



South Dakota
High Demand
&
High Wage
Career

Career Cluster:
Management & Entrepreneurship



General and Operations Managers

Standard Occupational Code 11-1021

What They Do

Plan, direct, and coordinate the overall operations of public or private sector organization. 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 Styles (personality tendencies) of people who perform well in this occupation have:

Initiative — A tendency to be proactive and take on extra responsibilities and tasks that may fall outside of one's required work role.

Self-Confidence — A tendency to believe in one's work-related capabilities and ability to control one's work-related outcomes.

Leadership Orientation — A tendency to lead, take charge, offer opinions, and provide direction at work.

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
- Problem Sensitivity
- Speech Clarity

Work Activities

- Working with Computers
- Getting Information
- Communicating with Supervisors, Peers, or Subordinates
- Making Decisions and Solving Problems

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
- Professional, Scientific, and Technical Services
- Local Government, Excluding Education and Hospitals
- Food Services and Drinking Places

South Dakota Employment & Wages

2024 Employment	2034 Employment	Numeric Change	Percent Change	Average Annual Openings	Annual Median Wage	Annual Average Wage
5,101	5,539	438	8.6%	454	\$137,400	\$153,020

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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Provided By

Labor Market Information Center
South Dakota Dept. of Labor and Regulation
605.626.2314

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SOUTH DAKOTA
DEPT. OF LABOR
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