COLLEGE**

www.northark.edu  
870-743-3000  
1515 Pioneer Drive  
Harrison, AR 72601  
Enrollment: 1,797  
Tuition: \$4,260  
Other Locations: Berryville

### **NORTHWEST ARKANSAS COMMUNITY COLLEGE**

www.nwacc.edu  
479-986-4000  
One College Drive  
Bentonville, AR 72712  
Enrollment: 7,037  
Tuition: \$5,550  
Other Locations: Farmington,  
Fayetteville, Springdale

### **OZARKA COLLEGE**

www.ozarka.edu  
870-368-2300  
218 College Drive  
Melbourne, AR 72556  
Enrollment: 1,014  
Tuition: \$3,820  
Other Locations: Ash Flat, Mammoth  
Spring, Mountain View

### **PHILLIPS COMMUNITY COLLEGE OF THE UNIVERSITY OF ARKANSAS**

www.pccua.edu  
870-338-6474  
1000 Campus Drive  
Helena-West Helena, AR 72342  
Enrollment: 1,290  
Tuition: \$3,500  
Other Locations: Dewitt, Stuttgart

### **UA - PULASKI TECH**

www.uaptc.edu  
501-812-2200  
3000 West Scenic Drive  
North Little Rock, AR 72118  
Enrollment: 4,408  
Tuition: \$5,820  
Other Locations: Benton, Bauxite,  
Little Rock

### **UA - RICH MOUNTAIN**

www.uarichmountain.edu  
479-394-7622  
1100 College Drive  
Mena, AR 71953  
Enrollment: 718  
Tuition: \$4,650  
Other Locations: Montgomery  
County, Waldron

### **SOUTH ARKANSAS COMMUNITY COLLEGE**

www.southark.edu  
870-862-8131  
300 South West Avenue  
El Dorado, AR 71730  
Enrollment: 1,132  
Tuition: \$3,990

### **SOUTHEAST ARKANSAS COLLEGE**

www.seark.edu  
870-543-5900  
1900 Hazel Street  
Pine Bluff, AR 71603  
Enrollment: 997  
Tuition: \$4,210

### **SOUTHERN ARKANSAS UNIVERSITY TECH**

www.sautech.edu  
870-574-4500  
6415 Spellman Rd.  
Camden, AR 71711  
Enrollment: 932  
Tuition: \$4,830  
Other Locations: Fordyce, Magnolia

### **UNIVERSITY OF ARKANSAS AT MONTICELLO COLLEGE OF TECHNOLOGY CROSSETT**

www.uamont.edu  
870-364-6414  
1326 Highway 52 West  
Crossett, AR 71635  
Tuition: \$3,828

### **UNIVERSITY OF ARKANSAS AT MONTICELLO COLLEGE OF TECHNOLOGY MCGEEHEE**

www.uamont.edu  
870-222-5360  
1609 East Ash Street  
McGehee, AR 71654  
Tuition: \$3,828

### **UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT BATESVILLE**

www.uaccb.edu  
870-612-2000  
PO Box 3350  
Batesville, AR 72503  
Enrollment: 1,069  
Tuition: \$3,900

### **UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT MORRILTON**

www.uaccm.edu  
800-264-1094  
1537 University Blvd.  
Morrilton, AR 72110  
Enrollment: 1,953  
Tuition: \$4,470



# ARKANSAS

## *Colleges & Universities*

### UNIVERSITY OF ARKANSAS

#### HOPE • TEXARKANA

www.uaht.edu  
870-777-5722  
2500 South Main  
Hope, AR 71802  
Enrollment: 1,191  
Tuition: \$3,580

#### Private

### ARKANSAS BAPTIST COLLEGE

www.arkansasbaptist.edu  
877-643-5390  
1621 Dr. Martin Luther King Jr. Drive  
Little Rock, AR 72202  
Enrollment: 413  
Tuition: \$11,250

### ARKANSAS COLLEGES OF HEALTH EDUCATION

www.acheedu.org  
479-308-2243  
7000 Chad Colley Blvd.  
Fort Smith, AR 72916  
Enrollment: 718  
Tuition: Varies

### CENTRAL BAPTIST COLLEGE

www.cbc.edu  
501-329-6872  
1501 College Avenue  
Conway, AR 72034  
Enrollment: 633  
Tuition: \$17,700  
Other Locations: Camp Robinson

### CROWLEY'S RIDGE COLLEGE

www.crc.edu  
870-236-6901  
100 College Drive  
Paragould, AR 72450  
Enrollment: 196  
Tuition: \$15,000

### HARDING UNIVERSITY

www.harding.edu  
501-279-4000  
915 E. Market Ave.  
Searcy, AR 72149  
Enrollment: 4,879  
Tuition: \$22,500  
Other Locations: Rogers, North  
Little Rock

### HENDRIX COLLEGE

www.hendrix.edu  
800-277-9017  
501-329-6811  
1600 Washington Ave  
Conway, AR 72032  
Enrollment: N/A  
Tuition: \$35,100

### JOHN BROWN UNIVERSITY

www.jbu.edu  
479-524-9500  
2000 West University Street  
Siloam Springs, AR 72761  
Enrollment: 2,397  
Tuition: \$29,720  
Other Locations: Fort Smith, Little  
Rock, Rogers

### LYON COLLEGE

www.lyon.edu  
870-307-7000  
2300 Highland Road  
Batesville, AR 72501  
Enrollment: 581  
Tuition: \$31,000

### OUACHITA BAPTIST UNIVERSITY

www.obu.edu  
870-245-5000  
410 Ouachita St.  
Arkadelphia, AR 71998  
Enrollment: 1,764  
Tuition: \$31,180

### ECCLESIA COLLEGE

www.ecollege.edu  
479-248-7236  
9653 Nations Drive  
Springdale, AR 72762  
Enrollment: N/A  
Tuition: \$16,850

### PHILANDER SMITH COLLEGE

www.philander.edu  
501-375-9845  
900 West Daisy L Gaston Bates Drive  
Little Rock, AR 72202  
Enrollment: 710  
Tuition: \$15,066

### SHORTER COLLEGE

www.shortercollege.edu  
501-374-6305  
604 Locust Street  
North Little Rock, AR 72114  
Enrollment: 480  
Tuition: \$5,523

### UNIVERSITY OF THE OZARKS

www.ozarks.edu  
800-264-8636  
415 N. College Avenue  
Clarksville, AR 72830  
Enrollment: N/A  
Tuition: \$25,950

### WILLIAMS BAPTIST UNIVERSITY

www.williamsbu.edu  
870-886-6741  
60 W Fulbright Avenue  
Walnut Ridge, AR 72476  
Enrollment: 630  
Tuition: \$19,720

#### Technical

### NORTHWEST TECHNICAL INSTITUTE

www.nwti.edu  
479-751-8824  
709 South Old Missouri Road  
Springdale, AR 72764  
Enrollment: 207  
Tuition: \$2,840



# So You Wanna Be A...

**Not sure what you want to do with your life? Well, this is the place to start looking.** The following section is packed with occupations that can be found all over the state in just about every field imaginable. It also will tell you what type of education you will need to get those jobs, how many positions are available, and, of course, how much you can make doing them! Now, not all the occupations are listed here, as there are more than 600 of them. If you would like to know more about any occupation, or one that is not listed here, go to [www.discover.arkansas.gov](http://www.discover.arkansas.gov) and click on the “Occupation” link.

## 2022-2023 Occupations and Careers

### Education Required - Headings above tables

This table is categorized by the education typically required by workers to become fully qualified in the occupation. There may be other training and educational alternatives than those listed.

*Doctoral or professional degree* – Requires at least three years of full-time academic study beyond a bachelor’s degree.

*Master’s degree* – Requires one or two years of full-time academic study beyond a bachelor’s degree.

*Bachelor’s degree* – Requires four or five years of full-time academic study.

*Associate degree* – Requires at least two years of full-time academic study.

*Postsecondary non-degree award* – Programs last a few weeks to more than a year; leads to a certificate or other award.

*Some college, no degree* – Requires the completion of a high school diploma or equivalent plus the completion of one or more postsecondary courses that do not result in a degree or award.

*High school diploma or equivalent* – Requires the completion of high school or an equivalent program resulting in the award of a high school diploma or an equivalent, such as a GED.

*No formal education* – Signifies that a formal credential issued by an educational institution, such as a high school diploma or postsecondary certificate, is not typically needed for entry into the occupation.

### Occupation

This column provides the title of the occupation. The occupations are listed in alphabetical order by Standard

Occupational Classification Titles. Keep in mind the work you actually do will depend on your employer, training, and experience. For more information on the individual occupations including occupation descriptions, visit <https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx>.

### Estimated Arkansas Workers and Job Outlook

The Estimated 2021 Arkansas Workers column shows an estimate of the number of workers estimated in the occupation in Arkansas based on the 2021-2023 Arkansas Statewide Short-Term Industry and Occupational Employment Projections. The Job Outlook column shows an estimate of the rate of growth for the occupation in Arkansas. Above average is more than 5 percent, average is between 2 and 5 percent, below average is between 0 and 2 percent and decline is below 0 percent.

AA – Above Average  
A – Average  
BA – Below Average

D – Decline

The Arkansas Labor Market Information Section bases both the growth rate and annual openings data on occupational projections.

### Mean Annual Wage

This column shows an estimated mean annual salary in Arkansas for the occupation. This data is based on a semi-annual wage survey conducted by the Arkansas Labor Market Information Section. The actual pay for a job may vary depending on the geographic area, qualifications of the employee, and the pay scale of the employer.

