



OhioMeansJobs.com

Gerrie Cotter, May 2016



OhioMeansJobs.com

- Link between OMJ and OWCMS
- Potential OMJ Activities
- Current and Future Functionality
- Home Page
- CCMEP icon
- Workforce Professionals Data
- Backpack
- Tools Currently Available



Registration and backpack

- Caseworkers determine whether clients have an OMJ or OMJ K-12 account. If OMJ K-12 account or no account, caseworker helps client create an OMJ account. CCMEP clients should always use OMJ accounts, not OMJ K-12 accounts.
- Client can use OMJ saving progress to backpack which caseworker can track in OWCMS

CCMEP icon

- Available from the OMJ Job and Family Services Customer landing page

Job search agent

- Client can save up to 10 job searches to receive information on new job postings daily by email

Career planning and exploration

- Client can search occupations based on industry and interests and then create a career plan that allows them to track their progress towards their career goals

Education and scholarship search

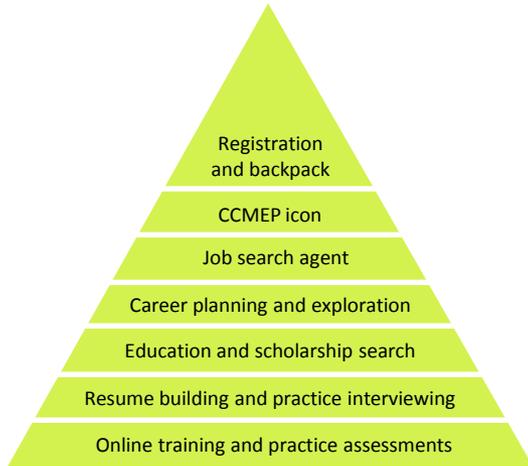
- Client can search training programs that match occupational goal and then scholarships to cover costs

Resume building and practice interviewing

- Client can create and score a resume on OMJ and then prepare for interviews by videotaping practice interviews

Online training and practice assessments

- Client can practice taking WorkKeys, other assessments or take online courses to learn new skills (i.e., computer, communications, etc.). Assessment result summaries suggest appropriate training modules to help improve their results



OMJ

OhioMeansJobs.com



JULY 2016 (PHASE 1)

SPRING 2017 (PHASE 2)

Assessment summary in backpack

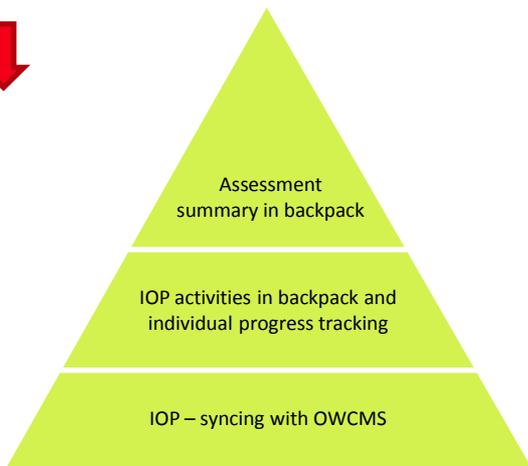
- Client's answers to CCMEP assessment questions will create a strengths/challenges summary to be transferred from OWCMS to the client's OMJ backpack for them to share with anyone of their choosing who may be assisting the client.

IOP Activities in backpack and individual progress tracking

- OWCMS will transfer IOP activities to the client's OMJ backpack in a new IOP tool similar to the career planning tool available today.
- The client can indicate in their backpack if they have completed an activity and this data will transfer to OWCMS as indicated below.

IOP – Syncing with OWCMS

- OMJ will send data updates to OWCMS from the client's IOP tool in the OMJ backpack.
- Caseworkers will receive information about which activities the client believes are complete and then caseworker will verify whether the activity is actually complete in OWCMS
- The OWCMS record is the official record for completion status of activities



OMJ

OhioMeansJobs.com





OhioMeansJobs.com

- OMJ Account
- OhioMeansJobs.com Registration
- Login issues
 - (888) 451-6446
 - online chat
- Email Address
- Password (Password1!)





OhioMeansJobs.com

Home Page



Ohio.gov

Individuals

GET STARTED



Employers

GET STARTED

Click on me to see a video to learn more about OhioMeansJobs

Search Jobs

GET STARTED



In-Demand Careers



K-12 Students



Online Training



Employment Programs



Veterans



Events



Career Pathways



Budget Calculator



Occupational Search



Career Profile



Backpack



OhioMeansJobs Centers



OhioMeansJobs.com

Individual Landing Page

Ohio MEANS Jobs .com

Individuals

OhioMeansJobs can help guide your career search if you tell us a little more about yourself.
Are you a:

- Veteran**
- Unemployment Insurance Claimants**
- Job and Family Services Customer**
- K-12 Student**
- Individual with a Disability**
- College Student**

Search Jobs
GET STARTED

Ready to explore on your own
GET STARTED

Click on me to see a video to learn more about OhioMeansJobs

In-Demand Careers **First Up! Guided Tour** **Online Training** **Career Planning** **Employment Programs** **OhioMeansJobs Centers** **Events** **Career Pathways** **Budget Calculator** **Occupational Search** **Career Profile**

Scholarship Search **In-Demand Reports** **Skills Based Hiring** **New Way to Work** **Practice Interviews** **W.I.E.T.** **What's New on OMJ?**

Ohio Regional Articles | Workforce Professionals | OhioMeansInternships | Entrepreneurship



OhioMeansJobs.com

The screenshot displays the OhioMeansJobs.com website interface. At the top, there is a navigation bar with the site logo and menu items: EXPLORE IT, PLAN IT, FUND IT, FIND IT, COLLEGE STUDENTS, and VETERANS. A search bar is located below the navigation, with fields for job title, keywords, and location, along with buttons for 'SEARCH JOBS' and 'SEARCH WORKKEYS®'. A 'LIVE CHAT: ONLINE' indicator is visible in the top right corner.

The main content area is divided into several sections:

- Workforce Professionals:** A sidebar on the left lists various services: Success Measures, OWT, JobsOhio, Ohio Energy, In-Demand Information (highlighted with a red arrow), Eligible Training Provider, Employer & Seeker Upload Service, and Restored Citizens. The main content area features a red cardinal mascot and the heading 'Workforce Professionals'. Below this, a paragraph explains that the In-Demand Occupations list brings together information from occupational projections, online job postings trends, and job forecasting data from businesses. A link for 'In-Demand Guide' is provided.
- Tools for Workforce Professionals:** A section containing several links: Related Jobs Crosswalk, Related Jobs Crosswalk Instructions (Video and Transcript), In-Demand with ONET Codes, In-Demand without ONET Codes, In-Demand by Education, Business Engagement Report, Regional In-Demand Reports (highlighted with a red arrow), Veteran's Reports, and In-Demand Skills Report.
- Regional In-Demand Occupations:** A section titled 'Regional In-Demand Occupations' provides detailed data for 100 in-demand occupations. It lists links for each region: Ohio, Southwest, Northeast, Central (highlighted with a red arrow), West, Southeast, and Northwest. Each region link includes sub-links for 'In-Demand Occupations' and 'Business Engagement'.

At the bottom of the page, there are footer links for OhioMeansJobs.com, In-Demand Occupations, Job Postings Trends, and Did You Know?.



