

JOB SPOTLIGHT

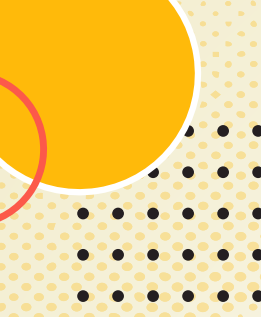
— eBOOK —

MATCH YOUR SKILLS
TO THE RIGHT ROLE



An Express Employment International Publication

Express
EMPLOYMENT PROFESSIONALS



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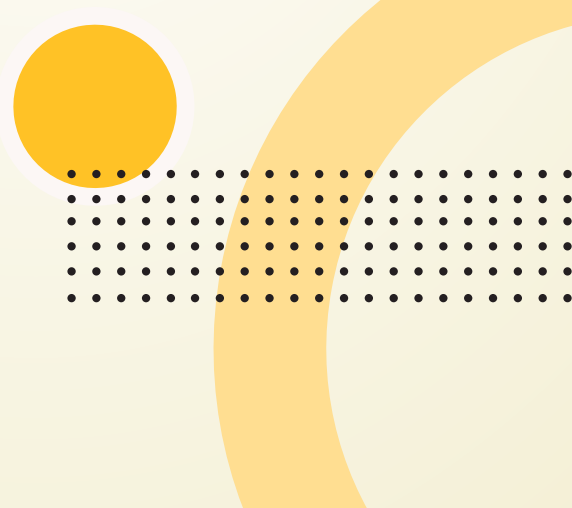


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Why This Matters for You

Work is a central part of life as it leads us to provide for ourselves, lifestyle, and often family and loved ones, while making a difference in the world and contributing to society. The ability to succeed at work is influenced by numerous factors, from support systems to having critical needs met, and being employed in the right job at the right company.



The job market is always fluctuating. In a job seekers' market, there are more jobs than candidates, giving job seekers more options and negotiating power. In an employers' market, competition for jobs is higher, and hiring may take longer. No matter the state of the market, knowing the work your skills are best suited for is an important step on the path to success.



In this ebook, you'll discover tips to find the right job and the skills, experience, and responsibilities of 12 roles across various industries. This information can help equip you for the job search and prepare you to land a job that matches your skills.

The Right Job for You



Optimize Your Job Search with Express

Job searching is challenging, but having support from employment experts, knowing what you want in a job, and understanding compensation can speed up the process and land you in a role that's a better fit. Having a partner like Express Employment Professionals in your corner can offer much-needed support to help you land your next job.

As your personal job search partner, we prioritize your needs and goals to match you with jobs that let your skills and experience shine. Working with us means you have a team of professionals who already have established relationships with businesses hiring in your community. And, **job seekers never pay a fee for our services.**

How It Works

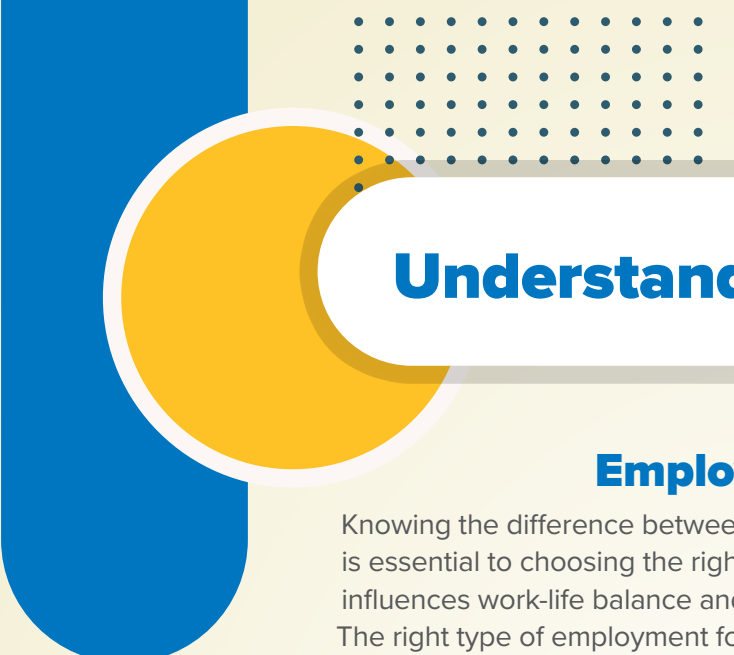
If you're ready to start your job search or are simply curious about available job opportunities, get in touch with your local Express office. Be prepared to share your skills, work history, education and training, availability, how many hours you'd like to work, and preferences for your next job. Explore the different types of [work assignments](#) that meet your needs, including temporary or contract, full-time, direct placement, or evaluation hire—a way to test out the job before making a full-time commitment.

One job application with Express opens the door to a [wide range of jobs](#), including:

- [Skilled Trades](#)
- [Light Industrial](#)
- [Office Services](#)
- [Professional](#) (available in select locations)

We'll support you every step of the way from the initial application to interviews, assessments, and job placement.





Understand Employment Types

Employee vs. Contractor

Knowing the difference between being an employee and independent contractor is essential to choosing the right job for your lifestyle. When and where you work influences work-life balance and can give you additional control of your schedule. The right type of employment for you will depend on your preferences and needs.

Employee

A W-2 (U.S.) or T4 (Canada) employee is on an employer's payroll or paid commissions by an employer, has taxes withheld from paychecks, and is typically eligible for benefits, paid time off, and retirement contributions. [W-2](#) workers are also covered by state unemployment and workers' compensation insurance. [T4 employees](#) working through a staffing agency have pension plan contributions and employment insurance withheld.