NA – Not Available



# Associate Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Magnetic Resonance Imaging Technologists	334	BA	\$60,970
Agricultural and Food Science Technicians	525	A	N/A	Mechanical Drafters	273	A	\$48,170
Architectural and Civil Drafters	585	BA	\$53,260	Mechanical Engineering Technicians	97	A	\$59,710
Broadcast Technicians	168	D	\$38,820	Medical Equipment Repairers	523	BA	\$44,080
Calibration and Engineering Technologists and Technicians, Except Drafters, All Other	359	A	N/A	Morticians, Undertakers, and Funeral Directors	443	BA	\$42,100
Cardiovascular Technologists and Technicians	496	BA	\$55,940	Nuclear Medicine Technologists	201	BA	\$71,150
Chemical Technicians	571	A	\$44,830	Occupational Therapy Assistants	349	AA	\$67,490
Civil Engineering Technicians	251	BA	\$55,380	Paralegals and Legal Assistants	2,266	A	\$41,780
Computer Network Support Specialists	1,309	BA	\$53,980	Physical Therapist Assistants	1,455	AA	\$58,020
Dental Hygienists	1,692	A	\$74,360	Preschool Teachers, Except Special Education	4,011	A	\$32,130
Desktop Publishers	27	D	N/A	Radiation Therapists	99	BA	\$82,490
Diagnostic Medical Sonographers	457	A	\$66,380	Radio, Cellular, and Tower Equipment Installers and Repairers	57	AA	\$49,070
Dietetic Technicians	92	BA	\$30,370	Radiologic Technologists	2,015	BA	\$53,130
Electrical and Electronics Drafters	95	D	\$52,870	Respiratory Therapists	1,498	A	\$56,140
Electrical and Electronics Engineering Technicians	327	BA	\$57,570	Veterinary Technologists and Technicians	521	A	\$29,850
Embalmers	110	D	\$43,540				
Environmental Engineering Technicians	256	BA	\$44,190				
Environmental Science and Protection Technicians, Including Health	135	A	\$44,090				
Forest and Conservation Technicians	266	BA	\$44,620				
Human Resources Assistants, Except Payroll and Timekeeping	774	A	\$39,520				
Industrial Engineering Technicians	486	A	\$59,610				
Legal Support Workers, All Other	102	BA	\$59,840				
Life, Physical, and Social Science Technicians, All Other	624	BA	\$52,510				

# Bachelor's Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Child, Family, and School Social Workers	1,209	BA	\$41,110
Accountants and Auditors	8,590	A	\$69,410	Civil Engineers	1,467	A	\$86,230
Administrative Services and Facilities Managers	3,266	AA	N/A	Clergy	10,334	AA	\$50,450
Adult Basic and Secondary Education and Literacy Teachers and Instructors	252	D	\$47,270	Clinical Laboratory Technologists and Technicians	2,681	BA	\$45,720
Advertising and Promotions Managers	68	BA	\$109,040	Coaches and Scouts	1,437	A	\$43,300
Agricultural Inspectors	369	BA	\$40,180	Commercial and Industrial Designers	237	A	N/A
Airline Pilots, Copilots, and Flight Engineers	220	BA	\$123,810	Community and Social Service Specialists, All Other	521	AA	\$37,150
Architects, Except Landscape and Naval	997	A	\$80,150	Compensation and Benefits Managers	152	BA	\$121,530
Architectural and Engineering Managers	841	A	\$128,960	Compensation, Benefits, and Job Analysis Specialists	658	AA	\$57,580
Art Directors	138	A	\$77,560	Compliance Officers	3,128	A	\$66,290
Atmospheric and Space Scientists	47	D	\$75,590	Computer and Information Systems Managers	2,694	A	\$120,080
Biological Scientists, All Other	273	BA	N/A	Computer Hardware Engineers	241	A	\$105,480
Biological Technicians	359	BA	\$53,290	Computer Network Architects	858	A	\$94,140
Biomedical Engineers	29	AA	N/A	Computer Occupations, All Other	923	A	\$66,410
Budget Analysts	482	BA	\$54,330	Computer Programmers	1,594	BA	\$89,510
Buyers and Purchasing Agents	3,960	BA	\$82,340	Computer Systems Analysts	2,878	A	\$72,010
Camera Operators, Television, Video, and Motion Picture	62	A	\$43,730	Conservation Scientists	192	BA	\$73,210
Career/Technical Education Teachers, Middle School	27	D	N/A	Construction Managers	3,482	A	\$82,920
Career/Technical Education Teachers, Secondary School	1,134	D	\$56,550	Cost Estimators	1,071	BA	\$62,010
Cartographers and Photogrammetrists	62	BA	\$58,270	Credit Analysts	297	BA	\$63,080
Chemical Engineers	136	AA	\$90,140	Credit Counselors	109	A	\$37,090
Chemists	353	BA	\$76,740	Database Administrators and Architects	874	A	N/A
Chief Executives	3,288	BA	\$142,510	Designers, All Other	47	A	N/A



# Bachelor's Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Fundraisers	1,428	AA	\$60,210
Dietitians and Nutritionists	600	A	\$58,340	General and Operations Managers	22,850	A	\$85,080
Directors, Religious Activities and Education	2,585	AA	\$31,910	Geoscientists, Except Hydrologists and Geographers	123	BA	\$73,420
Editors	358	D	\$46,990	Graphic Designers	1,137	A	\$46,950
Education Administrators, All Other	687	D	\$69,480	Health and Safety Engineers, Except Mining Safety Engineers and Inspectors	110	BA	\$89,610
Education Administrators, Preschool and Childcare Center/Program	583	A	\$44,610	Health Educators	223	A	\$49,920
Education, Training, and Library Workers, All Other	4,278	D	\$44,790	Human Resources Managers	1,151	A	\$108,070
Electrical Engineers	806	BA	\$88,050	Human Resources Specialists	4,081	A	\$56,510
Electronics Engineers, Except Computer	308	A	\$82,230	Industrial Engineers	1,634	AA	\$85,000
Elementary School Teachers, Except Special Education	12,824	D	\$50,250	Industrial Production Managers	1,905	A	\$109,470
Emergency Management Directors	151	BA	\$53,190	Information Security Analysts	867	AA	\$96,390
Engineers, All Other	433	A	\$84,420	Insurance Underwriters	2,256	AA	\$77,380
Environmental Engineers	134	A	\$84,540	Interior Designers	845	A	\$64,660
Environmental Scientists and Specialists, Including Health	198	BA	\$68,320	Interpreters and Translators	393	AA	\$50,340
Exercise Physiologists	39	A	N/A	Kindergarten Teachers, Except Special Education	1,483	D	\$50,650
Fashion Designers	228	A	N/A	Labor Relations Specialists	618	AA	\$45,990
Film and Video Editors	70	A	\$44,760	Landscape Architects	82	BA	\$90,990
Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	1,465	A	N/A	Legislators	1,348	BA	\$43,010
Financial Examiners	474	A	\$71,720	Loan Officers	3,054	BA	\$79,760
Financial Managers	5,533	A	\$116,460	Logisticians	1,738	AA	\$73,360
Food Scientists and Technologists	414	A	\$81,000	Management Analysts	6,906	A	\$66,680
Forensic Science Technicians	172	A	\$46,830	Market Research Analysts and Marketing Specialists	4,608	AA	\$71,920
Foresters	354	BA	\$58,080	Marketing Managers	975	A	\$127,800

# Bachelor's Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Property Appraisers and Assessors	647	BA	\$41,390
Materials Engineers	161	AA	\$79,740	Public Relations and Fundraising Managers	488	AA	N/A
Mechanical Engineers	1,248	A	\$78,160	Public Relations Specialists	1,832	AA	\$63,080
Medical and Health Services Managers	5,822	AA	\$92,110	Purchasing Managers	747	A	\$118,490
Meeting, Convention, and Event Planners	731	AA	\$48,220	Radio and Television Announcers	229	D	\$36,220
Microbiologists	305	BA	\$68,180	Recreational Therapists	35	BA	\$48,880
Middle School Teachers, Except Special and Career/Technical Education	5,831	D	\$52,650	Registered Nurses	26,125	BA	\$65,810
Mining and Geological Engineers, Including Mining Safety Engineers	26	BA	N/A	Religious Workers, All Other	1,574	AA	N/A
Multimedia Artists and Animators	145	A	\$77,910	Sales Engineers	130	A	\$90,220
Museum Technicians and Conservators	69	BA	\$44,480	Sales Managers	1,945	A	\$131,210
Music Directors and Composers	451	AA	N/A	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	2,070	A	\$89,970
Natural Sciences Managers	285	A	\$126,110	Secondary School Teachers, Except Special and Career/Technical Education	11,961	D	\$53,570
Network and Computer Systems Administrators	2,111	BA	\$72,510	Securities, Commodities, and Financial Services Sales Agents	1,676	BA	\$58,490
News Analysts, Reporters, and Journalists	276	D	\$41,030	Set and Exhibit Designers	73	BA	N/A
Occupational Health and Safety Specialists	666	BA	\$69,190	Social and Community Service Managers	1,681	A	\$55,100
Operations Research Analysts	384	AA	\$66,420	Social Science Research Assistants	84	BA	\$51,410
Personal Financial Advisors	1,372	BA	\$110,900	Social Scientists and Related Workers, All Other	187	BA	\$74,200
Personal Service Managers; Entertainment & Recreation Managers, Except Gambling; and Managers, All Other	4,593	A	N/A	Social Workers, All Other	850	A	\$51,400
Petroleum Engineers	40	A	\$96,070	Software Developers and Software Quality Assurance Analysts and Testers	8,782	AA	N/A
Physical Scientists, All Other	35	BA	N/A	Soil and Plant Scientists	190	A	\$66,850
Probation Officers and Correctional Treatment Specialists	995	BA	\$41,530	Special Education Teachers, All Other	80	D	N/A
Producers and Directors	378	BA	\$60,700	Special Education Teachers, Kindergarten and Elementary School	1,354	D	\$50,660
Project Management Specialists and Business Operations Specialists, All Other	11,665	A	N/A	Special Education Teachers, Middle School	984	D	\$53,270

# Bachelor's Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Biological Science Teachers, Postsecondary	1,690	BA	\$159,310
Special Education Teachers, Preschool	329	BA	\$39,030	Business Teachers, Postsecondary	517	D	\$93,760
Special Education Teachers, Secondary School	1,255	D	\$51,810	Chemistry Teachers, Postsecondary	255	D	\$67,650
Statistical Assistants	38	AA	N/A	Chiropractors	309	A	\$72,000
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	1,905	A	\$48,320	Clinical, Counseling, and School Psychologists	820	BA	N/A
Substitute Teachers, Short-Term	3,919	AA	\$29,690	Communications Teachers, Postsecondary	463	D	\$55,430
Surveyors	342	BA	\$56,830	Computer Science Teachers, Postsecondary	380	D	\$84,080
Tax Examiners and Collectors, and Revenue Agents	472	BA	\$53,010	Criminal Justice and Law Enforcement Teachers, Postsecondary	101	D	\$48,380
Teachers and Instructors, All Other, Except Substitute Teachers	2,297	BA	N/A	Dentists, All Other Specialists	23	BA	N/A
Teaching Assistants, Postsecondary	2,953	D	\$23,910	Dentists, General	920	A	\$184,540
Therapists, All Other	239	A	\$44,550	Economics Teachers, Postsecondary	118	BA	\$119,970
Training and Development Managers	310	AA	\$102,470	Education Teachers, Postsecondary	621	D	\$61,060
Training and Development Specialists	3,094	A	\$52,410	Engineering Teachers, Postsecondary	312	D	\$107,940
Vocational Education Teachers, Postsecondary	864	D	\$50,920	English Language and Literature Teachers, Postsecondary	527	D	\$63,430
Web Developers and Digital Interface Designers	852	A	N/A	Family Medicine Physicians	1,616	A	\$240,940
Writers and Authors	423	A	\$45,430	Foreign Language and Literature Teachers, Postsecondary	193	D	\$56,470

