

# CWI Career Pathway Profile

## Office Administrator

### Overview

Office administration perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. They handle tasks including compiling, computing, and recording data, verifying data, preparing materials for printing and preparing billing invoices for services rendered or for delivery or shipment of goods.

### Sample Occupations

- Administrative Assistant (ONET Code:43-6014.00)
- Office Support Worker (ONET Code:43-9199.00)
- Office Clerk (ONET Code:43-9061.00)
- Accounting Clerk (ONET Code:43-3031.00)
- Correspondence Clerk (ONET Code:43-4021.00)
- Data Entry Keyer (ONET Code:43-9021.00)
- File Clerk (ONET Code:43.4071.00)
- Payroll & Timekeeping Clerk (ONET Code: 43-3051.00)
- Human Resource Specialist (ONET Code:13-1071.00)
- Library Assistant (ONET Code:43-4121.00)
- Postal Service Clerk (ONET Code:43-5051.00)
- Shipping & Receiving Clerk (ONET Code:43-5071.00)
- Compliance Manager (ONET Code:11.9199.02)
- Medical Records Specialist (ONET Code:29-2072.00)

### Technology Skills & Software Competencies Typically Required

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Information Retrieval or Search Software - Google, Artificial Intelligence
- Accounting, Billing, & Payroll Software - QuickBooks, Sage Intacct, ADP, Paychex
- Project Management Software - Asana, Trello, Smartsheet, Basecamp
- Desktop virtual communications software — Skype, Zoom, Teams, Webex, Google Meet

### Personal Soft Skills Typically Required

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Time Management — Managing one's own time and the time of others.
- Mathematics - Using mathematics to solve problems.

## Individual Employment Plan Goal Examples

- **Goal: Operate basic office equipment to complete tasks.**
  - Answer telephone calls, direct calls, and take messages.
  - Use postage machine to add correct postage to outgoing mail.
  - Copy, fax, and collate documents to support business operations.
  - Scan documents for digital storage or for electronic distribution.
  - Report maintenance or equipment problems to the appropriate personnel, oversee service technician.
- **Goal: Maintain organized database records and/or files.**
  - Search, use, maintain and update a customer database.
  - Compile, copy, sort, and file records of office activities or transactions.
  - Retrieve records from filing structure as requested refile properly when no longer in use.
- **Goal: Prepare and disseminate correspondence.**
  - Type, format, proofread, and edit correspondence.
  - Compile data or documentation.
  - Prepare information or reference materials.
  - Open, sort, and route incoming mail, and prepare outgoing mail.
- **Goal: Process financial transactions.**
  - Use time entry systems to enter and process payroll transactions.
  - Use invoices and supporting documents to enter and process accounts payable transactions.
  - Prepare cash and checks for bank deposit.
- **Goal: Coordinate meetings and appointments for clients, colleagues, or partners.**
  - Use calendar or event software to set meeting date, time, place, and invite attendees.
  - Prepare meeting materials, hospitality, and related signage.
  - Take meeting minutes and distribute them to attendees.
- **Goal: Understand office supply and service requirements and ensure continuity.**
  - Order supplies, materials, and services needed by those working in the office.
  - Communicate with service vendors to schedule regular and off-schedule service appointments.
- **Goal: Enter business data into systems.**
  - Compile, sort, and verify the accuracy of data before it is entered.
  - Compare data with source documents, or re-enter data in verification format to detect errors.
  - Accurately enter data into computer system.
  - Store completed documents in appropriate locations.

## Related Trainings and National Certifications

- |  |                                 |
|--|---------------------------------|
| • Certified Administrative Professional          | • Notary Public                 |
| • Microsoft Office Specialist (various programs) | • Medical Coder                 |
| • Fundamental Payroll Certification              | • Certified Bookkeeper          |
| • Certified associate in project management      | • QuickBooks Certification      |
| • Nationally Certified Medical Office Assistant  | • Tax Preparation Certification |

# CWI Career Pathway Profile

## Customer Service

### Overview

Customer service workers connect customers and clients with goods and services. Americans working in the Customer Service Career Pathway typically interact with customers to provide basic or scripted information in response to routine inquiries about products and services. They may answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding products, services, and activities offered by the company. They handle tasks including communications, sales, appointments, complaints, inventory, delivery, and tracking.

