

# Bookkeepers

## NOC 1231

### NATURE OF WORK

Bookkeepers maintain complete sets of books, keep records of accounts, verify the procedures used for recording financial transactions and provide personal bookkeeping services. They are employed throughout the private and public sectors or they may be self-employed.

### EXAMPLE TITLES

Accounting Bookkeeper, Bookkeeper

### MAIN DUTIES

Bookkeepers perform some or all of the following duties:

- Keep financial records and establish, maintain and balance various accounts using manual and computerized bookkeeping systems
- Post journal entries and reconcile accounts, prepare trial balance of books, maintain general ledgers and prepare financial statements
- Calculate and prepare cheques for payrolls and for utility, tax and other bills
- Complete and submit tax remittance forms, workers' compensation forms, pension contribution forms and other government documents
- Prepare tax returns and perform other personal bookkeeping services
- Prepare other statistical, financial and accounting reports



### WAGES & SALARIES

Low - \$ 10.00 per hour

Average - \$ 13.74 per hour

High - \$ 18.00 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



**Northwest  
Training and Adjustment Board**  
113 - 100 Casimir Avenue  
DRYDEN, Ontario P8N 3L4  
Tel: 807.223.3813

[www.ntab.on.ca](http://www.ntab.on.ca)

### LOCAL EMPLOYMENT REQUIREMENTS

Essential skills that are required as a bookkeeper are:

Oral communication, working with others, computer use, problem solving, job task planning and organizing, writing, reading text, document use, finding information, critical thinking, decision making, continuous learning and numeracy.

## EMPLOYMENT TRENDS

Over the next two years opportunities for bookkeepers are expected to be good in the Kenora/Dryden/Fort Frances area. Since this occupation is found across so many industries, its employment is not particularly vulnerable to economic downturns in specific industries.

In Ontario, employment for this occupation is expected to increase more slowly than the average for all occupations through 2009. However, because of the large size of this occupational group, the need to replace workers who retire or leave will produce thousands of additional openings yearly. The use of computerized accounting systems is widespread, even in small offices, allowing more work to be done with fewer workers. This trend will continue to moderate future employment growth.

In small offices, the bookkeeping function is increasingly being integrated with other clerical support duties. Most vacancies are filled by informal networks or direct application. Employers also recruit via newspaper ads and private and public employment agencies. Bookkeepers with specialized computer skills and those working towards recognized accounting designations are expected to be more successful in the labour market.

## EMPLOYMENT REQUIREMENTS

- Completion of secondary school is required
- Completion of a college program in accounting, bookkeeping or a related field
- Completion of two years (first level) of a recognized professional accounting program (i.e.: Chartered Accounting, Certified General Accounting)
- Courses in accounting or bookkeeping combined with several years of experience as a financial or accounting clerk are required

## LOCAL SKILLS REQUIREMENTS

Most employers who advertise are looking for workers who have the following experience and skills:

Experience: 1 - 5 years

Specific Skills:

Reconcile accounts, post journal entries, maintain general ledgers and financial statements.

Business Equipment and Computer Applications:

General office equipment, Windows, Excel and various accounting software packages.

Essential Skills:

Oral communication, working with others, computer use, problem solving, job task planning and organizing, writing, reading text, document use, finding information, critical thinking, decision making, continuous learning and numeracy.

## WHERE TO GET TRAINING

For information on college and university programs visit the CanLearn Interactive website at:

[www.canlearn.ca](http://www.canlearn.ca)

## WORKING CONDITIONS

Bookkeepers work in an office environment. During the tax season, bookkeepers may work long hours.

In the Kenora/Dryden/Fort Frances area, normal hours of work reflect a nine-to-five pattern, though some after-hours or weekend work may be required, depending on specific demands.

## RELATED OCCUPATIONS

- Accounting and Related Clerks (1431)
- Banking, Insurance and Other Financial Clerks (1434)
- Financial Auditors and Accountants (1111)
- Payroll Clerks (1432)

## POTENTIAL EMPLOYERS

- Abitibi Bowater
- Accounting firms
- Bayview Toyota (Kenora) Ltd.
- Best Western Lakeside Inn & Convention Centre
- City of Dryden
- City of Kenora
- Domtar
- Family and Children's Services
- Kenora Association for Community Living
- Kenora Community Legal Clinic
- Northwestern Health Unit
- Weyerhaeuser iLevel

# Community & Social Service Workers

## NOC 4212

### NATURE OF WORK

Community and social service workers administer and implement a variety of social assistance programs and community services and assist clients to deal with personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, school boards, correctional facilities and other establishments.

### EXAMPLE TITLES

Women's centre coordinator, addictions worker, community service worker, crisis intervention worker, group home worker, income maintenance officer, mental health worker, native outreach worker, financial assistance worker, drop-in centre worker, welfare and compensation officer, community development worker, life skills instructor, family service worker, developmental service worker, rehabilitation worker, veterans service officer, youth worker.

### MAIN DUTIES

Community and social service workers perform some or all of the following duties:

- Interview clients to obtain case history and background information
- Assess client's relevant skill strengths and deficits
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Assist clients in locating and utilizing community resources including legal, medical, financial assistance, housing, employment, transportation, assistance with moves, day care and other referral services
- Prepare intake reports
- Counsel clients living in group homes and half-way houses, supervise their activities and assist in pre-release and release planning
- Participate in the selection and admission of clients to appropriate programs
- Assess and investigate eligibility for social benefits
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Refer clients to other social services
- Advise and aid recipients of social assistance and pensions



### WAGES & SALARIES

Low - \$ 9.81 per hour

Average - \$ 16.36 per hour

High - \$ 22.72 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

The province of Ontario fully proclaimed the Social Work and Social Service Work Act (1998) on August 15, 2000. Use of the title Social Service Worker or Registered Social Service Worker is regulated in Ontario. Social service workers must be registered with the Ontario College of Social Workers and Social Service Workers (OCSW/SSW). Graduates with a two-year college diploma in social service work from a College of Applied Arts and Technology generally qualify for registration with the College.

