

Put Yourself on the Map: How to Use This Brochure

Like any map, this Career Map helps you find your way to new places – in this case, a bunch of careers within one specific industry. (An industry is a loosely defined area of businesses engaged in similar work.) As you read, ask yourself: what different kinds of jobs are there? How does one job lead to the next? Which ones will I like? How much money can I earn, and how long will it take me to get there? What kind of training do I need?

One of the best ways to find a satisfying career is to get clear about your personal interests and strengths. What do you most enjoy doing? What do your friends, teachers, parents say you do best? Do you prefer to work with people, ideas or things? Do you want to be in charge, or work alongside your peers? Which of these jobs will let you be your best?

Once you've found a path that sounds like a good fit, it's time to test it out. Find someone who works in the industry – ask your friends, parents, teachers and neighbors if they can introduce you. Ask if they are willing to talk with you for a few minutes. This is called an "informational interview." You're not asking them to find you a job; you're only asking to listen and learn about their experience. If you ask in a professional manner, many people are happy to speak with you. (If you're nervous about this, ask a teacher, guidance counselor or parent to help.)

Before you meet with this person, reread the brochure and write down any questions you have, for example:

- What do you spend your day doing in this job?
- How did you get started in this field?
- How much reading, writing or math do you do in your job?
- How do people dress at the work place?
- Do you have a routine set of tasks you do every day or do you do something different every day?
- Do you work the same schedule every week, or does it change?
- What courses would I take in high school or college to prepare for this job?
- What is my next step after high school if I am interested in this field?
- Where can I find people who can help me learn more about this field?

Make sure to send a thank you note, and in no time you'll be on your way. For more information about this industry and many others, you can visit www.careerzone.ny.gov

**Find someone
who works in the
industry – ask your
friends, parents,
teachers and neighbors
if they can introduce
you.**

Types of Employment

	HOURS/WEEK	SCHEDULE	WAGE/SALARY	PAYMENT	COMMON BENEFITS
Full-Time	Usually 35+	Steady	Annual	Weekly or bi-weekly	Paid sick leave, vacation time, health insurance, retirement savings
Part-Time	Usually <35	May vary	Hourly	Weekly or bi-weekly	Usually none
Temp	As available	May vary	Hourly	Weekly or bi-weekly	Usually none
Self-employed aka Freelance	Varies	Varies	Negotiate rate of pay with client	Upon completion of work or on a schedule of deliverables	None: must pay own taxes and health insurance
Union			Typically higher than comparable non-union positions		As negotiated by the union with the employer on behalf of members

For information about the DOE CTE Programs:

<http://schools.nyc.gov/ChoicesEnrollment/CTE/ParentsandStudents/default.htm>
<http://CTECouncil.org>

For additional information about careers in this industry:

<http://www.bls.gov/ooh/transportation-and-material-moving/home.htm>
<http://labor.ny.gov/stats/olcny/truck-driver.shtm> (trucking)
<http://labor.ny.gov/stats/olcny/bus-driver.shtm> (bus)
<http://www.awojobs.com/> (water)

Where can I get additional general information on careers?

For careers in New York State: www.careerzone.ny.gov
 For general career information, including videos of nearly 550 careers: www.acinet.org
 For general career information: www.bls.gov/k12/

**Office of Postsecondary Readiness (OPSR)
New York City Department of Education
52 Chambers Street
New York, NY 10007**

Mapping Your Future

Travel & Transportation



What is Travel and Transportation?

Travel and Transportation are about moving people and things across water, ground and air. On the ground, there are trains, buses, limousines, vans and taxis. Air transportation includes commercial, charter, and cargo planes. Water transportation includes leisure, commuter, and cargo boats and ships. New York City is one of the nation's largest transportation and travel hubs, so it offers many opportunities to work in this industry.

People are scheduled to work at all hours of the day. Most jobs require you to work a day or night shift – and sometimes even holidays and weekends. Many require a "clean" driver's license, even if the job doesn't involve driving. Employers look for good problem solving and communication skills. For example, while you're on the job, you might have to find the fastest way around traffic or help a disgruntled customer who missed a flight.

Some jobs are customer service focussed and others are technical. Customer service jobs include flight attendants

and reservation agents. People in these jobs enjoy meeting people and working in a fast-paced setting. They also have patience and like to help people. People in technical jobs like to build and fix things and solve problems with their hands. Technical jobs include mechanics and engineers.

Safety and security is one of the highest priorities in the transportation industry and in the nation. Many jobs, especially in airports, require background checks and drug testing. Some jobs require you to be licensed to operate a vehicle. Licensed jobs include airplane pilots and ship's captains.

While most jobs in the industry involve working for a company, there are ways to be self-employed too. For example, you can own or operate trucks or airport shuttle vans. Many jobs in the industry are unionized.

Technical Jobs

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

Customer Service and Administration Jobs



High School and Little/No Experience

AIR

Ramp Agent/Baggage Handler/ Ground Crew

DUTIES: Lift, load, unload and transport baggage, mail and cargo to and from aircraft. Operate ground support equipment.