### Sample Occupations

- Customer Service Rep (ONET Code: 43-4051.00)
- Retail Salesperson (ONET Code: 41-2031.00)
- Cashier (ONET Code: 41-2011.00)
- Telemarketer (ONET Code: 41-9041.00)
- Receptionist (ONET Code: 43-4171.00)
- Fundraiser (ONET Code:13-1131.00)
- Training Specialist (ONET Code:13-1151.00)
- Driver/Sales Worker (ONET Code:53-3031.00)
- Bus Driver (ONET Code:53-3051.00)
- Light Truck Driver (ONET Code: 53-3033.00)
- Hotel Desk Clerk (ONET Code:43-4081.00)
- Ushers, Lobby Attendant (ONET Code:39-3031.00)
- Dispatcher (ONET Code: 43-5032.00)
- Pharmacy Aides (ONET Code: 31-9095.00)

### Technology Skills & Software Competencies Typically Required

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software - Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Customer relationship management CRM software - Salesforce, Telemation
- Data base user interface and query software - Microsoft Access, Oracle Database, Airtable
- Enterprise resource planning ERP software - Microsoft Dynamics, Oracle PeopleSoft
- Cloud-based data access and sharing software - Dropbox, Google Drive, Microsoft SharePoint, Slack
- Desktop virtual communications software - Skype, Zoom, Teams, Webex, Google Meet
- Point of Sale Software - Lightspeed, Toast, TouchBistro, Clover, Square

### Personal Soft Skills Typically Required

- Active Listening - Giving full attention to what other people are saying, taking time to understand.
- Service Orientation - Actively looking for ways to help people.
- Speaking - Talking to others to convey information effectively.
- Critical Thinking - Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Time Management - Managing one's own time and the time of others.
- Negotiation - Bringing others together and trying to reconcile differences.
- Persuasion - Persuading others to change their minds or behavior.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.

## Individual Employment Plan Goal Examples

- **Goal: Understand customer needs and handle communications.**
  - Greet customers and ascertain the needs & wants of the customer.
  - Triage customer requests to appropriate company personnel or departments.
  - Discuss goods or services information with customers or patrons
  - Answer telephone calls, direct calls, and take messages.
  - Use email to communicate with customers, colleagues, community partners, and supervisors.
  - Confer with customers by telephone or in person to provide information about products or services.
- **Goal: Conduct sales transactions with new and existing customers.**
  - Take orders, update orders, manage account details.
  - Inform regular customers of changes in product details, prices, processes, etc.
  - Determine charges for services requested, collect deposits or payments, or arrange for billing.
  - Use cash register to perform sales transactions.
- **Goal: Generate new sales or promote new products to existing customers.**
  - Call on potential customers to explain services and generate new business.
  - Understand customer needs and identify additional products and services to meet their needs.
- **Goal: Track sales information.**
  - Record sales or delivery information on daily transaction documents.
  - Write customer orders according to company guidelines.
  - Keep records of customer interactions or transactions including actions taken.
  - Goal: Handle merchandise and understand inventory systems.
  - Ticket, display, and arrange merchandise to promote products or sales.
  - Restock inventory and communicate discrepancies in inventory count.
- **Goal: Receive and assist with resolving customer grievances.**
  - Exchange merchandise and handle returns.
  - Refer unresolved customer grievances to designated departments for further investigation.
- **Goal: Perform administrative tasks related to customer transactions or interactions.**
  - Update database, complete customer forms, prepare change of address records, etc.
  - Open and close cash registers, balance cash drawers.
  - Open mail, distribute to appropriate company personnel or departments.
  - Schedule appointments, prepare meeting spaces, handle event registration, create related signage.
- **Goal: Deliver products to customers.**
  - Drive vehicle over specified route or to specified destination, complying with regulations and policies.
  - Ensure correct items are delivered to corresponding clients.
  - Obtain delivery confirmation and record delivery transaction.

## Related Trainings and National Certifications

- |   |                                      |
|---|--------------------------------------|
| • Customer Service Representative Certification | • Public Notary                      |
| • Professional Dispatching and Scheduling       | • Retail Industry Fundamentals       |
| • Retail Industry Fundamentals                  | • Certified Professional Salesperson |
| • Certified Customer Service Sales              | • Cash Register Training             |
| • Business of Retail                            | • Commercial Driver License          |
| • Customer Conflict De-Escalation               | • Route Driver Certification         |

# CWI Career Pathway Profile

## Health & Social Services

### Overview

Health & social service workers provide client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. They may assist clients in identifying and obtaining available benefits and social and community services. They may also develop, organize, and conduct programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, personal care, or dependent care. They may also assist with instructional duties, design and implementation of educational programs.