## EMPLOYMENT TRENDS

Employment opportunities for community and social service workers are expected to be good through 2010.

Based on the most recent census, there are about 1,000 workers employed in this occupation in the Kenora/Dryden/Fort Frances area. Given the significant size of this occupational grouping, replacement needs should create a number of job openings during the forecast period. Increased government funding for community-based services for individuals and families will create new opportunities. Growth is also expected in the area of First Nations outreach and community development.

Employment opportunities for community and social service workers are expected to remain average in Ontario through the year 2009. The number of new graduates and job seekers should meet employers' needs. Many community and social service workers are employed in health and social service systems funded directly or indirectly by government or work for agencies funded by voluntary organizations. Job demand is a function of funding from all three levels of government and current levels of charitable giving. Employment prospects will be better for individuals with post-secondary education and previous work experience in a social service environment or as a volunteer.

## EMPLOYMENT REQUIREMENTS

- Completion of a college or university program in social work, child and youth care, counselling or other social science or health-related discipline is usually required
- Previous work experience in a social service environment as a volunteer or in a support capacity may replace formal education requirements for some occupations in this unit group
- Social service workers may be required to be a member of a provincial regulatory body in some provinces

## LOCAL SKILLS REQUIREMENTS

Language and cultural skills are assets within First Nations communities.

## WHERE TO GET TRAINING

Some community worker positions may simply require previous work experience as a volunteer or in a support capacity, while others require completion of a college program in child and youth care, counselling or other related social science discipline.

Social Service Work diploma programs are available for the Registered Social Services Worker designation.

Confederation College offers social service worker diploma programs.

Ontario College of Social Workers and Social Services Worker: [www.ocswssw.org](http://www.ocswssw.org)

## WORKING CONDITIONS

Community and social service workers administer and implement social assistance programs and community services and assist clients in dealing with social and personal problems. Direct client service can be emotionally and mentally demanding. Some workers may experience physical harm and take security precautions. About one-third of Registered Social Service Workers work in clinical practice and almost 30% work in community organizations and development activities according to the Ontario College of Social Workers and Social Service Workers. Most community and social service workers work a standard 40-hour work week, although some evening and week-end commitments may be required. Many part-time, temporary and contract positions are advertised. The majority of workers in this occupation are women.

Working in a clinical, office or community setting, social service workers are employed by family and child welfare agencies, group homes and hostels, addiction treatment facilities and social assistance offices. Community organizers work out of settlement houses, community centres and grassroots social action organizations. In the Kenora/Dryden/Fort Frances area about two-thirds of the employment in this occupation is full-time/full-year. A significant number of community and social service workers are employed by Aboriginal organizations.

## RELATED OCCUPATIONS

- Educational Counsellors (4143)
- Employment Counsellors (4213)
- Family, Marriage and Other Related Counsellors (4153)
- Managers in Social, Community and Correctional Services (0314)
- Probation and Parole Officers and Related Occupations (4155)
- Program Leaders and Instructors in Recreation and Sport (5254)
- Social Workers (4152)

## POTENTIAL EMPLOYERS

- Community Living
- Child & Family Services
- Hoshizaki House
- Mental Health & Addictions Services (Local Hospitals)

# Cooks

## NOC 6242

### NATURE OF WORK

Cooks prepare and cook a wide variety of foods. They are employed in restaurants, hotels, hospitals and other health care institutions, central food commissaries, educational institutions and other establishments. Cooks are also employed aboard ships and at construction and logging/mining campsites. Apprentice cooks are included in this unit group.

### EXAMPLE TITLES

Apprentice cook, cook, dietary cook, first cook, grill cook, hospital cook, institutional cook, journeyman/woman cook, licensed cook, line cook, second cook and short order cook.

### MAIN DUTIES

Cooks perform some or all of the following duties:

- Prepare and cook complete meals or individual dishes and foods
- Prepare and cook special meals for patients as instructed by dietitian or chef
- Supervise kitchen helpers
- Oversee subordinate personnel in preparation, cooking and handling of food
- May plan menus, determine size of food portions, estimate food requirements and costs and monitor and order supplies



### WAGES & SALARIES

Low - \$ 9.50 per hour

Average - \$ 11.95 per hour

High - \$ 18.40 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

Certification for the cook's trade is available in Ontario but it is not a compulsory work requirement.

Certification, however, does indicate a certain level of achievement and is required by some employers.

## EMPLOYMENT TRENDS

In the Kenora/Dryden/Fort Frances area, employment prospects for cooks are expected to be good through the year 2009. This is a large occupational group and there will be many job opportunities arising from turnover. This is especially true for fast-food outlets, which are the largest source of employment for cooks in this area.

In Ontario, employment for this occupation is expected to grow about as fast as the average for all occupations through the year 2009. Employment in this occupational group is concentrated in the accommodation and food industries, which are sensitive to general economic conditions as well as subject to seasonal variations, especially in resort areas. However, according to the Canadian Federation of Chefs and Cooks, the best trained chefs and cooks are in high demand. Unlike chefs, cooks tend to be more of an entry-level job with a high degree of turnover.

