

Be a Part of Business Management and Administration





GENERAL MANAGEMENT: If you're a part of the General Management major, you may be in charge of the direction and control of a business or working with employees to set goals and expectations, whether it's a small retail shop or a large manufacturing floor.

IF YOU CHOOSE GENERAL MANAGEMENT AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- » Formulating policies, managing daily operations and planning the use of materials and human resources
- » Analyzing data gathered and developing solutions or alternative methods of proceeding
- » Planning, directing or coordinating operational activities at the highest level of management with the help of subordinate executives and staff managers
- » Interpreting regulatory rules or rule changes and ensuring that they are communicated through corporate policies and procedures

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$65,000

- » Regulatory Affairs Associate
- » Department Manager
- » Office Manager
- » Quality Assurance Specialist
- » Regulatory Submissions Associate

Bachelor's Degree
Annual Salary Range
\$65,000-\$100,000

- » Business Continuity Planner
- » Employment Programs Analyst
- » Quality Control Analyst
- » Plant Superintendent
- » Store Manager

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

- » Purchasing Manager
- » Chief Operating Officer
- » Executive Director
- » President

Career	Entry-Level Education	Annual Median Salary & Hourly Pay (2020)	Job Outlook (2019-29)	Responsibilities	Skills
Regulatory Affairs Specialists	Bachelor's Degree	\$71,000/year \$34.18/hour	6% (Average)	<ul style="list-style-type: none"> » Coordinate and document internal regulatory processes, such as internal audits, inspections, license renewals or registrations » Provide technical review of data or reports that will be incorporated into regulatory submissions to assure scientific rigor, accuracy and clarity of presentation » Review product promotional materials, labeling, batch records, specification sheets or test methods for compliance with applicable regulations and policies » Maintain current knowledge base of existing and emerging regulations, standards or guidance documents 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Reading comprehension » Speaking » Writing
Management Analysts	Bachelor's Degree	\$87,660/year \$42.14/hour	11% (Faster than average)	<ul style="list-style-type: none"> » Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively » Confer with personnel to ensure successful functioning of newly implemented systems or procedures » Develop and implement a records management program for filing, protection and retrieval of records, and assure compliance with the program » Review forms and reports and confer with management and users about format, distribution and purpose 	<ul style="list-style-type: none"> » Active listening » Complex problem solving » Critical thinking » Reading comprehension » Speaking
General and Operations Managers	Bachelor's Degree	\$103,650/year \$49.83/hour	6% (Average)	<ul style="list-style-type: none"> » Review financial statements, sales or activity reports or other performance data to measure productivity or goal achievement » Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales or distribution of products » Prepare staff work schedules and assign specific duties » Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits 	<ul style="list-style-type: none"> » Active listening » Coordination » Monitoring » Social perceptiveness » Speaking
Chief Executives	Master's Degree	\$185,950/year \$89.40/hour	1% (Decline)	<ul style="list-style-type: none"> » Direct, plan or implement policies, objectives or activities of organizations or businesses to ensure continuing operations, to maximize returns on investments, or to increase productivity » Direct or coordinate an organization's financial or budget activities to fund operations, maximize investments or increase efficiency » Appoint department heads or managers and assign or delegate responsibilities to them » Analyze operations to evaluate performance of a company or its staff in meeting objectives or to determine areas of potential cost reduction, program improvement or policy change 	<ul style="list-style-type: none"> » Complex problem solving » Coordination » Critical thinking » Judgment and decision making » Speaking



BUSINESS INFORMATION MANAGEMENT: This major covers a broad area – everything from setting up a desktop PC to supporting critical databases for thousands of users. Professionals typically deploy hardware and software, provide technical assistance and manage information systems.

IF YOU CHOOSE BUSINESS INFORMATION MANAGEMENT AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- » Troubleshooting customer service and sales staff with computer and other technology-related problems
- » Designing strategies for enterprise database systems and setting standards for operations, programming and security
- » Providing assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail and operating systems
- » Ensuring appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- » Web Maintenance Specialist
- » Information Clerk
- » Help Desk Specialist
- » Computer Operator
- » Electronic Data Processing Auditor

Bachelor's Degree
Annual Salary Range
\$50,000-\$100,000

- » Information Security Officer
- » Database Administrator
- » IT Architect
- » Systems Engineer
- » IT Security Manager