### Sample Occupations

- Child Care Worker (ONET Code: 39-9011.00)
- Teaching Assistant (ONET Code: 25-9042.00)
- Cosmetologist Hairdresser (ONET Code:39-5012.00)
- Skincare Specialist (ONET Code:39-5094.00)
- Nursing Assistant (ONET Code: 31-1131.00)
- Social Service Assistant (ONET Code: 21-1093.00)
- Medical Records Technician (ONET Code: 29-2071.00)
- Phlebotomists (ONET Code: 31-9097.00)
- Home Health Aides (ONET Code:31-1121.00)
- Dental Assistants (ONET Code: 31-9091.00)
- Dietetic Technicians (ONET Code: 29-2051.00)
- Community Health Workers (ONET Code: 21-1094.00)
- Personal Care Aides (ONET 31-1122.00)
- Career Counselors (ONET Code:21-1012.00)

### Technology Skills & Software Competencies Typically Required

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Customer relationship management CRM software — Salesforce, Telemation
- Information Retrieval or Search Software - Google, Artificial Intelligence
- Medical software — Epic, MEDITECH, eClinicalWorks, AIGHD OASIS
- Desktop virtual communications software — Skype, Zoom , Teams, Webex, Google Meet

### Personal Soft Skills Typically Required

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

## Individual Employment Plan Goal Examples

- **Goal: Help clients to access services.**
  - Listen to concerns, provide information, and offer support.
  - Present social services program information to the public.
  - Understand community resources including factors for eligibility.
  - Refer clients to appropriate community or social service programs.
  - Explain regulations, policies, or procedures.
- **Goal: Assess client status and provide care.**
  - Interview clients to gather information about their backgrounds, needs, or progress.
  - Write a report or evaluation on history and status details.
  - Maintain ongoing case notes regarding client needs, referrals, and services provided.
- **Goal: Provide service to clients.**
  - Transcribe case notes from interactions with clients.
  - Maintain social service program records.
  - Collaborate with other professionals to assess client needs or plan treatments.
- **Goal: Teach material to classroom, student, or client.**
  - Prepare lesson plans, bulletin boards, and demonstration materials.
  - Teach life skills or strategies to clients or their families.
  - Distribute and collect classroom materials.
  - Deliver educational material.
  - Evaluate comprehension of materials taught.
- **Goal: Care for students or clients.**
  - Ensure childcare or educational setting is arranged to ensure safety.
  - Assist clients in handling details of daily life.
  - Provide assistance to clients with special needs or mental illness.
- **Goal: Provide personal care and home health services.**
  - Administer bedside or personal care, such as ambulation or personal hygiene assistance.
  - Participate in case reviews to evaluate the client's needs and plan for continuing services
  - Participate in an examination to understand skin, hair, or other physical conditions.
  - Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- **Goal: Support job seekers in pursuing employment.**
  - Evaluate and document job seeker's work experience, abilities, interests, and barriers to employment.
  - Refer job seekers to appropriate training and supportive service providers.
  - Perform routine case management and document case notes.
  - Identify and distribute job openings that align with job seeker career goals and experience.

## Related Trainings and National Certifications

- |   |   |
|---|---|
| • First Aid, CPR and AED Certification        | • OSHA Safety Certificate                   |
| • Certified Patient Care Technician/Assistant | • Certified Childcare Professional          |
| • Certified Peer Support Specialist           | • Child Development Associate               |
| • Medication Aide Certification               | • Seating and Mobility Specialist           |
| • Intravenous Therapy Certification           | • Certified Alzheimer Caregiver or Educator |
| • State Tested Nurses Aide (STNA)             | • Phlebotomy Technician                     |
| • Certified Nurse Assistant (CNA)             | • Certified Career Coach                    |

# CWI Career Pathway Profile

## Food Service

### Overview

Food service workers perform duties such as taking orders and serving food and beverages or serving customers at counter or from a steam table. They may set up and operate equipment that mixes or blends ingredients used in the manufacturing of food products, prepare and cook large quantities of food for institutions, such as schools, hospitals, or cafeterias, and clean kitchen equipment including food preparation equipment, dishes, and utensils. They may also plan and produce meals based on established guidelines, teach principles of food and nutrition, or counsel individuals.

