

**Finger Lakes Works Demand Occupations for WIOA Training  
July 1, 2019 to June 30, 2020**

The following have been identified by the New York State Department of Labor and local employers as occupations having favorable to very favorable employment prospects in the Finger Lakes Region. Training leading to employment in these occupations may be considered for Workforce Innovation and Opportunity funding. Approval is based on an individual's suitability for training, labor market requirements, local policies and availability of funds.

<b>Occupations</b>	<b>O-Net</b>
<b><u>High Priority</u></b>	
Accountants & Auditors	13-2011
Bookkeeping, Accounting, & Auditing Clerks	43-3031
Child Care Workers	39-9011
Computer Support Specialists	15-1041
Customer Service Representatives	43-4051
Executive Secretaries and Administrative Assistants	43-6011
Home Health Aides	31-1011
Janitors & Cleaners, Except Maids & Housekeeping Cleaners	37-2011
Nursing Aides, Orderlies, & Attendants	31-1012
Office Clerks, General	43-9061
Registered Nurses	29-1141
Secretaries, Except Legal, Medical and Executive	43-6014
Truck Drivers, Heavy and Tractor-Trailer	53-3032
<b><u>Medium Priority</u></b>	
Automotive Service Technicians and Mechanics	49-3023
Computer-Controlled Machine Tool Operators, Metal and Plastic	51-4011.
Computer Software Engineers, Applications	15-1031
Computer Systems Analysts	15-1121
Electricians	47-2111
Landscaping and Groundskeeping Workers	37-3011
Licensed Practical Nurses	29-2061
Maintenance and Repair Workers, General	49-9071
Machinists	51-4041
Receptionists and Information Clerks	43-4171
Security Guards	33-9032
Social & Human Service Assistants	21-1093
Truck Drivers, Light or Delivery Services	53-3033
Welders, Cutters, and Welder Fitters	51-4121.
Electronics Engineering Technicians	17-3023.01
Cooks, Restaurant	35-2014
Gaming Dealers	39-3011.
Phlebotomists	31-9097.
Photonics Technicians	17-3029.
Substance Abuse and Behavioral Disorder Counselors	21-1011.00
<b><u>Low Priority</u></b>	
Bill & Account Collectors	43-3011
Carpenters	47-2031
Dental Hygienists	29-2021
Dental Assistants	31-9091
Heating, Air Conditioning and Refrigeration Mechanics and Installers	49-9021
Manufacturing Production Technicians	17-3029
Medical Records and Health Information Technicians	29-2071
Medical Assistants	31-9092
Medical Secretaries	43-6013
Network & Computer Systems Administrators	15-1142
Network Systems & Data Communications Analysts	15-1081
Pharmacy Technicians	29-2052.

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**Accountants & Auditors:** Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others. Install or advise on systems of recording costs or other financial and budgetary data. **Sample of reported job titles:** Accountant, Certified Public Accountant (CPA), Staff Accountant, Accounting Manager, Cost Accountant, General Accountant, Accounting Officer, Business Analyst, Accounting Supervisor, Financial Reporting Accountant, Auditor, Internal Auditor, Auditor-in-Charge, Assurance Manager, Audit Manager, Internal Audit Director, Assurance Senior, Audit Partner, Deputy for Audit, Financial Auditor

**Automotive Service Technicians and Mechanics**

Diagnose, adjust, repair, or overhaul automotive vehicles.

**Bill & Account 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; and keeping records of collection and status of accounts. **Sample of reported job titles:** Collector, Patient Account Representative, Debt Collector, Account Representative, Collections Manager, Credit Clerk, Patient Access Specialist, Telephone Collector, Accounts Receivable Specialist, Biller

**Bookkeeping, Accounting, & 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. **Sample of reported job titles:** Accounting Clerk, Accounting Assistant, Accounts Payables Clerk, Bookkeeper, Account Clerk, Accounts Payable Clerk, Accounts Receivable Clerk, Account Receivable Clerk, Accounts Payable Specialist, Accounting Associate

**Child Care Workers:** Attend to children at schools, businesses, private households, and childcare institutions. Perform a variety of tasks, such as dressing, feeding, bathing, and overseeing play. **Sample of reported job titles:** Child Care Worker, Child Care Provider, Child Caregiver, Childcare Worker, Infant and Toddler Teacher, Infant Teacher, Toddler Teacher, Before and After School Daycare Worker, Child Care Teacher, Teacher Assistant

