



CWI WORKS
POWERING OPPORTUNITY
FOR OLDER ADULTS

Career Pathways

Taking SCSEP to
the Next Level



The Objective:
Creating intentionality
between job seeker training
and employer needs.

What is a Career Pathway?

- Umbrella category of occupations
- Will NOT Limit Job Seeker Career Aspirations
- Will assist job coaches with identifying training goals



Developing Career Pathways

- Identifying Umbrellas
 - Office Administration
 - Customer Service
 - Health & Social Services
 - Facility Management
 - Food Service
- Determining Foundational Skills
 - Fundamental Skills
 - Digital Skills
 - Durable Soft Skills
 - Industry Certifications



The CWI Works Career Pathways Model

The Training You Need For The Job You Want



Paid, on-the-job
training with
local employers

+



Modern,
in-demand
skills

+



Customized to
your career
goals

=



Confident &
Career Ready

Training for Older Job Seekers

We are thrilled to offer the CWI Works Career Pathways Model to our Senior Community Service Employment Program (SCSEP) trainees. Through paid, on-the-job training roles at local employers, you will gain the skills for your chosen career path, giving you the confidence to succeed in a highly competitive job market. We offer training customized to the most in-demand positions:

Office Administration

- Bookkeeping
- Grant Writing
- Human Resources and Administrative Certifications

Health & Social Services

- Medical Coding
- Nursing Assistant
- Child Development & Vaccination Certifications

Facility Management

- OSHA
- Inventory Management
- Hazardous Material Storage & Sanitization Certifications

Customer Service

- Retail Sales
- Call Center
- Scheduling, Route Driver, & Dispatching Certifications

Food Service

- Serv Safe
- Certified Restaurant Server
- Allergy & Hospitality Certifications

Supporting Older Job Seekers

Employers and nonprofit organizations can support the older workers in their communities:

- Refer job seekers* to train toward meaningful employment.
- Provide no-cost internship training at your nonprofit organization.
- Partner as an employer interested in hiring experienced workers.

Contact Us:

* Job seekers must be at least 55 years of age. Income restrictions apply. Contact us for more information.

The Center's SCSEP program is funded by a \$46.8 million grant from the U.S. Department of Labor. This funding provides 90% of the support for SCSEP, with the Center and its SCSEP network providing the remaining 10% through nonfederal match of \$4.7 million. The Senior Community Service Employment Program is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities.

Career Pathway Profiles

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


Why is O*Net Our Best Resource?

- Developed in partnership with DOL
- Employer involvement
- Includes more than 900 occupations
- Details, insights, answers



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The O*Net Home screen



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Find your career at My Next Move →



Occupation Keyword Search

Examples: 25-1011.00, dental assistant

Search O*NET-SOC occupations →




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Learn more at My Next Move for Veterans →



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Visite Mi Próximo Paso →

O*Net Printed Materials



O*NET OnLine

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

43-6014.00

Bright Outlook

Updated 2025

Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Sample of reported job titles: Administrative Assistant (Admin Assistant), Administrative Clerk, Administrative Secretary (Admin Secretary), Administrative Specialist (Admin Specialist), Administrative Support Assistant (ASA), Administrative Technician, Department Secretary, Office Assistant, Secretary, Staff Assistant

Summary

Details

Custom

Easy Read

Veterans

Español

Occupation-Specific Information

Tasks

All 31 displayed

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Create, maintain, and enter information into databases.
- Use computers for various applications, such as database management or word processing.
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Maintain scheduling and event calendars.

Each O*Net Occupation Breaks Down:

- Tasks
- Technology Skills
- Work Activities
- Detailed Work Activities
- Work Context
- Job Zone
- Training & Credentials
- Skills
- Knowledge
- Education
- Abilities
- Interests
- Work Values
- Work Styles
- Wage Trends
- Job Openings
- Related Occupations

Base Occupations

- **Office Administration**
 - Administrative Assistant (O*Net Code 43.6014.00)
- **Customer Service**
 - Customer Service Representative (O*Net Code 43-4051.00)
- **Health & Social Services**
 - Social & Human Service Assistant (O*Net Code 21-1093.00)
- **Facility Management**
 - Maintenance & Repair Worker (O*Net Code 49-9071.00)
- **Food Service**
 - Food Preparation Workers (O*Net Code 35-2021.00)

Example: Customer Service

- **Foundational Skills:**

- Greet customers and understand needs.
- Discuss goods or service offerings with customers.
- Call on potential new clients to generate business.
- Keep record of customer interactions.
- Use cash register to perform sales transactions.
- Ticket, display, and arrange merchandise.

- **Durable Soft Skills:**

- Active Listening
- Service Orientation
- Social Perceptiveness

Example: Customer Service

- **Digital Skills:**

- Basic Computer Navigation
- Customer relationship management (CRM) software
- Cloud-based data sharing (Sharepoint, Google drive, etc.)
- Virtual communication (Zoom, Teams, etc.)
- Cash register sales (square, toast, Point of Sale systems etc.)

- **Industry Certifications:**

- Customer Service Representative Certification
- Retail Specialist Certification
- Certified Benefits Professional

How Will Career Pathways Help?

- Job Seekers
- Referral Sources
- Host Agencies
- Employers

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Job Seekers

- Recruit people looking for work
- Give them concrete, data-based goals
- Give them confidence in their journey
- Turn those goals into resume items



Referral Sources

- Easy story about what we do
- Identify people looking for work
- Define your expertise as a job training expert



Host Agencies

- Reinforces training site expectations
- Align job seeker IEP with host agency
- Help training supervisors understand pathway
- Will become part of our host agency agreement



Employers

- Position ourselves as hiring resources
- Align career pathways with job openings
- Recruit job seekers for specific occupations



Let's Get to Work!

- **Job Seekers** - Assign each Job Seeker to a Career Pathway
 - Step 1: Internally identify their pathway based on what you know.
 - Step 2: Communicate that to them next time you meet.
 - Step 3: Add IEP goals (either from the Career Pathway Profile or your own) that are intentional in their alignment with the Career Pathway.
 - Step 4: For any completed IEP goals, add those competencies to the resume.
- **Host Agencies** – Start Aligning Host Agencies with Pathways
 - Step 1: Internally identify the pathways they already offer.
 - Step 2: Help them understand this new level of training intentionality.
 - Step 3: See if they may be willing to offer training in any additional pathways.
 - Step 4: Use the new Host Agency agreement to formalize this understanding.

Thank you!

Brenda W. Tate, MBA

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CWI WORKS
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Q & A

Ann Manby,

Chief Workforce
Development Officer