### Sample Occupations

- Food Preparation Workers (ONET Code: 35-2021.00)
- Cooks, Restaurant (ONET Code: 35-2014.00)
- Chefs and Head Cooks (ONET Code: 35-1011.00)
- Fast Food Cooks (ONET Code: 35-2011.00)
- Waiters and Waitresses (ONET Code: 35-3031.00)
- Bartenders (ONET Code: 35-3011.00)
- Dishwashers (ONET Code: 35-9021.00)
- Cooks, Fast Food (ONET Code: 35-2011.00)
- Cafeteria Cooks (ONET Code: 35-2012.00)
- Barista (ONET Code : 35-3023.01)
- Bakers (ONET Code: 51-3011.00)
- Farmer (ONET Code: 11-9013.00)
- Agricultural Worker (ONET Code: 45-2099.00)
- Food Batchmakers (ONET Code: 51-3092.00)

### Technology Skills & Software Competencies Typically Required

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Scientific Software - DietMaster, NitriBase, MasterCook
- Customer relationship management CRM software — Salesforce, Telemation
- Point of Sale Software - Lightspeed, Toast, TouchBistro, Clover, Square

### Personal Soft Skills Typically Required

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Service Orientation — Actively looking for ways to help people.
- Oral Comprehension — The ability to understand information and ideas presented through words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Time Management — Managing one's own time and the time of others.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong.

## Individual Employment Plan Goal Examples

- **Goal: Maintain a clean kitchen & dining area.**
  - Clean and sanitize work areas, equipment, utensils, dishes, or silverware.
  - Load dishes, glasses, and tableware into dishwashing machines.
  - Scrape leftovers from dishes into garbage containers.
  - Remove trash and clean kitchen garbage containers.
  - Vacuum dining area and sweep and mop kitchen floor.
- **Goal: Maintain and operate a safe kitchen & dining area.**
  - Take and record temperature of food and food storage areas, such as refrigerators and freezers.
  - Store food in designated containers and storage areas to prevent spoilage.
  - Practice safe operation of kitchen equipment including knives and heating appliances.
- **Goal: Practice culinary techniques.**
  - Wash, peel, and cut various foods, such as fruits and vegetables, to prepare for cooking or serving.
  - Cut, slice or grind meat, poultry, and seafood to prepare for cooking.
- **Goal: Prepare food in accordance with kitchen policies and food standards.**
  - Prepare a variety of foods, such as meats, vegetables, or desserts, according to customers' orders.
  - Portion and wrap food, or place it directly on plates for service to patrons.
  - Package take-out foods or serve food.
  - Prepare and serve a variety of beverages, such as coffee, tea, and soft drinks.
  - Assist cooks and kitchen staff with various tasks as needed, and provide cooks with needed items.
- **Goal: Take orders from customers.**
  - Distribute menus and take orders from customers.
  - Understand allergy requirements and other dietary restrictions.
  - Deliver meals to customers and ensure order meets their requests.
  - Operate cash register or Point of Sale system, handle money, and give correct change.
- **Goal: Maintain kitchen inventory.**
  - Stock cupboards and refrigerators, and tend salad bars and buffet meals.
  - Receive and store food supplies, equipment, and utensils.
  - Keep records of the quantities of food used.
- **Goal: Develop and implement menus.**
  - Identify appropriate dishes to be included in the kitchen menu.
  - Ensure menu items meet dietary variety and nutritional requirements.
  - Determine the ingredients needed for each recipe.
  - Calculate the total cost of each recipe and the overall menu.

## Related Trainings and National Certifications

- |                               |  |
|-------------------------------|--|
| • Certified Restaurant Server | • American Hotel and Lodging Institute |
| • ServSafe Food Handler       | • National Tour Association            |
| • ServSafe Manager            | • Certified Tour Professional          |
| • ServSafe Allergens          | • Registered Dietitian                 |
| • ServSafe Alcohol            | • Kid's Nutrition Specialist           |

# CWI Career Pathway Profile

## Facility Management

### Overview

Facility management workers keep buildings in clean and orderly condition, perform heavy cleaning duties, such as cleaning floors, removing rubbish, maintaining landscaping, and cleaning snow or debris from sidewalk. Duties may include performing routine maintenance to keep machines, mechanical equipment, HVAC, or the structure of a building in repair, and notifying management of repairs that require the attention of a specialist. They may also receive, store, and issue merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders.