Independent Contractor

A [1099](#) (U.S.) or [T4A](#) (Canada) contractor isn't eligible for the same benefits as an employee. Taxes are the contractor's responsibility and there's no coverage for lost wages due to unemployment. Independent contractors have more flexibility but may sacrifice benefits and consistent pay. Working as a contractor can be ideal if you prefer to be self-employed, need a more flexible schedule, or have skills that can sustain freelancing.

Express Is a W-2 and T4 Staffing Agency

As a W-2 and T4 staffing agency, Express' employment experts are available to prepare you for the job and support you while you're on assignment. Our associates on assignment enjoy all the [benefits](#) and security of being employed directly by an organization while working onsite at client locations.



Calculate Your Total Compensation Package

Pay, Benefits, and More

When most people consider their income, they usually focus on the number printed on their paycheck. However, your employer is likely to invest much more in you than just your base salary. From health insurance to retirement contributions and paid time off to professional development, these additional benefits combine to form your total [compensation package](#).

Get the Real Value

To get a comprehensive view of your compensation:

1. Start with base salary.
2. Add any incentive pay.
3. Estimate the annual value of benefits (e.g., insurance premiums, retirement contributions, paid time off).
4. Add the monetary equivalent of any perks (e.g., wellness reimbursements, employee discounts).

The sum is your total compensation package. You can also use online tools and calculators to crunch the numbers.

Unlock Extra Value by Understanding Benefits

Benefits are often one of the most overlooked aspects of [compensation](#), yet they can be worth tens of thousands of dollars each year.

- Contributions from your employer towards health insurance, dental and vision coverage, and [retirement plan matches](#) add significant financial value to your package.
- Paid time off, including vacation days, sick leave, and holidays, also holds monetary value since you continue to receive pay while not working.
- Even government-mandated benefits should be considered, as they represent part of your employer's investment in you.

By assigning a dollar value to these benefits, you gain a clearer understanding of the true worth of your job beyond your paycheck.



Job Spotlights: Match Your Skills to the Right Role

Discover the skills, experience required, and responsibilities of 12 jobs to find roles that best fit your goals and expertise. Discover Skilled Trades, Light Industrial, Office Services, and Professional jobs to be better equipped for your job search. Keep an open mind and learn about roles you might not have considered before as many skills are transferable.

Skilled Trades Jobs



Skilled Trades jobs require specialized skills, usually obtained through a technical school or votech, college, or on-the-job training like an apprenticeship. These jobs typically don't require a four-year degree, but may require certification or licensure through a school or state/provincial agency.



Spark a New Path with a Career in Welding

Welding has become one of the most in demand trades, with companies across industries looking for skilled professionals, creating many opportunities to make welding your new job. Working as a welder often means you experience a faster track to work than traditional education offers, job stability, good income, and opportunities to work in diverse environments.

In the U.S., 320,500 more welders will be needed by 2029, and an average of 80,000 open welding jobs is projected annually until 2029, [according to the American Welding Society](#). In Canada, welding job openings are expected to total 25,600 by 2033, according to the [Canadian Occupational Projection System](#).

What Do Welders Do?

There are many types of welding and specialties, each requiring their own specific skills. The certifications, licenses, and experience required for these roles vary. Generally, welders fuse metal materials together. Welders work in all kinds of industries, from manufacturing and construction to oil and gas, automotive, and more. Precision, reading blueprints and measurements, and safety are all skills welders need.

Common Types of Welding

Different types of welding require different equipment, skills, and processes. Common [types of welding](#) include:

- Stick – Also known as [shielded metal arc welding](#) (SMAW), stick welding uses equipment that's highly portable, and produces strong welds for various conditions.
- MIG – [Metal inert gas](#) (MIG) welding is good for beginners and known for its versatility.
- TIG – [Tungsten inert gas](#) (TIG) is a precise type of welding for delicate materials. It's known for producing clean welds.
- Flux Core – Also known as FCAW, [flux core](#) is similar to MIG, and is ideal for use in construction and heavy repair.

Welding Jobs

There are many types of welding and specialties. The certifications, licenses, and experience required for these roles vary.

- Boilermaker
- Pipefitter
- Robotic Welding Technician
- Sheet Metal Worker
- Structural Iron and Steel Worker
- Structural Metal Fabricator and Fitter
- Welding Fabricator
- Welding Inspector
- Welding Supervisor
- Welding Technician

Each welding role plays a crucial part in supporting infrastructure and driving innovation. For job seekers, the options are diverse and promising, with room for skill advancement and fulfillment.



Fix Up Your Career with a Facility Maintenance Job

Facility maintenance workers play a critical role in keeping businesses running smoothly and safely. Workers must understand the importance of timely repairs, preventative maintenance, and efficient operations. The fact that running equipment to the point of failure or repair can cost up to 10 times as much as regular maintenance, according to [Buildings.com](#), underscores the importance of qualified technicians.

The job outlook is steady for [general maintenance and repair workers](#). In the U.S., it's projected there will be 148,700 job openings each year on average until 2035. In Canada, a total of 48,500 job openings for [general building maintenance workers and building superintendents](#) are projected until 2033.

What Is Facility Maintenance?

Facility maintenance work is important to maintain buildings, infrastructure, and equipment. Facility maintenance is sometimes confused with facility management. [FTMaintenance](#) outlines key differences:

- [Maintenance](#) is about processes related to repairing and maintaining assets.
- [Management](#) cost-effectively supports businesses' workspaces, people, and services.

Where Do Facility Maintenance Workers Work?

