

**BUFFALO & ERIE COUNTY WORKFORCE INVESTMENT BOARD
LIST OF DEMAND OCCUPATIONS**

TITLE	DESCRIPTION
Accountants	Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.
Automotive Mechanics	Specializes in automobile maintenance, repair and sometimes modification. One of the mechanic's major roles is to diagnose the problem accurately and quickly. Mechanics use both electronic means of gathering data as well as their senses. The job may involve repair of a specific part or the replacement of one or more parts as assemblies.
Bill and Accounts Collectors	Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts
Bookkeeping, Accounting, and Auditing Clerks	Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
Carpentry, Construction Workers, Weatherization	Hands on instruction in the construction trades to include: carpentry, HVAC, electrical, plumbing, drywall, masonry, painting, concrete, roofing, insulation and energy efficiency.
Certified Nursing Assistants (CNAs)	Work under the supervision of a nurse and provide assistance to patients with daily living tasks. CNAs are responsible for basic care services such as bathing, grooming and feeding patients, assisting nurses with medical equipment and checking patient vital signs.
Child, Family, and School Social Workers	Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist single parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers on how to deal with problem children.
Child Care Worker	Attend to children at schools, businesses, private households, and childcare institutions. Perform a variety of tasks, such as dressing, feeding, bathing and overseeing play.
Civil Engineers	Perform engineering duties in planning, designing and overseeing construction and maintenance of building structures such as roads, railroads, bridges etc.

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Clinical Lab Scientist/Medical Lab Technologist	Perform complex medical laboratory tests for diagnosis, treatment and prevention of disease. May train or supervise staff.
Combined Food Preparation and Serving Workers, Including Fast Food	Perform duties which combine both food preparation and food service. Workers who spend more than 80 percent of their time in one job are classified in that occupation.
Community Health Worker	Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promotes, maintains and improves individual and community health.
Computer User Support Specialists	Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically.
Computer Network Support Specialists	Analyze, test, troubleshoot and evaluate existing network systems, such as local area network (LAN), wide area network(WAN) and internet systems or a segment of a network system,. Perform network maintenance to ensure networks operate correctly with minimal interruption.
Computer Software Developers, Applications	Develop, create and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions.
Computer Systems Engineers	Design and develop solutions to complex applications, problems, system administration issues, or network concerns. Perform systems management and integration functions.
<i>**Cooks, Institution & Cafeteria</i>	<i>Prepare and cook large quantities of food for institutions such as schools, hospitals or cafeterias.</i>
Cooks, Fast Food	Prepare and cook food in a fast food restaurant with a limited menu. Duties of the cooks are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment.
Cooks, Restaurant	Prepare, season, and cook soups, meats, vegetables, desserts, or other foodstuffs in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menu.
Customer Service Representatives	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Exclude individuals whose duties are primarily sales or repair.
Database Administrators	Administer, test and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate and implement security measures to safeguard computer databases.
<u>Database Architects</u>	Design strategies for enterprise database systems and set standards for operations, programming and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

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Dental Assistants	Work on behalf of the patient as well as the dentist in helping to assure a high level of professional excellence in oral health care delivery. Duties may include working with dentist as well as managing the business aspects of the dental practice such as scheduling, billing and purchasing.
Dental Hygienists	Clean teeth and examine oral areas, head, and neck for signs of oral disease. May educate patients on oral hygiene, take and develop X-rays, or apply fluoride or sealants.
Diagnostic Medical (Ultra) Sonographer	Draw on high frequency sound waves (ultrasound) to create dynamic cross-sectional images of body tissues and blood flow.
Dietician	Plan and conduct food service or nutritional programs to assist the promotion of health and control of disease.
Direct Support Professionals	Provide services to individuals with disabilities. Help individuals with their everyday needs in a variety of settings that include their homes, residences or day programs. Train, teach, assist and support individuals to live more independent lives.
Electrical Helpers	Assist electricians in installing and repairing electrical wiring, fixtures and equipment.
Electrical/Industrial Electrician	Install, maintain and repair electrical wiring, equipment and fixtures. Ensure work is in accordance with relevant codes.
Electro-Mechanical Technician	Repair, install, adjust or maintain industrial production and processing machinery or refinery and pipeline distribution systems.
Emergency Medical Technicians and Paramedics	Access injuries, administer emergency medical care and extricate trapped individuals. Transport injured or sick persons to medical facilities.
Executive Secretaries and Administrative Assistants	Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Exclude "Secretaries"
First-Line Supervisors/Managers of Food Prep and Serving Workers	Supervise workers engaged and serving food.
Food Manufacturing Technicians	Responsible for making sure food in stores, especially processed foods, meet state and federal agency food safety guidelines and for quality control in facility where food is made.
Front Desk Operator/Clerk	Accommodate hotel, motel and resort patrons by registering and assigning rooms to guests. Issuing room keys or cards, transmitting and receiving messages and keeping records of occupied rooms and guest accounts. Making and confirming reservations and collecting payments from departing guests.

