



## South Dakota High Demand & High Wage Career

### Career Cluster: Business Management and Administration



# General and Operations Managers

*Standard Occupational Code 11-1021*

## What They Do

Plan, direct and coordinate the overall operations of public or private sector organizations. Formulate policies, manage daily operations and plan the use of materials and human resources. Their responsibilities are too diverse and general in nature to be classified in any one functional area of management, such as personnel, purchasing or administrative services.

## Is This For You?

**Work Interests** are described in the following categories (compatible with Holland's Model). People who tend to succeed in this career are:

**Enterprising (Persuaders)** — Like to influence, persuade or lead people and manage others. They enjoy working on a team toward goals, competition and business-like activities.

**Conventional (Organizers)** — Detail oriented and organized. They like to analyze data, keep financial records and

do research. They can be counted on to be accurate and enjoy structure and closure.

**Work Values** are aspects of work that are satisfying to you. The following work values are generally associated with this career.

**Relationships** — Allow employees to provide service to others and work with co-workers in a friendly, non-competitive environment.

**Independence** — Allow employees to work on their own and make decisions.

**Working Conditions** — Offer job security and good working conditions.

**Abilities** reflect a person's aptitude to acquire skills and knowledge. The following abilities are important for success in the career.

- Oral Comprehension
- Oral Expression
- Problem Sensitivity
- Speech Clarity

## Basic Skills You Need

- Active Listening
- Coordination
- Monitoring
- Social Perceptiveness
- Speaking
- Critical Thinking
- Reading Comprehension
- Time Management

## Education & Training

Employers of general and operations managers require the minimum of an associate degree in an appropriate field, such as business, business management or a field directly related to the business or industry being managed. In many cases, especially in larger organizations, employers prefer a bachelor's degree or more advanced degree.

## Recommended Levels\* for the National Career Readiness Certificate

Applied Math	5
Workplace Documents	5
Graphic Literacy	5

\*Using the median skill level.

## Where They Work

The South Dakota industries which employ the largest number of general and operations managers are:

- Credit Intermediation and Related Activities
- Merchant Wholesalers, Durable Goods
- Educational Services
- Local Government, excluding Education and Hospitals

## South Dakota Employment & Wages

2020 Workers	2030 Workers	Numeric Change	Percent Change	Average Annual Demand for Workers	Annual Median Wage	Annual Average Wage
3,940	4,399	459	11.7%	387	\$123,455	\$129,373

## Additional References

### Labor Market Information Center

[www.dlr.sd.gov/lmic](http://www.dlr.sd.gov/lmic)

### Career OneStop

[www.careeronestop.org](http://www.careeronestop.org)

### O\*Net Online

[www.onetonline.org](http://www.onetonline.org)

### mySkills myFuture

<https://www.myskillsmyfuture.org/>

Auxiliary aids and services are available upon request to individuals with disabilities. U.S. DOL funded. For details, see [dlr.sd.gov/lmic/eta\\_grant.aspx](http://dlr.sd.gov/lmic/eta_grant.aspx).

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South Dakota Dept. of Labor and Regulation  
605.626.2314

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