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| **Modified DACUM Research Chart** **Diversified Occupations- Entry-Level Worker****CIP 32.0105 Job-Seeking/Job-Changing Skills****DACUM Panel***Representing 159 years of experience in hiring/managing employees***Shandon Cross, Recruiter,** Adecco, Corry, PA**Josh Dyne, Owner,** Dynasty Construction, Corry, PA**Stacey Heiser, CEO,** Corry Federal Credit Union, Corry, PA**Barb Kimmy, Personnel Manager,** Corry Contract, Inc., Corry, PA**Paula Merkle, Personnel Administrator,** Corry Manufacturing, Corry, PA**Doug Nelson, Admissions Director,** Precision Manufacturing Institute, Meadville, PA**Elaine Shaffer, Business Partnership Coordinator,** Erie County Technical School, Erie, PA**Bonnie Stein, Co-op Coordinator,** Crawford County Career & Technical Center, Meadville, PA**Jean Volk, Office Manager,** Corry Federal Credit Union, Corry, PA**Observers and Facilitator****Susan Barra**, Supervisor of Vocational Education Corry Career & Technical Education Center, Corry, PA**Michael Daniels**, Cooperative Education CoordinatorCorry Career & Technical Education Center, Corry, PA**Jan Kennerknecht**, DACUM FacilitatorKennerknecht Consulting, Edinboro, PA**Cheryl Krider, Business/Computer Technology Information Processing Teacher,** Seneca HS, Erie, PA**Marsha Welsh, CTDSL,** PACTA, Scottdale, PA |  | A mixture of occupations that could be self-employedCorry Area School DistrictSponsored by Corry Area School DistrictCareer & Technical Education Center Produced byC:\Users\JanKennerknecht\AppData\Local\Microsoft\Windows\INetCacheContent.Word\KC_logo.jpg**December 7, 2017** |
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**General Knowledge**

Appropriate attire- how to present yourself as an employee

Appropriate PPE- some items may require purchase by employee.

Manners

Knowledge of appropriate use of social media

Social networking for business use

Advertising

Promoting products

Separation of personal and company activities

Common sense

Company policies

Terminology of the industry and position

Knowledge of what the company does

Filling out forms

Safety

Appropriate/inappropriate behaviors at work

Knowledge of job responsibilities

Chain of command at company

Expectations for working hours, break times, etc.

Knowledge of work area expectations (cleaning)

Consequences of drug and alcohol abuse

Random drug testing requirements

Knowledge of work tasks required

Knowledge of valid photo ID, Social Security number

Knowledge of transportation options

Knowledge of legal requirements (background checks, disclosures)

Knowledge of employment forms (W-4, I-9, etc.)

Knowledge of harassment, sexual harassment

**General Skills**

Listening skills

Social skills

Keyboarding/computer skills

Employment acquisition skills (resume writing, interviewing skills)

Decision making skills

Basic reading and writing skills

Conflict resolution skills

Communication skills

Interpersonal skills

Telephone skills

Verbal skills

Customer service skills

Basic math skills (will vary among different work sites)

Reading skills

Writing skills

Banking skills

**Worker Behaviors**

Follows through

Shows respect for others’ possessions

Shows respect for elders

Well groomed

Drug free

Positive attitude, smiles, check problems at the door

Takes pride in appearance

Responsible

Punctual

Stays on task, busy

Trustworthy

Honest, has integrity

Personable

Willing to help out where needed

Shows initiative

Accountable

Communicates well

Drama-free

Willing to lead

Takes directions well

Will step up

Willing to learn and cross-train

Good attendance

Reliable

Non-argumentative, non-combative

Appropriate language on the work site

Open to change, flexible

Willing to ask questions

Quality-oriented

Willing to go above and beyond (doesn’t feel entitled)

Tries to impress the boss

Courteous

Healthy

Doesn’t watch the clock

Alert, awake

Wears proper clothing

Clean (work area, hygienic)

Non-gossiper

Organized

Uses cell phone, other devices appropriately

Calls in when sick or late

Doesn’t whine

Follows company policies

Loyal

**Current Trends in Employment**

More companies are using hiring agencies.

Resume building websites are popular.