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Health Information Technician	Assist health information administrators in the review and maintenance of medical records; retrieve and compile data from various reports; and assist in the proper storage, maintenance and retrieval of medical records.
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Install or repair heating, central air conditioning, or refrigeration systems, including oil burners, hot-air-furnaces, and heating stoves.
Home Health Aide/Medication Technician	Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents or persons with disabilities at a patient's home or in a care facility. Dispenses prescribed medications to patients according to doctor's written orders.
Human Resources Specialists	Screen, recruit, interview and place workers. Interpret and explain human resources policies, procedures, laws, standards and regulations. Maintain current knowledge of EEO and affirmative action guidelines and laws. Prepare or maintain employment records related to events such as hiring, termination, leaves, transfers or promotions. Address employee relations such as harassment allegations, work complaints or other concerns.
Industrial Engineers	Design, develop, test and evaluate integrated system for managing industrial production processes, including human work factors, quality control, inventory control, logistics and material flow, cost analysis and production coordination.
Janitors and Cleaners	Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.
Licensed Practical and Licensed Vocational Nurses	Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.
Machinist	Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify or repair mechanical instruments. Applies knowledge of mechanics, mathematics, mental properties, layout and machining procedures.
Mechanic/Manufacturing	Lubricate machinery, change parts or perform other routine machinery maintenance.
Maids and Housekeeping Cleaners	Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels and hospitals, in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.
Medical and Clinical Laboratory Technicians	Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.

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Medical Assistants	Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.
Medical Records and Health Information Technicians	Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.
Medical & Health services Manager (Practice Facilitator/Practice Manager)	Plan, direct or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies or similar organizations.
Medical Coders	Work in the billing office, or “back office” of medical practices or hospitals. They help to complete, review and process medical claims to help physician practices and hospitals get reimbursed from insurance companies for services provided to patients.
Medical Secretaries	Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.
Mental Health and Substance Abuse Social Workers	Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.
Nuclear Medicine Technologist	Under a physician’s supervision, apply drugs labeled with a small amount of radioactivity to study the function of the internal organs and treat disease.
Numerical Tool and Process Control Programmers	Develop programs to control machining or processing of parts by automatic machine tools, equipment, or systems.
Occupational Therapy Assistant	Assist occupational therapists in providing occupational therapy treatments and procedures. May in accordance with State law, assist in development of treatment plans, carry out routine functions, direct activity programs and document the progress of treatments.
Pharmacy Technicians	Help licensed pharmacists prepare medications (receive prescription requests, count tablets, label bottles), provide customer service and perform administrative duties within a pharmacy setting.
Preschool Teachers, Except Special Education	Instruct preschool-aged children in activities designed to promote social, physical and intellectual growth needed for primary school in preschool, daycare center or other child development facility.