There are facility maintenance jobs in a variety of industries. In the U.S., the largest industries employing [general maintenance and repair workers](#) in 2025 were:

- Real estate and rental and leasing – **20%**
- Manufacturing – **13%**
- Government, excluding state and local education and hospitals – **12%**
- Accommodation and food services – **8%**
- Educational services: state, local, and private – **8%**

In Canada, [general building maintenance workers and building superintendents](#) are primarily employed in:

- Management, administrative, and other support services – **24%**
- Finance, insurance, real estate and leasing services – **18%**
- Elementary and secondary schools – **17%**

Facility Maintenance Job Titles

- Building Maintenance Technician
- Facility and Ground Maintenance
- Facilities Coordinator
- Facilities Director
- Facilities Manager
- Facilities Technician
- Maintenance Manager
- Maintenance Mechanic
- Maintenance Specialist
- Maintenance Technician
- Operations Manager
- Operations Specialist

Facility Maintenance Certifications

Certifications can be a valuable tool to build the skills needed for facility maintenance careers, or to upskill into a new role. The [International Facility Management Association](#) (IFMA) offers three certifications for career development:

- Facility Management Professional (FMP)
- Sustainability Facility Professional (SFP)
- Certified Facility Manager (CFM)

What Does It Take to Succeed in Facility Maintenance Work?

Every job is different, but common skills needed to work in facility maintenance include:

- Experience using powered equipment and tools
- Communicating clearly
- Managing a project list
- Identify issues and an action plan to resolve them
- Experience with different [types of maintenance](#): Preventive, corrective, predictive
- Safety and [regulatory compliance](#) like testing fire alarms and reporting issues or potential issues
- Adaptability as [automation and software](#) become more integrated

Facility maintenance work is critical to supporting the infrastructure and systems of workplaces and businesses. With a variety of roles in this field, take the opportunity to expand your career options and learn new skills to contribute to effective facility maintenance.

Get Your Career Moving as an Automotive Service Technician

Automotive service technicians repair a variety of vehicles, assemble mechanical components, and run diagnostics to discover potential issues in machinery. If you enjoy troubleshooting and repairing systems, this career path may be right for you.

In the U.S., an average of 66,200 automotive service technicians and mechanics jobs are projected each year until 2035. In Canada, a total of 52,600 job openings for automotive service technicians, truck and bus mechanics, and mechanical repairers are projected until 2033.

Jobs Similar to Automotive Service Technician

There are several job titles related to the same work that automotive service technicians are responsible for, including:

- Automotive Mechanic
- Automotive Repair
- Automotive Technician
- Diagnostic Tech
- Diesel Service Technician
- Fleet Mechanic
- Forklift Mechanic
- Lubrication Technician
- Mechanic
- Mobile Mechanic
- Quick Service Technician
- Small Engine Mechanic

What Companies Look for When Hiring Automotive Service Technicians

Every position is different, but many companies hire for specific skills like:

- Aptitude in various hand tools and machinery
- Good communication
- Commitment to health and safety guidelines
- Critical thinking and analytical skills
- Customer service and face-to-face interactions



To become qualified, completing [training](#) or a program at a trade school, on-the-job training or [apprenticeship](#), and earning specialty [certifications](#) can prepare you for a career as an automotive service technician, or advance your skills for new prospects.

[Professional associations](#) provide opportunities to build new skills, make connections with potential employers, and learn more about issues impacting the industry you work in.

- [Mobile Air Conditioning Society Worldwide](#)
- [National Automobile Dealers Association](#)
- [SAE International](#)
- [SkillsUSA](#)

Industries That Hire Automotive Service Technicians

Automotive service technicians are needed in many industries year-round. Since machinery can break down at any time, there isn't a peak season, which means work can be steady. These are some industries that commonly need automotive service technicians or workers in related jobs:

- Automotive
- Construction
- Energy—Solar, Oil, and Gas
- Heavy Equipment
- Maintenance
- Manufacturing
- Transportation, Logistics, and Distribution
- Warehousing

Automotive service technicians keep vehicles, people, and businesses moving. If you enjoy problem-solving, hands-on work, and using technical knowledge this role can open the door to long-term opportunities.



Light Industrial Jobs

Light Industrial is a broad category of jobs in various industries, often referred to as working class or blue collar. These jobs play an important role in the success of both large and small businesses. Because they typically require less experience and have fewer education requirements, it can be easier to enter and start a career.

Assembler: Build a Career on the Assembly Line



Enjoy putting the pieces together? Working as an assembler may be the right job for you. On an assembly line, workers focus on the construction or assembly of parts into completed products. Assemblers play a crucial role working at stations to put parts together, inspect quality, and ensure each product meets specifications. This division of responsibility allows assemblers to focus on efficiency while maintaining high standards.

Assembler Careers: What Do They Actually Do?

Assemblers put the pieces together to build, finish, and inspect products on an assembly line. There are all types of assemblers fabricating everything from electronics to furniture, motor vehicles to plastic products, and more. Assemblers work on assembly lines in a wide variety of industries, including:

- Aerospace
- Automotive
- Electronics
- Manufacturing
- Medical Devices

In the U.S., 177,500 jobs for assemblers and fabricators are projected each year through 2035. In Canada, assembler jobs show stable to strong projections, depending on the type of assembly and location.

Production Line vs. Assembly Line

Assembler jobs are distinct from production roles. Production creates the pieces of products that assemblers build. For example, assemblers may put together car door mirrors after receiving the mirror, mirror cover, and other required parts, but they aren't responsible for making the parts.

What Skills Do Assemblers Need?

To succeed as an assembler, there are attainable skills to master. Education and experience [requirements](#) vary by employer and industry, but a high school diploma is generally sufficient. However, training and experience may be required for some roles.

