

## Entry-Level Driver

53-3032.00 - Truck Drivers, Heavy and Tractor-Trailer

### Pre-Qualifications:

- Class A CDL from an accredited school
- Clean driving record
- Clean drug test
- Satisfactory background check
- Minimum 21 year age requirement

### Training:

- Satellite tracking system
- Safety regulations
- Qualcomm
- Company-specific policies and procedures
- Over the road with a trainer
- In-house driving instruction
- Money saving driving techniques
- Maximum utilization
- Equipment maintenance
- Trip and time management
- Accident prevention
- Ongoing driver training
- Grad fleet/developmental training
- Customer-specific training
- Haz-Mat training
- Equipment-specific training

**Salary Range:** \$ 35-40K

**# Needed in PA:** 35 to Unlimited

### Knowledge:

- **Transportation** - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography** - Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills:

- **Operation and Control** - Controlling operations of equipment or systems.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Mathematics** - Using mathematics to solve problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

**Abilities:**

- **Static Strength** - The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Far Vision** - The ability to see details at a distance.
- **Reaction Time** - The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Spatial Orientation** - The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Response Orientation** - The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.

## Experienced/First-Seat Driver

53-3032.00 - Truck Drivers, Heavy and Tractor-Trailer

### Pre-Qualifications:

- Experience as a driver - average of 6 months (or 50,000 miles)
- Experience in a multi-regional or national capacity

### Training:

- Satellite tracking system
- Safety regulations
- Qualcomm
- Company-specific policies and procedures
- Over the road with a trainer
- In-house driving instruction
- Money saving driving techniques
- Maximum utilization
- Equipment maintenance
- Trip and time management
- Accident prevention
- Ongoing driver training
- Grad fleet/developmental training
- Customer-specific training
- Haz-Mat training
- Equipment-specific training
- Mentorship program

**Salary Range:** \$ 40-58K

**# Needed in PA:** 35 to Unlimited

### Knowledge:

- **Transportation** - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography** - Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills:

- **Operation and Control** - Controlling operations of equipment or systems.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Mathematics** - Using mathematics to solve problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

**Abilities:**

- **Static Strength** - The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Far Vision** - The ability to see details at a distance.
- **Reaction Time** - The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Spatial Orientation** - The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Response Orientation** - The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.

## Driver Trainer / Over-the-Road Driving Instructor

53-3032.00 - Truck Drivers, Heavy and Tractor-Trailer /  
25-1194.00 - Vocational Education Teachers, Postsecondary

### Pre-Qualifications:

- Minimum 1 year experience on the road or 100,000 miles
- Minimum 6 months with the company
- No major accidents or claims
- Completion of at least one winter solo

### Training:

- Certified train-the-trainer program

**Salary Range:** \$ 45-85K

**# Needed in PA:** 35 to Unlimited

### Knowledge:

- **Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals, and the measurement of training effects.
- **Psychology** - Knowledge of human behavior and performance; individual differences in ability
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Transportation** - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography** - Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills:

- **Instructing** - Teaching others how to do something.
- **Speaking** - Talking to others to convey information effectively.
- **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.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Time Management** - Managing one's own time and the time of others.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Service Orientation** - Actively looking for ways to help people.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Operation and Control** - Controlling operations of equipment or systems.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when

and what kind of maintenance is needed.

- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Mathematics** - Using mathematics to solve problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

#### **Abilities:**

- **Static Strength** - The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Far Vision** - The ability to see details at a distance.
- **Reaction Time** - The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Spatial Orientation** - The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Response Orientation** - The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Recognition** - The ability to identify and understand the speech of another person.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

## In-House Driving Instructor

53-3032.00 - Truck Drivers, Heavy and Tractor-Trailer /  
25-1194.00 - Vocational Education Teachers, Postsecondary

### Pre-Qualifications:

- From 1 to 3 years experience on the road
- CDL or transportation industry experience
- Strong knowledge of regulations

### Training:

- Certified train-the-trainer program (state regulations vary)

**Salary Range:** \$ 35-50K

**# Needed in PA:** terminal specific

### Knowledge:

- **Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals, and the measurement of training effects.
- **Psychology** - Knowledge of human behavior and performance; individual differences in ability
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Transportation** - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography** - Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills:

- **Instructing** - Teaching others how to do something.
- **Speaking** - Talking to others to convey information effectively.
- **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.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Time Management** - Managing one's own time and the time of others.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Service Orientation** - Actively looking for ways to help people.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Operation and Control** - Controlling operations of equipment or systems.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is

working properly.

- **Mathematics** - Using mathematics to solve problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

#### **Abilities:**

- **Static Strength** - The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Far Vision** - The ability to see details at a distance.
- **Reaction Time** - The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Spatial Orientation** - The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Response Orientation** - The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Recognition** - The ability to identify and understand the speech of another person.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

## Fleet / Driver Manager / Dispatcher

53-1031.00 - First-Line Supervisors / Managers of Transportation and Material-Moving Machine and Vehicle Operators

### Pre-Qualifications:

- Work experience in a related occupation (i.e., customer service skills)
- Management experience

### Training:

- Classroom
- On-the-job

**Salary Range:** \$ 32-50K

**# Needed in PA:** 250 (terminal specific)

### Knowledge:

- **Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

### Skills

- **Speaking** — Talking to others to convey information effectively.
- **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.
- **Coordination** — Adjusting actions in relation to others' actions.
- **Mathematics** — Using mathematics to solve problems.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Instructing** — Teaching others how to do something.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.