# Doctoral or Professional Degree

Administrative Law Judges, Adjudicators, and Hearing Officers	242	BA	\$76,070	General Internal Medicine Physicians	144	BA	N/A
Agricultural Sciences Teachers, Postsecondary	158	BA	\$82,310	Health Specialties Teachers, Postsecondary	728	BA	\$91,720
Anthropology and Archeology Teachers, Postsecondary	24	BA	\$69,750	History Teachers, Postsecondary	208	D	\$58,880
Atmospheric, Earth, Marine, and Space Sciences Teachers, Postsecondary	54	D	\$72,300	Home Economics Teachers, Postsecondary	31	D	\$57,030
Audiologists	146	A	N/A	Judges, Magistrate Judges, and Magistrates	252	BA	\$161,800
				Law Teachers, Postsecondary	101	BA	\$106,490



# Doctoral or Professional Degree



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage
Lawyers	3,745	A	\$107,750
Library Science Teachers, Postsecondary	45	D	\$59,070
Mathematical Science Teachers, Postsecondary	544	D	\$58,860
Medical Scientists, Except Epidemiologists	236	A	\$72,590
Nursing Instructors and Teachers, Postsecondary	591	BA	\$57,340
Obstetricians and Gynecologists	135	D	\$330,990
Optometrists	411	A	\$114,070
Pediatricians, General	86	BA	\$196,400
Pharmacists	3,091	BA	\$121,970
Philosophy and Religion Teachers, Postsecondary	125	D	\$75,530
Physical Therapists	2,131	A	\$88,190
Physicians, All Other; and Ophthalmologists, Except Pediatric	3,971	BA	N/A
Physics Teachers, Postsecondary	131	D	\$75,540
Podiatrists	66	BA	\$174,720
Political Science Teachers, Postsecondary	125	D	\$69,360
Postsecondary Teachers, All Other	691	D	\$71,800
Psychiatrists	140	BA	\$222,960
Psychology Teachers, Postsecondary	235	D	\$79,020
Recreation and Fitness Studies Teachers, Postsecondary	136	D	\$75,460
Social Sciences Teachers, Postsecondary, All Other	256	D	\$74,480
Social Work Teachers, Postsecondary	321	D	\$64,200
Sociology Teachers, Postsecondary	138	D	\$66,410

Surgeons, Except Ophthalmologists	139	D	N/A
Veterinarians	500	A	\$90,980
<h2>High School Diploma</h2>			
Adhesive Bonding Machine Operators and Tenders	357	A	\$38,130
Advertising Sales Agents	937	D	\$46,500
Aircraft Service Attendants and Transportation Workers, All Other	107	D	N/A
Aircraft Structure, Surfaces, Rigging, and Systems Assemblers	147	BA	\$30,330
Animal Breeders	211	AA	N/A
Animal Control Workers	155	BA	\$30,720
Animal Trainers	1,428	A	\$39,040
Automotive Body and Related Repairers	1,506	A	\$43,700
Baggage Porters and Bellhops	83	AA	\$27,990
Bailiffs	41	BA	\$40,800
Bill and Account Collectors	2,263	BA	\$34,700
Billing and Posting Clerks	3,315	BA	\$36,320
Boilermakers	168	D	N/A
Brickmasons and Blockmasons	431	D	\$51,930
Bridge and Lock Tenders	69	BA	N/A
Brokerage Clerks	183	D	\$50,140
Bus and Truck Mechanics and Diesel Engine Specialists	3,892	BA	\$43,710
Bus Drivers, Transit and Intercity	494	D	\$34,410
Cabinetmakers and Bench Carpenters	1,335	BA	\$33,000
Cargo and Freight Agents	1,003	A	\$47,390

# High School Diploma



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	755	A	\$35,710
Carpenters	3,997	D	\$40,910	Customer Service Representatives	17,758	A	\$35,210
Chefs and Head Cooks	490	A	\$48,270	Cutting and Slicing Machine Setters, Operators, and Tenders	831	BA	\$41,410
Chemical Equipment Operators and Tenders	970	A	\$50,820	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	2,286	BA	\$35,710
Chemical Plant and System Operators	293	A	\$48,560	Data Entry Keyers	958	D	\$32,260
Childcare Workers	9,741	BA	\$24,220	Dental Laboratory Technicians	349	A	\$44,470
Claims Adjusters, Examiners, and Investigators	2,182	A	\$62,550	Detectives and Criminal Investigators	544	BA	\$62,270
Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	154	AA	\$39,130	Dispatchers, Except Police, Fire, and Ambulance	1,880	BA	\$39,940
Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	1,650	A	\$38,280	Driver/Sales Workers	3,275	BA	\$32,840
Coil Winders, Tapers, and Finishers	345	D	\$50,870	Earth Drillers, Except Oil and Gas; and Explosives Workers, Ordnance Handling Experts, and Blasters	451	A	N/A
Coin, Vending, and Amusement Machine Servicers and Repairers	112	A	\$29,090	Electric Motor, Power Tool, and Related Repairers	94	D	\$55,180
Commercial Pilots	295	BA	\$95,520	Electrical Power-Line Installers and Repairers	1,923	D	\$66,780
Community Health Workers	281	A	\$47,550	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	2,035	BA	\$37,610
Computer Numerically Controlled Tool Operators	2,036	A	\$42,140	Electricians	6,622	A	\$44,740
Concierges	26	A	N/A	Elevator Installers and Repairers	85	A	\$72,140
Construction and Building Inspectors	977	D	\$49,610	Eligibility Interviewers, Government Programs	1,688	BA	\$38,260
Control and Valve Installers and Repairers, Except Mechanical Door	484	D	\$67,590	Engine and Other Machine Assemblers	538	D	\$35,810
Cooling and Freezing Equipment Operators and Tenders	353	A	\$47,690	Excavating and Loading Machine and Dragline Operators, Surface Mining	370	BA	\$37,060
Correctional Officers and Jailers	5,895	D	\$36,770	Executive Secretaries and Executive Administrative Assistants	2,053	D	\$53,180
Couriers and Messengers	736	D	\$30,780	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	1,535	BA	\$39,280
Court, Municipal, and License Clerks	1,002	BA	\$32,950	Extruding, Forming, Pressing, and Compacting Machine Setters, Operators, and Tenders	1,136	A	\$41,970
Crane and Tower Operators	735	A	\$49,280	Farm Equipment Mechanics and Service Technicians	1,022	A	\$45,380
Crematory Operators and Personal Care and Service Workers, All Other	155	D	N/A	Farmers, Ranchers, and Other Agricultural Managers	48,507	D	\$56,610

# High School Diploma



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Furnace, Kiln, Oven, Drier, and Kettle Operators and Tenders	292	A	\$43,110
Fiberglass Laminators and Fabricators	391	AA	\$34,250	Furniture Finishers	83	BA	\$30,480
File Clerks	562	D	\$29,260	Gas Plant Operators	186	D	\$72,010
First-Line Supervisors of Construction Trades and Extraction Workers	5,538	BA	\$58,250	Glaziers	431	BA	\$38,780
First-Line Supervisors of Correctional Officers	550	BA	\$46,490	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	595	AA	\$36,680
First-Line Supervisors of Farming, Fishing, and Forestry Workers	939	A	\$71,680	Hazardous Materials Removal Workers	199	A	\$40,190
First-Line Supervisors of Food Preparation and Serving Workers	10,667	BA	\$32,250	Healthcare Support Workers, All Other	5,387	A	\$35,500
First-Line Supervisors of Housekeeping and Janitorial Workers	1,865	BA	\$35,440	Heat Treating Equipment Setters, Operators, and Tenders, Metal and Plastic	187	BA	\$35,320
First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	1,927	BA	\$44,180	Helpers--Electricians	259	A	\$29,290
First-Line Supervisors of Mechanics, Installers, and Repairers	5,927	BA	\$64,200	Helpers--Installation, Maintenance, and Repair Workers	1,605	A	\$30,690
First-Line Supervisors of Non-Retail Sales Workers	3,453	D	\$76,170	Helpers--Pipefitters, Plumbers, Pipefitters, and Steamfitters	516	A	\$36,450
First-Line Supervisors of Office and Administrative Support Workers	13,852	BA	\$52,040	Helpers--Production Workers	9,382	A	\$30,890
First-Line Supervisors of Police and Detectives	1,693	BA	\$60,050	Highway Maintenance Workers	3,277	BA	\$33,770
First-Line Supervisors of Production and Operating Workers	9,007	A	\$59,990	Home Appliance Repairers	317	D	\$36,780
First-Line Supervisors of Retail Sales Workers	15,200	BA	\$39,180	Home Health and Personal Care Aides	21,600	D	\$25,030
Fitness Trainers and Aerobics Instructors	1,562	AA	\$35,210	Hotel, Motel, and Resort Desk Clerks	1,837	A	\$24,510
Floral Designers	303	D	\$29,850	Industrial Machinery Mechanics	7,151	AA	\$52,670
Food Batchmakers	1,967	A	\$31,140	Information and Record Clerks, All Other	1,456	BA	\$38,200
Food Cooking Machine Operators and Tenders	294	A	\$36,490	Inspectors, Testers, Sorters, Samplers, and Weighers	6,169	BA	\$39,020
Food Service Managers	2,894	BA	\$49,570	Installation, Maintenance, and Repair Workers, All Other	1,614	A	\$40,220
Forest Fire Inspectors and Prevention Specialists	181	A	\$36,380	Insulation Workers, Mechanical	162	A	\$39,180
Foundry Mold and Coremakers	102	AA	\$35,210	Insurance Claims and Policy Processing Clerks	7,112	AA	\$38,980
Funeral Attendants	359	D	\$29,210	Insurance Sales Agents	10,343	AA	\$60,640