Increased use of technology, causing loss of interpersonal relationships

There is a lot of turnover (average employee stays two years).

24/7 child care is offered/needed.

There are not enough applicants for jobs due to a shrinking population.

Service and medical jobs are increasing.

Manufacturing job openings are on the rise.

Increased use of social media by companies (Facebook, Google Hangout, Instagram, Twitter, websites)

Increase of intergenerational workforce

Increase in government regulations

Feeling of entitlement, unemployment benefits

Job application process is changing (online applications, behavioral assessments, tours, social media checks).

Employees are seeking short-term technical training.

Random/scheduled drug testing

*Some* part-time jobs include benefits, but not all.

Universities are offering technical training.

Businesses are trying to keep local employees working in the community.

Preference for part-time employees

Therapy animals are more common.

**Future Directions**

Quickly evolving technology

More regulations

Employees will stay longer

Second careers, retirees will come back to the workforce.

More skilled trades workers

DIY increasing

Need for general “handyman” services

More companies providing services needed by workers (child care, shopping, etc.)

More robotics

More online classes

Smaller families, fewer students

More cyber training

More acceptance of transgender employees

More issues related to harassment and equity

**Concerns**

Low enrollment in Diversified Occupations program-- How can more students take advantage of this program?

Clearance issues-- Co-op workplace supervisors must have clearances if working with students under 18 years.

Employee turnover is expensive for business.

Social media use by employees, both on and off duty, causes concern for employee health and safety.

Decrease in available job applicants

Increasing federal regulations for businesses

**Certifications Recommended**

OSHA 10 Hour

First Aid/CPR

**Advice for Students from DACUM Panel Members**

**Susan Barra**, Supervisor of Vocational Education, Corry Career & Technical Education Center: “You will go far, but you have to work.”

**Shandon Cross, Recruiter,** Adecco: “You’re not going to make $35 an hour on your first job. You will need to work your way up.”

**Michael Daniels**, Cooperative Education Coordinator, Corry Career & Technical Education Center: “Bring a good attitude. You can be successful.”

**Josh Dyne, Owner,** Dynasty Construction: “Be proud of your accomplishments and what you’ve learned in your program.”

**Stacey Heiser, CEO,** Corry Federal Credit Union: “Have a positive attitude. It will allow you to succeed.”

**Barb Kimmy, Personnel Manager,** Corry Contract, Inc.: “Come to work with clean blood and urine. Be able to pass a drug test. Put your job as a high priority.”

**Cheryl Krider, Business/Computer Technology Information Processing Teacher,** Seneca HS: “Your job will always provide something positive to learn. Learn from the job and move on. You never know where a job may lead.”

**Paula Merkle, Personnel Administrator,** Corry Manufacturing: “Learning is limitless. Be flexible. Don’t just settle into a job, continue with your education.”

**Doug Nelson, Admissions Director,** Precision Manufacturing Institute: “Be positive! Listen to what other employees have to say. Show up on time every day. Like what you’re doing.

**Elaine Shaffer, Business Partnership Coordinator,** Erie County Technical School: “Seek out learning opportunities and be flexible.”

**Bonnie Stein, Co-op Coordinator,** Crawford County Career & Technical Center: “Stay open. There are seasoned workers who want to train you.’

**Jean Volk, Office Manager,** Corry Federal Credit Union: “Be yourself. Work as a team member.”

**Marsha Welsh, CTDSL,** PACTA: “Act like you want the job. Work like you’re trying to get a job there and you will be an excellent employee.”

**Acronyms**

CEO Chief Executive Officer

DIY Do It Yourself

D.O. Diversified Occupations

HR Human Resources

OSHA Occupational Safety and Health Administration

PACTA Pennsylvania Association of Career and Technical Administrators

PDE Pennsylvania Department of Education

VP Vice-President

## Organizational Chart

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## *Job titles will vary among companies, depending on type and size of company*

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## *\*See attached Pennsylvania Cooperative Education Diversified Occupations Competencies list for additional local tasks and most important tasks highlighted in each section. The Corry Area School District Career & Technical Education Center would like to thank this dedicated panel of professionals for providing their expertise. All input will be analyzed for program improvement.*