**Carpenters**

Construct, erect, install, or repair structures and fixtures made of wood, such as concrete forms; building frameworks, including partitions, joists, studding, and rafters; and wood stairways, window and door frames, and hardwood floors. May also install cabinets, siding, drywall and batt or roll insulation. Includes brattice builders who build doors or brattices (ventilation walls or partitions) in underground passageways

**Computer-Controlled Machine Tool Operators, Metal and Plastic**

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Operate computer-controlled machines or robots to perform one or more machine functions on metal or plastic work pieces. **Sample of reported job titles:** Computer Numerical Control Operator (CNC Operator), Computer Numerical Control Machinist (CNC Machinist), Machine Operator, Computer Numerical Control Lathe Operator (CNC Lathe Operator), Computer Numerical Control Machine Operator (CNC Machine Operator), Computer Numerical Control Mill Operator (CNC Mill Operator), Production Worker, Brake Press Operator, Computer Numerical Control Set Up Technician (CNC Set Up Technician), Computer Numerical Control Set-Up Operator (CNC Set-Up Operator)

**Computer Software Engineers, Applications:** Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers. **Sample of reported job titles:** Software Engineer, Application Integration Engineer, Programmer Analyst, Software Development Engineer, Computer Consultant, Software Architect, Software Developer, Technical Consultant, Applications Developer, Business Systems Analyst

**Computer Support Specialists:** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. **Sample of reported job titles:** Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist

**Computer Systems Analysts:** Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. **Sample of reported job titles:** Systems Analyst, Programmer Analyst, Business Systems Analyst, Computer Systems Analyst, Computer Systems Consultant, Computer Analyst, Information Systems Analyst (ISA), Applications Analyst, Business Analyst, Systems Engineer

**Customer Service Representatives:** Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. **Sample of reported job titles:** Customer Service Representative, Account Manager, Client Services Representative, Account Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

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**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.

**Sample of reported job titles:** Dental Hygienist, Registered Dental Hygienist (RDH), Hygienist

**Dental Assistants:** Assist dentist, set up equipment, prepare patient for treatment, and keep records. **Sample of reported job titles:** Dental Assistant, Registered Dental Assistant (RDA), Certified Dental Assistant (CDA), Expanded Duties Dental Assistant (EDDA), Orthodontic Assistant, Certified Registered Dental Assistant, Oral Surgery Assistant, Surgical Dental Assistant, Expanded Dental Assistant, Expanded Duty Dental Assistant

**Electricians:** Install, maintain, and repair electrical wiring, equipment, and fixtures. Ensure that work is in accordance with relevant codes. May install or service street lights, intercom systems, or electrical control systems. **Sample of reported job titles:** Electrician, Maintenance Electrician, Journeyman Electrician, Inside Wireman, Control Electrician, Electrician Technician, Industrial Electrician, Journeyman Wireman

**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. **Sample of reported job titles:** Administrative Assistant, Executive Assistant, Executive Secretary, Administrative Secretary, Office Manager, Administrative Coordinator, Administrative Aide, Administrative Associate, Executive Administrative Assistant, Secretary

**Gaming Dealers:** Operate table games. Stand or sit behind table and operate games of chance by dispensing the appropriate number of cards or blocks to players, or operating other gaming equipment. Distribute winnings or collect players' money or chips. May compare the house's hand against players' hands.

**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. **Sample of reported job titles:** Service Technician, Heating, Ventilation, Air Conditioning Service Technician (HVAC Service Technician), Heating, Ventilation, Air Conditioning Technician (HVAC Technician), Heating, Ventilation, Air Conditioning Installer (HVAC Installer), HVAC Specialist (Heating, Ventilation, and Air Conditioning Specialist), HVAC Technician (Heating, Ventilation, and Air Conditioning Technician), Air Conditioning Technician (AC Tech), Heating, Ventilation, Air Conditioning Mechanic (HVAC Mechanic), HVAC Installer (Heating, Ventilation, and Air Conditioning Installer), Mechanic, Refrigeration Mechanic, Refrigeration Technician, Service Technician, Heating, Ventilation, Air Conditioning / Refrigeration Technician (HVAC / R Technician), Heating, Ventilation, Air Conditioning Technician (HVAC Technician), Heating, Ventilation, Air Conditioning Service Technician (HVAC Service Technician), HVAC/R Service Technician (Heating, Ventilation, and Air Conditioning/Refrigeration Service Technician), Refrigeration Operator, Transportation Refrigeration Technician, Ammonia Refrigeration Technician