# High School Diploma



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Meter Readers, Utilities	607	BA	\$32,930
Interviewers, Except Eligibility and Loan	3,320	D	\$32,480	Milling and Planing Machine Setters, Operators, and Tenders, Metal and Plastic	117	D	\$40,290
Jewelers and Precious Stone and Metal Workers	165	BA	\$51,780	Millwrights	933	BA	\$51,160
Lathe and Turning Machine Tool Setters, Operators, and Tenders, Metal and Plastic	313	A	\$41,720	Miscellaneous Assemblers and Fabricators	12,415	BA	\$33,450
Legal Secretaries	700	D	\$36,900	Miscellaneous Construction and Related Workers	186	A	\$34,920
Library Assistants, Clerical	566	D	\$26,680	Miscellaneous First-Line Supervisors, Protective Service Workers	760	BA	N/A
Light Truck or Delivery Services Drivers	9,138	A	\$36,400	Mixing and Blending Machine Setters, Operators, and Tenders	1,483	AA	\$40,260
Loan Interviewers and Clerks	2,219	BA	\$40,390	Mobile Heavy Equipment Mechanics, Except Engines	1,416	A	\$49,560
Locker Room, Coatroom, and Dressing Room Attendants	55	A	\$23,880	Molders, Shapers, and Casters, Except Metal and Plastic	252	A	\$35,990
Locksmiths and Safe Repairers	111	D	\$35,640	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	1,685	A	\$35,690
Lodging Managers	621	A	\$41,530	Motorboat Mechanics and Service Technicians	352	AA	\$33,910
Log Graders and Scalars	188	BA	\$39,770	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	1,667	A	\$37,590
Logging Equipment Operators	1,526	D	\$44,480	New Accounts Clerks	520	D	\$32,460
Machinists	2,451	A	\$46,090	Nonfarm Animal Caretakers	2,631	AA	\$27,720
Mail Clerks and Mail Machine Operators, Except Postal Service	359	D	\$32,460	Occupational Health and Safety Technicians	164	BA	\$49,130
Maintenance and Repair Workers, General	11,248	A	\$36,870	Office and Administrative Support Workers, All Other	2,424	A	\$32,910
Maintenance Workers, Machinery	641	A	\$45,010	Office Clerks, General	28,125	BA	\$33,920
Mechanical Door Repairers	542	AA	\$34,020	Operating Engineers and Other Construction Equipment Operators	3,619	BA	\$39,200
Medical Appliance Technicians	76	A	\$45,780	Ophthalmic Laboratory Technicians	245	A	\$31,660
Medical Equipment Preparers	305	BA	\$33,860	Opticians, Dispensing	754	A	\$41,390
Medical Secretaries	1,837	A	\$33,780	Outdoor Power Equipment and Other Small Engine Mechanics	402	A	\$33,760
Metal Workers and Plastic Workers, All Other	212	BA	\$37,610	Packaging and Filling Machine Operators and Tenders	4,172	A	\$34,910
Metal-Refining Furnace Operators and Tenders	288	A	\$44,920	Paper Goods Machine Setters, Operators, and Tenders	2,521	D	\$43,960



# High School Diploma



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Printing Press Operators	1,594	BA	\$38,680
Parking Enforcement Workers	25	D	N/A	Procurement Clerks	687	BA	\$40,500
Paving, Surfacing, and Tamping Equipment Operators	1,060	A	\$35,520	Production Workers, All Other	2,860	AA	\$29,740
Payroll and Timekeeping Clerks	993	D	\$42,550	Production, Planning, and Expediting Clerks	2,756	A	\$52,610
Personal Care and Service Workers, All Other	141	AA	\$25,260	Property, Real Estate, and Community Association Managers	2,414	BA	\$53,580
Pesticide Handlers, Sprayers, and Applicators, Vegetation	248	A	\$32,080	Rail-Track Laying and Maintenance Equipment Operators	287	D	\$51,630
Petroleum Pump System Operators, Refinery Operators, and Gaugers	310	BA	\$66,660	Real Estate Brokers	714	BA	\$67,560
Pharmacy Aides	127	BA	\$26,920	Real Estate Sales Agents	2,289	BA	\$51,050
Pharmacy Technicians	4,669	A	\$32,690	Receptionists and Information Clerks	11,814	BA	\$29,070
Photographers	802	A	\$33,920	Recreation Workers	1,708	BA	\$29,180
Plating and Coating Machine Setters, Operators, and Tenders, Metal and Plastic	380	A	\$35,180	Recreational Vehicle Service Technicians	199	A	\$38,310
Plumbers, Pipefitters, and Steamfitters	3,621	A	\$45,440	Reservation and Transportation Ticket Agents and Travel Clerks	146	A	\$40,990
Police and Sheriff's Patrol Officers	6,001	BA	\$42,430	Residential Advisors	1,003	D	\$28,330
Police, Fire, and Ambulance Dispatchers	1,062	BA	\$32,200	Riggers	41	A	\$35,780
Postal Service Clerks	1,053	D	\$49,630	Rolling Machine Setters, Operators, and Tenders, Metal and Plastic	774	A	\$44,990
Postal Service Mail Carriers	3,155	D	\$53,910	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	5,237	A	\$52,770
Postal Service Mail Sorters, Processors, and Processing Machine Operators	550	D	\$51,320	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	12,652	A	\$68,040
Postmasters and Mail Superintendents	190	D	\$84,930	Sawing Machine Setters, Operators, and Tenders, Wood	1,300	A	\$30,470
Pourers and Casters, Metal	90	AA	\$40,350	School Bus Monitors and Protective Service Workers, All Other	953	BA	N/A
Power Distributors and Dispatchers	333	D	\$93,160	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	15,122	D	\$33,000
Power Plant Operators	274	D	\$76,060	Security and Fire Alarm Systems Installers	677	BA	\$43,460
Precision Instrument and Equipment Repairers, All Other	142	BA	\$48,500	Security Guards	6,076	D	\$30,800
Print Binding and Finishing Workers	365	BA	\$31,930	Self-Enrichment Education Teachers	986	AA	\$35,630

# High School Diploma



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Transportation Security Screeners	171	BA	\$42,390
Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	636	A	\$41,080	Transportation, Storage, and Distribution Managers	1,043	A	\$104,460
Septic Tank Servicers and Sewer Pipe Cleaners	66	A	\$31,860	Travel Agents	149	D	\$41,010
Sheet Metal Workers	999	A	\$43,360	Tree Trimmers and Pruners	447	A	\$37,960
Shipping, Receiving, and Traffic Clerks	5,257	BA	\$34,720	Upholsterers	128	BA	\$33,400
Social and Human Service Assistants	4,155	A	\$34,170	Veterinary Assistants and Laboratory Animal Caretakers	1,063	A	\$27,800
Stationary Engineers and Boiler Operators	392	BA	\$50,010	Water and Wastewater Treatment Plant and System Operators	1,867	D	\$41,040
Stockers and Order Fillers	20,459	AA	\$29,560	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	759	AA	\$38,330
Structural Iron and Steel Workers	434	D	\$45,380	Welders, Cutters, Solderers, and Brazers	5,567	A	\$40,510
Structural Metal Fabricators and Fitters	1,065	BA	\$37,920	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	1,124	A	\$39,750
Surveying and Mapping Technicians	593	BA	\$43,190	Woodworkers, All Other	196	AA	\$37,040
Switchboard Operators, Including Answering Service	472	D	\$29,580	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	1,326	A	\$32,610
Tax Preparers	672	BA	\$34,690	Word Processors and Typists	175	D	\$35,790
Telecommunications Line Installers and Repairers	1,371	A	\$46,340				
Tellers	5,162	D	\$29,790				
Textile Cutting Machine Setters, Operators, and Tenders	63	BA	\$27,820				
Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	322	D	N/A				
Textile, Apparel, and Furnishings Workers, All Other	35	AA	\$32,430				
Tire Repairers and Changers	1,304	BA	\$31,330				
Title Examiners, Abstractors, and Searchers	607	A	\$39,150				
Tool Grinders, Filers, and Sharpeners	176	D	\$39,850				
Tour and Travel Guides	258	A	\$30,590				
Transportation Inspectors	206	D	\$69,120				



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
Acupuncturists and Healthcare Diagnosing or Treating Practitioners, All Other	316	BA	N/A	Rehabilitation Counselors	657	BA	\$37,800
Anthropologists and Archeologists	32	BA	N/A	Speech-Language Pathologists	2,110	AA	\$77,240
Archivists	60	A	\$61,560	Statisticians	521	AA	\$94,030
Art, Drama, and Music Teachers, Postsecondary	885	D	\$62,310	Urban and Regional Planners	188	A	\$59,130
Computer and Information Research Scientists	65	A	N/A	No Formal Education			
Counselors, All Other	245	BA	\$39,650				
Curators	108	A	\$58,190	Agricultural Equipment Operators	1,080	AA	\$34,560
Economists	83	BA	\$68,130	Agricultural Workers, All Other	217	AA	N/A
Education Administrators, Elementary and Secondary School	2,330	D	\$81,210	Amusement and Recreation Attendants	1,236	AA	\$24,770
Education Administrators, Postsecondary	1,367	D	\$102,070	Artists and Related Workers, All Other	32	BA	\$46,400
Educational, Guidance, School, and Vocational Counselors	2,203	D	\$54,860	Automotive and Watercraft Service Attendants	1,595	A	\$27,700
Epidemiologists	48	AA	\$68,680	Bakers	1,184	A	\$29,290
Farm and Home Management Advisors	218	BA	\$53,580	Bartenders	1,830	A	\$25,840
Healthcare Social Workers	1,328	BA	\$57,650	Butchers and Meat Cutters	951	AA	\$30,400
Instructional Coordinators	1,407	D	\$63,400	Carpet Installers	71	BA	\$40,980
Librarians and Media Collections Specialists	1,462	D	\$52,730	Cashiers	27,728	A	\$24,620
Marriage and Family Therapists	102	BA	N/A	Cement Masons and Concrete Finishers	1,957	BA	\$39,140
Mental Health and Substance Abuse Social Workers	986	BA	\$42,010	Cleaners of Vehicles and Equipment	5,766	A	\$29,240
Nurse Practitioners	2,851	AA	\$107,080	Construction Laborers	7,461	BA	\$33,240
Occupational Therapists	1,261	A	\$81,360	Continuous Mining Machine Operators	189	BA	\$35,600
Physician Assistants	600	AA	\$71,640	Conveyor Operators and Tenders	383	AA	\$33,990
Psychologists, All Other	326	BA	\$92,470	Cooks, All Other	194	A	\$27,360
				Cooks, Fast Food	3,747	D	\$24,180