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**<u>Personal Care Aid</u>	<i>Provide personalized assistance to individuals with disabilities or illness who require help with personal care and activities of daily living support (e.g. feeding, bathing, dressing, grooming, toileting and ambulation).</i>
Physical Therapists and Physical Therapy Assistants	Assess, plan, organize, and participate in rehabilitative programs that improve mobility, relieve pain, increase strength, and decrease or prevent deformity of patients suffering from disease or injury.
Phlebotomist	Draw blood for tests, transfusions, donations or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.
**<u>Plumbers, Pipefitters & Steamfitters</u>	<i>Assemble, install, alter and repair pipelines or pipe systems that carry water, steam, air or other liquids or gases. May install heating and cooling equipment and mechanical control systems. Includes sprinkler fitters.</i>
Production Operator / Distribution Worker / Certified Production Technician	Operate machinery used in production process, examine products to verify conformance to quality standards, count finished products to determine if product orders are complete.
Quality Insurance Inspector / Lab Tech	Inspect, test, sort, sample or weigh, non-agricultural raw materials, or processed, machined, fabricated or assembled parts or products for defects, wear and deviations from specifications. May use precision measuring instruments and complex test equipment.
Radiologic Technicians	Maintain and use equipment and supplies necessary to demonstrate portions of the human body on X-ray film or fluoroscopic screen for diagnostic purposes.
Radiologic Technologists	Take X-rays and CAT scans or administer non-radioactive materials into patient's blood stream for diagnostic purposes. Includes technologists who specialize in other modalities, such as computed tomography, ultrasound, and magnetic resonance.
Registered Nurses	Access patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required. Includes advance practice nurses such as: nurse practitioners, clinical nurse specialists, certified nurse midwives, and certified registered nurse anesthetists. Advanced practice nursing is practiced by RNs who have specialized formal, post-basic education and who function in highly autonomous and specialized roles.
Respiratory Therapists	Assess, treat, and care for patients with breathing disorders. Assume primary responsibility for all respiratory care modalities, including the supervision of respiratory therapy technicians. Initiate and conduct therapeutic procedures; maintain patient records; and select, assemble, check and operate equipment.
**<u>Roofers</u>	<i>Covers roofs of structures with shingles, slate asphalt, aluminum, wood or related materials. May spray roofs, sidings and walls with material to bind seal and insulate or soundproof sections of structures.</i>

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<p>**<u>Receptionists & Information Clerks</u></p>	<p><i>Answer inquiries and provide information to the general public, customers, visitors and other interested parties regarding activities conducted at establishment and location of departments, offices and employees within the organization.</i></p>
<p>Social and Human Service Assistants</p>	<p>Assist professionals from a wide variety of fields, such as psychology, rehabilitation, or social work, to provide client services, as well as support for families. May assist clients in identifying available benefits and social and community services and help clients obtain them. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or adult daycare.</p>
<p>Software Developers, Applications</p>	<p>Develop, create and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions.</p>
<p>Sterilization Process Technician</p>	<p>Prepare medical equipment (proper handling, cleaning, assembly, testing and packaging of many kinds of medical instruments) for doctors, nurses, dentists and other health care professionals.</p>
<p>Surgical Technologists</p>	<p>Assist in operations, under the supervision of surgeons, registered nurses, or other surgical personnel. May help set up operating room, prepare and transport patients for surgery, adjust lights and equipment, pass instruments and other supplies to surgeons and surgeon's assistants, hold retractors, cut sutures, and help count sponges, needles, supplies, and instruments.</p>
<p>Teacher Assistant</p>	<p>Perform duties that are instructional in nature or deliver direct service to students or parents.</p>
<p>Truck Drivers, Heavy</p>	<p>Drive truck with capacity of more than three tons to transport materials to specified destinations.</p>
<p>Web Developers</p>	<p>Design, create and modify websites. Analyze user needs to implement website content, graphics, performance and capacity. May integrate websites with other computer applications. May convert written, graphic, audio and video components to compatible web formats by using software designed to facilitate the creation of web and multimedia content.</p>
<p>Welders and Cutters</p>	<p>Use hand welding and flame-cutting equipment to weld together metal components and parts or to cut, trim, or scarf metal objects to dimensions, as specified by layouts, work orders, or blueprints.</p>

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NOTE:

*New Titles / Trainings Are Highlighted in Bold,
Italicized, And Underlined with Asterisks*