- Ability to do repetitive tasks
- Ability to use tools (e.g., clamps) and machines (e.g., presses)
- Attention to detail
- Following procedures
- Following written and verbal instructions
- Mechanical skills
- Quality control
- Reading blueprints and schematics
- Strong hand-eye coordination
- Taking precise measurements

Assembler Job Titles to Look for

Assemblers can work in practically any industry and build a wide variety of products. If you're ready to pursue a job as an assembler, expand your job search by looking for job titles like these:

- Assembler
- Assembly Line Worker
- Assembly Production Line Worker
- Assembly Supervisor
- Assembly Technician
- Construction Assembler
- Electromechanical Assembly
- Electronics Assembly
- Heavy Equipment Assembler
- Industrial Assembler
- PCB Assembly



Assembler Success

Assembler roles offer opportunities for detail-oriented work with immediate results as products are made. Many industries offer a range of assembler roles that cater to the interests and strengths of people who succeed at this job. Becoming an assembler takes the right skills and resources to connect with companies that are hiring.

Line Up Your Next Career: What to Know About Production Associate Jobs

Production associates have an important role in manufacturing products or pieces and maintaining quality control. These workers keep the production line moving by working with machines, checking quality, and ensuring safety requirements are met.

Most of the skills needed to succeed in this job can be learned through on-the-job training, and certifications are often beneficial. College education generally isn't required, but production associates typically have a high school diploma (33%) or bachelor's degree (32%), according to [Zippia](#).

Skills and Certifications for Production Associates

It takes a mix of demonstrated skills and interpersonal skills, or soft skills, to succeed at work. These are a few of the skills production associates need. For more ideas and ways of how to list these on a resume or talk about them in an interview, reference [resume examples](#).

- Ability to work in a fast-paced environment
- Attention to detail
- Communication
- Critical thinking
- Following instructions
- Problem-solving
- Teamwork
- Technical knowledge
- Time management

Certifications validate your expertise and often create new opportunities for career advancement. For production associates, these certifications may be beneficial:

- [Manufacturing Skills Standards Council](#)® Certified Production Technician®
- [SME](#) Certified Manufacturing Associate (CMfgA)
- U.S. Occupational Safety and Health Administration [certifications](#)
- [Canada](#) health and safety certificates and courses





Where Production Associates Work

Production associates work in a variety of industries, including:

- Automotive
- Metal Fabrication
- Cosmetics
- Packaging
- Food and Beverage
- Wholesale Trade
- Medical Equipment

Production Line vs. Assembly Line

Though they may share similarities, production line and assembly line jobs are distinct. Production works with raw materials to make either finished products, or pieces of products ready for assemblers to build. [Plentiful Choices](#) describes the processes, materials, skills, and equipment that vary from production line to assembly line.

Similar Job Titles to Production Associate

Many skills refined in a production associate job can be transferred to other job opportunities, like procurement manager, quality control inspector, or production planner, according to [NoCode Institute of Technology](#).

When searching for a production associate job, also consider these job titles:

- Helper
- Manufacturing Associate
- Material Handler
- Press Helper
- Production Agent
- Production Clerk
- Production Foreman
- Production Line Lead
- Production Line Worker
- Production Manager
- Production Operator
- Production Scheduler
- Production Supervisor
- Production Worker

Building Your Production Career

Production associate jobs can be a great fit for people who enjoy hands-on work, staying active and being part of a team. These roles can open the door to long-term opportunities in manufacturing, logistics, and management. Exploring the right skills, certifications, and related job titles are practical steps toward finding a production job that matches your goals.

Feel Boxed in?

Think Again—Warehouse Jobs Offer Room to Grow



Warehouse jobs often get a bad rap fueled by misconceptions that these roles are nothing more than dead-end jobs. In reality, warehouse workers play crucial roles in keeping the supply chain up to speed and have opportunities for good jobs and career advancement.

Warehouse workers do much more than unload cargo. They organize inventory, process goods, and fulfill orders. Every item available in a store or delivered to your door has been handled by a warehouse worker.

There are many opportunities to start a warehouse job, as more than 904,000 job openings for hand laborers and material movers are projected annually until 2035 in the U.S. It's projected there will be a total of 83,200 material handler job openings by 2033 in Canada.

What Warehouse Workers Do

A high school diploma or GED may be required, depending on the company. Training for a warehouse job will typically be done on the job, but certain skills and certifications can validate your experience, help you get ahead, and prepare you to work in different environments.

Warehouse workers handle a variety of responsibilities, including:

- Acting as an internal resource on delivery logistics, quality goals, and employee training
- Document product that has been brought in, moved, or sent out
- Logging received goods and packages sent out in an inventory system
- Maintain equipment like machines or vehicles
- Moving products by lifting or using machines like conveyor belts or pallet jacks
- Processing incoming and outgoing packages
- Work with automated systems and robotics
- Workplace safety standards, often validated through a safety certification

Warehouse Environments

In large warehouses, there's never a shortage of things to do. Speed is the name of the game—getting everything organized for shipment as quickly as possible. In small warehouses, work can be slower, offering opportunities to work on projects and build relationships with the people you work with.

Different types of product and different industries require specific warehouse setups. The [Association of Supply Chain Management](#) describes various warehouses, including:

- Automated warehouses that leverage robotics, automation, and advanced software
- Cooperative warehouses shared by companies in the same industry
- Distribution centers which are typically located near logistics centers
- Private warehouses owned and used by a company
- Public warehouses, which are operated by logistics providers and available for businesses to rent

Types of Warehouse Jobs

There are many job titles in warehousing, so don't limit your job search to only one. Take time to research the differences to ensure you're comfortable and capable of doing the job. Common warehouse job titles include:

- Inventory Control Specialist
- Laborer
- Machine Operator
- Material Handler
- Pick/Pack Worker
- Shipping/Receiving Associate
- Stocker
- Warehouse Associate

As you explore career path options in warehouses, these are the experience levels you're likely to work at as you move up.