## Abilities

- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).

## Load Planner

53-1021.00 - First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

### Pre-Qualifications:

- Business/math skills
- Strong analytical skills
- Logistics experience

### Training:

- Fleet manager training
- On-the-job

**Salary Range:** \$ 40-50K

**# Needed in PA:** terminal specific

### Knowledge:

- **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

### Skills

- **Instructing** — Teaching others how to do something.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Coordination** — Adjusting actions in relation to others' actions.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Mathematics** — Using mathematics to solve problems.
- **Speaking** — Talking to others to convey information effectively.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

### Abilities

- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures,

mathematical operations).

- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
- **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
- **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

## Safety

53 17-2111.01 - Industrial Safety and Health Engineers

### Pre-Qualifications:

- Computer skills
- Interpersonal/communication skills

### Training:

- Regulations
- Software, application specific
- Accident prevention

**Salary Range:** \$32-80K

**# Needed in PA:** terminal specific

### Knowledge:

- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Chemistry** — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

### Skills

- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Speaking** — Talking to others to convey information effectively.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
- **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.
- **Persuasion** — Persuading others to change their minds or behavior.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Time Management** — Managing one's own time and the time of others.
- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

- **Instructing** — Teaching others how to do something.
- **Negotiation** — Bringing others together and trying to reconcile differences.

## **Abilities**

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Originality** — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Speech Recognition** — The ability to identify and understand the speech of another person.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.

## Owner-Operator

53-3032.00 - Truck Drivers, Heavy and Tractor-Trailer

### Pre-Qualifications:

- Experience as a driver - minimum of 6 months or 50,000 miles

### Training:

- Owner-operator policies
- Fuel management
- Business 101

**Salary Range:** \$ 100-125K Net

**# Needed in PA:** Unlimited

### Knowledge:

- **Transportation** - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- **Geography** - Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Skills:

- **Operation and Control** - Controlling operations of equipment or systems.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Mathematics** - Using mathematics to solve problems.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

### Abilities:

- **Static Strength** - The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Far Vision** - The ability to see details at a distance.
- **Reaction Time** - The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- **Spatial Orientation** - The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Response Orientation** - The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.

## Recruiter

13-1071.02 - Personnel Recruiters

### Pre-Qualifications:

- Relevant industry experience
- Sales experience

### Training:

- Company policies and procedures
- Industry-specific training/regulations
- Selling techniques

**Salary Range:** \$ 28-60K (w/Commission)

**# Needed in PA:** 5-15

### Knowledge:

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- **Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

### Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Speaking** — Talking to others to convey information effectively.
- **Service Orientation** — Actively looking for ways to help people.
- **Negotiation** — Bringing others together and trying to reconcile differences.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management** — Managing one's own time and the time of others.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.

## Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Speech Recognition** — The ability to identify and understand the speech of another person.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.

## Customer Service

43-4051.00 - Customer Service Representatives

### Pre-Qualifications:

- Relevant industry training
- Customer service skills

### Training:

- Company policies and procedures
- Industry training
- Customer-specific training

**Salary Range:** \$ 28-40K

**# Needed in PA:** terminal/office specific

### Knowledge:

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

### Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Speaking** — Talking to others to convey information effectively.
- **Time Management** — Managing one's own time and the time of others.
- **Service Orientation** — Actively looking for ways to help people.
- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Speech Recognition** — The ability to identify and understand the speech of another person.

- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

## Operations

11-1021.00 - General and Operations Managers

### Pre-Qualifications:

- Management experience

### Training:

- Company policies and procedures

**Salary Range:** \$ 40-80K

**# Needed in PA:** terminal specific

### Knowledge:

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

### Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Time Management** — Managing one's own time and the time of others.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Speaking** — Talking to others to convey information effectively.
- **Management of Financial Resources** — Determining how money will be spent to get the work done, and accounting for these expenditures.
- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Persuasion** — Persuading others to change their minds or behavior.

## Abilities

- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Speech Recognition** — The ability to identify and understand the speech of another person.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.

## Maintenance

49-9042.00 - Maintenance and Repair Workers, General

### Pre-Qualifications:

- Maintenance background/mechanical ability

### Training:

- Equipment-specific technical training
- On-the-job

**Salary Range:** \$ 30-50K

**# Needed in PA:** terminal specific

### Knowledge:

- **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.
- **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

### Skills

- **Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Repairing** — Repairing machines or systems using the needed tools.
- **Troubleshooting** — Determining causes of operating errors and deciding what to do about it.
- **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.
- **Installation** — Installing equipment, machines, wiring, or programs to meet specifications.
- **Equipment Selection** — Determining the kind of tools and equipment needed to do a job.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Operation Monitoring** — Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Coordination** — Adjusting actions in relation to others' actions.

### Abilities

- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or

your two hands to grasp, manipulate, or assemble objects.

- **Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Visualization** — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.