



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
- Written Comprehension
- Written Expression
- Deductive Reasoning

Basic Skills You Need

- Active Listening
- Monitoring
- Reading Comprehension
- Speaking
- Coordination

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.

A registered apprenticeship is another option for preparing for this occupation. To learn more, visit StartTodaySD.com or contact your local Job Service office to get started.

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
- Management of Companies and Enterprises
- General Medical and Surgical Hospitals
- Management, Scientific, and Technical Consulting Services

South Dakota Employment & Wages

2022 Employment	2032 Employment	Numeric Change	Percent Change	Average Annual Openings	Annual Median Wage	Annual Average Wage
4,192	4,598	406	9.7%	386	\$130,610	\$144,880

Additional References

Labor Market Information Center

www.dlr.sd.gov/lmic

Career OneStop

www.careeronestop.org

O*Net Online

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.

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Labor Market Information Center
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