


	Current Number of Workers 2006	Projected Number of Workers 2016	% Change to 2016	Average Annual Openings	 General and Operations Managers SOC # 11-1021	
Regional	1650	1800	9.10%	55		
Texas	154,750	169,700	9.70%	5225		
Education/ Training Time	Is License Required?	Wage Rate \$/Hr. 2008 Regionally	Percent Female	Average Age	Job Turnover	Why Most Job Openings Occur
Bachelors+	No	\$37.18	30.7%	42.8	High	Replacement

JOB DESCRIPTION

Plan, direct, or coordinate the operations of companies or public and private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Include owners and managers who head small business establishments whose duties are primarily managerial. *Intended to include Small Business Owner, Start-Up Business Owner, Entrepreneur.*

WHERE DO WORKERS FIND JOBS?

Local Government, Except Education
 Grocery Stores
 Depository Credit Intermediation
 Oil and Gas Extraction
 Services to Buildings and Dwellings
 Building Equipment Contractors
 Architectural, Engineering, and Related Services

RELATED COLLEGE PROGRAMS

CIP 440000 Human Services, General
 CIP 440401 Public Administration
 CIP 520201 Business Administration and Management, General
 CIP 520701 Entrepreneurship/Entrepreneurial Studies
 CIP 521101 International Business/Trade/Commerce

IMPORTANT KNOWLEDGE

Important Knowledge
BUSINESS AND MANAGEMENT
 * Administration and Management
 * Customer and Personal Service
 * Economics and Accounting
 * Personnel and Human Resources
MATHEMATICS AND SCIENCE
 * Mathematics

IMPORTANT SKILLS

COMPLEX PROBLEM SOLVING SKILLS
 * Complex Problem Solving
CONTENT
 * Active Listening
 * Reading Comprehension
 * Speaking
PROCESS
 * Critical Thinking
 * Monitoring
RESOURCE MANAGEMENT SKILLS
 * Management of Personnel Resources
 * Time Management
SOCIAL SKILLS
 * Coordination
SYSTEMS SKILLS
 * Judgment and Decision Making

IMPORTANT ABILITIES

AUDITORY AND SPEECH ABILITIES
 * Speech Clarity * Speech Recognition
IDEA GENERATION AND REASONING ABILITIES
 * Deductive Reasoning
 * Inductive Reasoning
 * Problem Sensitivity
VERBAL ABILITIES
 * Oral Comprehension * Oral Expression
 * Written Comprehension

NATURE OF THE WORK: General and Operations Managers

Oversee activities directly related to making products or providing services.

Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.

Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

Manage staff, preparing work schedules and assigning specific duties.

Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.

Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.

Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.

Plan and direct activities such as sales promotions, coordinating with other department heads as required.

Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.

Locate, select, and procure merchandise for resale, representing management in purchase negotiations.