PAY RANGE: \$18,500 to \$33,000 per year or \$9 to \$16 per hour

GROUND, RAIL, and WATERWAYS

Utility Person

DUTIES: Clean vehicles, machinery, and other equipment. Refuel vehicles.

PAY RANGE: \$17,000 to \$34,000 per year or \$8 to \$16 per hour

Deckhand

DUTIES: Look for obstructions in path of vessel, measure water depth, use emergency equipment, and perform maintenance tasks.

PAY RANGE: \$17,000 to \$35,500 per year or \$8 to \$17 per hour

Transit Property Protection Agent

DUTIES: Perform surveillance at bus depots, subway stations, train yards and adjacent grounds to provide protection against terrorist acts, trespass, and damage and loss. Requires driver's license with clean record, and—within one year of employment—a guard license.

PAY RANGE: \$37,000 to \$49,000 per year

GROUND, RAIL, and WATERWAYS

Driver

DUTIES: Drive vehicles to transport passengers. May occasionally carry cargo. Heavy customer contact. Driver's license with clean record required.

PAY RANGE: \$17,000 to \$35,500 per year or \$8 to \$17 per hour (Tips may be earned over and above pay.)

Postsecondary or Specialized Training

AIR

FAA-licensed Aircraft Mechanic

DUTIES: Perform scheduled maintenance, make repairs and complete inspections of aircraft. Requires Federal Aviation Administration (FAA) licensing as an Airframe and/or Power Plant (A&P) Mechanic.

PAY RANGE: \$48,000 to \$75,000 per year

GROUND, RAIL, and WATERWAYS

Electrical Maintainer

DUTIES: Install, maintain, test, calibrate, and repair electrical equipment. Work on HVAC systems, storage batteries, charging systems, motors, control systems, lighting systems, timers, transformers, building systems and wire infrastructures; operate a motor vehicle.

PAY RANGE: \$56,000 to \$71,000 per year or \$27 to \$34 per hour

Ship's Mate

DUTIES: Supervise or coordinate activities of crew aboard ships, boats, barges, or dredges.

PAY RANGE: \$48,000 to \$87,000 per year

GROUND, RAIL, and WATERWAYS

Train Operator

DUTIES: Operate trains; may make announcements; and convey trains into barns and shops for inspection and repair. Metropolitan Transit Authority (MTA)/NYC Transit Authority (NYCT) may have special eligibility requirements. There may also be a civil service exam and experience requirement.

PAY RANGE: \$55,000 to \$70,000 per year

Bus or Truck (Diesel) Mechanic

DUTIES: Service, maintain and repair mechanical parts in transportation vehicles and equipment. Maintain and repair specific types of engines, including diesel and hybrid.

PAY RANGE: \$48,000 to \$87,000 per year

Cleaner/Track Worker

DUTIES: Maintain, install, inspect, test, alter and repair the track and roadway in subway and elevated service under operating conditions. MTA/NYCT may have special eligibility requirements, such as drug or medical screening, proof of identity, or a driver's license.

PAY RANGE: \$35,000 to \$50,000 per year or \$17 to \$24 per hour

College and/or Extensive Experience *continued*

AIR

Airline Pilot

DUTIES: Pilot and navigate aircraft for the transport of passengers and cargo. Requires Federal Air Transport Pilot certificate and rating for specific aircraft type used. Includes regional, national, and international airline pilots and flight instructors of airline pilots.

PAY RANGE: \$78,000 to \$177,000 per year

GROUND, RAIL, and WATERWAYS

Water Vessel Pilot/Captain

DUTIES: Command or supervise operations of ships and water vessels, such as tugboats and ferryboats. Required to hold license issued by U.S. Coast Guard.

PAY RANGE: \$48,000 to \$87,000 per year

Yardmaster, or Fleet or Dock Manager

DUTIES: Directly supervise and coordinate the activities of mechanics, operators and drivers.

PAY RANGE: \$41,000 to \$76,000 per year

Transportation Engineer

DUTIES: Develop plans for surface transportation projects, according to established standards and policies. Apply technology and scientific principles to the planning, functional design, operation and management of facilities for any mode of transportation.

PAY RANGE: \$59,000 to \$97,000 per year

College and/or Extensive Experience

AIR

Manager of Aircraft Maintenance

DUTIES: Supervise and coordinate all aircraft maintenance functions, ensuring these activities are performed in accordance with scheduled requirements and in compliance with all established company, regulatory and manufacturers' procedures.

PAY RANGE: \$42,000 to \$62,000 per year

Air Traffic Controller

DUTIES: Control air traffic within vicinity of airport and between altitude sectors and control centers, according to established procedures and policies. Authorize, regulate, and control commercial airline flights according to government or company regulations to expedite and ensure flight safety.