OhioMeansJobs.com

Central InDemand Occupations Report

February 2016
Architecture and Engineering Occupations



Ref. No.	InDemand Occupation 0 21	Typical Education Required for Entry ¹	Central or Columbus region							Statewide							Central Regional Percentage Share of Statewide Numbers							
			Regional Annual Openings	Regional Annual Growth	2012 Regional Employment	Regional OMI Trend Data	Number of Employers (OMA)	Regional Forecast Data	Number of Employers (Forecast)	Statewide Annual Openings	Statewide Annual Growth	2012 Regional Employment	Regional OMI Trend Data	Number of Employers (OMA)	Regional Forecast Data	Number of Employers (Forecast)	Regional Annual Openings	Regional Annual Growth	2012 Regional Employment	Regional OMI Trend Data	Number of Employers (OMA)	Regional Forecast Data	Number of Employers (Forecast)	
1	Aerospace Engineering and Operations Technicians	Associate's degree	0	0	0	0	0	0	0	5	0	230	11	4	12	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2	Aerospace Engineers	Bachelor's degree	0	0	0	184	17	0	0	90	0	4,000	2,007	80	76	4	0.00%	0.00%	0.00%	0.00%	0.00%	21,256	0.00%	0.00%
3	Architectural and Civil Drafters	Associate's degree	12	4	620	184	13	0	0	39	0	2,940	176	36	4	1	20.77%	0.00%	21.00%	24,116	14,376	0.00%	0.00%	0.00%
4	Biomedical Engineers	Bachelor's degree	0	0	0	30	4	0	0	30	0	540	276	20	20	2	0.00%	0.00%	0.00%	11,298	20,096	0.00%	0.00%	0.00%
5	Chemical Engineers	Bachelor's degree	4	1	130	193	22	1	1	30	5	1,470	796	103	112	14	10.34%	20.00%	8.8%	27,346	21,366	0.00%	0.00%	3.14%
6	Civil Engineering Technicians	Associate's degree	28	4	540	44	10	12	0	40	0	2,040	128	27	12	1	42.84%	0.00%	27.65%	24,206	27,026	100.00%	100.00%	
7	Civil Engineers	Bachelor's degree	83	43	1,660	178	29	34	1	291	117	7,160	846	125	34	1	28.57%	36.70%	23.18%	18,426	23,206	100.00%	100.00%	
8	Electrical and Electronic Engineering Technicians	Associate's degree	28	10	880	302	30	15	1	50	5	4,180	3,311	209	214	9	35.63%	20.00%	21.05%	23,006	14,706	7.01%	11.11%	
9	Electrical Engineers	Bachelor's degree	45	10	1,380	966	40	16	3	147	24	5,520	4,349	270	284	25	30.61%	26.17%	23.00%	23,526	14,816	6.41%	12.06%	
10	Electromechanical Technicians	Associate's degree	0	0	0	11	8	0	0	11	0	900	188	21	124	4	0.00%	0.00%	0.00%	10,198	21,426	0.00%	0.00%	0.00%
11	Electronics Engineers, Except Computer	Bachelor's degree	24	9	480	259	36	0	0	60	6	3,470	1,530	164	189	4	24.27%	10.00%	17.57%	16,526	21,856	0.00%	0.00%	0.00%
12	Engineers, All Other	Bachelor's degree	45	20	1,340	217	31	0	0	130	0	4,240	1,516	217	17	4	37.05%	0.00%	20.0%	24,706	24,206	0.00%	0.00%	0.00%
13	Health and Safety Engineers, Except Mining Safety Engineers and Inspectors	Bachelor's degree	4	0	140	413	48	1	1	20	10	750	1,264	240	8	4	13.05%	0.00%	18.27%	23,306	20,006	11.52%	25.00%	
14	Industrial Engineering Technicians	Associate's degree	10	4	310	173	40	12	1	63	0	3,090	1,511	283	47	3	15.47%	0.00%	10.14%	11,976	14,126	24.23%	31.33%	
15	Industrial Engineers	Bachelor's degree	68	9	1,210	3,769	107	7	2	261	40	10,940	22,078	485	177	14	13.19%	22.00%	11.01%	17,216	14,426	3.00%	16.70%	
16	Manufacturing Engineers	Bachelor's degree	65	20	1,190	217	31	35	1	138	0	4,640	1,556	227	176	10	22.00%	0.00%	20.49%	18,776	14,206	12.64%	5.00%	
17	Manufacturing Production Technicians	Associate's degree	18	6	540	31	10	0	0	66	0	3,200	350	65	127	5	27.07%	0.00%	17.00%	12,406	11,306	0.00%	0.00%	
18	Materials Engineers	Bachelor's degree	9	2	230	131	15	0	0	43	0	1,980	1,044	114	120	5	20.01%	0.00%	10.01%	12,326	12,206	0.00%	0.00%	
19	Mechanical Drafters	Associate's degree	6	2	300	60	12	0	0	41	0	3,100	259	77	12	2	14.61%	0.00%	4.60%	14,526	15,506	0.00%	0.00%	
20	Mechanical Engineering Technicians	Associate's degree	12	4	380	31	12	75	1	69	9	2,840	376	54	178	3	17.39%	44.44%	13.19%	17,416	22,226	43.23%	31.33%	
21	Mechanical Engineers	Bachelor's degree	0	0	0	1,493	58	46	3	428	26	11,780	7,270	205	527	18	0.00%	0.00%	0.00%	18,406	14,406	8.41%	7.89%	
Number of Occupations Columbus Region			407	158	9,610	4,872	638	354	18															



OhioMeansJobs.com

Backpack

The screenshot shows the user interface of the OhioMeansJobs.com Backpack. Key elements are highlighted with red boxes:

- Navigation Bar:** Includes the OhioMeansJobs.com logo, a "LIVE CHAT : ONLINE" indicator, and navigation links: EXPLORE IT, PLAN IT, FUND IT, FIND IT, COLLEGE STUDENTS, and VETERANS.
- User Profile:** Shows the user's name "Ima Human" and a "BACKPACK" icon.
- Search Bar:** Contains fields for "Enter job title", "Enter keywords", and "Enter job location".
- Account Menu:** A dropdown menu with options: Saved Searches, Saved Jobs, Resumes, Calendar, Account Settings, Privacy, and Sign Out.
- Search Workkeys:** A button labeled "SEARCH WORKKEYS®".
- Personalization:** A green backpack icon and the text "Welcome, Ima Human" with a link to "Edit Your Account".
- Communication:** Buttons for "EMAIL" and "PRINT".
- Guided Tour:** A button labeled "THE GUIDED TOUR" with a red cardinal icon.
- Career Plans Section:** Titled "Career Plans" with a sub-header "3 OF 5 CAREER PLANS". It lists three plans:
 - Light Truck or Delivery Services Drivers:** 66% complete, updated 3/24/2016.
 - Tool Grinders, Filers, and Sharpeners:** 28% complete, updated 9/1/2015.
 - Counseling Psychologists:** 37% complete, updated 9/11/2015.A button "CREATE A NEW CAREER PLAN" is also present.
- Assessments and Training Section:** Titled "Assessments and Training" with a sub-header "COMPLETED ASSESSMENTS".
- Calendar Section:** Titled "Calendar" with a sub-header "UPCOMING EVENTS". It states "You don't have any events scheduled in your calendar." and includes a "VIEW CALENDAR" button.
- Resumes Section:** Titled "Resumes" with a sub-header "ACTIVE RESUME". It shows a resume snippet: "Hard working, reliable construction laborer" with a "RATING D+" and a "Resume Builder/Uploader" button.
- Activity Summary:** Shows "16" in the last 30 days, with a "MANAGE RESUMES" button and an "AVOID SCAMS" button.



OhioMeansJobs.com

Backpack

Assessments and Training

COMPLETED ASSESSMENTS

	SCORE	COMPLETION DATE
WorkKeys® Locating Information Practice Test 1	19/38	3/16/2015
WorkKeys® Reading for Information Practice Test 1	23/33	3/16/2015
WorkKeys® Applied Mathematics Practice Test 1	13/33	3/16/2015
Computer Basics 2: Personal Computer Fundamentals	--	Not Completed

[VIEW TESTS](#)

Careers I'm Interested In

5 OF 10 OCCUPATIONS

- First-Line Supervisors of Construction Trades & Extraction Workers ✕
- First-Line Supervisors of Landscaping, Lawn Service, & Groundskeeping Workers ✕
- Light Truck or Delivery Services Drivers ✕
- Tool Grinders, Filers, & Sharpeners ✕
- Counseling Psychologists ✕

[COMPARE](#) Select 2

[MANAGE RESUMES](#)

[AVOID SCAMS](#)

For your Job Search

SAVED SEARCHES

4 of possible
10 searches

[VIEW SEARCHES](#)

JOBS I'VE SAVED

3 of possible
50 saved jobs

[VIEW JOBS](#)

JOBS I'VE APPLIED TO

0 in the
last 30 days

[VIEW JOBS](#)

[Job Search Agent](#)

[Saved Jobs](#)

[Jobs Applied for](#)

[Online Training Center](#)

[Occupation Search](#)



OhioMeansJobs.com

Backpack

Employment Program Inventory

Programs I'm Interested In

OHIO-BASED EMPLOYMENT PROGRAMS

Senior Technical Education

[VIEW ALL PROGRAMS](#)

Education/Training Search

Schools I'm Interested In

1 OF A POSSIBLE 10 SCHOOLS AND PROGRAMS

Mid-East CTC-Adult Education

Program: Building/Property Maintenance

Occupation: First-Line Supervisors of Construction Trades and Extraction Workers

If you're looking at schools, you can save up to ten here. Look for a school by clicking the "Education and Training" link on an occupation page.