## EMPLOYMENT REQUIREMENTS

- Completion of secondary school is usually required
- Completion of a three-year apprenticeship program for cooks
- Completion of college or other program in cooking
- Several years of commercial cooking experience are required
- Trade certification is available but voluntary in all provinces and territories
- Inter-provincial trade certification (Red Seal) is also available to qualified cooks

## LOCAL SKILLS REQUIREMENTS

Changing technology in the workplace, such as microwave cooking, has changed the nature of the cook's job. As well, the increasing computerization of the kitchen, such as the use of retrieval and inventory control software, will require that workers have the appropriate skills. Many cooks are also expected to show artistic ability in food displays and participate in competitions. Continuous learning is essential to cooks as they hone their skills through attending specialty seminars and learning from peers and experts.

## WHERE TO GET TRAINING

Training is available on the job or through community college and apprenticeship programs. For information on college programs visit the CanLearn Interactive website at: [www.canlearn.ca](http://www.canlearn.ca)

Information on apprenticeship programs in Ontario is available on the Ministry of Education/Ministry of Training, Colleges and Universities website at: [www.edu.gov.on.ca](http://www.edu.gov.on.ca)

## WORKING CONDITIONS

Cooks work with specialized food preparers and cook food under time constraints. Cooks work days, evenings and weekends, including holidays. The hours of work may be quite long although many work on a part-time basis.

In the Kenora/Dryden/Fort Frances area, seasonal employment for cooks is widespread throughout the tourism industry. It is especially common in resorts and hunting and fishing lodges.

## RELATED OCCUPATIONS

- Chefs (6241)
- Food Counter Attendants, Kitchen Helpers and Related Occupations (6641)

## POTENTIAL EMPLOYERS

- A & W
- Andersons Lodge
- Atikokan General Hospital
- Best Western Hotels
- Birchwood Terrace Nursing Home
- District of Kenora Home for the Aged
- Domino's Pizza
- Dryden Regional Health Centre
- Ho Ho Chinese Restaurant
- Kentucky Fried Chicken (KFC)
- Kupper's Bakery & Restaurant
- Lake of the Woods District Hospital
- McDonalds
- Patricia Gardens/Princess Court
- Pizza Hut
- Plaza Restaurant
- Rainycrest Home for the Aged
- Red Lake Margaret Cochenour Hospital
- Totem Resorts
- Trans Canada Motel & Restaurant

Source: Government of Canada, [www.labourmarketinformation.ca](http://www.labourmarketinformation.ca)

Related Documents: NTAB Workforce Focus, Volume 2, Issue 1 (May 2009) "Promising Occupations"

This document should be viewed as a reference and information guide only and in no way does/does not guarantee employment. Individuals are encouraged to conduct their own labour market research. NTAB assumes no responsibility or liability for the accuracy of this information.

# Early Childhood Educators & Assistants

## NOC 4214

### NATURE OF WORK

Early childhood educators plan and organize activities for pre-school and school-age children. Early childhood educator assistants provide care and guidance to pre-school children under the supervision of early childhood educators. Early childhood educators and assistants lead children in activities to stimulate and develop their intellectual, physical and emotional growth. Early childhood educators are employed in child-care centres, kindergartens, nursery schools and centres for exceptional children. Early childhood educator assistants are employed in day-care centres and nursery schools. Early childhood educators who are supervisors are included in this group.

### EXAMPLE TITLES

Child-care worker assistant, child-care worker, daycare helper, daycare supervisor, daycare worker, early childhood assistant, early childhood education worker, early childhood educator, early childhood educator assistant, early childhood program staff assistant, early childhood supervisor, pre-school helper, pre-school supervisor, pre-school teacher.

### MAIN DUTIES

Early childhood educators perform some or all of the following duties:

- Develop and implement daily activities for children
- Lead children in activities by telling or reading stories, teaching songs, demonstrating the use of simple musical instruments, preparing craft materials and demonstrating their use, providing opportunities for creative expression through the media of art, dramatic play, music and physical fitness and taking the children to local points of interest
- Plan and organize activities for children in programs before and after regular school hours
- Guide and assist in the development of proper eating, dressing and toilet habits
- Observe children for signs of learning disabilities or emotional problems



### WAGES & SALARIES

Low - \$ 10.00 per hour

Average - \$ 13.96 per hour

High - \$ 20.65 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

In Ontario, the Ministry of Community, Family and Children's Services regulates all childcare centres and home childcare agencies. This includes staff qualifications and training.

It is also possible to obtain certification through apprenticeship training. Supervisors or directors require two years experience in addition to the educational requirement.

## EMPLOYMENT TRENDS

The employment prospects for early childhood educators and assistants in the Kenora/Dryden/Fort Frances area are expected to be average to good through 2009. Employment opportunities are much better for individuals with related post-secondary education and training.

In Ontario, employment for this occupation is expected to grow about as fast as the average for all occupations through the year 2009. Job prospects in this occupation are somewhat dependent upon public support of child care, the provision of pre-kindergarten schooling and whether early childhood educators or teachers teach kindergarten and pre-kindergarten children.

This occupational group consists of a relatively young workforce, reflecting the entry-level character of jobs and relatively low salary levels in this industry.

## EMPLOYMENT REQUIREMENTS

### Early Childhood Educators

- A bachelor's degree or college diploma in early childhood education is required
- Progression to senior positions such as day-care supervisor is possible with experience

### Early Childhood Educator Assistants

- Completion of secondary school is usually required
- Experience in child care such as babysitting is required
- Completion of an early childhood education assistant certificate program may be required

## LOCAL SKILLS REQUIREMENTS

Computers are being introduced into nursery schools as a learning aid for children. Early childhood educator assistants will need to learn how to use computers as teaching devices.