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**Home Health Aides:** Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at the patient's home or in a care facility. Monitor or report changes in health status. May also provide personal care such as bathing, dressing, and grooming of patient. **Sample of reported job titles:** Home Health Aide (HHA), Certified Nurses Aide (CNA), Certified Nursing Assistant (CNA), Residential Counselor, Certified Medical Aide (CMA), Home Health Provider, Care Giver, Habilitation Training Specialist, Caregiver, Certified Home Health Aide

**Janitors & Cleaners, Except Maids & Housekeeping 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 maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk. **Sample of reported job titles:** Custodian, Janitor, Cleaner, Custodial Worker, Building Custodian, Heavy Duty Custodian, Environmental Specialist, Operational Service Worker (OSW), Floor Tech (Floor Technician), Plant Custodian

**Landscaping and Groundskeeping Workers**

Landscape or maintain grounds of property using hand or power tools or equipment. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortarless segmental concrete masonry wall units.

**Licensed Practical Nurses:** Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required. **Sample of reported job titles:** Licensed Practical Nurse (LPN), Charge Nurse, Licensed Vocational Nurse (LVN), Clinic Licensed Practical Nurse (CLINIC LPN), Pediatric Licensed Practical Nurse (PEDIATRIC LPN), Clinic Nurse, Office Nurse, Private Duty Nurse, Triage Licensed Practical Nurse (TRIAGE LPN)

**Light Truck or Delivery Services Drivers**

Drive a light vehicle, such as a truck or van, with a capacity of less than 26,000 pounds Gross Vehicle Weight (GVW), primarily to deliver or pick up merchandise or to deliver packages. May load and unload vehicle.

**Machinists:** 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. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, mathematics, metal properties, layout, and machining procedures. **Sample of reported job titles:** Machinist, Tool Room Machinist, Machine Operator, Machine Repair Person, Machinist Tool and Die, Automation Technician, Gear Machinist, Maintenance Specialist, Set-Up Machinist, Utility Operator

**Manufacturing Production Technicians:** Set up, test, and adjust manufacturing machinery or equipment, using any combination of electrical, electronic, mechanical, hydraulic, pneumatic, or computer technologies. **Sample of reported job titles:** Research and Development Machinist

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**Maintenance and Repair Workers, General:** Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

**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 in a manner consistent with the healthcare industry's numerical coding system. **Sample of reported job titles:** Medical Records Clerk, Health Information Clerk, Medical Records Technician, Office Manager, File Clerk, Medical Records Coordinator, Medical Records Analyst, Medical Records Director, Receptionist, Coder

**Medical Assistants:** Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information 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. **Sample of reported job titles:** Medical Assistant, Certified Medical Assistant (CMA), Certified Medical Assistant (CMA), Doctor's Assistant, Medical Office Assistant, Optometric Assistant, Clinical Assistant, Ophthalmic Technician, Optometric Technician, Outpatient Surgery Assistant

**Medical Secretaries:** Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence. **Sample of reported job titles:** Medical Secretary, Receptionist, Unit Support Representative, Office Manager, Medical Receptionist, Patient Relations Representative (PRR), Front Office Manager, Health Unit Coordinator, Medical Office Specialist, Patient Coordinator

**Network & Computer Systems Administrators:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. **Sample of reported job titles:** Systems Administrator, Network Administrator, Network Engineer, Information Technology Specialist (IT Specialist), Local Area Network Administrator (LAN Administrator), Information Technology Manager (IT Manager), Information Technology Director (IT Director), Systems Engineer, Network Manager, Network Specialist

**Network Systems & Data Communications Analysts:** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets,

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extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software. 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. Design or configure voice, video, and data communications systems. Supervise installation and post-installation service and maintenance. **Sample of reported job titles:** Computer Network Architects, Computer Network Support Specialists, Telecommunications Engineering Specialists

**Nursing Aides, Orderlies, & Attendants:** Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. **Sample of reported job titles:** Certified Nursing Assistant (CNA), Nursing Care Attendants, Nursing Aides, Nursing Attendants.