# No Formal Education



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage				
				Grinding and Polishing Workers, Hand	545	A	\$32,260
Cooks, Institution and Cafeteria	7,734	D	\$25,350	Grounds Maintenance Workers, All Other	126	A	\$38,320
Cooks, Restaurant	9,380	AA	\$26,720	Helpers, Construction Trades, All Other	550	BA	\$31,600
Cooks, Short Order	485	BA	\$24,970	Helpers--Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	192	D	\$28,370
Counter and Rental Clerks	4,960	BA	\$31,400	Helpers--Carpenters	208	BA	\$30,490
Crossing Guards	164	D	\$27,110	Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons	74	BA	\$31,090
Cutters and Trimmers, Hand	28	D	\$28,480	Helpers--Roofers	59	BA	\$30,290
Derrick Operators, Oil and Gas	45	D	N/A	Hoist and Winch Operators	109	A	\$37,100
Dining Room and Cafeteria Attendants and Bartender Helpers	1,963	A	\$24,020	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	1,812	A	\$23,920
Dishwashers	2,992	BA	\$24,690	Industrial Truck and Tractor Operators	9,248	AA	\$36,780
Drywall and Ceiling Tile Installers	440	BA	\$38,050	Insulation Workers, Floor, Ceiling, and Wall	244	BA	\$38,360
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	7,015	A	\$26,990	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	21,130	A	\$26,690
Farmworkers, Farm, Ranch, and Aquacultural Animals	6,015	A	\$26,940	Laborers and Freight, Stock, and Material Movers, Hand	20,903	A	\$31,010
Fast Food and Counter Workers	36,957	BA	\$24,290	Landscaping and Groundskeeping Workers	6,695	A	\$28,870
Fence Erectors	148	A	\$34,120	Laundry and Dry-Cleaning Workers	1,656	BA	\$25,360
Fishing and Hunting Workers	65	BA	N/A	Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	582	A	\$24,300
Floor Sanders and Finishers	289	BA	N/A	Machine Feeders and Offbearers	1,450	A	\$35,220
Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	29	A	\$35,760	Maids and Housekeeping Cleaners	9,355	BA	\$24,950
Food Preparation and Serving Related Workers, All Other	168	A	\$24,160	Material Moving Workers, All Other	159	A	\$34,590
Food Preparation Workers	5,068	A	\$26,440	Meat, Poultry, and Fish Cutters and Trimmers	9,546	BA	\$29,520
Food Processing Workers, All Other	2,914	BA	\$30,090	Miscellaneous Entertainers and Performers, Sports and Related Workers	42	A	N/A
Food Servers, Nonrestaurant	937	BA	\$25,440	Musicians and Singers	1,683	AA	N/A
Graders and Sorters, Agricultural Products	1,638	D	\$31,090	Packers and Packagers, Hand	5,567	BA	\$30,280



# No Formal Education



Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage
Painters, Construction and Maintenance	1,732	BA	\$37,460
Painting, Coating, and Decorating Workers	61	BA	\$34,700
Paperhangers	23	A	N/A
Parking Lot Attendants	302	A	\$26,140
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	8,588	BA	N/A
Pipelayers	348	BA	\$34,370
Pressers, Textile, Garment, and Related Materials	221	D	\$23,940
Refuse and Recyclable Material Collectors	2,321	A	\$31,950
Retail Salespersons	37,722	BA	\$28,800
Rock Splitters, Quarry	81	A	\$38,190
Roofers	854	BA	\$39,220
Roustabouts, Oil and Gas	200	D	\$37,100
Sailors and Marine Oilers	55	D	\$38,360
Service Unit Operators, Oil, Gas, and Mining	607	D	\$57,160
Sewing Machine Operators	640	A	\$27,820
Slaughterers and Meat Packers	792	D	\$30,460
Tailors, Dressmakers, and Custom Sewers	90	BA	\$29,700
Tank Car, Truck, and Ship Loaders	116	AA	\$38,890
Telemarketers	1,307	BA	\$26,050
Tile and Marble Setters	264	A	\$34,460
Ushers, Lobby Attendants, and Ticket Takers	496	AA	\$24,140
Waiters and Waitresses	17,215	BA	\$23,910

## Postsecondary non-degree

Aircraft Mechanics and Service Technicians	942	BA	\$56,480
Audio and Video Equipment Technicians	209	BA	\$42,080
Automotive Service Technicians and Mechanics	5,446	BA	\$42,960
Captains, Mates, and Pilots of Water Vessels	23	BA	\$82,900
Computer Numerically Controlled Tool Programmers	264	AA	\$58,370
Cooks, Private Household	173	D	N/A
Court Reporters and Simultaneous Captioners	245	BA	N/A
Dental Assistants	2,810	A	\$34,930
Electrical and Electronics Repairers, Commercial and Industrial Equipment	413	BA	\$63,850
Electrical and Electronics Repairers, Powerhouse, Substation, and Relay	283	D	\$87,720
Electronic Home Entertainment Equipment Installers and Repairers	572	D	\$38,240
Emergency Medical Technicians and Paramedics	1,838	BA	N/A
Fire Inspectors and Investigators	36	A	N/A
Firefighters	2,212	BA	\$36,950
First-Line Supervisors of Fire Fighting and Prevention Workers	991	BA	\$53,330
Hairdressers, Hairstylists, and Cosmetologists	3,251	AA	\$31,080
Health Information Technologists, Medical Registrars, Surgical Assistants, & Healthcare Practitioners, AO	5,348	AA	N/A
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	3,514	A	\$41,880
Heavy and Tractor-Trailer Truck Drivers	38,517	A	\$49,090
Library Technicians	638	D	\$27,960
Licensed Practical and Licensed Vocational Nurses	11,706	BA	\$43,040
Massage Therapists	634	AA	\$39,570

## Postsecondary non-degree

Occupations	Est.2021 Arkansas Workers	Job Outlook	Mean Annual Wage
Medical Assistants	3,705	A	\$32,170
Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	3,183	A	N/A
Medical Transcriptionists	541	D	\$32,770
Motorcycle Mechanics	184	A	\$30,590
Nursing Assistants	17,577	BA	\$27,840
Ophthalmic Medical Technicians	517	A	\$34,420
Phlebotomists	814	A	\$32,980
Prepress Technicians and Workers	142	D	\$39,060
Psychiatric Technicians	794	A	\$30,320
Surgical Technologists	1,327	BA	\$43,880
Telecommunications Equipment Installers and Repairers, Except Line Installers	1,853	BA	\$49,840
Tool and Die Makers	583	A	\$44,210

## Some College, No Degree

Actors	714	AA	N/A
Bookkeeping, Accounting, and Auditing Clerks	12,620	BA	\$38,110
Computer User Support Specialists	3,932	A	\$45,540
Computer, Automated Teller, and Office Machine Repairers	763	BA	\$39,160
Order Clerks	342	D	\$37,030
Teaching Assistants, Except Postsecondary	10,602	D	\$24,800

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# Thoughts for the Road

## Applications



Some employers do not require a resume or cover letter. Ask the potential employer what they require to apply for the position. Many times this just includes a job application.

### Tips for completing an application

- Never use abbreviations or slang.
- Avoid stating "see resume."
- Keep your Personal Data Record available to avoid making errors.
- For paper applications, print clearly in black ink.
- Complete the entire document, using "N/A" (not applicable) only when necessary.
- Avoid negative information, if possible. Be truthful and positive when sensitive information is unavoidable. Never give false information.
- Due to limited space, showcase the skills and experience best suited to the job.
- Be sure to include the correct job title on the application.
- If you have gaps in your employment history, list positive ways you spent the time while unemployed.
- When asked about the salary requirements, respond, "negotiable."

— Information courtesy of the Arkansas Department of Workforce Services Job Seeker's Guide

## A Resume Guide

There's no telling just how many resumes an employer might get in a day for a job. It's the first impression you make to a prospective employer, and it only takes 10 to 15 seconds to determine if you will be called in for an interview.

### Top Resume Strategies

Go beyond the standard resume.

Here are four strategies to make your resume unique:

**Sell yourself** - Identify what makes you different from other applicants.

**Identify your transferable skills** - These skills are major selling points that set you apart.

**Highlight your accomplishments** - Listing accomplishments gives you credibility.

**Use keywords effectively** - Specific words used in your resume are critical to communicate your value to an organization.

### Why have a GREAT resume?

- Grab the attention of employers and recruiters.
- Sell your strongest skills and accomplishments.
- Show why you are a potential match for a position or project.
- Communicate your current capabilities and future potential.
- It helps you take the next step in your career.
- It gets you the interview.

## The Interview

Your resume has caught the attention of a perspective employer, and you have an interview.

### What's the next step?

Here are a few tips to help you ace the interview.

### Wear the Right Outfit.

Check with the HR department for the company's dress code. Wear clean, pressed, conservative clothes in neutral colors. Avoid excessive make-up and jewelry. Have nails and hair neat, clean, and trimmed. Don't overdo your favorite perfume or cologne.

### Be professional.

Know the name, title and the pronunciation of the interviewer's name. Give a firm handshake and maintain good eye contact. Don't talk too much about your personal life and don't badmouth former employers.

### Be On Time.

Know where you are going, allowing time for traffic and parking. Show up 10 to 15 minutes early, arriving late to the interview says a great deal about you. Keep your cell phone charged and have the interviewer's number handy in case circumstances are beyond your control, but turn it off before the interview.

### Send a Thank You Note.

Here's a chance to make a final impression on the interviewer. You may find it is much appreciated and remembered.

### Questions?

Don't let the interviewer ask all the questions. In fact, they expect you to ask some! Have questions prepared to learn more about the position and the company, such as:

- How soon are you looking to fill this position?
- What is the typical career path for this job?
- What are some of the biggest challenges facing this position, this department, or this organization?
- What is an average day on this job like?
- How would you describe the ideal candidate?
- What kind of training and/or professional development programs do you have?



**A**re you looking for more great career-related content? Don't worry, we've got you covered. Our Discover Arkansas website has plenty of helpful additional publications aside from just the Career Watch Arkansas magazine. One of these publications is called Career Watch On The Go. Career Watch On The Go is a helpful brochure that one can glance through just before an interview to remember the basics, and help him or her land that job!

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# Real-Life Arkansas

## A Lifestyle Budget Calculator

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After High School you will need to work to pay for housing, transportation, clothes... Find out how much money you will need and which occupations will pay for all your needs.

### **Option #1: The whole nine yards**

Pick your city, then decide what you want to spend on housing, transportation, food and everything in between. We'll tell you what jobs will feed your appetite and how to get them.

### **Option #2: Show me the money**

Tell us what you want your yearly salary to be and we'll tell you which jobs will pay that much. We'll even tell you what sort of education and training you need to get there and how the job market is.

### **Option #3: The bizarro budget**

If you're lucky enough to already know what you want to do with your life, we'll tell you how much it will pay so you can work backward to create a budget using those numbers.

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[www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)  
**It's your life...do the math!**







## Writing, data analysis, digital knowledge key in leadership

*Arkansas Blue Cross and Blue Shield president and CEO Curtis Barnett details education, skills crucial for executive position*

For the majority of dedicated individuals working in business management and administration careers, reaching Chief Executive Officer (CEO) status is the pinnacle achievement. These forward-thinking workers often dream of having the ability to help provide overall direction to entire companies in order to realize the organization's vision.

While becoming a CEO may seem to many to be a nearly unattainable goal, that is not the case. Nearly every company or organization needs someone at the helm to help manage and give the organization direction. By working hard, putting in the time to fully understand and develop the proper skills and in-depth industry knowledge, attaining this executive position is certainly possible.