[SEARCH OCCUPATIONS](#)

Scholarship Search

Scholarships I'm Interested In

3 OF 50 SCHOLARSHIPS

BIAW Education Program Scholarship

Andrew Flusche Scholarship Contest

BIA Cares Scholarship

You can view and manage your saved scholarships here. To find additional opportunities for educational assistance, click the "Search Scholarships" link on your Saved Scholarships page.

[VIEW SCHOLARSHIPS](#)

Practice Interviews

3 SAVED INTERVIEWS

Whether you're new to the job market or an experienced professional, we can help you land the right job with a powerful combination of video tutorials and virtual interview practice.

[VIEW INTERVIEWS](#)

Practice Interview

Documents

LATEST 1 OF MAXIMUM 15 DOCUMENTS

OSHA Certificate

[VIEW ALL DOCUMENTS](#)

Document Storage

Target Salary

\$37,467

Based on your expenses.

[VIEW / EDIT EXPENSES](#)

Budget Calculator

Career Profile

Updated 9/11/2015



Realistic 26
Enterprising 26
Conventional 20

[VIEW / EDIT RESULTS](#)

Career Profile





OhioMeansJobs.com

Career Profile

Ohio MEANS Jobs .com EXPLORE IT PLAN IT FUND IT FIND IT COLLEGE STUDENTS VETERANS Ima Human ▾ **BACKPACK**

Enter job title Enter keywords in Enter job location OH ▾ **SEARCH JOBS** **SEARCH WORKKEYS®**

Career Profile • Select Interests

[How It Works](#) **Step 1** [Step 2](#) [Step 3](#) **PRINT**

Select Interests

Select the answer that best describes how you feel about each activity or job. Click NEXT to proceed. If NEXT does not appear then you have missed a question. Note: Your answers are not stored or saved until you click NEXT on the bottom of each page or SAVE on the scores page. Remember, this is not a test! There are no wrong answers, and your answers shouldn't depend on your education or the salary you want. Just be honest and think about what you really like to do.

1. Build kitchen cabinets

2. Lay brick or tile

3. Develop a new medicine

4. Study ways to reduce water pollution

5. Write books or plays

Need help?



Budget Calculator

Target Salary (NET)
\$37,467

Based on your budget.
[Edit budget](#)

POWERED BY



NEXT



OhioMeansJobs.com

Career Profile

55. Take care of children at a day-care center	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like
56. Teach a high-school class	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like
57. Sell merchandise at a department store	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like
58. Manage a clothing store	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like
59. Keep inventory records	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like
60. Stamp, sort, and distribute mail for an organization	Strongly Dislike	Dislike	Not Sure	Like	Strongly Like

[PREV](#) [GET SCORE](#)



OhioMeansJobs.com

Career Profile

Select Interests Profile Results

PRINT

Congratulations!

We've got your Career Profile scores, as well as an explanation of what they mean.

People with Realistic interests like work that includes practical, hands-on problems and answers. Often people with Realistic interests do not like careers that involve paperwork or working closely with others. They like working with plants and animals; real-world materials like wood, tools, and machinery; and outside work.

People with Enterprising interests like work that has to do with starting up and carrying out business projects. These people like taking action rather than thinking about things. They like persuading and leading people, making decisions, and taking risks for profits.

People with Conventional interests like work that follows set procedures and routines. They prefer working with information and paying attention to details rather than working with ideas. They like working with clear rules and following a strong leader.

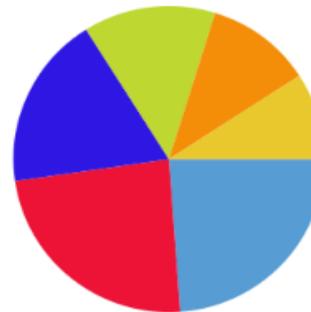
People with Artistic interests like work that deals with the artistic side of things, such as acting, music, art, and design. They like creativity in their work and work that can be done without following a set of rules.

People with Social interests like working with others to help them learn and grow. They like working with people more than working with objects, machines, or information. They like teaching, giving advice, and helping and being of service to people.

People with Investigative interests like work that has to do with ideas and thinking rather than physical activity or leading people. They like searching for facts and figuring out problems.

We found career options that match your interests. Click [View Occupations](#) to see them now!

[VIEW OCCUPATIONS](#)



Realistic	26
Enterprising	26
Conventional	20
Artistic	15
Social	12
Investigative	10

Not what you expected? [Edit your answers.](#)

Budget Calculator

Target Salary (NET)

\$37,467

Based on your budget.

[Edit budget](#)

POWERED BY:





OhioMeansJobs.com

Career Profile

These 133 careers might be a good match for:

These careers are selected as best matches to the information you provided in your Career Profile. They are automatically sorted to reflect those occupations that would require a 'High' level of effort to attain and secondly according to those occupations In Demand. You may change these preferences if you choose.

Note: Sometimes we don't have enough information about an occupation to give you an accurate salary range. In these cases, that space is left blank.

COMPARE select 2 Level of Effort Sort By UPDATE

Occupation	Ohio Average Yearly Pay (*US average)
<input type="checkbox"/> First-Line Supervisors of Food Preparation & Serving Workers 👍	\$21,820 - \$35,750
<input type="checkbox"/> First-Line Supervisors of Helpers, Laborers, & Material Movers, Hand 👍	\$35,340 - \$57,880
<input type="checkbox"/> First-Line Supervisors of Housekeeping & Janitorial Workers 👍	\$28,390 - \$45,070
<input type="checkbox"/> Parts Salespersons 👍	\$20,370 - \$35,720
<input type="checkbox"/> Painters, Construction & Maintenance 👍	\$28,230 - \$49,130
<input type="checkbox"/> Petroleum Pump System Operators, Refinery Operators, & Gaugers 👍	\$53,850 - \$72,400
<input type="checkbox"/> Light Truck or Delivery Services Drivers 👍	\$20,400 - \$38,340
<input type="checkbox"/> Power Plant Operators 👍	\$59,190 - \$74,440
<input type="checkbox"/> Welding, Soldering, & Brazing Machine Setters, Operators, & Tenders 👍	\$29,290 - \$47,090
<input type="checkbox"/> Shipping, Receiving, & Traffic Clerks 👍	\$23,740 - \$38,080
<input type="checkbox"/> Team Assemblers 👍	\$24,030 - \$43,590
<input type="checkbox"/> Bus Drivers, School or Special Client 👍	\$20,370 - \$37,020
<input type="checkbox"/> Chemical Equipment Operators & Tenders 👍	\$38,180 - \$59,810

👍 **Thumbs up!** InDemand occupations with a thumbs up icon are hot in Ohio.



Career Profile



[Edit Answers](#)

Budget Calculator

Target Salary (NET)
\$37,467

Based on your budget.
[Edit budget](#)





OhioMeansJobs.com

Occupation Search

 [EXPLORE IT](#) [PLAN IT](#) [FUND IT](#) [FIND IT](#) [COLLEGE STUDENTS](#) [VETERANS](#) Ima Human ▼  [BACKPACK](#)

[LIVE CHAT : ONLINE](#)

in OH ▼ [SEARCH JOBS](#) [SEARCH WORKKEYS®](#)

Occupation Search



Choose one of the search options below that best applies to your inquiry:

Industry Search

Select an industry from the drop down menu below and click "GO".

[GO](#)

Education Search

Select an Education level from the drop down menu below and click "GO".

[GO](#)

Keyword Search

Type in a keyword such as "doctor" or an occupation description such as "build houses" below and click "GO".

[GO](#)

Salary Range Search

Select a Salary Range from the drop down menu below and click "GO".