- [Entry-level](#) jobs require either no prior experience or education, or minimum experience or education. Jobs at this level typically include warehouse worker, laborer, shipping/receiving, and stocker.
- At the [intermediate level](#), workers are skilled at entry-level tasks and work more independently with less supervision. Responsibilities may include more complex tasks.
- [Mid-level](#) roles typically require several years of experience and may be supervisory positions. In a warehouse, these job [titles](#) may include supervisor, team lead, shift manager, or coordinator.
- [Advanced](#) or [senior](#) positions often hold responsibilities over larger areas and manage more employees. Positions may include managers or directors of warehouses, logistics, or other areas of operations.

What Companies Hire for in Warehouse Workers

- Accountability and a strong work ethic
- Applicable experience in a similar job role
- Experience in maintaining a safe workspace
- Experience using machines like pallet jacks, along with being familiar with warehousing and delivery related processes
- Willingness to gain industry training and skills

Whether you're looking for steady work or a career path where you can advance, warehousing offers opportunities to learn valuable skills from diverse jobs.



Office Services Jobs

Office Services professionals are integral in the workplace, playing key roles in keeping business running smoothly and efficiently. Beyond working as front office staff, administrative or executive assistants, customer service representatives, or bookkeeping, payroll, and accounting clerks, Office Services professionals are imperative to maintaining productivity and ensuring continued administrative and operational success.

Admin Advantage: Start a Career as an Administrative or Executive Assistant

Administrative and executive assistants keep offices running. They act as gatekeepers, maintain order, act as the thread that ties the team together, and bring clarity to what may be chaotic workdays or situations.

Many administrative and executive assistants work with people in different departments, from accounting and sales to marketing and more, making good communication and understanding of company processes essential. Every day is different; you never know who might walk through the door or call on the phone. This makes being skilled in a variety of areas crucial.

AI Impact on Administrative and Executive Assistants

As AI use in the workplace continues to evolve, administrative and executive assistants face new challenges. According to the [Bureau of Labor Statistics](#), 1.7 million job openings are projected in office and administrative support occupations each year through 2035 in the U.S., but overall employment is expected to continually decline. In Canada, 39,500 [general office support worker](#) total job openings are projected by 2033, reflecting decreasing employment.

[AI](#) won't entirely replace administrative and executive assistants, but it will change how they do their jobs. Writing emails, drafting reports, and managing calendars can be [streamlined by AI](#) to save time. [Human elements](#) like interpersonal communication, relationship building, and decision making can't be replaced.

While organizations respond to [changing needs driven by AI](#), administrative and executive assistants still have a valuable role to play in workplaces.

Administrative Assistant vs. Executive Assistant Key Differences

Administrative and executive assistant jobs are similar, but there are key differences. Virtually every industry needs administrative assistants, while executive assistants are more common in finance, tech, or corporations.

Administrative assistants most often support office operations and interact with clients or customers. This can include:

- Answering/screening phone calls
- Interacting with clients or customers daily
- Preparing conference rooms for meetings
- Taking minutes during meetings
- Data-entry and typing
- Arranging business travel
- Processing and distributing mail
- Being the first contact for questions or requests from multiple departments

Executive assistants specialize in supporting an executive. Their responsibilities may include:

- Managing the boss' calendar
- Keeping the executive informed of meetings and on schedule
- Acting as the liaison between multiple departments
- Communicating with other leaders or stakeholders on behalf of the executive
- Being familiar with information or reports that impact the executive's decision making, like financial statements, strategic goals, or sensitive information
- Acting as a liaison on their boss' behalf by communicating with staff, leaders, and stakeholders
- Making decisions as a liaison between the boss and staff

What Companies Look for in Administrative and Executive Assistants

Administrative assistant jobs may be entry-level with little to no prior experience required.

Executive assistant positions typically require several years of experience and a higher skill level.

Although every position is different, a few key skills include:

- A friendly demeanor and interpersonal skills
- Ability to handle phone calls and in-person visitors
- Ability to solve problems skillfully and quickly
- Basic understanding of Microsoft Office Suite and computer skills
- Being a self-motivated multitasker
- Effective verbal and written communication
- Knowledge of using AI tools
- Organizational and project management skills
- Type 30+ [words per minute](#)

Qualifications for Administrative and Executive Assistant Jobs

A high school diploma or GED certificate is usually required, but training will be done on-the-job to learn the company's processes.

Certifications aren't required, but can be beneficial to set yourself apart in the job search and validate your expertise.

Certifications to consider include:

- [Administrative Assistant Certification \(CAA\)](#)
- [Certified Administrative Professional \(CAP\)](#)
- [Professional Administrative Certification of Excellence \(PACE\)](#)
- [Strategic Executive Administrator Certification \(SEAC\)](#)
- [Certified Executive Assistant Specialist \(CEAS\)](#)
- [Business Office Technology Certification](#)

The skills and experience gained through administrative and executive assistant jobs can transfer to other roles, like:

- Administrative Coordinator
- Administrative Specialist
- Office Assistant
- Office Manager
- Personal Assistant
- Virtual Assistant

Building a Future as an Administrative or Executive Assistant

Administrative and executive assistant jobs are changing as AI becomes more widely used. Even as some tasks become automated, companies still need people who can stay organized, communicate well, and solve problems. With the right skills and willingness to keep learning, this role can offer the chance to make a difference with meaningful work.

Answer the Call as a Customer Service Representative



Customer service representatives are responsible for ensuring customer satisfaction, resolving concerns, and strengthening customer relationships. This requires tact, respect, problem-solving, and calmness under pressure.

Because most companies need a customer service department, these roles are common across a range of employers. Responsibilities include regularly interacting with customers and clients, receiving inbound and making outbound calls, responding to emails or service tickets, and potentially working with custom company software.

According to the U.S. Bureau of Labor Statistics, 289,500 customer service representative job openings are projected each year, on average, until 2035. According to the Canadian Occupational Projection System, other customer and information services representatives jobs are expected to total 66,100 by 2033.