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

- » Chief Information Officer
- » Data Processing Manager
- » Director of Application Development
- » Management Information Systems Director

Career	Entry-Level Education	Annual Median Salary & Hourly Pay (2020)	Job Outlook (2019-29)	Responsibilities	Skills
Computer User Support Specialists	Bachelor's Degree	\$52,690/year \$25.33/hour	8% (Faster than average)	<ul style="list-style-type: none"> » Answer user inquiries regarding computer software or hardware operation to resolve problems » Enter commands and observe system functioning to verify correct operations and detect errors » Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software » Install and perform minor repairs to hardware, software or peripheral equipment, following design or installation specifications 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Reading comprehension » Speaking » Writing
Database Architects	Bachelor's Degree	\$98,860/year \$47.53/hour	8% (Faster than average)	<ul style="list-style-type: none"> » Design databases to support business applications, ensuring system scalability, security, performance and reliability » Develop database architectural strategies at the modeling, design and implementation stages to address business or industry requirements » Collaborate with system architects, software architects, design analysts and others to understand business or industry requirements » Set up database clusters, backup or recovery processes 	<ul style="list-style-type: none"> » Active listening » Complex problem solving » Critical thinking » Judgment and decision making » Reading comprehension
Information Security Analysts	Bachelor's Degree	\$103,590/year \$49.80/hour	15% (Faster than average)	<ul style="list-style-type: none"> » Plan, implement, upgrade or monitor security measures for the protection of computer networks and information » Encrypt data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers » Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated » Monitor current reports of computer viruses to determine when to update virus protection systems 	<ul style="list-style-type: none"> » Active listening » Complex problem solving » Critical thinking » Reading comprehension » Speaking
Computer and Information Systems Managers	Bachelor's Degree	\$151,150/year \$72.67/hour	12% (Faster than average)	<ul style="list-style-type: none"> » Manage backup, security and user help systems » Develop and interpret organizational goals, policies and procedures » Develop computer information resources, providing for data security and control, strategic computing and disaster recovery » Consult with users, management, vendors and technicians to assess computing needs and system requirements 	<ul style="list-style-type: none"> » Active listening » Complex problem solving » Critical thinking » Monitoring » Reading comprehension



HUMAN RESOURCES (HR) MANAGEMENT: Human resources departments can be found in nearly all medium-sized and large organizations. The primary job of a human resource manager is to oversee and coordinate the hiring, management and discharging of all employees.

IF YOU CHOOSE HUMAN RESOURCES MANAGEMENT AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- » Preparing reports for employment records, filing employment records, or searching employee files and furnishing information to authorized persons
- » Providing advice on the resolution of classification and salary complaints
- » Interpreting and explaining human resources policies, procedures, laws, standards or regulations
- » Planning, directing or coordinating employee training and development activities of an organization

SAMPLE CAREERS

Associate's Degree or Less

Annual Salary Range
\$30,000-\$55,000

- » HR Associate
- » Benefits Associate
- » Personnel Clerk
- » HR Technician
- » Trainer

Bachelor's Degree

Annual Salary Range
\$50,000-\$80,000

- » Training and Development Specialist
- » Compensation Analyst
- » Technical Recruiter
- » Labor Relations Specialist
- » Benefits Administrator
- » Personnel Coordinator

Bachelor's Degree + Graduate Degrees and/or Certifications

Annual Salary Range
\$80,000-\$150,000+

- » Director of Staff Development
- » Compensation and Benefits Manager
- » HR Manager