[GO](#)

Career Profile

 Realistic	26
 Enterprising	26
 Conventional	20
 Artistic	15
 Social	12
 Investigative	10

[Edit Answers](#)



OhioMeansJobs.com

Occupation Search

LIVE CHAT : ONLINE

Ohio MEANS Jobs .com EXPLORE IT PLAN IT FUND IT FIND IT COLLEGE STUDENTS VETERANS Ima Human ▼ BACKPACK

Enter job title Enter keywords in Enter job location OH ▼ SEARCH JOBS SEARCH WORKKEYS®

Occupation Search > Matched Occupations

These 468 careers might be a good Education match for:

High school diploma/GED ▼ GO

COMPARE select 2

Sort By InDemand first ▼ UPDATE

Occupation	Ohio Average Yearly Pay (*US average)
<input type="checkbox"/> Bill & Account Collectors	\$25,530 - \$37,270
<input type="checkbox"/> Customer Service Representatives	\$24,700 - \$38,880
<input checked="" type="checkbox"/> First-Line Supervisors of Housekeeping & Janitorial Workers	\$26,390 - \$45,070
<input type="checkbox"/> Helpers--Production Workers	\$20,970 - \$33,150
<input type="checkbox"/> Industrial Truck & Tractor Operators	\$25,840 - \$38,020
<input type="checkbox"/> Office Clerks, General	\$21,440 - \$35,840
<input type="checkbox"/> Packaging & Filling Machine Operators & Tenders	\$22,910 - \$38,210
<input type="checkbox"/> Recycling & Reclamation Workers	\$24,550 - \$37,840
<input type="checkbox"/> Team Assemblers	\$24,030 - \$43,590

Thumbs up! InDemand occupations with a thumbs up icon are hot in Ohio.



Career Profile

Realistic	26
Enterprising	26
Conventional	20
Artistic	15
Social	12
Investigative	10

[Edit Answers](#)



OhioMeansJobs.com

Occupation Search

Ohio MEANS Jobs .com [EXPLORE IT](#) [PLAN IT](#) [FUND IT](#) [FIND IT](#) [COLLEGE STUDENTS](#) [VETERANS](#) Ima Human [BACKPACK](#)

LIVE CHAT : ONLINE

Enter job title Enter keywords in Enter job location OH [SEARCH JOBS](#) [SEARCH WORKKEYS®](#)

Occupation Search · Matched Occupations · Customer Service Representatives

Customer Service Representatives 📌 🌟 🌱

PRINT

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Related: [Hotel, Motel, & Resort Desk Clerks](#) [Insurance Claims Clerks](#) [New Accounts Clerks](#) [Receptionists & Information Clerks](#) [Switchboard Operators, Including Answering Service](#)

Industries: [Finance & Insurance](#) [Administration & Support Services](#) [Retail](#)

[SAVE](#)

[SUMMARY](#) [DETAILS](#)

Work Activities

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved customer grievances to designated departments for further investigation.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Solicit sales of new or additional services or products.
- Order tests that could determine the causes of product malfunctions.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Review claims adjustments with dealers, examining parts claimed to be defective, and approving or disapproving dealers' claims.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

Saved Occupations

First-Line Supervisors of Construction Trades & Extraction Workers

First-Line Supervisors of Landscaping, Lawn Service, & Groundskeeping Workers

Light Truck or Delivery Services Drivers

Tool Grinders, Filers, & Sharpeners

Counseling Psychologists

[COMPARE](#) Select 2

Budget Calculator

Target Salary (NET)

\$27,467



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Occupation Search

Skills	Pay												
<p>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.</p> <p>Speaking Talking to others to convey information effectively.</p> <p>Service Orientation Actively looking for ways to help people.</p>	<p>Average Salary</p> <table border="1"> <thead> <tr> <th>Category</th> <th>US</th> <th>Ohio</th> </tr> </thead> <tbody> <tr> <td>Top 10%</td> <td>\$51,630</td> <td>\$48,670</td> </tr> <tr> <td>Median</td> <td>\$31,200</td> <td>\$30,410</td> </tr> <tr> <td>Bottom 10%</td> <td>\$19,860</td> <td>\$19,880</td> </tr> </tbody> </table>	Category	US	Ohio	Top 10%	\$51,630	\$48,670	Median	\$31,200	\$30,410	Bottom 10%	\$19,860	\$19,880
Category	US	Ohio											
Top 10%	\$51,630	\$48,670											
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<p>WorkKeys®</p> <p>Applied Mathematics 4 Reading for Information 4 Locating Information 4</p>	<p>Average Hourly Wage</p> <table border="1"> <thead> <tr> <th>Category</th> <th>US</th> <th>Ohio</th> </tr> </thead> <tbody> <tr> <td>Top 10%</td> <td>\$25</td> <td>\$23</td> </tr> <tr> <td>Median</td> <td>\$15</td> <td>\$15</td> </tr> <tr> <td>Bottom 10%</td> <td>\$10</td> <td>\$10</td> </tr> </tbody> </table>	Category	US	Ohio	Top 10%	\$25	\$23	Median	\$15	\$15	Bottom 10%	\$10	\$10
Category	US	Ohio											
Top 10%	\$25	\$23											
Median	\$15	\$15											
Bottom 10%	\$10	\$10											
<p>Abilities</p> <p>Oral Comprehension The ability to listen to and understand information and ideas presented through spoken words and sentences.</p> <p>Oral Expression The ability to communicate information and ideas in speaking so others will understand.</p> <p>Speech Clarity The ability to speak clearly so others can understand you.</p>	<p>Ohio Employment Trends</p> <p>Currently Employed 80,130 Yearly Projected Openings 2,820</p>												
<p>Knowledge</p> <p>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.</p>													



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Occupation Search

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.

Career Video
 Additional videos and more information available on CareerOneStop

[FIND JOBS](#) [CREATE A CAREER PLAN](#) [What's this?](#)

[EDUCATION AND TRAINING OPPORTUNITIES](#)

[SEARCH CAREER PATHWAYS](#)

Typical Education

Education	High school diploma or equivalent
Work Experience	None
Training	Short-term on-the-job training

[Education and Training Opportunities](#)

Personality

Enterprising: People interested in this work like activities that include leading, making decisions, and business. They do well at jobs that need:

Attention to Detail	Dependability
Cooperation	Concern for Others
Integrity	Self Control

Tools

- Standalone telephone caller identification
- Special purpose telephones
- Phone headsets
- Digital telephones
- Autodialers

Technology

- Network conferencing software
- Enterprise resource planning ERP software
- Electronic mail software
- Customer relationship management CRM software
- Contact center software



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Education/Training Search

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 e

Ohio Employment Trends

English La

Knowledge of the structure and rules of composition, and gra

Cleric

Knowledge of administrative and systems such as word pr and records, stenography an forms, and other office proced

Career V

Additi inform Career

Education and Training Opportunities | OhioMeansJobs

EDUCATION AND TRAINING [PRINT](#)

The following are training programs applicable to this occupation. Interested in a school? Save a school to your Backpack for reference. You can save up to ten schools. To learn more, please contact each school individually.

Looking for technical training programs? Check out the [CareerTech \(Adults\)](#), [CareerTech \(High School Students\)](#) and [Apprenticeship Programs](#).

Lorain County Community College
1005 NORTH ABBE RD, ELYRIA, OH 44035-1691

School Type	Public, 2-year	Admissions
School Size	10,000 - 19,999	Financial Aid
Other Degrees Offered	Undergraduate degree or certificate offering No graduate offering	440-366-5222
Website	www.lorainccc.edu	

Program Name Customer Service Support/Call Center/Teleservice Operation **SAVE**

Length Less than one year

ND JOBS CREATE A CA

EDUCATION AND TRAINING O

SEARCH CAREER PATHWAYS

Standalone telephone caller identification



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Career Plan

Choose Occupation **Select Activities** Set Deadlines

Explore It Plan It Fund It Find It

Customer Service Representatives [/](#)

Explore This Career
 The first step on your career path is learning about the job itself. Do your research, talk to an expert, and find out what it's like to be in this field. Select an activity from the suggested list below to add it to your plan.

Recommended Activities

- Explore OhioMeansJobs.**
 Discover all OhioMeansJobs has to offer! Find out how you can get online training, build a resume, find financial assistance, and get in touch with potential employers. Make sure you explore additional resources available to you.
- Research this occupation.**
 Know your stuff! Watch an occupational video, learn about typical job responsibilities, education levels, salaries, and more by performing an occupation search.
- Take the Career Profile interest assessment.**
 Align your interests with potential careers by answering some questions about yourself. We'll find you occupations you might want to explore that match your interests.

Great! Looks like you've already finished this activity.
 We'll add this to your career plan to show what you've done already.
 Add this to your career plan to ensure you finish it.