For Curtis Barnett, President and CEO of Arkansas Blue Cross and Blue Shield since 2017, it was the practice and knowledge of writing, communication, data analysis, and technological advances that allowed him the privilege of serving nearly two million members every day.

Arkansas Blue Cross and Blue Shield is the largest health insurer in Arkansas, with the organization and its affiliated companies employing more than 3,200 individuals.

Barnett began his rise to leadership at the University of Central Arkansas, where he received a Bachelor of Science degree with an emphasis in economics and political science. From there, he went on to study at the University of Arkansas, receiving a Master's of Public Administration

degree. His education then led him to Evanston, Illinois, where he completed the Advanced Executive program at the Kellogg School at Northwestern University.

Barnett said that during his education, a certain facet of communication helped mold him into his current position.

"All aspects of my formal education have been helpful to me as CEO, especially those courses that required extensive writing," he says. "The ability to write well is critical to effectively explaining and refining our ideas to others and ourselves, which is much of what a CEO does."

Barnett adds that, while it's not required, several professional designations are available for those looking to further understand the principles of the business in which an individual works. For example, he currently is a Certified Employee Benefits Specialist (CEBS), which provided him with a sound understanding of the principles of health insurance as well as other types of employer-sponsored benefits such as life and disability insurance and retirement plans.

Expanding on the importance

of writing as a president and CEO, Barnett explains his overall goal, as well as his typical daily process.

“As CEO, my overall goal is to set a sound direction for my company that not only allows us to effectively meet the needs of customers today, but prepares us to anticipate and meet their future needs as well,” he says. “The CEO’s day is spent communicating, whether it be one-on-one or with small or large groups through virtual or electronic forums. CEOs are full-time communicators.”

He says that, due to the current political climate and state of the nation as it relates to COVID-19, the biggest challenges that CEOs are currently facing revolve around employee retention.

“CEOs must lead their organization’s efforts to attract, retain, and develop top talent and create a company culture that will help them thrive,” he says. “Businesses today are facing unprecedented challenges for maintaining their talent advantage, such as battling COVID fatigue among its employees, finding and keeping its best people in such a highly competitive labor market, responding to new work paradigms like the growth in remote work, overall uncertainty felt by employees caused by COVID, and the country’s political divisiveness, which shows up in the workplace in various ways.”

While all of this may sound tiresome and heavy, there are certainly rewarding aspects to the job. For Barnett, this includes making an impact in the lives of the people that Arkansas Blue Cross and Blue Shield serve. This includes the organization’s initiatives “Fearless Food Fight,” a campaign to fight hunger in Arkansas, and “Vaccinate the Natural State,” a program in which the organization works with the Arkansas Minority Health Commission and other prominent organizations to



# The CEO's day is spent communicating, whether it be one-on-one or with small or large groups or through virtual or electronic forums. CEOs are full-time communicators!



improve COVID vaccination rates in underserved areas of the state.

As mentioned earlier, another area of knowledge in which benefits a future CEO includes the understanding and implementation of data analytics.

“One of the fastest growing areas in the health insurance industry is data analytics. Analysts turn data into sound business intelligence that help company leaders make and support strategic decisions to achieve our business goals,” Barnett says. “Data analysts are in an excellent position to learn about our company’s customers, products, and services and tend to be well-positioned for advancement. Analysts who can combine strong analytical skills with the ability to communicate effectively often have a clear path to an executive position.”

In addition to data analytics, adopting evolving digital technologies and applications is also crucial. Barnett says that a few technological advances to become familiar with include artificial intelligence, machine learning, and robotic process automation. He says that individuals with the knowledge and skillset of this technology are currently in high demand, specifically in the healthcare industry, in which the

pace of change is rapid.

When it comes to committing time to work, that is an area where CEOs certainly stand out, straying from the traditional 9-to-5 workday. While a typical employee will likely clock in and out for a set number of hours throughout the week, the CEOs job never stops. CEOs tend to work long hours and are on call 24 hours a day, seven days a week. Along with this intense time commitment comes a fairly extensive travel schedule. This is the type of dedication and effort necessary for a CEO to succeed.

For students striving to establish themselves in an executive position, Barnett says that there are certain areas in which they can set their focus.

“Have good general business knowledge and leadership skills, and be excellent at communication and critical thinking,” he says.

Clearly the commitment to being a CEO is no small task when it comes to time, travel, continuing education, and more, but with the right mindset and drive, it is certainly a position one can attain if he or she chooses to seriously pursue this goal with significant rigor.



## Learning from failure, staying grounded keys to bright future

*University of Arkansas lecturer sees entrepreneurship as gateway to unlocking one's full potential, shares knowledge with students*

Jumping into the business realm is often a scary leap that many hesitate to take given the high-risk, high-reward nature of the industry, but for Omar Kasim, the risk is always worth the reward. Kasim owns and operates three restaurants in northwest Arkansas, has recently invested in real estate holdings, and is now sharing his knowledge and encouraging future entrepreneurs through his lectures at the University of Arkansas in Fayetteville, where he has been for the last four years.

When it comes to business management in northwest Arkansas, where he initially got in the restaurant business in 2016, Kasim relishes in the chance to get involved in the tight-knit community.

“Being part of something that enhances the community is pretty powerful,” he says. “I invest specifically in downtown Springdale, and I really enjoy being a part of the neighborhood [and] being a part of the growth that’s happening at a rare micro level.”

Apart from making lasting friendships with his customers and employees, his overall goal is to allow his businesses to grow to where others can take it to new heights and new places he never saw possible.

“[My goal is] getting it to a point where there’s enough snow on the snowball to where it can go down the hill on its own and pick up more snow,” he says.

Being an owner rather than

an employee, Kasim feels that this standing allows him to feel used to his fullest potential instead of being stagnant in one area of expertise.

“The multi-faceted nature of [entrepreneurship] allows you to be a continuous student. You learn something new every day in a different industry and in different realms, things that you never thought you’d have to know,” he says. “With entrepreneurship, I really do feel like I get used to my fullest potential, and it’s a great feeling, especially when you’re young.”

Kasim’s lectures at the University of Arkansas center around entrepreneurship and new venture development, and he says that it’s that green characteristic in his students that truly bring him joy and allow them to thrive.

“I really love meeting ambitious and up-and-coming students that want to go out and do something great in the world and still have that naivety that you have as a 20-something year old that you think you can accomplish anything,” he says. “Somewhere along the way in your mid-20s and 30s, people tend to lose that. So, I like to see that energy from my students.”

This youthful exuberance is a key factor into making that first leap into entrepreneurship. Without this, it can be difficult for the first step to ever begin.

“Starting something in any regard, even if it’s something small, is going to be the best form of education,” Kasim says. “The best sailors are not the ones that sit at home and read books and go to the best sailing schools and learn everything there is to learn about sailing. The best sailors are the ones out in the waters that are going through the storms, that are facing the waves, that are working against the winds.”

How the individual responds to these challenges helps mold the character of a person and the success of his or her business altogether.



“Life is all about how you frame it,” Kasim says. “You can look at a failure and think, ‘I lost \$1,000 today, and this stinks and I never want to do this again,’ or you can look at it with the perspective of, ‘I lost \$1,000 today, but that was a really cheap lesson because it’s going to save me \$10,000 tomorrow.’”

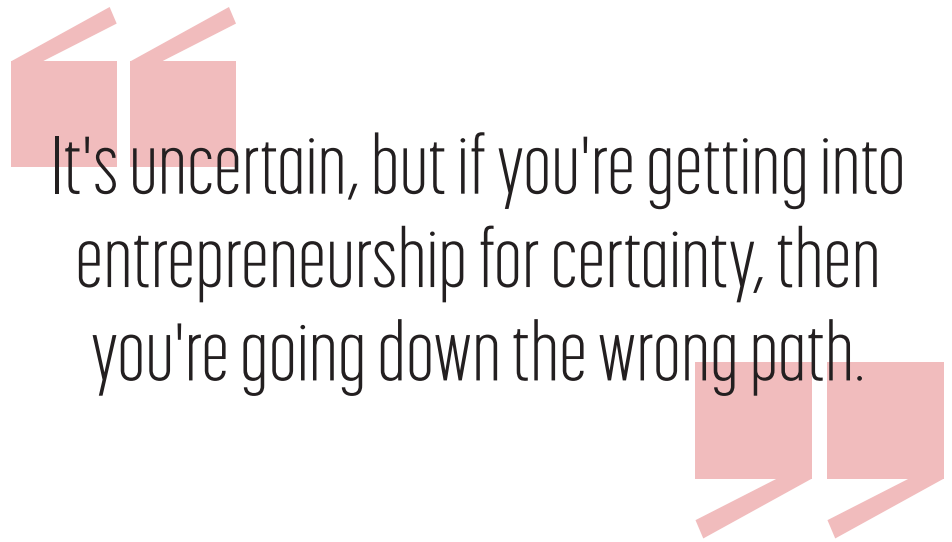
In addition to enduring a rocky start, surrounding yourself with goal-oriented people at the right price is also critical to create a thriving business.

“The biggest thing right now for anyone is trying to get the right people in place to be able to help execute your dreams and ambitions at the right price,” Kasim says. “Do you hire the person that is really expensive that takes up almost all of your capital but is really, really qualified or do you go scrappy and maybe find someone who is more cost effective? How do you get an individual who is living a comfortable life to jump ship and jump on your wagon and try to pursue this wild ambition that you’re trying to achieve?”

These obstacles, that are ubiquitous in the industry, highlight an important aspect of the field that Kasim says students must be aware of before taking the leap into entrepreneurship: Uncertainty.

“A lot of people really like certainty. If I go to this job and work this many hours, I get paid this much, and they’re very comfortable with that,” he says. “But entrepreneurs understand that the trajectory down that path is very limited, whereas with entrepreneurship, there is a bit of a struggle initially, but ultimately you have a higher opportunity to be able to hit that s-curve as far as that exponential growth with entrepreneurship.”

Expanding on that notion, Kasim acknowledges that this feeds into the “more risk, more reward” principle



that is the foundation of entrepreneurship. He adds that an individual must have that appetite for that risk because they’ve understood that the reward at the end is worth it.

“It’s uncertain, but if you’re getting into entrepreneurship for certainty, then you’re going down the wrong path,” he says.

In the same vein, Kasim explains that hours worked often provides a direct correlation to the revenue one brings in. He says that it takes a desire for something else beyond money, because it’s not something that’s always guaranteed.

This uncertainty revolving around income is what often leads to misconceptions about the field.

“‘Entrepreneur’ used to be synonymous with ‘unemployed,’ Kasim says. “It was not a very sexy thing to say you were an entrepreneur, and I think now, pop culture and the rise of social media has really given light and has glorified the likes of entrepreneurship where people are seeking to try and make passive income or trying to start their own businesses and everything because entrepreneurs are becoming celebrities now.”