What Customer Service Representatives Do

Customer service representatives handle a variety of responsibilities, which may include:

- Interacting with customers and clients
- Answering and making phone calls, both internal and external
- Communicating via email or support tickets internally and externally
- Fielding questions that may require research, troubleshooting with other teams, or additional follow-up
- Handling customer complaints
- Processing or re-issuing orders
- Learning and using company technology platforms

Similar Customer Service Job Titles

There are many job titles in customer service work and titles vary by company. Keep your job options open by also looking for titles like these:

- | | |
|------------------------------|------------------------------------|
| ● Appointment Setter | ● Help Desk Specialist |
| ● Call Center Manager | ● Insurance Claims Clerk |
| ● Call Center Representative | ● Order Processor |
| ● Customer Service Team Lead | ● Sales Support Representative |
| ● eCommerce Representative | ● Service Writer |
| ● Guest Services Agent | ● Technical Customer Support Agent |

Depending on the specific job and location, customer service representatives may work onsite, remote, or in hybrid positions. Their work schedule may be during normal business hours, evening shift, or overnight shift.

Customer Service Representatives Matter

Even in the age of AI, 68% of customers prefer speaking with a live customer service representative, and 86% think companies should emphasize customer service more, according to the [Achieving Customer Amazement report](#). Great customer service can turn around a bad experience, so it's important for companies to have skilled customer service representatives to preserve their reputation and retain customers.

- 88% of customers are more likely to purchase from the company again as a result of good customer service.
 - [Salesforce State of the Connected Customer Report](#)
- 83% of customers say great service increases their trust in a company when buying something, and 81% said they'd consider returning to a company that sought to repair a bad customer experience.
 - [Achieving Customer Amazement Study](#)
- Existing customers contribute 65% of total revenue to organizations.
 - [Gartner for Customer Service and Support](#)

What You Need to Succeed as a Customer Service Representative

Providing top-level customer service is essential for businesses to succeed and meet customers' needs and expectations. Every position is different, but many companies hire for the following skills and attributes:

- Ability to handle high volume phone calls
- Ability to resolve challenges professionally
- Active listening to interpret core issues
- Adaptability to use AI and other technology
- Basic understanding of Microsoft Office Suite
- Commitment to supporting customers and solving problems
- Conflict resolution to meet customers' needs
- Level-headedness, positive attitude, and patience to maintain composure during tense conversations with customers
- Previous experience in a retail or customer service setting
- Showing empathy and practicing tenacity and determination
- Type 30+ words per minute

Your Skills Can Make a Lasting Impression

Customer service representatives play a vital role in helping businesses build trust and create positive experiences for customers. This can be a rewarding career for job seekers who stay calm under pressure, turn challenges into solutions, and enjoy making a meaningful difference. If you're ready to use your communication, problem-solving, and people skills at work, a customer service representative job could be a strong next step.

A high school diploma or equivalent is typically required, but there can be exceptions. Though not usually required, certifications can validate your skills and help you stand out when job searching.

- [Certified Customer Experience Professional](#)
- [HDI Customer Service Representative](#)
- [Certified Customer Service Professional](#)
- [Call Center Customer Service Professional Certificate](#)
- [Business Office Technology Certification](#)



Chart a New Career Path with Non-Clinical Medical Office Jobs



Non-clinical jobs in medical offices offer viable career paths, opportunities to use a range of skills, and the chance to make a positive difference at work, without treating or diagnosing patients. These jobs require various skills and qualifications, but don't need a medical degree to succeed. The job outlook is positive with growing opportunities.

In the U.S. and Canada, non-clinical jobs are part of the healthcare and social assistance sector. This sector is broad, encompassing large hospital networks and establishments that provide either healthcare or social assistance.

According to the [Bureau of Labor Statistics](#), 5.9 million jobs are projected to be added to the economy by 2035. [Healthcare and social assistance](#) is expected to have the most job growth and be the second fastest growing sector with more than 2.2 million jobs.

The [Canadian Occupational Projection System](#) estimates around 2.6 million jobs to be added to the economy by 2033. [Healthcare](#) is projected to grow 2.6% annually, faster than other occupations, and [social assistance](#) is projected to grow 1.3% annually.

As the demand for clinical talent increases, so will the demand for non-clinical talent.

Non-Clinical Medical Office Jobs

The difference between clinical and non-clinical healthcare jobs is whether the job involves treating or diagnosing patients. Licenses, certifications, or advanced degrees may be required. These are common non-clinical job titles:

- Admission Clerk
- Dietary and Environmental Service
- Insurance Claims Processor
- Medical Administrative Assistants or Receptionist
- Medical Billers and Coder
- Medical Transcriptionist or Records Clerk
- Medical Health and Service Manager
- Patient Access Coordinator or Representative
- Patient Service Representative
- Scheduling Coordinator

What Non-Clinical Healthcare Workers Do

The typical responsibilities of each job are different and vary from company to company. Across non-clinical jobs, there are some tasks that are common regardless of the exact job title. These may include:

- Answering phones
- Communicating with insurance companies or providing documentation
- General office organization
- Managing patient flow and data
- Processing medical claims
- Receiving payments
- Recording simple medical histories, arranging hospitalizations, and ordering supplies
- Responding to general patient questions and processing inquiries
- Scheduling, coding, and billing
- Transcribing medical reports

What Companies Look for in Non-Clinical Workers

Just like job responsibilities, the skills needed to succeed in non-clinical jobs vary by role, but many skills are applicable regardless of the job. A high school diploma or equivalent is typically required. Depending on the job, additional education like a bachelor's degree, role-specific certification, licensure, or additional training may be needed.