Realistic	26
Enterprising	26
Conventional	20

[View / Edit Results](#)

- Determine your skill levels.**
 Visit OMJ's Assessment and Training Center to assess your current skills, find your strengths, and see what may skills need improvement.
- Find a professional organization.**
 A professional community can offer networking events, workshops, and can put you in touch with someone who can help you understand this occupation. Find a way to get involved today!
- Find events near you.**
 Find and register for career fairs and networking events in your area by checking out the Events page and adding them to your Calendar.

SAVE **SAVE AND CONTINUE**

When creating your activities, remember the SMART principle. An effective plan uses activities that are:

- S – Specific
- M – Measurable
- A – Attainable
- R – Relevant
- T – Time-Driven



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Career Plan

Choose Occupation **Select Activities** Set Deadlines

Customer Service Representatives

Now that you've selected which activities to add to your to-do list, set a realistic deadline for each one to keep yourself on the right path. Track your progress over time by marking activities you've finished as "Complete". To see a list of activities we recommend, click "Suggest more activities". You can add your own custom activity by clicking "Add my own activity". [Tips for writing activities](#)

Activity	Note	Status	Date	Edit	Delete
Take the Career Profile interest assessment. Align your interests with potential careers by answering some questions about yourself. We'll find you occupations you might want to explore that match your interests.		Complete	Completed 05/15/2016 Unmark as complete		
Take educational courses in OMJ's Assessments and Training Center. Explore OMJ's Assessment and Training Center for relevant courses to this occupation.		Complete	Completed 05/15/2016 Unmark as complete		
Calculate your target salary How much do you need to earn to support yourself and your current lifestyle? Use our Budget Calculator tool to find out.		Incomplete	No deadline set Mark as complete		
Build or upload your resume Upload your resume and set it to public to make your resume visible to potential employers. Don't have a resume? Resume Builder can help you create your first one.		Complete	Completed 05/15/2016 Unmark as complete		
Write resume Enter description		Incomplete	Due 05/31/2016 Mark as complete		

[+ Add my own activity](#) | [+ Suggest more activities](#)

FINISH **FINISH AND SEARCH JOBS**

When creating your activities, remember the SMART principle. An effective plan uses activities that are:

- S – Specific
- M – Measurable
- A – Attainable
- R – Relevant
- T – Time-Driven





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Career Pathways

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Ohio.gov State Agencies | Online Services

EXPLORE IT PLAN IT FUND IT FIND IT VETERAN'S RESOURCES

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[YouTube](#)
[f](#)
[in](#)

- SEARCH JOBS
- ONLINE TRAINING
- OCCUPATIONAL SEARCH
- CAREER PLANNING
- BUDGET CALCULATOR
- CAREER PATHWAYS
- EMPLOYMENT PROGRAMS
- MY PROFILE
- EVENTS
- SEARCH SCHOLARSHIPS



Career Pathways

Career pathways are typical paths by which an individual might reach employment in a certain occupation. While they are by no means the only way to become employed in a given occupation, they offer a general guideline. While these career pathways are organized by their primary industry, it should also be noted that career pathways and occupations can be found across multiple industries.

These career pathways have been developed around Ohio's in-demand occupations according to the "[In-Demand Occupations](#)" report. Secondary and post-secondary courses reflect career-tech programs approved by the [Department of Education](#) and The Department of Higher Education. Average tuition costs are available from the Department of Higher Education [Fall 2013 Survey of Student Charges](#).

Major Industry Groups	
<ul style="list-style-type: none"> Administrative & Support Services Arts & Entertainment Construction Education Farming, Forestry, Fishing & Hunting Finance & Insurance Government Health Care & Counseling Hotel & Food Information Technology, Media & Communication 	<ul style="list-style-type: none"> Management Manufacturing Mining, Oil & Gas Personal Service Professional, Science & Technical Real Estate & Rentals Retail Transportation & Storage Utilities Wholesale/Commercial Sales

Administrative & Support Services Primary Career Pathway

- [Administrative & Support Services](#)

Arts & Entertainment Primary Career Pathway

- [Arts & Entertainment](#)

Construction Primary Career Pathway

- [Construction](#)

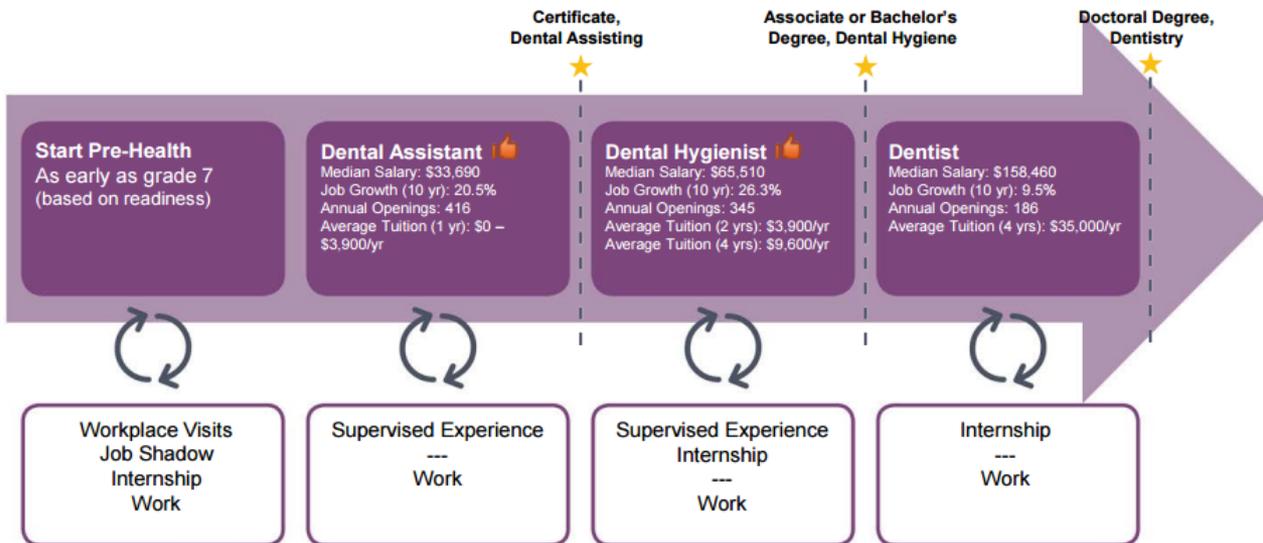
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Career Pathways

Health Science Career Pathway



Provided by middle schools, high schools, employers, Ohio Tech Centers, and colleges.

Preparing students for multiple options after high school:
 gainful employment and/or postsecondary study.

Ohio In-demand Occupations

Data reflects 2014 Ohio labor statistics and public institutions of higher education for 2013-2014. For specific tuition costs, visit ohiohighered.org.



OhioMeansJobs.com

Career Pathways



Health Science Career Pathway

Secondary Pathway: Allied Health and Nursing

Postsecondary Program: Dental Hygiene

An Example of Courses with Secondary and Postsecondary Credits

Secondary	7 8	English I	Algebra I	Physical Science	Social Studies	Fine Arts	Health Science & Technology		
	9 10	English II	Geometry	Biology	World History	Health (.5) PE (.5)	Principles of Allied Health	World Languages	
	11	English III	Algebra II	Chemistry	U.S. History	Dental Technology	Medical Terminology	World Languages	
	12	English IV	Trigonometry/ Calculus	Anatomy & Physiology	U.S. Government	Dental Radiography	Oral Diagnosis & Treatment Planning		
Postsecondary	Year 1 1st Semester	College Seminar	Human Pathophysiology	Dental Anatomy & Physiology	Dental Hygiene Pre-Clinic	Intro to Dental Hygiene	Periodontology I	Preventive Concepts	Techniques I
	Year 1 2nd Semester	English	Intro to Microbiology	Techniques II	Clinic I	Oral Pathology	Periodontology II	Community Health Concepts	Dental Radiography
	Year 2 1st Semester	Interpersonal Communication	Community Health	Techniques III	Clinic II	Sociology	Pharmacology	Dental Materials	Pain Management
	Year 2 2nd Semester	Oral Communication	College Algebra	Techniques IV	Clinic III	Psychology	Dental Hygiene Case & Concepts	Humanities Elective	

High School Career-Technical Education Program Courses

High School Courses for Postsecondary Credit (Including Apprenticeship Hours) and the Corresponding Postsecondary Courses

Required Courses

Recommended Electives

Visit education.ohio.gov/CareerConnections for reference information.
Course titles and sequences will vary between schools.

