General and Operations Managers

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
- Management of Companies and Enterprises
- Merchant Wholesalers, Nondurable Goods

South Dakota Employment & Wages

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<tr>
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<th>2018 Workers</th>
<th>2028 Workers</th>
<th>Numeric Change</th>
<th>Percent Change</th>
<th>Average Annual Demand for Workers</th>
<th>Annual Median Wage</th>
<th>Annual Average Wage</th>
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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/

Provided By

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

Visit dlr.sd.gov/hotcareers to obtain the most recent workforce data and trends and more resources, including this document. Also available are explanations of the terms used in this occupational profile.

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