## WHERE TO GET TRAINING

Training for Early Childhood Educators is available through community colleges, universities and apprenticeship training programs.

Locally, Early Childhood Education programs are offered at Confederation College.

For information on college and university programs visit the CanLearn Interactive website at:

[www.canlearn.ca](http://www.canlearn.ca)

Information on apprenticeship programs in Ontario is available on the Ministry of Education/Ministry of Training, Colleges and Universities website at:

[www.edu.gov.on.ca](http://www.edu.gov.on.ca)

## WORKING CONDITIONS

The work environment of an educator of younger children is often a hectic one. Besides curriculum, the need to maintain order and to foster a positive social and educational environment is paramount. Part-time work also plays a role in the employment patterns of this occupational group since most licensed day care establishments are staffed for more than eight hours per day.

In the Kenora/Dryden/Fort Frances area seasonal employment is common for workers employed in the elementary school system.

## RELATED OCCUPATIONS

- Elementary School & Kindergarten Teachers (4142)
- Teacher Aides (in 6472 Elementary & Secondary School Teacher Assistants)

## POTENTIAL EMPLOYERS

- Atikokan Non-Profit Daycare Corp.
- Cameron Bay Day Nursery
- Castle of Learning and Discovery Children's Centre
- Dryden Children's Resource Centre
- Country View Child Care Centre
- Ear Falls Day Care Centre
- Ignace Nursery School & Toy Library & Resource Centre
- Kenora Patricia Child and Family Services
- Kenora Circle of Friends Children's Centre
- Kids Zone/Sunshine Nursery
- Norman Village Montessori School
- Rainy River Toy Library/Resource Centre/Playground
- Red Lake Day Care
- Township of Golden Day Care
- Vermilion Bay Nursery School Co-op/Toy Library

# Food & Beverage Servers

## NOC 6453

### NATURE OF WORK

Food and beverage servers take patrons food and beverage orders and serve orders to patrons. They are employed in restaurants, hotels, bars, taverns, private clubs, banquet halls and similar establishments.

### EXAMPLE TITLES

Banquet server, captain waiter/waitress, chief wine steward, cocktail waiter/waitress, food and beverage server, formal service waiter/waitress, waiter/waitress and wine steward.

### MAIN DUTIES

Food and beverage servers perform some or all of the following duties:

- Take orders and relay to kitchen and bar staff
- Recommend wines that complement patrons' meals
- Serve food and beverages
- Prepare and serve specialty foods at patrons' table
- Present bill to patrons and accept payment
- Order and maintain inventory of wines and wine glassware
- Perform sensory evaluation of wines



### WAGES & SALARIES

Low - Data Unavailable  
Average - \$ 9.50 per hour  
High - \$ 12.55 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

Experience is not generally a requirement for this occupation; however, some formal restaurants may require a specific level of service from their staff which may require recognized training.

For those serving alcohol, completion of the Smart Serve program is often a requirement.

## EMPLOYMENT TRENDS

Over the next two years opportunities for food and beverage servers are expected to be good in the Kenora/Dryden/Fort Frances area.

In Ontario, employment for this occupation is expected to grow more rapidly than the average for all occupations through the year 2009. Most of the jobs in this occupation are part-time. Employment is also somewhat seasonal with its peak occurring during the summer months. As well, many workers are not long-term employees; rather, they see this position as a stepping stone to alternative, higher paying careers. Consequently, worker turnover is high, and employment opportunities tend to be more plentiful than in other occupations.

Increased use of computerized ordering and billing systems will reduce this component of these workers' jobs, increasing the time available to devote to providing service.

## EMPLOYMENT REQUIREMENTS

- Completion of secondary school may be required
- Formal waiters/waitresses may require completion of a one or two-year apprenticeship program or college or vocational school courses
- Apprenticeship training programs for food and beverage servers are available in Saskatchewan and British Columbia. Trade certification is available but voluntary in those provinces
- On the job training is usually provided
- Wine stewards may require courses in wine selection and service or experience as a captain waiter/waitress or formal waiter/waitress

## LOCAL SKILLS REQUIREMENTS

Most employers who advertise are looking for workers who have the following experience and skills:

Experience: 0 - 2 Years

### Food and Beverage Serving Skills:

Serve food and beverages, general plate service. Describe menu items including daily specials for customers. Present bills to customers and accept payment in cash, credit or debit cards. Advise on menu selections.

### Wine and Stewarding/Serving Skills:

Present, open, pour and serve wine in appropriate wine glassware. Describe and advise on wine selection.

### Additional Skills:

Customer service oriented. Clear and clean tables, trays and chairs. Set tables. Must be of legal age to mix and serve alcoholic beverages. Replenish condiments and other supplies at tables and serving areas.

## WHERE TO GET TRAINING

Training is usually provided on the job, either informally or through a structured company program.

## WORKING CONDITIONS

Typically, persons in this occupation work indoors in shifts. Hours are varied and include days, evening and weekends. Waiters and waitresses are continuously on their feet and the pace of work may become hectic during meal time peaks. Through it all, they must deal quickly but pleasantly with all manners of customers. The incidence of part-time work is high. Workers supplement their incomes with tips and gratuities that are often 10 to 15% of the food bill. There are strong seasonal requirements for this occupation, particularly in resort areas of the province.