11/2014



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Online Training Center

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Enter job title Enter keywords in Enter job location OH ▼ **SEARCH JOBS** **SEARCH WORKKEYS®**

Backpack · Assessments and Training

Assessments and Training

VISIT ONLINE TRAINING CENTER

Core Practice Assessments

These job skill assessment tests are used to measure real-world skills. Complete the following training tests so you and potential employers can find careers best suited to your skills.

Name	Status	Score	Action
WorkKeys® Applied Mathematics Practice Test 1	Completed 3/16/2015 View Certificate	13/33	RETAKE
WorkKeys® Locating Information Practice Test 1	Completed 3/16/2015 View Certificate	19/38	RETAKE
WorkKeys® Reading for Information Practice Test 1	Completed 3/16/2015 View Certificate	23/33	RETAKE
Computer Basics 2: Personal Computer Fundamentals	Not Completed	--	LAUNCH

Non-Core Tests

Are you looking to improve your computer skills? Preparing to take the GED®? Or just want to brush up on business skills like math, writing, and public speaking? Visit our Online Training Center to see what else OhioMeansJobs has to offer to help you get the skills you need to land the job you want.

VISIT MY ASSESSMENTS PAGE

When you complete a test, we'll show your score here and give you a certificate of achievement! You can upload a copy to your Documents list for future reference.





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Online Training Center

Ohio MEANS Jobs .com ASSESSMENTS AND TRAINING

My Assessments | [Return to OhioMeansJobs](#)

Home | Get Started | All Assessments | Support

Welcome to OhioMeansJobs Assessment and Training Center!

The state of Ohio requires that you take certain assessments and tutorials if you are interested in or are receiving state benefits or assistance. Click "Get Started" above to begin. You can also find additional assessments and tutorials to help improve your skills. Click "All Assessments" above, or select an icon below.



- OMJ Core Assessments
- Master Core Business Skills
- Improve Your Computer Skills
- Prepare for Your GED® Test
- College Test Preparation

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Search Training Tests

Search here... [GO >>](#)

- Career Test Prep
- Adult Learning Resources
- School Center



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Online Training Center

Home Get Started All Assessments Support

Search: go

Show Me:

- Tests
- eBooks
- Computer Courses
- Tutorials

OMJ Core Assessments

Master Core Business Skills

Improve Your Computer Skills

Prepare for Your GED® Test

College Test Preparation

Career Test Prep

Allied Health

Prepare for allied health career entrance tests, and learn what it takes to pursue an allied health career. Open one of the resources below to get started.

Prepare for Allied Health Career Entrance Tests Certified Medical Assistant Certified Surgical Technologist

Dental Assisting Nursing Assistant Pharmacy Physical Therapist Physician Assistant Radiography

Registered Medical Assistant Veterinary Technician Allied Health Career Guidance Library

Health Careers Practice Entrance Test: Biology [Launch](#)

To get into an Allied Health training program, you need a good score on the entrance exam. Make sure that happens by taking practice tests first. Answer 50 biology questions, then see your score, the right answers, and explanations.

Health Careers Practice Entrance Test: Chemistry [Launch](#)

To get into an Allied Health training program, you need a good score on the entrance exam. Make sure that happens by taking practice tests beforehand. Answer 50 questions about chemistry then see your score, the right answers, and explanations.

Health Careers Practice Entrance Test: General Science [Launch](#)

To get into an Allied Health training program, you need a good score on the entrance exam. Make sure that happens by taking practice tests beforehand. Answer 50 general science questions, then see your score, the right answers, and explanations.

Health Careers Practice Entrance Test: Math Ability [Launch](#)

To get into an Allied Health training program, you need a good score on the entrance exam. Make sure that happens by taking practice tests beforehand. Answer 50 math questions, then see your score, the right answers, and explanations.

Health Careers Practice Entrance Test: Reading Comprehension [Launch](#)

To get into an Allied Health training program, you need a good score on the entrance exam. Make sure that happens by taking practice tests beforehand. Answer 50 questions about reading, then see your score, the right answers, and explanations.

Allied Health

- Air Traffic Controller
- Civil Service
- Commercial Driver's License (CDL)
- Cosmetology
- Culinary Arts
- Electrician
- Emergency Medical Services
- Firefighter
- Green Careers
- Homeland Security
- Law Enforcement Careers
- Legal Careers
- Military
- Nursing
- Plumbing
- Teaching
- Real Estate

Adult Learning Resources



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Online Training Center

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Search Results

Show Me:

- Tests
- eBooks
- Computer Courses
- Tutorials

OMJ Core Assessments

Master Core Business Skills

Improve Your Computer Skills

Prepare for Your GED® Test

College Test Preparation

Your Search Results for "Skills Check: Applied Math 1 (TABE®)"

Showing page 1 of 1 < 1 >



Skills Check: Applied Math 1 (TABE®)

This skills check, based on the TABE 9/10, Level A Applied Math subtest, will help assess how well you solve more complicated math problems. Includes detailed answer explanations and a score report that identifies your grasp of more difficult math skills.

Showing page 1 of 1 < 1 >



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Skills Check: Applied Math 1 (TABE®)

Before you begin your test, it's very important to take a few minutes to review these instructions to be sure you get the most from your online testing experience.

50 Total Questions **50** Minutes to Complete

Choose Your Test Mode:

- Simulation**
The test will stop when the timer is up.
- Practice**
See answer explanations after you have finished. If the test is timed, the timer will display but will not be enforced.
- Learner**
View the answers to each question as you go along to help you study.

[Start Test >](#)

About This Test

Like the official TABE 9/10, Level A Applied Mathematics subtest, this practice test will assess how well you can solve complicated math problems like those found in everyday life. Topics covered include analyzing data from charts and graphs, measurement, geometry, algebra, and problem solving.

When you complete this practice test, you will receive a comprehensive score report and recommendations to guide your preparation for the math portion of your high school equivalency exam.

How to Take This Test

Answering Questions

Mark your answer by clicking on the circle next to your choice.

Changing Your Answers

Before clicking SCORE MY TEST, you can change your answer to any question by clicking on a new answer choice. Once you score your test, you will not be able to change answers.

Skipping Questions

Click on the square box next to SKIP QUESTION FOR NOW to mark it skipped. You can return to any skipped question to answer it. Remember, these questions will be scored as "skipped" on your score report unless you remove the skip mark or select an answer choice.

Navigating Through Questions

To go to the next page of questions, click NEXT at the bottom of the page. To jump to another question, click JUMP TO QUESTION at the top of the page and select the question you want to see.

Scoring Your Test

SCORE MY TEST submits your answers for immediate scoring and analysis. Do not click this button until you are sure you are finished with your test. After your test is scored, you will not be able to change your answers.



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Ohio MEANS Jobs .com ASSESSMENTS AND TRAINING Return to OhioMeansJobs My Assessments

Skills Check: Applied Math 1 (TABE®)

Previous Next Jump to Question Test Mode: Practice View Instructions Save and Finish Later Score My Test

Test Time Remaining: 00:49:01

1. Use front-end rounding to estimate the product of 987×215 .

- A. 180,000
- B. 200,000
- C. 270,000
- D. 300,000

Skip Question for Now

2. Use front-end rounding to estimate the difference of $311 - 658$.

- A. -200
- B. -300
- C. -400
- D. -500

Skip Question for Now



OhioMeansJobs.com

Online Training Center

Skills Check: Applied Math 1 (TABE®)

[← Back to My Account](#)

Score Report

Your Score:

1

[View Answers](#)

Your score indicates that you need to build your applied math skills to reach the high-school equivalency level. Use our **Level 1** skill builders and tutorial in mathematics to get started. Your recommended **Level 1** resources can be found below.

Topic	Number of Questions	Correct	Incorrect	Skipped
Computation in Context	6	0	0	6
Percent	3	0	0	3
Fractions	3	0	0	3
Data Analysis	5	0	0	5
Appropriate Data Display	1	0	0	1
Bar, Line, Circle Graph	2	0	0	2
Table, Chart, Diagram	1	0	0	1
Conclusions from Data	1	0	0	1
Estimation	4	1	2	1
Rounding	4	1	2	1
Geometry and Spatial Sense	4	0	0	4
Point, Ray, Line, Plane	1	0	0	1

Recommendations



Fractions & Mixed Numbers: Level 1, Practice Set 1

Do you grasp the basics of fractions and mixed numbers? Find out by taking Fractions & Mixed Numbers: Level 1, Practice Set 1. Detailed answer explanations for each question help you identify areas that need work.

