

Management - Service and Healthcare

Over 80% of jobs in the U.S. now originate from the service sector. Therefore, more emphasis is being placed on increasing productivity and efficiency in operations of services. Service industries includes financial services, consulting, entertainment, hospitality, airline, higher education and healthcare. Management within the healthcare and service sector is housed under the broader category of operations management. Operations management is the design, operation, and improvement of the processes and systems that create and deliver the organization's products and services. The goal of operations management is to more effectively and efficiently meet customer needs through the organization's products and services.



Operations management in healthcare and services also face unique challenges such as new services, managing customer experience, and wait time management. With service operations spanning across multiple industries and disciplines, there are numerous career paths and opportunities for both entry-level jobseekers and experienced professionals.

Source: Healthcare Operation Management Presentation, Operations Management in Manufacturing and Service Industries

Average Salary & Trajectory*

Entry-Level

\$73,000 annually

- Operations Implementation Analyst
- Retail Sales Associate
- Guest Services
- Airlines Customer Service Associate
- Retail Buyer

Mid-Level

\$120,000 annually

- Asset and Project Manager
- Revenue Manager
- Food and Beverage Manager
- Meeting and Event Manager
- Retail District Manager

Executive-Level

\$164,000 annually

- Director of Customer Service Operations
- Clinic Operations Managing Director
- Operations Senior Consultant

Learn More With O*Net

Visit O*Net OnLine to explore the sample roles in service and healthcare. The database provides career exploration tools to the public at no cost and is continually updated by surveying a broad range of workers from each occupation. Learn about the knowledge, skills, tasks, and activities required for each occupation, as well as median wages and employment trends reported by the Bureau of Labor Statistics and other federal agencies.

01 Visit O*Net OnLine at www.onetonline.org

02 Refer to the sample job titles listed in the "O*Net Keywords" section below

03 Enter phrase into O*Net's "Occupation Search" to explore sample roles

O*Net Keywords:

- Service
- Operations
- Medical Service
- Health Care

Roles:

- Operations Research Analyst
- General/Operations Manager
- Lodging Manager
- Transportation Manager

*Note: Salaries are highly dependent on location, company type, and candidate experience/education. For the purposes of this guide we are providing average starting salaries as determined by the National Association of Colleges and Employers (NACE), overall average salaries as determined by the U.S Bureau of Labor Statistics (BLS), as well as supplemental information found from various industry-specific sources.

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Skills/Experience Suggested:

- Strong leadership skills
- Effective decision making and judgement
- Critical and strategic thinking
- Analytical and problem solving
- Organization and time management
- Interpersonal and team work

Advanced Degrees:

- MBA in Operations Management
- Master of Science in Operations Management
- Masters in Health Administration
- PhD in Operations Management
- PhD in Technology and Operations Management

Professional Certifications:

- Six Sigma Black/Green/Yellow Belt
- Lean Certification (Bronze, Silver, and Gold Levels)

Professional Associations:

- American Management Association (AMA)
- Institute of Certified Professional Managers (ICPM)
- Production and Operations Management Society (POMS)
- International Society of Six Sigma Professional (ISSSP)

Campus Organizations:

- Association for Operations Management

Don't forget to check out the list of career path advisors

business.fullerton.edu/Programs/Undergraduate/#career-path-advisors

Industry Research & Tools:

- Careeronestop.org
- Onetonline.com
- Ihi.org
- Sixsigmaonline.com
- What Can I do with this Major—accessible through Career Services website
- Vault.com— accessible through your Student Portal

Job & Internship Search Sites:

- Glassdoor.com
- Careerbuilder.com
- Indeed.com
- Internships.com
- LinkedIn.com
- Titan Connection—accessible through Career Services website
- Vault.com—accessible through your Student Portal

Employers Hiring Mihaylo Graduates:

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