## RELATED OCCUPATIONS

- Maitre d'hôtel and Hosts/Hostesses (6451)
- Restaurant & Food Service Managers (0631)

## POTENTIAL EMPLOYERS

- Anderson's Lodge
- Best Western Lakeside Inn & Conference Centre
- Boston Pizza
- Casey's Bar and Grill
- Chicken Chef
- Days Inn Kenora
- Dick and Nellie's Bar and Grill
- Forest Inn & Conference Centre
- Ho Ho Restaurant
- Huber's Lone Pine Lodge
- Husky Truck Stop - Dryden/Kenora
- Kenora Travel Lodge
- Kupper's Bakery & Restaurant
- La Place Rendez-Vous Hotel
- Pizza Hut
- Plaza Restaurant
- Ristorante Pizzeria Italia
- The Riverview Lodge Ltd.
- Totem Resorts
- Trans Canada Motel and Restaurant

# General Office Clerks

## NOC 1411

### NATURE OF WORK

General office clerks prepare correspondence, reports, statements and other material, operate office equipment, answer telephones and perform clerical duties of a general nature according to established procedures. They are employed in offices throughout the public and private sectors.

### EXAMPLE TITLES

General office clerk, office assistant, office clerk, typist, word processor operator.

### MAIN DUTIES

General office clerks perform some or all of the following duties:

- Key in, edit, proofread and finalize correspondence, reports, statements, invoices, forms, presentations and other documents from notes or dictaphone, using computers
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to clients and the public
- Photocopy and collate documents for distribution, mailing and filing
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- May perform bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify applications, receipts, expenditures, forms and other documents
- May order office supplies, service office equipment and arrange for servicing in the case of major repairs



### WAGES & SALARIES

Low - \$ 10.81 per hour

Average - \$ 15.44 per hour

High - \$ 23.42 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

The impact of technological change on this occupation is significant: computerization of most office machines is now common and the general office clerk with specialized computer skills can expect to have greater success in the labour market.

Experience would likely not be a factor in terms of potential employment for this occupation.

## EMPLOYMENT TRENDS

In the Kenora/Dryden/Fort Frances area, employers continue to express a need for qualified General Office Clerks. Although employment opportunities are not expected to increase significantly over 2008 - 2009, employment is expected to remain stable.

In Ontario, little or no change is expected in the employment of this occupation through the year 2009 due to the widespread application of new office automation. Employers are increasingly consolidating clerical functions. In many small businesses a single individual is in charge of all of the clerical work. In many cases, the tasks once performed by an office clerk are being assigned to other office workers such as the receptionist. Despite this, because of the large size of this occupational group, a substantial number of job openings will be created every year from the need to replace workers who retire or leave.

Individuals who can perform multi-tasks (i.e.: filing, scheduling, messaging, computer operations, etc.) will have the best employment prospects.

## EMPLOYMENT REQUIREMENTS

- Completion of secondary school is usually required
- Completion of secondary school or college business or commercial courses is usually required

## LOCAL SKILLS REQUIREMENTS

The impact of technological change on this occupation is significant: computerization of most office machines is now common and the general office clerk with specialized computer skills can expect to have greater success in the labour market.

Experience would likely not be a factor in terms of potential employment for this occupation.

Business Equipment and Computer Applications:  
MS Word, Excel, general office equipment and Windows.

Keyboarding (Words Per Minute): 41 - 60 wpm

## WHERE TO GET TRAINING

For information on college and university programs visit the CanLearn Interactive website at :

[www.canlearn.ca](http://www.canlearn.ca)

## WORKING CONDITIONS

In smaller offices, the nature of the work is varied, while in larger offices it tends to be more specialized and repetitive. Most of the work is done at a desk.

In the Kenora/Dryden/Fort Frances area, most general office clerks work normal business hours, Monday through Friday. Part time work is common.

## RELATED OCCUPATIONS

- Administrative Clerks (1441)
- Data Entry Clerk (1422)
- Receptionists and Switchboard Operators (1414)
- Records Management & Filing Clerks (1413)
- Secretaries (Except Legal & Medical) (1241)
- Supervisors, General Office & Administrative Support Clerks (1211)

## POTENTIAL EMPLOYERS

- Abitibi Bowater
- BDO Dunwoody
- Confederation College (Fort Frances Campus)
- Daily Miner & News
- Dingwall Ford Sales
- Domtar
- Dufresne Furniture
- Hydro One
- Keewatin-Patricia District School Board
- Kenora Association for Community Living
- Lake of the Woods Business Incentive Corp.
- Lake of the Woods District Hospital
- Municipality of Sioux Lookout
- Northwestern Health Unit
- Ontario Works
- Patricia Centre for Children & Youth
- Rainy River Health Centre

# Licensed Practical Nurses

## NOC 3233

### NATURE OF WORK

Licensed practical nurses provide nursing care usually under the direction of medical practitioners, registered nurses or other health team members. They are employed in hospitals, nursing homes, extended-care facilities, rehabilitation centres, doctors' offices, clinics, companies, private homes and community health centres. Operating room technicians are included in this unit group.

### EXAMPLE TITLES

Certified nursing assistant (C.N.A.), licensed nursing assistant, licensed practical nurse (L.P.N.), operating room technician, registered nursing assistant (R.N.A.), registered practical nurse (R.P.N.).

### MAIN DUTIES

Licensed practical nurses perform some or all of the following duties:

- Provide nursing services, within defined scope of practice, to patients based on patient assessment and care planning procedures
- Perform nursing interventions such as taking vital signs, applying aseptic techniques including sterile dressing, ensuring infection control, monitoring nutritional intake and conducting specimen collection
- Administer medication and observe and document therapeutic effects
- Provide pre-operative and post-operative personal and comfort care
- Monitor established respiratory therapy and intravenous therapy
- Monitor patients' progress, evaluate effectiveness of nursing interventions and consult with appropriate members of healthcare team
- Provide safety and health education to individuals and their families.