[Launch](#)



Geometry: Level 1, Practice Set 1

Do you grasp the basics of geometry? Find out by taking Geometry: Level 1, Practice Set 1. Detailed answer explanations for each question help you identify areas that need work.

[Launch](#)



Basic Math Skills Tutorial 1

This tutorial will walk you through basic math concepts, from fractions and decimals to pre-algebra and geometry. Use the pre-test to learn which skills need more work. Practice exercises and quizzes are included to reinforce what you've learned.

[Launch](#)



Measurement: Level 1, Practice Set 1

Do you grasp the basics of measurement? Find out by taking Measurement: Level 1, Practice Set 1. Detailed answer explanations for each question help you identify areas that need work.

[Launch](#)



Ratios & Proportions: Level 1, Practice Set 1

Do you grasp the basics of ratios and proportions? Find out by taking Ratios & Proportions: Level 1, Practice Set 1. Detailed answer explanations for each question help you identify areas that need work.

[Launch](#)

Recommendations Key

- Develop:** Skills development needed. Use these resources to build your skills.
- Improve:** Skills improvement recommended. Use these resources to practice and improve skills.
- Practice:** Skills mastered. Use these resources for additional practice.



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Budget Calculator

Ohio MEANS Jobs.com EXPLORE IT PLAN IT FUND IT FIND IT COLLEGE STUDENTS VETERANS It's Human BACKTRACK

Enter job title: Enter keywords: Enter job location: SEARCH JOBS SEARCH WORKKEYS

Budget Calculator > Expenses

Welcome Expenses Summary Results PRINT

Your Monthly Expenses

Enter the amount you spend on each of the following expenses. If you don't know the exact amount, enter your best guess. You will be able to edit your amounts at the end. Note: If you don't spend any money on a particular expense, enter \$0 so your total will add up correctly.

Housing
How much do you spend every month on your rent or mortgage payment?

Utilities
How much do you spend every month on your household utilities? Enter the amount of each monthly utility bill and we'll add up the total. If you don't use a utility below, enter \$0. To add a new utility not listed, click Add Utility and enter the amount.

Electricity
 Heating fuel
 Phone
 Cable
 Internet
 Cell phone
 Trash x

+ Add Utility
 Utilities Total

Food
How much do you spend every month on groceries and dining out?

Transportation
How much do you spend every month on public transportation and/or car expenses such as gas and tolls? (This does not include car loan payments.)

Clothes
How much do you spend every month on new clothes? Consider clothes that you may need to purchase for work.

Health Care
How much do you spend every month on health care costs? Consider the cost of health insurance or out-of-pocket costs, such as doctor visits and medication.

Entertainment
How much do you spend every month on entertainment/fun?

If you don't know the exact amount, enter your best guess. You will be able to edit your amounts at the end.

Typical Ohio Costs*
Below is what the average Ohio household spends on monthly expenses. Use it as a guide, but adjust as necessary to fit your specific lifestyle (e.g., if you are a student, if you live alone, etc.)

Housing	Look
Utilities	\$311
Food	\$638
Transportation	Lookup
Clothes	\$146
Health Care	\$276
Entertainment	\$214
Personal Care	\$63
Miscellaneous	\$86

* Housing and rental costs come from Ohio and the U.S. Department of Housing and Urban Development, respectively. All other costs come from the Bureau of Labor Statistics' Consumer Expenditure Survey.

Personal Care
How much do you spend every month on personal care, hygiene, and grooming? Consider makeup, haircuts, and gym memberships.

Miscellaneous
Some expenses may not fit into the above categories, such as travel, gadgets, gifts, etc.

Savings
How much do you save every month? If you don't currently save, enter the amount you'd like to save every month.

Training/School Expense
How much do you spend every month on tuition, books, and other expenses for training or school?

Loans
How much do you currently spend or expect to spend on loan payments? (student loans, car payments, etc.) To begin, click Add Loan and enter the name and monthly amount of the loan. Each time you add a loan, we'll calculate the total.

Student loan x

+ Add Loan

Loans Total

FINISH



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Budget Calculator

Budget Calculator > Summary

Welcome Expenses Summary Results PRINT EMAIL

Your Monthly Expenses

Below is your monthly expense summary, based on the amounts you entered. Click any of the expenses to edit the amount.

Housing	\$816
Utilities	\$400
Electricity	\$75
Heating fuel	\$75
Phone	\$60
Cable	\$60
Cell phone	\$100
Trash	\$60
Food	\$400
Transportation	\$300
Clothes	\$200
Health Care	\$250
Entertainment	\$200
Personal Care	\$100
Miscellaneous	\$25
Savings	\$25
Training/ School Expense	\$0
Loans	\$200
student loan	\$200
Total Monthly Expenses	\$2,716
Annual Expenses	\$32,580
Taxes (16% of Total Annual Expenses)	\$4,887

GET MY ESTIMATE

Ohio MEANS Jobs

EXPLORE IT PLAN IT FUND IT FIND IT COLLEGE STUDENTS VETERANS

Ima Human BACKPACK

Enter job title Enter keywords in Enter job location OH SEARCH JOBS SEARCH WORKKEY3D

Budget Calculator > Results

Welcome Expenses Summary Results PRINT

Your Target Salary:

\$37,467

Gross Annual Target Salary

\$32,580

Net Annual Target Salary

\$18

Target Hourly Rate

This is the annual salary you need to earn to maintain your current or expedited lifestyle. Click Go to Backpack to return to your Backpack and complete your Individual Employment Plan. Not what you expected? Edit your monthly expenses

GO TO BACKPACK

Choose an industry or type in a keyword below and click View Occupations to search for potential careers.

Industry Search

- Select Industry - Click View Jobs to search potential Jobs within your Gross Annual Target Salary.

VIEW INDUSTRY VIEW JOBS

Keyword Search

(e.g. doctor, build houses)

VIEW OCCUPATIONS

Use the Industry Search or Keyword Search on this page to research potential occupations that fit your budget.

If your expenses change, don't worry. You can update these amounts at any time.



Career Profile

- Realistic 26
- Enterprising 26
- Conventional 20
- Artistic 15
- Social 12
- Investigative 10

Edit Answers



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Resume Builder or Upload

Ohio MEANS Jobs.com LIVE CHAT : ONLINE

EXPLORE IT PLAN IT FUND IT FIND IT COLLEGE STUDENTS VETERANS Ima Human **BACKPACK**

Enter job title Enter keywords in Enter job location OH SEARCH JOBS SEARCH WORKKEYS®

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Resumes

My Resumes	Rating	Status	Total Views	Employer Activity
[1] Hard working, reliable construction laborer Copy Delete Send Print Match Renew Reset	D+ Rate Again	Active Updated 9/11/2015	16	Views: 18 Saves: 0 Conversion rate: N/A Activity Since: 2/8/2016

You have saved 1 of a possible 5 resumes.

Create a resume
It's easy! Just click Create Resume to get started.

CREATE RESUME

OR

Upload an existing resume
Already have a resume? Click Upload Resume to save it to your Backpack.

UPLOAD RESUME

Looking for advice?
Review our sample resumes and improve your chances of landing an interview next time you send out your resume.

[View our resume samples](#)

Creating a resume and keeping it up to date is the best way to be ready for the right opportunity. Create and manage your resumes, check resume views, get your resume rated, all on this page.

After you've created your resume, you can start preparing for the next step in your job search.

[Click here for practice interviews and tips.](#)

AVOID SCAMS



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Job Search

LIVE CHAT : OFFLINE

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Search Jobs

Job Title (job title)

Keywords (keywords and/or job number)
cashier

Location (City/Town or Zip) State Radius
akron OH 10 miles

Note: Radius is measured in geographical distance. Driving distance may vary.