### Sample Occupations

- Facilities Manager (ONET Code: 11-3013.00)
- Property Assn. Managers (ONET Code: 11-9141.00)
- Construction Laborer (ONET Code: 47-2061.00)
- Building Cleaning Worker (ONET Code: 37-2019.00)
- Janitor or Cleaner (ONET Code: 37-2012.00)
- Landscaper/Groundskeeper (ONET Code: 37-3011.00)
- Farmworker (ONET Code: 45-2093.00)
- Shipping, Receiving, & Inventory Clerks ( 43-5071.00)
- Stocker and Order Filler (ONET Code: 53-7065.00)
- Pest Control Worker (ONET Code: 37-2021.00)
- Automotive Technician (ONET Code: 49-3023.00)
- HVAC & Appliance Installers (ONET Code: 49-9021.01)
- Machinery Maintenance (ONET Code: 49-9043.00)
- Production Workers (ONET Code: 51-9198.00)

### Technology Skills & Software Competencies Typically Required

- Basic Computer Operation - Hardware, Windows, MacOS
- Email and Calendar Scheduling Software - Outlook, Google
- Microsoft Office - Word, Excel, PowerPoint
- Document management software — Adobe Acrobat, Google Docs & Sheets, SharePoint, Slack, Teams
- Cloud-based data access and sharing software — Dropbox, Google Drive, Microsoft SharePoint, Slack
- Access Software - Biometric Reader, Card Key Management
- Ticket Management Software - Zendesk, Fiix, Help Scout, Freshdesk

### Personal Soft Skills Typically Required

- Active Listening — Giving full attention to what other people are saying, taking time to understand.
- Time Management — Managing one's own time and the time of others.
- Coordination — Adjusting actions in relation to others' actions.
- Service Orientation — Actively looking for ways to help people.
- Speaking — Talking to others to convey information effectively.
- Critical Thinking — Using logic and reasoning to identify strengths and weaknesses of alternative solutions.

## Individual Employment Plan Goal Examples

- **Goal: Enhance skills in conducting thorough facility inspections to ensure cleanliness.**
  - Inspect facilities regularly, identifying and addressing cleanliness issues promptly.
  - Clean and sanitize buildings following established guidelines and standards.
  - Properly store and label cleaning solutions and other hazardous materials.
- **Goal: Maintain healthy, well organized outdoor spaces.**
  - Use tools to mow, trim, edge, and fertilize grass and green spaces.
  - Perform seasonal transition activities including planting, pruning, leaf removal, and natural debris cleanup.
  - Establish and maintain outdoor structures including planting structures, seating areas, and walkways.
- **Goal: Develop proficiency in overseeing property operations and maintenance activities.**
  - Oversee and coordinate property operations to ensure smooth functioning.
  - Perform routine maintenance tasks and repairs to maintain facility integrity.
  - Prioritize maintenance and repair tasks based on urgency and importance.
- **Goal: Strengthen skills in repairing machinery, equipment, or structures within the facility.**
  - Diagnose and troubleshoot issues with machinery or equipment.
  - Perform necessary repairs to ensure proper functionality.
- **Goal: Enhance proficiency in routine maintenance and cleaning tasks for facility upkeep.**
  - Empty trash containers regularly, ensuring proper disposal.
  - Vacuum and sweep floors to maintain a clean and orderly environment.
- **Goal: Strengthen skills in ordering supplies, materials, and services required for facility management.**
  - Order necessary supplies and materials in a timely and organized manner.
  - Maintain accurate records of inventory levels and reorder as needed.
- **Goal: Practice the administrative processes related to sending and receiving shipments.**
  - Examine shipment contents and compare with manifests, invoices, or orders, to verify accuracy.
  - Prepare documents, such as work orders, bills of lading, or shipping orders, to route materials.
  - Pack, seal, label, or affix postage to prepare materials for shipping.
  - Determine shipping methods, routes, or rates for materials to be shipped.
- **Goal: Keep stockroom shelves organized and filled.**
  - Store items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.
  - Mark stock items, using identification tags, stamps, electric marking tools, or other labeling equipment.
  - Receive and count stock items, and record data manually or on computer.
  - Receive, unload, open, unpack, or issue sales floor merchandise.
  - Requisition merchandise from supplier based on available space, merchandise on hand, and customer demand.

## Related Trainings and National Certifications

- |   |                                      |
|---|--------------------------------------|
| • Occupational Health & Safety (OSHA) 10 & 30 | • House Cleaning Technician          |
| • Certified Custodial Technician              | • Certified Guestroom Attendant      |
| • Certified Maintenance Employee              | • LEED Green Associate               |
| • Mold Awareness Specialist                   | • Supply Chain Inventory & Logistics |
| • Hazard Material Storage                     | • Landscape Technician               |