### WAGES & SALARIES

Low - \$ 21.09 per hour

Average - \$ 24.59 per hour

High - \$ 32.52 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



**Northwest  
Training and Adjustment Board**  
113 - 100 Casimir Avenue  
DRYDEN, Ontario P8N 3L4  
Tel: 807.223.3813

[www.ntab.on.ca](http://www.ntab.on.ca)

### LOCAL EMPLOYMENT REQUIREMENTS

All practical nursing graduates entering the profession in Ontario must have a two-year diploma in nursing.

The regulatory body in Ontario is the College of Nurses of Ontario.

## EMPLOYMENT TRENDS

In the Kenora/Dryden/Fort Frances area, employers continue to express a need for qualified licensed practical nurses. Over the next two years opportunities for licensed practical nurses are expected to be good in the area.

In Ontario employment for this occupation is expected to grow at around the average rate for all occupations through the year 2009. Changes in employment patterns may occur as the health care system shifts from institutional to home care for people with chronic illnesses and disabling conditions in response to an increasing elderly population. A substantial number of job openings though will arise each year from the need to replace workers who retire.

The role of registered practical nurses is changing as more technology is introduced at the bedside. The growing complexity of nursing care and limiting of hospitalization to critically ill patients will place additional educational demands on the workers employed in acute care.

## EMPLOYMENT REQUIREMENTS

- Completion of a vocational, college or other approved program for licensed practical nurses is required
- Registration with a regulatory body is required in all provinces and territories
- Completion of the Canadian Practical Nurse Registration Examination is required in all provinces and territories except Quebec
- Operating room technicians require either additional academic training in operating room techniques or on-the-job training

## LOCAL SKILLS REQUIREMENTS

Licensed practical nurses need the following skills and abilities:

- Patience, understanding and a caring attitude
- The ability to follow orders precisely and determine when consultation is required
- The ability to work collaboratively with other members of the health care team
- Physical stamina
- Problem-solving, decision-making and critical thinking abilities
- The ability to function in high stress situations, and defuse potentially violent situations and cope with physical violence on occasion
- Good verbal communication skills
- Good observation skills
- An interest in the health and well-being of people of all kinds and compassion for patients

## WHERE TO GET TRAINING

For information on college and university programs visit the CanLearn Interactive website at :

[www.canlearn.ca](http://www.canlearn.ca)

## WORKING CONDITIONS

Weekend work and 8 to 12 hour shifts are common. Part-time work is also common. Stamina and good physical conditioning are required. In general in Ontario the focus of chronic health care is within the community while the focus of acute health care is within the hospital. Many registered practical nurses work in long-term care or home care.

Home visitation is becoming increasingly frequent as the focus of health care changes from institutional care to community-based care.

## RELATED OCCUPATIONS

- Home Health Aide (in 6471 Visiting Homemakers, Housekeepers and Related Occupations)
- Nurse Aides, Orderlies and Patient Service Associates (3413)

## POTENTIAL EMPLOYERS

- Atikokan General Hospital
- Birchwood Terrace Nursing Home
- District of Kenora Home for the Aged
- Dryden Dingwall Clinic
- Dryden Regional Health Centre
- La Verendrye Hospital
- Lake of the Woods District Hospital
- Mary Berglund Community Health Centre
- Princess Court Long Term Care
- Rainy River Medical Clinic
- Rainycrest Home for the Aged
- Red Lake Margaret Cochenour Hospital
- Sioux Lookout Meno-Ya-Win Health Centre

# Nurses Aides, Orderlies & Patient Service Associates

## NOC 3413

### NATURE OF WORK

Nurse aides, orderlies and patient service associates assist nurses, hospital staff and physicians in the basic care of patients. They are employed in hospitals, nursing homes and other health care facilities.

### EXAMPLE TITLES

Health care aide, hospital attendant, long term care aide, nurse aide, nursing attendant, orderly patient care aide, patient service associate, psychiatric aide.

### MAIN DUTIES

Nurse aides, orderlies and patient service associates perform some or all of the following duties:

- Answer call signals; supply and empty bed pans; bathe, dress and groom patients; serve meal trays, feed or assist in feeding of patients and assist patients with menu selection; lift, turn or massage patients; shave patients prior to operations; supervise patients' exercise routines, set-up and provide leisure activities for patients and accompany patients on outside recreational activities and perform other duties related to patient care
- Take patients' blood pressure, temperature and pulse; report or record fluid intake and output; observe or monitor patients' status and document patient care on charts; collect specimens such as urine, feces or sputum; administer suppositories, colonic irrigations and enemas and perform other procedures as directed by nursing and hospital staff
- Transport patients in wheelchair or stretcher for treatment or surgery
- Carry messages, reports, requisitions and specimens from one department to another
- Make beds and maintain patients' rooms
- Maintain inventory of supplies
- May perform maintenance tasks such as assist with the set-up and maintenance of traction equipment, clean or sterilize equipment, maintain and repair equipment



### WAGES & SALARIES

Low - \$ 11.43 per hour

Average - \$ 16.70 per hour

High - \$ 18.78 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

Other requirements may include:

Proof of good health and immunization record and criminal record check.

## EMPLOYMENT TRENDS

Over the next two years opportunities for nurse aides, orderlies and patient service associates are expected to be good in the Kenora/Dryden/Fort Frances area.

The long term shift from hospital to community care for chronic patients means an increase in employment opportunities within community based and long-term care facilities, such as personal care homes for the elderly and chronically ill. Prospects are also better for those willing to work casually or part time.