Career	Entry-Level Education	Annual Median Salary & Hourly Pay (2020)	Job Outlook (2019-29)	Responsibilities	Skills
Human Resources Assistants	Associate's Degree	\$43,250/year \$20.79/hour	-1% (Decline)	<ul style="list-style-type: none"> » Process, verify and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications and employee leaves of absence » Explain company personnel policies, benefits and procedures to employees or job applicants » Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance and dates and reasons for terminations » Examine employee files to answer inquiries and provide information for personnel actions 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Reading comprehension » Speaking » Writing
Human Resources Specialists	Bachelor's Degree	\$63,490/year \$30.52/hour	6% (Average)	<ul style="list-style-type: none"> » Prepare or maintain employment records related to events such as hiring, termination, leaves, transfers or promotions » Hire employees and process hiring-related paperwork » Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions or promotion opportunities » Address employee relations issues, such as harassment allegations, work complaints or other employee concerns 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Reading comprehension » Speaking » Writing
Compensation, Benefits and Job Analysis Specialists	Bachelor's Degree	\$67,190/year \$32.30/hour	10% (Faster than average)	<ul style="list-style-type: none"> » Ensure company compliance with federal and state laws, including reporting requirements » Evaluate job positions, determining classification, exempt or non-exempt status and salary » Plan, develop, evaluate, improve and communicate methods and techniques for selecting, promoting, compensating, evaluating and training workers » Prepare occupational classifications, job descriptions and salary scales 	<ul style="list-style-type: none"> » Active listening » Complex problem solving » Critical thinking » Reading comprehension » Speaking
Training and Development Managers	Bachelor's Degree	\$115,640/year \$55.60/hour	6% (Average)	<ul style="list-style-type: none"> » Prepare a training budget for a department or organization » Evaluate instructor performance and the effectiveness of training programs and provide recommendations for improvement » Conduct or arrange for ongoing technical training and personal development classes for staff members » Plan, develop and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences and workshops 	<ul style="list-style-type: none"> » Active listening » Coordination » Instructing » Learning strategies » Speaking



OPERATIONS MANAGEMENT: Operations managers are responsible for making sure a business or agency has the resources needed to function on a daily basis. Payroll, finances, facilities management and other diverse areas are tasks of an operations manager, as well as helping senior managers determine policies and make decisions about daily operations.

IF YOU CHOOSE OPERATIONS MANAGEMENT AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- » Operating computers programmed with accounting software to record, store and analyze information
- » Supervising employees performing financial reporting, accounting, billing, collections, payroll and budgeting duties
- » Recording employee information, such as exemptions, transfers and resignations, to maintain and update payroll records
- » Analyzing financial information and preparing financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability or other financial activities within an organization

SAMPLE CAREERS

Associate's Degree or Less Annual Salary Range \$30,000-\$50,000

- » Facilities Manager
- » Accounts Receivable Clerk
- » Bookkeeper
- » Accounting Technician
- » Payroll and Benefits Specialist

Bachelor's Degree Annual Salary Range \$50,000-\$80,000

- » Auditor
- » Operations Manager
- » Accounting Manager
- » Business Analyst
- » Operations Research Analyst
- » Financial Reporting Accountant

Bachelor's Degree + Graduate Degrees and/or Certifications

- ##### Annual Salary Range \$80,000-\$150,000+
- » Chief Financial Officer
 - » Chief Operating Officer
 - » Comptroller
 - » Director of Finance
 - » Vice President of Finance

Career	Entry-Level Education	Annual Median Salary & Hourly Pay (2020)	Job Outlook (2019-29)	Responsibilities	Skills
Bookkeeping, Accounting and Auditing Clerks	High School Diploma or Equivalent	\$42,410/year \$20.39/hour	-1% (Decline)	<ul style="list-style-type: none"> » Check figures, postings and documents for correct entry, mathematical accuracy and proper codes » Classify, record and summarize numerical and financial data to compile and keep financial records, using journals and ledgers or computers » Debit, credit and total accounts on computer spreadsheets and databases, using specialized accounting software » Operate computers and copy machines to perform calculations and produce documents 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Mathematics » Reading comprehension » Speaking
Payroll and Timekeeping Clerks	High School Diploma or Equivalent	\$47,020/year \$22.61/hour	-1% (Decline)	<ul style="list-style-type: none"> » Review time sheets, work charts, wage computation and other information to detect and reconcile payroll discrepancies » Process paperwork for new employees and enter employee information into the payroll system » Verify attendance, hours worked and pay adjustments, and post information onto designated records » Compute wages and deductions and enter data into computers 	<ul style="list-style-type: none"> » Active listening » Monitoring » Reading comprehension » Speaking » Time management
Accountants	Bachelor's Degree	\$73,560/year \$35.37/hour	4% (Average)	<ul style="list-style-type: none"> » Prepare, examine or analyze accounting records, financial statements or other financial reports to assess accuracy, completeness and conformance to reporting and procedural standards » Report to management regarding the finances of an organization » Develop, implement, modify and document recordkeeping and accounting systems, making use of current computer technology » Compute taxes owed and prepare tax returns, ensuring compliance with payment, reporting or other tax requirements 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Mathematics » Reading comprehension » Writing
Treasurers and Controllers	Master's Degree	\$134,180/year \$64.51/hour	10% (Faster than average)	<ul style="list-style-type: none"> » Coordinate and direct the financial planning, budgeting, procurement or investment activities of an organization » Develop internal control policies, guidelines and procedures for activities such as budget administration, cash and credit management and accounting » Maintain current knowledge of organizational policies and procedures, federal and state policies and directives and current accounting standards » Prepare or direct preparation of financial statements, business activity reports, financial position forecasts, annual budgets or reports required by regulatory agencies 	<ul style="list-style-type: none"> » Complex problem solving » Critical thinking » Judgment and decision making » Management » Reading comprehension