Skills for non-clinical workers to refine:

- Ability to respond well to people facing stressful situations
- Adherence to privacy laws and policies
- Commitment to serve and care for patients
- Communication and teamwork
- Data entry, management, and maintenance of confidential information
- Kind and pleasant demeanor
- Managing medical records
- Understanding of medical and scientific terminology
- Willingness to work in an environment like a doctor's office, clinic, nursing home, hospital, or insurance company

Find Your Place in the Medical Office

Non-clinical jobs can be a strong starting point for job seekers who want to work in healthcare without providing direct patient care. With the right skills and training, you can find a role that fits your strengths while contributing to work that supports patients and communities.

Knowledge Hub

Pursuing training can help you validate your skills and stand out in the job search. Consider training like:

- [Business Office Technology and Career Preparedness Certifications](#)
- [Phone Skills for Outstanding Service](#)
- [Workplace Safety in the Office](#)
- [Workplace Pro](#) (available for current Express associates only)
- [ExpressLearn](#) (available for current Express associates only)

Professional Jobs



Professional-level jobs are right for candidates with expertise or specialized certifications and training in specific fields, like legal, finance, accounting, engineering, technology, marketing, and management. These roles are typically considered white collar.



Project Manager: From Planning to Execution

If you love following timelines, being organized, and keeping the team on track to reach a goal, becoming a project manager might be the right job for you. It's estimated that up to 30 million project professionals will be needed by 2035, according to growth projections in the [Global Project Management Talent Gap](#) report. From typical tasks to certifications that validate expertise, learn what opportunities this role offers.

What Do Project Managers Do?

Though the title may sound self-explanatory, project managers work with a variety of tasks, projects, and teams. Their primary responsibility is to ensure work is done on time, within project perimeters like staying in budget, and with the right people.

Investopedia outlines five [project management stages](#), and the project manager's role:

- 1. Initiation** – During this stage, goals and objectives are defined, ideas are brainstormed, and the concept is created in alignment with business goals. Project managers will contribute to the ideation and ask questions to gather the information needed for planning.
- 2. Planning** – The project manager outlines a timeline and allots resources, including who will complete which tasks.
- 3. Execution** – The project starts and progresses; the project manager is available to address needs that arise but may not be involved in creating assets or executing tasks.
- 4. Monitoring** – During the monitoring stage, project managers ensure the project is progressing as planned, correcting any issues, and keeping everything on track.
- 5. Closing the Project** – Project managers close the project when everything is complete. Holding a meeting to review the project can identify what worked well and areas of improvement.

Project managers must work closely with others, however there are some tasks that don't typically fall into the realm of responsibility, such as:

- Managing people
- Making final decisions
- Executing the work
- Setting unrealistic or unachievable goals
- Imposing expectations or decisions on the team

Project Management Job Titles

Project management encompasses a broad range of responsibilities and job titles, so don't get stuck in a box by job searching only for a project manager title. Companies may name their project management roles differently, so expand your search to include:

- Project Coordinator
- Project Administrator
- Project Planner
- Project Leader
- Junior Project Manager
- Assistant Project Manager
- Project Director
- Implementation Manager

Key Skills and Certifications

Project managers, and the people they work with, benefit from strong skills in key areas. Hard skills are demonstrable knowledge and expertise. Soft skills are character traits or interpersonal skills. Both are essential to a successful project manager.

Common Soft Skills

-  Self-awareness
-  Collaboration
-  Communication
-  Problem-solving
-  Flexibility
-  Emotional intelligence
-  Negotiation

Common Hard Skills

-  Project management tools
-  Project life cycle management
-  Documentation
-  Risk assessment
-  Technical skills

Certifications

To validate experience and expertise, project managers can earn professional [certifications](#), including the Project Management Institute's Project Management Professional (PMP)®, and Google's Project Management Certificate available through Coursera. Certifications aren't required, but being certified in project management offers a competitive advantage.

Project Manager Success

Project management is a dynamic discipline that requires proficiency in both people-oriented and technical areas. Possessing essential skills and competency in project processes is essential to succeed. With project manager roles often starting at entry-level, this career can be a viable option for candidates entering the workforce or those looking for a career change.



Advance Your Accounting Career

A job as an accountant is a stable position with busy seasons at different times of year. Accountants are responsible for working with financials, monitoring income and/or expenses, and helping businesses stay in compliance with regulations.

The job outlook for [accountants and auditors](#) in the U.S. is growing faster than average. It's projected that 115,300 jobs are needed each year on average until 2035. [Financial auditors and accountant](#) job openings in Canada are expected to total 83,100 by 2033.

What Accountants Do

Accountants handle a variety of responsibilities, from analyzing trends to preparing statements and summarizing information. A typical workday, depending on experience level and the type of accounting, can include:

- Business analysis of trends, alternative investment planning, return analysis and reporting, and executive briefings
- Using accounting principles to manage operations
- Collecting, analyzing, and summarizing account information
- Preparing budget and financial forecasts
- Publishing financial statements on time
- Conducting month-end and year-end closing processes
- Ensuring regulatory compliance

Accounting Types and Job Titles

[Accounting](#) has several specializations, including:

- [Cost Accounting](#)
- [Financial Accounting](#)
- [Forensic Accounting](#)
- [Management Accounting](#)
- [Tax Accounting](#)

Holding an accounting degree doesn't lock you into being an accountant. The [skills](#) and qualifications you earn can be transferred to other areas of accounting, like:

- Auditor
- Financial Advisor
- Financial Analyst
- Financial Manager

What Companies Look for in Accountants

Every position is different, but many companies need the following skills and qualifications:

- [Ability](#) to research, write financial reports, and use spreadsheets
- [Accounting software](#) experience
- Adherence to confidentiality and financial laws and regulations
- Critical thinking, communication, and math [skills](#) are beneficial
- Excellent attention to detail
- Experience as an accountant or in a field like project management or data analytics
- Knowledge of accounting and finance principles and procedures
- [Traits](#) like being curious, organized, and adaptable

Advance to Become a Mid-Level Accountant

If advancement is your goal after starting a career as an accountant, striving for a role as a [mid-level accountant](#) can be a natural progression. Mid-level accountants have experience beyond entry-level jobs, and the [titles](#) may include Accounting Manager, Supervisor, or Staff Accountant.