In Ontario, employment for this occupation is expected to grow about as fast as the average for all occupations through the year 2009. Because of the large size of this occupational group, job growth will create a substantial number of openings each year. Most people working in this occupation are currently employed in hospitals. As the population ages, more jobs will become available in facilities providing services to the elderly.

Other trends that will affect work in these occupations include increasing computerization of patient records and greater use of machinery to lift patients.

## EMPLOYMENT REQUIREMENTS

- Some secondary school education and on-the-job training
- A nursing aide or health care aide college or private institutional program, or a college nursing orderly program and supervised practical training are required
- Some health care facilities may also require completion of specialized courses such as C.P.R. (cardiopulmonary resuscitation), first aid and food handling/sterile processing

## LOCAL SKILLS REQUIREMENTS

Good communication skills are required.

## WHERE TO GET TRAINING

In the Kenora/Dryden/Fort Frances region, Confederation College offers the Personal Support Worker program.

For information on college and university programs visit the CanLearn Interactive website at:

[www.canlearn.ca](http://www.canlearn.ca)

## WORKING CONDITIONS

The hours of work are variable due to the need to provide services on a 24-hour basis. Both full-time work and part-time work are common. Stamina and good physical conditioning are required. In general in Ontario, the focus of chronic health care is within the community while the focus of acute health care is within the hospital.

## RELATED OCCUPATIONS

- Licensed Practical Nurses (3233)
- Other Aides and Assistants in Support of Health Services (3414)
- Personal Care Attendants - Home Care (in 6471 Visiting Homemakers, Housekeepers and Related Occupations)

## POTENTIAL EMPLOYERS

- Atikokan General Hospital
- Birchwood Terrace Nursing Home
- Comcare Health Services
- Community Support Services
- District of Kenora Home for the Aged
- Dryden Regional Health Centre
- Emo Health Centre
- Home Support for the Elderly - Ministry of Health
- Kenora Association for Community Living
- La Verendrye Hospital
- Lake of the Woods District Hospital
- Princess Court Long Term Care
- Rainy River Health Centre
- Rainycrest Home for the Aged
- Red Lake Margaret Cochenour Hospital
- Sioux Lookout Meno-Ya-Win Health Centre
- Tikinagan Child & Family Services

# Pharmacists

## NOC 3131

### NATURE OF WORK

Community pharmacists and hospital pharmacists compound and dispense prescribed pharmaceuticals and provide consultative services to both clients and health care providers. They are employed in community and hospital pharmacies or they may be self-employed. Industrial pharmacists participate in the research, development, promotion and manufacture of pharmaceutical products. They are employed in pharmaceutical companies and government departments and agencies.

### EXAMPLE TITLES

Clinical pharmacist, community pharmacist, druggist, hospital pharmacist, industrial pharmacist, pharmacist, retail pharmacist.

### MAIN DUTIES

Community pharmacists and hospital pharmacists perform some or all of the following duties:

- Check prescriptions for proper dosage
- Compound prescribed pharmaceutical products by calculating, measuring and mixing the quantities of drugs and other ingredients required and filling appropriate containers with correct quantity
- Dispense prescribed pharmaceuticals to customers or to other health care professionals and advise them on indications, contra-indications, adverse effects, drug interactions and dosage
- Maintain medication profiles of customers including registry of poisons and narcotic and controlled drugs
- Ensure proper preparation, packaging, distribution and storage of vaccines, serums, biologicals and other drugs and pharmaceuticals
- Order and maintain stock of pharmaceutical supplies
- Advise customers on selection and use of non-prescription medication



### WAGES & SALARIES

Low - Data unavailable

Average - \$ 47.08 per hour

High - Data unavailable

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

Pharmacists need the following skills and abilities:

- Problem solving and decision making skills
- May need skills in directing and instructing pharmacy staff
- May need skills in business management
- Enjoy meeting and advising people and have an interest in their health and well-being
- Ability to work independently and with other health care professionals

## EMPLOYMENT TRENDS

Over the next two years opportunities for pharmacists are expected to be good in the Kenora/Dryden/Fort Frances area. The trend towards one-stop shopping has resulted in the start up and expansion of pharmacy departments in large retail outlets. This, along with the need to replace retiring pharmacists will create employment opportunities throughout the area.

In Ontario employment opportunities should remain good over the next five years (2004 - 2009). Employment of pharmacists will be greatly influenced by an ageing population that will increase the demand for prescription drugs. Mail order pharmacies, discount chains and substitution of pharmacy technicians for pharmacists should, over the longer term, moderate the current strong demand for pharmacists.

The rapid development of new drugs for treatment and diagnosis means that pharmacists must update their knowledge continuously. Use of computerized customer and pharmaceutical databases will require pharmacists to develop appropriate skills. As well, employers seek individuals with strong interpersonal (client-focused) skills because of the time spent providing information and advice to consumers.

## EMPLOYMENT REQUIREMENTS

- A bachelor of science degree in pharmacy is required
- Pharmacists also require practical training under the supervision of a pharmacist
- Licensure is required in all provinces and territories for community and hospital pharmacists

## LOCAL SKILLS REQUIREMENTS

Pharmacists need the following skills and abilities:

- Problem-solving and decision-making skills
- May need skills in directing and instructing pharmacy staff
- May need skills in business management
- Enjoy meeting and advising people and have an interest in their health and well-being
- The ability to work independently and with other health care professionals
- Good communication skills, both verbal and written
- Physical stamina and manual dexterity

## WHERE TO GET TRAINING

The Faculty of Pharmacy at the University of Toronto ([www.utoronto.ca/pharmacy/](http://www.utoronto.ca/pharmacy/)) is the only school of pharmacy in Ontario.