SEARCH **AVOID SCAMS**

Salary Calculator

Job Title

City
akron

State
Ohio

SEARCH

powered by **PayScale**

Cost of Living Calculator | Salary Calculator

Display WorkKeys® Search Display Internship Search

Display Advanced Search

Results 166637 jobs as of 5/8/2016 **SAVE SEARCH & EMAIL ME JOBS**

Sort by Relevance | Date 1-25 of 297 Page 1 of 12 Page [1] 2 3 4 5 6-10 Next ▶

Job Summary	Date	Company/Location	WorkKeys®
<p>Cashier</p> <p>Cashier Responsible for providing excellent customer service, efficiently and accurately completing sales and service transactions at the cash wraps, as well as handle customer issues that may arise on the sales floor. EEO EMPLOYER</p> <p>Add to Your Backpack See all jobs from this company</p> <p>See who you know on LinkedIn</p> <p>From snagajob</p> <p>Report this job</p>	2016-05-08	Kmart View company profile Tallmadge, OH View Map	<p>Display Recommended WorkKeys®</p>
<p>Cashier</p> <p>Cashier Job Description Position Purpose: Cashiers play a critical customer service role by providing customers with fast, friendly, accurate and safe service. They process Checkout and/or Return transactions, as well as monitor and maintain the...</p> <p>Add to Your Backpack See all jobs from this company</p> <p>See who you know on LinkedIn</p>	2016-04-28	The Home Depot View company profile Fairlawn, OH View Map	<p>Display Recommended WorkKeys®</p>

Refine [Expand All](#)

[Other Opportunities](#)

Location

Job Type

- Agriculture, H-2A, FLC
- Apprenticeship
- Contract (3)
- Full-Time (243)
- Part-Time (158)
- Permanent (282)
- Temporary (17)
- Internship (1)
 - College/University
 - High School
- Training Opportunities



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Job Search Agent

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Enter job title Enter keywords in Enter job location OH ▼ **SEARCH JOBS** **SEARCH WORKKEYS®**

[Backpack](#) [Saved Searches](#)

Saved Searches

Select the frequency of your search and give it a name.
* = Required Information

Search Criteria
Keyword(s): cashier
City: akron
State: OH
Radius: 20 miles
* How often do you want to receive search results? <input checked="" type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Bi-Weekly <input type="radio"/> Monthly <input type="radio"/> Never
* Saved Search Title cashier akron

CANCEL **SAVE SEARCH** **SAVE & RUN**



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Practice Interviews

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Enter job title Enter keywords in Enter job location OH ▾ **SEARCH JOBS** **SEARCH WORKKEYS®**

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Practice Interviews and Tips

VISIT INTERVIEW PRACTICE CENTER

OhioMeansJobs offers you a fun and easy way to practice and fine tune your interview skills. Whether you're new to the job market or an experienced professional, we can help you land the right job with a powerful combination of video tutorials and virtual interview practice.

In Progress

Interviewer	Mock Interview Name	Category	Started On	View
Suzanne	Untitled - Entry Level: 1	1	9/11/2015	GO
Jessica	Untitled - Nursing: Nursing Basic	Nursing Basic	9/11/2015	GO
Jordan	Untitled - Top 10 Questions: 1	1	10/16/2015	GO

Completed

Interviewer	Mock Interview Name	Category	Completed On	View
-------------	---------------------	----------	--------------	------

Where do I begin?

View the help guide to help you get the best experience.

[VIEW GUIDE](#)





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Practice Interviews

Your Progress:



- ★ Getting Started
- Practice An Interview
- ▶ Interview Video Curriculum
- Interview Reading
- Q Lookup a Specific Question
- Build an Interview Story
- Help Center



How would you like to prep for your interview?

Start with the **Fast Track** to get good quickly or try the **Mastery Track** to become an interview guru.



Fast Track

Start Now →



Mastery Track

Start Now →



OhioMeansJobs.com

Practice Interviews

A screenshot of the OhioMeansJobs.com website interface. At the top left is the OhioMeansJobs.com logo. A red navigation bar contains the following items: 'Dashboard', 'Learn' (with a dropdown arrow), 'Practice' (with a dropdown arrow), and 'My Tools' (with a dropdown arrow). Below the navigation bar, a red dropdown menu is open under 'Practice', listing: 'Practice Interviews', 'Answer Builder', 'Interview Roulette', and 'Question Library'. Below the navigation bar, there are two circular progress indicators: a light blue one labeled '0% Fast Track' and a light green one labeled '0% Mastery Track'. To the right, there is a dark teal rectangular button labeled 'Start'.

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Dashboard Learn Practice My Tools

Video Curriculum
Written Curriculum

Practice Interviews
Answer Builder
Interview Roulette
Question Library

0%
Fast Track

0%
Mastery Track

Start



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Practice Interviews

Practice Interview Arena

Start flexing those interview muscles. Choose from several categories organized by experience, occupation or competency.

Webcam Tools & Help

- Quick Start Video: Webcam & Mic Setup
- Quick Start Video: Conducting a Mock interview

General Start Here
Covers 80% of the interview questions you might get.

By Competency
Practice interview questions sorted by competency & skillset.

By Industry
Start practicing mock interviews in over 20 industries.

Admissions Interviews
Here you can practice interviews by program type and school.

Interviews in Progress

Interviewer	Mock Interview Name	Category	Started On
<input type="checkbox"/> Jordan	Untitled - Top 10 Questions: 1	Top 10 Questions	10/16/15
<input type="checkbox"/> Jessica	Untitled - Nursing: Nursing Basic	Nursing	09/11/15
<input type="checkbox"/> Suzanne	Untitled - Entry Level: 1	Entry Level	09/11/15

Select all | Delete selected



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Practice Interviews

Mock Interview - General

Start flexing those interview muscles. Choose from several categories organized by experience, occupation or competency.

	Level 1 Standard	Level 2 Challenging	Level 3 Tough
Top 10 Questions Practice the Top 10 questions you're most likely to get in an interview.	 Jordan	 Lawrence	
Entry Level Suitable for candidates who are fairly new to a career path, including recent graduates.	 Suzanne	 Joseph	 Toni
Mid Level Suitable for candidates with some years of experience, in middle management or mid-career.	 Mark	 Joseph	 Pat



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Practice Interviews

Video Curriculum
Written Curriculum

ns
Pr...ns you're most likely to get in
an interview.

 **Jordan**
Position
Hiring Manager
Profile
Professional & Friendly.
Pleasant to deal with.
Asks basic questions.

Tips on how to answer this question

Tell me about yourself.

This question (or a variation) comes up in just about every job interview and many job searchers hate it. They get frustrated trying to decipher exactly what the interviewer is looking for.

Don't waste the opportunity by simply diving into a long recitation of your resume. This also isn't the time

Expand

Untitled - Level 1  Save Progress

 Play  Record

Question 1

Tell me about yourself.

Previous Question Next Question



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Quick Links

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Enter job title Enter keywords in Enter job location OH

- Explore It
Types of jobs, positions, industries
- Plan It
Education, training, skills
- Fund It
Budgeting tools, scholarships, info
- Find It
Search Jobs
- College Students
Career Exploration
- Veterans
Military Skills Translator, Information
- Regional Articles
Get info about your region

Plan It

Plan for greater career success.
Plus even more...
[Career Exploration Resources](#)

Career Planning

[Career Profile](#)
Explore and compare career options based on your interests.

Career Pathways

Learn about different career focused education paths.

CareerTech and Apprenticeship

Looking for technical training programs? Check out the [CareerTech \(Adults\)](#), [CareerTech \(High School Students\)](#) and [Apprenticeship Programs](#).

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 in OH ▼ **SEARCH JOBS** **SEARCH WORKKEYS®**

K-12 Resources

Guides

- [Career Cluster Inventory Guide](#)
- [Guide to Budgeting](#)
- [Guide to Course Planning](#)
- [Guide to Higher Education](#)
- [Guide to Researching Occupations](#)
- [Guide to Resumes](#)

[More Teacher Resources](#)

Elementary Resources

[Crypto kids](#)

Games and activities for students about cyber security and careers in IT security

[INFOhio Resources for Elementary School](#)

Ohio's K-12 digital library that provides free access to dozens of premium educational resources for students and curriculum support for teachers

[Kids.gov](#)

Classroom resources that can easily be connected to and used for career exploration

[Stem Is Elementary](#)

STEM lessons and resources for elementary students and teachers

[US Mint](#)

Lessons aligned to new academic standards that introduce students to aspects of government

[Virginia Career View](#)

Games and career awareness activities for elementary grades

Middle Grades Resources

[BizKids](#)

Business and finance lessons and videos for students and teachers

If you need additional help,
please contact us:
1-800-700-6247
careerconnections@education.ohio.gov





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- Questions?
- Gerrie.Cotter@jfs.ohio.gov