Another common misconception is the understanding of what defines success in entrepreneurship.

“There are certainly different mile-

stones that are exciting, but opening a business is not indicative of success, and neither is raising capital for that business,” he says. “I think it’s important to ground yourself to where, yeah, you have to celebrate your small wins and victories because every milestone is a victory down this risky path as far as careers go, but ultimately, just because you got your head above water doesn’t mean that you’ve made it to shore yet.”

Pacing yourself and reflecting upon understanding the reality that failures may be numerous in the industry before a breakthrough product or business becomes apparent is what Kasim uses to advise his students on how to maximize efforts and stay grounded.

“The first version is not going to be your most proud work. Your first paper you wrote in first grade wasn’t great. Over time, you learned to develop yourself and create a finished product,” he says. “It’s better to launch three, four, five, ten imperfect products and receive feedback and reiterate than it is for you to wait over the years and try to put out a perfect product.”

Entrepreneurship involves a good amount of trial and error, going through iterations, learning from failures, and maintaining focus to create a successful business, but those who are willing to take a high risk, can ultimately see their ambitions pay dividends.





# SKILLS TO PAY THE BILLS



01

## Critical Thinking

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

02

## Active Listening

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

03

## Speaking

Talking to others to convey information effectively.

04

## Reading Comprehension

Understanding written sentences and paragraphs in work related documents.

05

## Monitoring

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

06

## Coordination

Adjusting actions in relation to others' actions.

07

## Social Perceptiveness

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

08

## Time Management

Managing one's own time and the time of others.

09

## Service Orientation

Actively looking for ways to help people.

10

## Writing

Communicating effectively in writing as appropriate for the needs of the audience.



# Top 10 Occupations by Education

Different occupations need different types of training. Some require only on-the-job training, while others require an advanced degree. The jobs listed below are projected to be the top growing occupations by education level through 2023.

*Based on State of Arkansas' 2021-2023 Short-term Occupational Projections Net Growth*

## High school or less

- Stockers and Order Fillers
- Insurance Sales Agents
- Retail Salespersons
- Insurance Claims and Policy Processing Clerks
- Laborers and Freight, Stock, and Material Movers, Hand
- Industrial Truck and Tractor Operators
- Cooks, Restaurant
- Cashiers
- Customer Service Representatives
- Janitors and Cleaners, Except Maids and Housekeeping Cleaners

## Associate degree or voc. training

- Heavy and Tractor-Trailer Truck Drivers
- Preschool Teachers, Except Special Education
- Hairdressers, Hairstylists, and Cosmetologists
- Licensed Practical and Licensed Vocational Nurses
- Medical Assistants
- Heating, Air Conditioning, and Refrigeration Mechanics and Installers
- Physical Therapist Assistants
- Computer User Support Specialists
- Bookkeeping, Accounting, and Auditing Clerks
- Dental Assistants

## Bachelor's degree or higher

- General and Operations Managers
- Clergy
- Software Developers and Software Quality Assurance Analysts and Testers
- Registered Nurses
- Medical and Health Services Managers
- Accountants and Auditors
- Management Analysts
- Nurse Practitioners
- Market Research Analysts and Marketing Specialists
- Substitute Teachers, Short-Term



# YOUR PATH TO COLLEGE

Preparation for higher education begins in the 8th grade and continues throughout high school.

## 8th & 9th

- Think about career possibilities and explore occupations that meet your interests and skills.
- Study hard and earn good grades to prepare for college.
- Become involved in extra-curricular activities that interest you.
- Look for summer jobs or volunteer work to expand your experience and skills.

## 10th

- Research possible colleges and universities that match your career goals.
- Prepare for standardized testing by taking ACT practice tests.
- Visit with your school guidance counselor to discuss your course selection to make sure it meets college entrance requirements.

## 11th

- Request information from colleges you are interested in attending. Find out admission requirements, degrees and majors offered, financial aid, scholarships, and student housing information.
- Plan a campus visit and attend local college fairs.
- Take the SAT or ACT.

## 12th

- Apply to your top college choices and keep track of admissions deadlines.
- Complete the Free Application for Federal Student Aid to see if you qualify for financial aid, scholarships, and grants after October 1 of your senior year.
- Complete Arkansas' online YOUiversal application between January 1 and June 1 to apply for state scholarships and grants.
- Attend spring or summer orientation programs for incoming college freshmen.









## Historical profession critical for companies to keep edge

*Conway Pediatrics Plus administrative assistant gets gratification from assisting business through a myriad of diverse tasks, roles*

“Reception has been an ever-evolving profession for hundreds of years. Originally, male scribes kept written records on papyrus for important businessmen in their communities. Then, women entered the workplace in the early 1900s and dominated the secretary positions. They would have needed to be proficient in written shorthand, typewriting skills, telephone usage, and then, how to use computers. Now, we do most of our work on various forms of technology that changes almost yearly. To put it simply, reception will continue to change as technology changes.”

Shana Weaver, administrative assistant for Pediatrics Plus in Conway, a specialized pediatric healthcare

provider, eloquently recounted the history of reception from the days of scribes writing on papyrus to the now well-rounded occupation that requires a breadth of knowledge in various subject matter. Weaver herself has been in the field of reception for nearly seven years with three different companies.

While the reception occupation has long been overlooked by some, those who understand just how crucial the role is for a company or organization can see that the person sitting in that position is often the glue that holds the business together. A receptionist must be a well-rounded individual that serves as the go-to person for that company. This unsung hero wears many hats and possesses

a diverse skillset that allows them to answer a multitude of questions that others in the organization simply aren't equipped to do.

Weaver explains that while it is helpful to enter the field with some preexisting knowledge and education, such as an associate degree in general education as she has, it's truly the personality and adaptability that helps a receptionist thrive.

“I would say this field requires specific personalities. Ideal applicants for any reception job need to be good communicators, adaptable, organized, and have a willingness to learn new things,” she says. “I frequently adjust how I speak as well as my demeanor. How I reply to one client may not be how I would to another and will also be different from how I phrase emails to co-workers or speak to the administrators. It's a lot of adjusting to the person in front of you in that moment; reading the quick glance of personality you get and trying to be who they need. You'll need to adapt to be efficient.”

She also says that it's that authenticity that really allows clients to open up and appreciate being helped.

“The best advice I can give is to be authentic, but professional,” she says. “Your business's clients will not feel their concerns are heard if the front desk person speaks to them like a robot. In most situations, they want to feel some of your personality.”

In addition to a comforting personality, Weaver adds that keeping up with the technological advances in computer software and processing is a must. She says that the more technologically knowledgeable you are, the better, especially when it comes to operating systems you've used in previous jobs and your proficiency in Microsoft Office programs.

Weaver's overall goal in her position as administrative assistant for Pediatrics Plus involves a wide range of functions that help the company run smoothly on a day-to-day basis.


"My overall goal is to assist my supervisors and coworkers with administrative tasks. It's a lot of making copies, running reports, managing the front desk, and being a person they can bounce ideas around with," she says. "But it's also small things like encouraging words, listening if they're having a hard time with something, or trying to anticipate things that will make their day easier. I just do my best to help, however that looks."

Through diligent work to complete these goals comes the fruit of Weaver's labor, and the parts of the job she finds most rewarding.


"I love knowing that I can quickly guide someone through a company directory without a lot of transfers, especially if they are already frustrated. It helps defuse some tension before they get to the person they need," Weaver says. "I love helping the parents who are square one, looking for someone to help them navigate how to get their child in for therapy evaluations. I love when one of my administrators ask for a task to be done that isn't a normal part of my job, but they can trust me to complete it."

For Weaver, in her position specifically at Pediatrics Plus, this includes helping with morning drop-off or afternoon pick-up by taking calls from parents who come early or late, or calling classrooms when parents come into the lobby after having had appointments.

Along with this great sense of teamwork and helpfulness, there are concrete benefits to working in the occupations. This includes the ability to work for nearly any company or



I love when one of my administrators ask for a task to be done that isn't a normal part of my job, but they can trust me to complete it.



organization, as a receptionist or administrative assistant is visible across nearly all industries and businesses regardless of size or function.

"An excellent part of working in reception is that you can find jobs that are part time or full time. You can stay for a year or find a career there," Weaver says. "It's a very versatile field, so with a little searching, you can usually find a fit for the season of life you are in."

She adds that her personal experiences that lead her to where she is today included working to get out of waitressing and into a stable work week with consistent pay and being valued as an employee.

While there are plenty of reasons to relish in the opportunity of becoming an administrative assistant, there are also things to look out for that may come as a surprise to those just entering the field.

"Representatives from companies call and may bully the receptionist as they try to get to who they want," Weaver says. "Clients may come to the front desk upset or frustrated, and you have to maintain your composure no matter how they speak to you."

Weaver explains that this cautionary example should not be a detractor to those looking to enter the field.

"Besides the personal fulfillment that comes from these jobs, businesses will very likely always have a need for a person to direct the flow of phone calls, emails, and in-person clients," she says. "It's a stable field of work that provides consistency in pay and weekly hours. If what you're looking for is dependability, this is a profession that provides that."

On the other side of this proverbial coin, Weaver acknowledges the corporate temptation of dissolving a position such as hers, but she maintains a positive attitude with the knowledge that the type-A personality of the person sitting behind the desk is a critical cog in the machine that helps the company's profits churn.

"It could be tempting for large businesses to consider moving towards solely automated phone directories or forwarding services in the name of cost reduction, but that would take away so much from a customer relations standpoint, and therefore future profits," she says. "Businesses that strive to be successful recognize that personality plays a large part in the value of its receptionists."



## Focus on priorities, adapting critical for future growth

*Arkansas State University business communication professor steers students from burnout, harps on internships/externships*

Gaining the wealth of knowledge needed to be successful in the business management and administration world begins in the classroom. Professors in the business realm are among the most important pillars that help build the foundation of tomorrow's business leaders.

It's this far-reaching impact that provides the daily drive for H. Steve Leslie, assistant professor of business communication, assistant director of assessment, and coordinator of the Neil Griffin College of Business Career Closet Program at Arkansas State University.

Leslie is a veteran in the industry, bringing over a decade of banking and finance experience with him in the classroom, where he has been since 2015 teaching management courses to students at Arkansas State University. Leslie says that helping mold aspiring business-minded individuals is the overarching objective when it comes to teaching.

"The overall goal of being a business school instructor is to prepare

students to become critical and divergent thinkers that can build-on and apply the skills and knowledge gained from their college curriculum, internships, and externships to become productive members of our society," he says.

Leslie elaborates that those students dedicated to creating their own success in the business world or sharing their experience in a classroom setting typically possess a particular set of interests and aspirations.