**Office Clerks, General:** Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. **Sample of reported job titles:** Administration Assistant, Administrative Assistant, Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk, Customer Service Representative, Office Coordinator

**Pharmacy Technicians**

Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

**Sample of reported job titles:** Pharmacy Technician, Certified Pharmacy Technician (CPhT), IV Certified Pharmacy Technician, Pharmaceutical Care Associate

**Phlebotomists**

Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.

**Sample of reported job titles:** Lab Asst; Patient Service Technician PST; Phlebotomist; Phlebotomist Supervisor/Instructor; Phlebotomist, Medical Lab Assistant; Phlebotomy Director; Phlebotomy Program Coordinator; Phlebotomy Supervisor; Registered Phlebotomist-Part Time

**Photonics Technicians**

Build, install, test, or maintain optical or fiber optic equipment, such as lasers, lenses, or mirrors, using spectrometers, interferometers, or related equipment. **Sample of reported job titles:** Coating Manager, Engineering Technician (Engineering Tech), Engineering Technologist, Fiber Optics Technician, Laser Technician, Lead Technician, Opt mechanical Technician, Photonic Laboratory Technician (Photonic Lab Tech), Photonics Technician, Ruling Technician

**Receptionists and Information Clerks:** Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures.

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Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. **Sample of reported job titles:** Administration Assistant, Administrative Assistant, Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk, Customer Service Representative, Office Coordinator

**Registered Nurses:** Assess 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. **Sample of reported job titles:** Registered Nurse (RN), Staff RN (Staff Registered Nurse), Staff Nurse, Charge Nurse, Operating Room Registered Nurse (OR RN), Oncology RN (Oncology Registered Nurse), Relief Charge Nurse, Cardiac Care Unit Nurse (CCU Nurse), Certified Nurse Operating Room (CNOR), Coronary Care Unit Nurse (CCU Nurse)

**Secretaries, Except Legal, and Executive:** Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. **Sample of reported job titles:** Secretary, Administrative Assistant, Administrative Secretary, Office Assistant, Clerk Typist, Office Manager, Administrative Technician, Department Secretary, Administrative Associate, Administrative Support Assistant (ASA)

**Security Guards:** Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules. May operate x-ray and metal detector equipment. **Sample of reported job titles:** Security Officer, Safety and Security Officer, Security Agent, Security Guard, Campus Security Officer, Loss Prevention Officer, Customer Service Security Officer, Hotel Security Officer, Store Detective

**Social & Human Service Assistants:** Assist in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care. **Sample of reported job titles:** Social Worker, Caseworker, Advocate, Homebased Assistant, Human Services Program Specialist, Mental Health Technician, Outreach Specialist, Addictions Counselor Assistant, Case Worker, Casework Specialist

**Truck Drivers, Heavy and Tractor-Trailer:** Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 pounds Gross Vehicle Weight (GVW). May be required to unload truck. Requires commercial drivers' license. **Sample of reported job titles:** Truck Driver, Driver, Over the Road Driver (OTR Driver), Line Haul Driver, Delivery Driver, Owner Operator, Road Driver, Semi Truck Driver, City Driver, Feeder Driver

**Truck Drivers, Light or Delivery Services:** Drive a light vehicle, such as a truck or van, with a capacity of less than 26,000 pounds Gross Vehicle Weight (GVW), primarily to deliver or pick up merchandise or to deliver packages. May load and unload vehicle. **Sample of reported job**



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**titles:** Truck Driver, Delivery Driver, Driver, Package Car Driver, Package Delivery Driver, Service Provider, Bulk Delivery Driver, Route Driver, Run Driver, Utility Driver

**Welders, Cutters, and Welder Fitters**

Use hand-welding or flame-cutting equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products. **Sample of reported job titles:** Aluminum Welder, Fabrication Welder, Fabricator, Fitter/Welder, Maintenance Welder, Mig Welder, Sub Arc Operator, Welder, Welder-Fitter, Welder/Fabricator

**Substance Abuse and Behavioral Disorder Counselors NAICS CODE-21-1011.00**

Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs.

Sample of reported job titles: Addictions Counselor, Case Manager, Chemical Dependency Counselor (CD Counselor), Chemical Dependency Professional, Clinical Counselor, Correctional Substance Abuse Counselor, Counselor, Drug and Alcohol Treatment Specialist (DATS), Prevention Specialist, Substance Abuse Counselor (SA Counselor)