[Coursera](#) lists areas mid-level accountants may need to further develop their skills to succeed:

- Regulatory requirements compliance
- Advanced reporting, particularly with an emphasis on financial modeling
- Strong problem-solving and decision-making abilities
- Ability to lead teams and oversee projects

Grow Your Career with Certifications

Accountants generally hold a bachelor's degree in accounting, business, or another related field, and some pursue master's degrees in accounting or business administration. Education lays a strong foundation for starting an accounting career. Certifications and industry memberships support long-term career development.

- Licensure as a [certified public accountant](#) (CPA) is required for some positions.
- Early career bookkeepers and accountants may pursue the [Intuit Academy Bookkeeping Professional Certificate](#).
- The [Institute of Management Accountants](#)® offers certifications for professionals and students: Financial and Managerial Accounting Associate, Certified Management Accountant, and Certified in Strategy and Competitive Analysis.
- The American Institute of CPAs® and the Chartered Institute of Management Accountants® offer several [credentials](#) to support accounting professionals.
- The [National Association of State Boards of Accountancy](#) lists many professional organizations that support CPAs.
- The [Institute of Internal Auditors](#) offers certifications including Internal Audit Practitioner™ and Certified Internal Auditor®.
- Available for Express associates, [ExpressLearn](#) features more than 100 mobile-friendly courses for skills in many areas, including accounting.

Count the Benefits of an Accounting Career

From entry-level to mid-level roles and specialty areas, accounting offers many ways to grow a long-term career. Developing technical skills, staying up to date on industry trends and tools, and pursuing certifications that support your goals, you can prepare for a stable accounting career.



How to Become a Human Resources Business Partner

Human resources professionals play an important role in managing employee relations, adhering to employment laws, handling employee benefits, and driving company culture. Companies may have internal human resources teams, use a staffing agency to manage aspects like hiring or payroll, or outsource to a management organization. This means job seekers can choose the type of company they'd like to do human resources work for.

The job outlook for human resources is positive. In the U.S., 73,700 [human resources specialists](#) job openings are projected each year on average until 2035. In Canada, the total number of [human resources professionals](#) job openings are projected at 53,800 by 2033.

There are many job opportunities within human resources, including [human resources business partners](#), who are responsible for aligning HR practices with business goals.

What Does a Human Resources Business Partner Do?

Most human resources business partners work at large companies, but companies of all sizes can benefit from the impact a human resources business partner can have. Human resources business partners act as a bridge between HR and what it takes to reach business objectives, according to the [Academy to Innovate HR](#).

[Coursera](#) outlines tasks a human resources business partner is typically responsible for, including:

- Strategizing to meet HR needs
- Amending and updating policies and procedures
- Consulting business HR leaders on operations
- Keeping up with evolving HR best practices, industry trends, and laws and regulations
- Contributing to HR functions like budget management, recruiting and hiring, and writing job descriptions

Skills Human Resources Business Partners Need to Succeed

Human resources business partners need a range of skills to effectively communicate, manage policies, and consult leaders. To achieve success, they need a mix of soft skills and hard skills, including:

- [Active listening](#)
- [Advocacy](#)
- [Business acumen](#)
- [Data-driven decision making](#)
- [Digital agility](#)
- [Influence](#)
- [Strategic planning](#)

[Deloitte](#) describes what human resources business partners should know, have, and do to achieve business success.



Common human resources job titles:

Many skills that help human resources business partners succeed are transferable to other roles, like:

- Benefits Administrator
- Benefits Coordinator
- Consultant
- Employee Engagement Coordinator
- Human Resources Generalist
- Human Resources Manager
- Human Resources Specialist
- Recruiter
- Talent Management Specialist
- Training and Development Specialist

Required Education for Human Resources Business Partners

In addition to the mix of soft skills and hard skills it takes to succeed, human resources business partners are also qualified through education and certification. A bachelor's [degree](#) is required in a field like human resources or business management, and some companies require a master's degree. Certifications can demonstrate expertise and act as a springboard for career advancement.

- The [Human Capital Institute](#) offers a Strategic HR Business Partner Certification and an advanced certification.
- The [AIHR](#) has an HR Business Partner 2.0 certificate program.
- Certified professional and senior certified professional designations from the [Society of Human Resources Management](#) are widely recognized.

Pursue a Career as a Human Resources Business Partner

Human resources business partner is an influential role impacting human resources processes, achieving business goals, and collaborating with company leaders. Building the right skills and validating expertise with certifications are key to landing the job and supporting companies in reaching their business goals.



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To further your career development and make your skills more marketable, Express offers free training. Learn more on ExpressPros.com, ExpressPros.ca, or from your [local Express office](#).

eBooks

Free, mobile-friendly ebooks offer insights and advice on topics including answering interview questions and mentorship at work.

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A hub of relevant career topics, job search advice, work trends, and more.

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Job Genius

This educational video series teaches young adults how to successfully enter the workforce. From resumes and interviewing to soft skills and career pathing, this program includes 13 videos and corresponding worksheets.

Job Journey Newsletter

Whether you're actively looking for a new job or want to advance your career, this monthly newsletter covers topics like AI's impact on the job search, skill development, and overcoming challenges at work.

Job Seeker Report

Learn about current job market trends and find tips to fuel your career.

Workplace Pro

Whether you're starting your first job, reentering the workforce, or ready to explore new opportunities in a different field of work, the Workplace Pro certification program offers Office Ready, Job Ready, and Success Ready tracks.

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