"Persons who decide to go into the field of business or as a business school instructor typically are passionate about the specific area of interest/expertise. In my case, leadership, corporate social responsibility, and business communication are all sub-categories of management," he says. "Typically, the students who select management as an area of specialization in college, as I did as an undergraduate, have a yearning to manage a family business, start their own business, become a part of the

leadership team of a small, medium, or large corporation."

Leslie harps on reaping what you sow in terms of inputting hours and effort into the business, but it is paramount to maintain the proper mindset to avoid neglecting life priorities.

"Getting the job done is the mantra of business. However, make sure that you strive to get a tolerable mix of work and life priorities," he says. "There are days when you may need to work 18 hours, just make sure that is the exception and not the norm."

He expands on this concept by addressing ways to avoid burnout in the industry.

"Managing stress and prioritizing deadlines are two critical areas to reduce burnout, and managing work-life responsibilities, not balance, as it is impossible in my estimation to find a balance," he says. "The key is to prioritize and be true to yourself and those that hold significant value in your life."

Leslie continues by adding that communication is key in stressful business situations.

"There are always deadlines in business, but the key to reducing stress and meeting those deadlines is prioritizing," he says. "Sometimes, it may not be feasible to meet deadlines, so one has to communicate to all the affected parties. My mantra is, 'Under-promise and over-deliver.' Lastly, learn to say 'no' when necessary, so that you do not overwhelm yourself, leading to increased stress and an abhorrence for the workplace."

As with almost all occupations and industries, continuing education is critical in business management and administration. For Leslie, this includes changes relating to technology integration into business processes and communication as well as keeping up to date through webinars, workshops, seminars, participation in professional organization conferences, and symposia.



One area in particular regarding technology that has been transformative recently in the industry includes artificial intelligence.


“Artificial intelligence and data analytics have transformed how goods and services are sourced, utilized, and tracked,” says Leslie. “Therefore, each member of the workforce needs to conduct a frequent and deep examination of one’s skillset to determine current and projected gaps. After such assessment, a plan must be put in place to acquire the requisite skills and experience to meet current and future business needs.”

He vocalizes the importance of constantly retooling these skillsets as a natural and proactive response to mitigating disruptors as COVID-19 has had on the business sector, showing that those who adapt and are proactive in planning for likely disruption can often find themselves in successful positions in the industry.


Along with sharing his knowledge and experience to his students, it is also Leslie’s duty to extinguish common misconceptions related to the field of management and business communication. He has helped outline these with a list of misconceptions he often sees from some of his students.

- Internships and externships have no impact on employability.
- Management is “telling people what to do.”
- Business communication is of lesser importance than other key management skills.
- Having “good grades alone” is a guarantee to getting a management position upon graduation.
- A college degree is an immediate direct ticket to a high-paying management position.
- Being a college professor is an “easy” job.

Leslie says he particularly faces difficulties with the first item of that list.



Learn to say 'no' when necessary, so that you don't overwhelm yourself, leading to increased stress and an abhorrence for the workplace.



“The biggest challenge I face as a business school faculty is getting our students to see the value of and necessity of participating in at least two internships or externships in their field of specialization before they graduate with their bachelor’s degree,” he says. “Many students struggle with making the link between having a competitive GPA and relevant work experience gained through an internship or externship.”

Through these internships or externships, students can gain valuable knowledge and skills that will help them further their business career.

“Students that want to enter the field of business as either an academic or working in a leadership role in a small, medium, or large corporation, must be willing to accept that the world of business is dynamic and requires individuals that are willing to think innovatively, critically, and divergently, while at the same time valuing the input of all members of a team,” he says.

As for the future of the industry, students can rest assured that jobs relating to business administration and management are projected to climb by eight percent from 2020 to 2030, adding about 750,800 new jobs nationally, according to the Bureau of Labor Statistics.

Leslie expands on this potential growth, outlining specific areas in which the industry can expect to advance.

“The areas of greatest growth over the next decade are in the sectors of logistics management, data analytics, and market research and these are driven by data and artificial intelligence influenced products and services,” he says.

He adds that accounting and auditing are also projected to see growth due to more companies expanding their operations globally to meet the rising consumer demands for goods and services.

“Therefore, students must be willing to relocate nationally and internationally to take advantage of opportunities for personal and professional development,” he says.

Leslie leaves students with a last bit of advice regarding the specific organizations with which they pursue a job.

“Additionally, students need to be aware of business ethics and assure that their personal ethics align well with the company for which they choose to work. Students need to know what moral lines they are unwilling to cross and be willing to push back if they feel that business decisions run counter to their personal or generally accepted societal, ethical, and moral principles,” he says.



## Mum payday signals another week of accuracy, timeliness

*Fort Smith ArcBest payroll director describes behind-the-scenes efficiency that help keep company employees paid and happy*

As weeks, months, and years pass through the daily grind of employment – clocking in, clocking out, going home to rest, and waking up to do it all again – the paychecks regularly roll in, or – more often – are directly deposited into our bank accounts with little to no afterthought. But what truly goes on behind the veil to make sure we are properly compensated in a timely manner?

Our paychecks, if done correctly, are always right on time with the correct amount paid out to us, taken out for various taxes, insurance plans, retirement accounts, and more, but it's not just some magical algorithm that makes this all possible. There is often a dedicated team of payroll specialists working diligently behind the scenes to ensure this process is constantly running smoothly to help employees and their respective companies avoid hiccups or delinquencies in payment to various organizations. It is this silence that screams success

for those behind-the-scenes stars.

Melissa James, director of payroll for ArcBest in Fort Smith, is one of these unseen and often unrecognized heroes. James has been in the payroll industry in some capacity for 21 years, with 11 of those years coming in the manufacturing sector and 10 years in logistics, which allows her to fit right in with ArcBest's vision and values.

According to the ArcBest website, "ArcBest is a multibillion-dollar integrated logistics company that leverages [its] technology and full suite of shipping and logistics solutions to meet our customers' supply chain needs."

Due to the sheer volume of global business it conducts on a daily basis, it stands to reason why ArcBest needs a formidable team of payroll specialists to ensure its multitude of employees are compensated accurately and on time. That's where James comes in.

James says her most rewarding days are quiet pay days due to the

unspoken compliment that it gives the payroll team, communicating a "job well done" to the team. She adds that the overall goal is 100 percent accurate and on-time pay. This accuracy is a key trait to those looking to enter the field.

"Payroll professionals typically have a love for math and a goal for accuracy," she says. "An individual should be self-driven and not afraid of change. An interesting part of our job is helping leadership with employee benefits. For example, flexible work has been a strong area of focus with the pandemic and allowed changes that have worked out great for the employees."

She continues by expanding on that communication and teamwork with leadership within the company.

"We help provide the data to leaders to ensure this new environment is also good for business," she says. "I think it's also important to remember the employees are working for this paycheck, and anything less of 100 percent accurate is a bad reflection on the department and possibly the company. It's important to have high standards and really get to the root of the problem to prevent an error from happening."

To those aiming for success in the industry, James explains that the longevity and ubiquity of payroll are among the many advantages for being in the field.

"It's a sound job that is needed by every organization," she says. Things are always changing to keep you on your toes, and the knowledge of these rules and regulations are nationwide. Payroll is a great department to learn about the business structure, and we make people happy."

James adds that the job security in ensuring employees get paid, along with the department maintaining



connections with all branches of the organization, provide confidence in finding and maintaining a position within the industry.

She further explains that the changing of rules and regulations she mentioned previously does provide a challenge in her daily work, but one that is necessary to take on if a payroll department is to continue success.

“A continuing challenge is payroll compliance with withholding taxes, unemployment filings, and employee leave laws,” she says. “At times it is challenging when new laws are implemented quickly to configure our systems, test for accuracy, and communicate to our employees.”

While these changes do provide obstacles in the job, they also provide opportunities for continuing education for its employees.

“It’s important to not be reactive to change, but proactive and prepared for it,” she says. “Continuing education can eliminate small tasks and allow your time to be spent on more impactful areas leading to being a better contributor to the company.”

She adds that ArcBest works closely with the American Payroll Association for training for continuing education as well.

Along with the laws and regulations that may change at a moment’s notice, technological advances also play a part in the adaptation of employees. James details that the technology used by ArcBest’s payroll team has moved to a cloud-based platforms – as we have seen from many software companies around the world. Due to this evolution, James encourages knowledge of configuration of programming for those looking to make a further impact in the field.

For James, the typical work process involves some behind-the-



scenes work that keeps employees covered from tax trouble and allows them to avoid defaulting on payments such as child support, wage garnishment, and more.

“We are on a bi-weekly payroll frequency, meaning we pay employees every other Friday. There are some tasks such as collecting hours and absence data that are weekly,” she says. “Other items such as actually processing the payroll and depositing into the bank accounts are every other week. On those payroll weeks, we are also processing wage withholdings such as child support and garnishments and paying those entities on behalf of our employees. Tax withholdings for state, city, local, and federal must also be paid to the entities due. We make payments to the IRS and these state and local entities online and by paper check if online is not an option. At the end of the quarter, we have quarterly filings that are due to the IRS. At the end of the year, we produce W-2s to the employees and file with the Social Security Administration for federal. We also file W2s in states or local tax areas where required.”

This whirlwind of action behind the scenes is often an unrecognized frenzy of data collection, payments, filings, and so much more, but is

crucial to the compliance of the organization for which it occurs. That is why James says an employee in this industry must be trustworthy, dependable, and able to keep information confidential.

In addition to these qualities, an individual will also obviously need some education as well. This education, as outlined by James, can include a variety of paths, but often begins with a bachelor’s degree of some sort. James herself has a bachelor’s degree in accounting, but she says the company has payroll employees who majored in biology, sociology, and business. Regardless of the major, she does say that a focus in business, finance, math, or accounting is helpful.

“I would encourage students to keep an open mind with their degree choice,” she says. “Finance and Accounting are strong areas of concentration that can offer many opportunities to fit different personality traits. It’s all about finding the right company with strong values that match your own and excelling at what you enjoy.”

Next time you open your paycheck or peek at your bank account to see that direct deposit hit right on time each pay period, think of James and the numerous payroll specialists that help keep that operation running smoothly.



# EDUCATION PAYS

Continuing your education after high school pays off. College graduates with a bachelor's degree earn \$524 more a week than a high school graduate.

Note: Data are for persons age 25 and over. Earnings are for full-time wage and salary workers for 2021.  
Source: Current Population Survey, U.S. Department of Labor, U.S. Bureau of Labor Statistics.

Less than High School	\$626
High School Diploma	\$809
Some College, No Degree	\$899
Associate Degree	\$963
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Doctoral Degree	\$1,909









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