ADMINISTRATIVE SUPPORT: People in the Administrative Support major help a company, organization or government agency operate efficiently. Administrative support employees often are in charge of a range of functions, including customer relations, management support, building grounds maintenance, as well as coordinating and purchasing office furnishings.

IF YOU CHOOSE ADMINISTRATIVE SUPPORT AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- » Discussing job performance problems with employees to identify causes and issues and to work on resolving problems
- » Answering inquiries and providing information to the general public, customers, visitors and other interested parties
- » Attending meetings to record minutes
- » Preparing and reviewing operational reports and schedules to ensure accuracy and efficiency

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- » Office Assistant
- » Community Liaison
- » File Clerk
- » Administrative Assistant

Bachelor's Degree
Annual Salary Range
\$50,000-\$80,000

- » Office Manager
- » Staff Services Manager
- » Office Supervisor
- » Facilities Manager

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$80,000-\$150,000+

- » Business Manager
- » Director of Operations
- » Consultant

Career	Entry-Level Education	Annual Median Salary & Hourly Pay (2020)	Job Outlook (2019-29)	Responsibilities	Skills
Receptionists and Information Clerks	High School Diploma or Equivalent	\$31,110/year \$14.96/hour	4% (Average)	<ul style="list-style-type: none"> » Operate a telephone switchboard to answer, screen or forward calls, providing information, taking messages or scheduling appointments » Greet persons entering an establishment, determine nature and purpose of visit and direct or escort them to specific destinations » Schedule appointments, maintain and update appointment calendars » Hear and resolve complaints from customers or the public 	<ul style="list-style-type: none"> » Active listening » Critical thinking » Reading comprehension » Service orientation » Speaking
First-Line Supervisors of Office and Administrative Support	Bachelor's Degree	\$58,450/year \$28.10/hour	1% (Decline)	<ul style="list-style-type: none"> » Supervise the work of office, administrative or customer service employees to ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems » Resolve customers' complaints or answer customers' questions regarding policies and procedures » Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes » Review records or reports pertaining to activities such as production, payroll or shipping to verify details, monitor work activities or evaluate performance 	<ul style="list-style-type: none"> » Active listening » Coordination » Monitoring » Reading comprehension » Social perceptiveness
Executive Administrative Assistants	Associate's Degree	\$63,110/year \$30.34/hour	-1% (Decline)	<ul style="list-style-type: none"> » Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls and scheduling meetings » Train and supervise lower-level clerical staff » Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database or presentation software » Conduct research, compile data and prepare papers for consideration and presentation by executives, committees and boards of directors 	<ul style="list-style-type: none"> » Active listening » Reading comprehension » Service orientation » Speaking » Writing
Administrative Services Managers	Bachelor's Degree	\$98,890/year \$47.54/hour	6% (Average)	<ul style="list-style-type: none"> » Plan, direct or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations and other office support services » Direct or coordinate the supportive services department of a business, agency or organization » Set goals and deadlines for the department » Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records 	<ul style="list-style-type: none"> » Active listening » Judgment and decision making » Management » Reading comprehension » Time management » Speaking

THE BUSINESS MANAGEMENT AND ADMINISTRATION CAREER CLUSTER

This Career Cluster is divided into the following five majors:

- General Management
- Business Information Management
- Human Resources Management
- Operations Management
- Administrative Support

LEARNING BUSINESS MANAGEMENT AND ADMINISTRATION IN SOUTH CAROLINA

There are various education resources in the Midlands of South Carolina for those looking to pursue studies and start a career in this cluster, including the following:

Columbia College

Business, Mathematics and Sciences Program

Midlands Technical College

Business Program

University of South Carolina

Darla Moore School of Business



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