PAY RANGE: \$67,000 to \$154,000 per year

High School and Little/No Experience

AIR

Security Agent or TSA Security Officer

DUTIES: Assist in conducting screening of passengers, baggage and cargo at airport. Monitor flow of passengers through security checkpoint.

PAY RANGE: First, hourly at \$16 to \$22 per hour, then may be full-time at \$33,000 to \$50,000 per year

Reservation/Ticket Agent

DUTIES: Make and confirm travel reservations and sell tickets to passengers.

PAY RANGE: \$24,000 to \$40,000 per year or \$12 to \$19 per hour

Passenger/Customer Service Representative

DUTIES: Provide assistance to passengers at the airport. May work at check-in, aircraft boarding and deplaning, baggage service, providing connecting flight information and direction assistance, and handling passenger incidents.

PAY RANGE: \$19,000 to \$30,000 per year or \$9 to \$14 per hour

GROUND, RAIL, and WATERWAYS

Ticket Agent/Reservationist

DUTIES: For bus, van and limousine companies, answer phones, make reservations, sell tickets in a fast-paced environment.

PAY RANGE: \$24,000 to \$40,000 per year or \$12 to \$19 per hour

Billing Clerk

DUTIES: Compile data, compute fees and charges, and prepare invoices for billing purposes. May involve use of computer, calculator, and bookkeeping software.

PAY RANGE: 26,000 to \$42,000 or \$13 to \$20 per hour

Postsecondary or High School plus Moderate Experience

AIR

Travel Agent

DUTIES: Plan and sell transportation, accommodations, and tour packages. Determine destination, transportation options, travel dates, costs, and accommodations required. May assist in resolving clients' travel problems.

PAY RANGE: \$23,000 to \$42,000 per year

Cargo/Freight Agent

DUTIES: Receive air freight shipments, supervise loading and unloading, and keep written records. Handle contacts with air freight forwarders and customers.

PAY RANGE: \$28,000 to \$50,000 per year

Flight Attendant

DUTIES: Provide personal services to ensure the safety, security, and comfort of airline passengers during flight. Greet passengers, verify tickets, explain use of safety equipment, and serve food or beverages.

PAY RANGE: \$32,000 to \$50,000 per year

Transportation Security Manager

DUTIES: Manages airport screening checkpoints, bomb appraisal programs, and/or other programs of the Transportation Security Administration (TSA).

PAY RANGE: \$48,000 to \$90,000 per year

College Plus Experience *continued*

GROUND, RAIL, and WATERWAYS

Customer Service Manager

DUTIES: Directly supervise and coordinate the activities of customer service workers. Resolve customer complaints and answer customers' questions regarding policies and procedures on a timely and efficient basis. Provide employees with guidance in resolving disputes.

PAY RANGE: \$38,000 to \$69,000 per year

Transit Management Analyst

DUTIES: Collect and analyze system statistics, develop analytical methods; evaluate existing/proposed plans, programs, and projects for their ability to meet transportation objectives and make recommendations.

PAY RANGE: \$53,000 to \$78,000 per year

College Plus Experience

AIR

Airport Federal Security Director

DUTIES: Provide day-to-day operational direction for federal security at airports; responsible for the leadership and coordination of TSA security activities.

PAY RANGE: \$90,000 to \$156,000 per year

Airport Operations Manager

DUTIES: Coordinate and supervise daily airport operations including energy management, contract negotiation, tenant customer relations, ground transportation, signage, and maintenance. Act as liaison to Federal Aviation Administration (FAA) and TSA to ensure compliance with regulations and mandates.

PAY RANGE: \$135,000 and higher per year

GROUND, RAIL, and WATERWAYS

Transportation Planner

DUTIES: Prepare studies for proposed transportation projects. Gather, compile, and analyze data. Study the use and operation of transportation systems. Develop transportation models or simulations.

PAY RANGE: \$50,000 to \$87,000 per year

GROUND, RAIL, and WATERWAYS

Dispatcher

DUTIES: Schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers. May include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress.

PAY RANGE: \$23,000 to \$50,000 per year

College Plus Experience *continued*

GROUND, RAIL, and WATERWAYS

Did you know?

- Almost every position requires a driver's license with a clean record, even jobs that don't involve driving.
- Some jobs require recognized licenses.
- Many jobs, especially those connected with the airports, require background checks and pre-employment drug testing.
- Most jobs in this industry require working day and night shifts and sometimes holidays and weekends.
- Self-employment opportunities include owning or operating trucks or airport shuttle vans.
- Some jobs are covered by union agreements, especially jobs in public transportation and commercial air travel.

MAP KEY

Expected to grow faster than average in the next 6 years.

Licensing or certification required.

Pay Range Typical pay range from entry level to experienced. Jobs that are primarily part-time are expressed as hourly pay; jobs that are primarily full-time are shown with annual pay. Those that could be either are shown both ways.

Education Minimum education and experience requirements. This may vary from employer to employer.

This flyer highlights some jobs, but not all jobs in this sector.