## WORKING CONDITIONS

Many drug stores and hospital pharmacies are open for extended hours or around the clock, and therefore pharmacists may work evenings, nights, weekends, and holidays.

Some pharmacists work part-time. Pharmacists generally work in clean, well-ventilated environments. Gloves, masks and other equipment may be used, especially when dealing with potentially hazardous or sterile substances.

## RELATED OCCUPATIONS

- Chemists (2112)
- Chief of Pharmacy (in 0311 Managers in Health Care)
- Drugstore Managers (in 0621 Retail Trade Managers)
- Pharmaceutical Sales Representatives (in 6221 Technical Sales Specialists - Wholesale Trade)
- Pharmacologists (in 2121 Biologists and Related Scientists)
- Pharmacy Assistants (in 3414 Other Assisting Occupations in Support of Health Services)
- Pharmacy Director (in 0311 Managers in Health Care)
- Pharmacy Manager (in 0621 Retail Trade Managers)

## POTENTIAL EMPLOYERS

- Atikokan Pharmacy
- Extra Foods
- Pharmasave
- Sioux Lookout Remedy's Rx
- Shopper's Drug Mart
- Walmart

# Police Officers

## NOC 6261

### NATURE OF WORK

Police officers protect the public, detect and prevent crime and perform other activities directed at maintaining law and order. They are employed by municipal and federal governments, some provincial and regional governments and the Armed Forces. This unit group includes military police and railway police.

### EXAMPLE TITLES

Community Relations Officer, Constable, Crime Prevention Constable, Detective, Harbour Police Officer, Highway Patrol Officer, Military Police Officer, Police Cadet, Police Diver, Police Officer, Police Sergeant, Railway Police Officer and RCMP Officer.

### MAIN DUTIES

Police Officers perform some or all of the following duties:

- Patrol assigned areas to maintain public safety and order and to enforce laws and regulations
- Investigate crimes and accidents, secure evidence, interview witnesses, compile notes and reports and provide testimony in courts of law
- Arrest criminal suspects
- Provide emergency assistance to victims of accidents, crimes and natural disasters
- Participate in crime prevention, public information and safety programs
- May supervise and co-ordinate the work of other police officers



### WAGES & SALARIES

Low - Data Unavailable  
Average - \$ 23.55 per hour  
High - \$ 36.40 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### EMPLOYMENT REQUIREMENTS

- Completion of secondary school is required
- Completion of a college program or university degree in law and security or in the social sciences may be required
- A three to six month police training program is provided
- Physical agility, strength, fitness and vision requirements must be met and psychological or other tests may also be required
- Experience as a constable and the completion of specialized courses are required for detectives and sergeants

## EMPLOYMENT TRENDS

In the Kenora/Dryden/Fort Frances area, employment prospects for police officers (except commissioned) are expected to be good through 2010. According to the most recent Census the number of police officers in the local area has increased by about 25% over the past five years. Most of this increase is attributed to the establishment of First Nations police services across the region. Retirements and additional hiring within First Nations policing are expected to increase the employment potential for police officers during the forecast period.

Employment prospects for police officers are good through 2009 in Ontario. Most local police services, the Ontario Provincial Police (OPP), the Royal Canadian Mounted Police (RCMP) and the Canadian Forces actively recruit new constables throughout the year. According to the Census, the number of Police Officers has grown by about 13% in Ontario over the past five years. This is at a faster pace on average than other occupations in the province. Police forces across Ontario are expecting increased retirements as a large number of veteran officers are expected to retire. Police work has become more violent and more physically demanding. This is one reason why most officers exercise their option to retire after 20 to 25 years of service.

## WHERE TO GET TRAINING

A Certificate of Results (COR) is required to apply to the police departments. The COR is valid for three years (except for the P.R.E.P. test, which must be renewed every six months). If you do not have a COR, see the Applicant Testing Services for the proper process required. [www.applicanttesting.com/policing.htm](http://www.applicanttesting.com/policing.htm)

### The Constable Selection System

Orientation and Pre-Test Guide will give you an understanding of the assessment process, testing tips and practice exercises.

### Once Hired

- New recruits are sent to the Ontario Police College (O.P.C.) in Aylmer, Ontario for about 13 weeks
- When they return, they are paired with a coach or mentor
- A 12 month probation period follows

Ontario Police College  
PO BOX 1190  
10716 Hacienda Road  
Aylmer West, ON N5H 2T2

### Ontario Provincial Police (OPP)

Once you have been issued a COR you can then apply to the OPP. Please refer to the O.P.P. Application Package at : [www.opp.ca/Recruitment/index.htm](http://www.opp.ca/Recruitment/index.htm)

OPP recruits will also spend the first week and the last four weeks at the Provincial Police Academy in Orillia, Ontario. OPP applicants must be willing to serve anywhere in the province. Preferences for posting are taken into consideration.

### RCMP (After acceptance into the RCMP)

All successful applicants are required to attend the RCMP training academy, referred to as Depot-in Regina, Saskatchewan. The Cadet Training Program (CTP) is a 24 week police program that integrates a variety of police disciplines. RCMP applicants must be willing to serve anywhere in Canada.  
[www.recruiting.forces.gc.ca](http://www.recruiting.forces.gc.ca)

## WORKING CONDITIONS

Police officers work shift work 7 days a week 24 hours a day. Benefit packages are normally offered which would include medical, dental, pension, life insurance, etc. According to the Census, the number of female Police Officers has grown in Ontario over the past five years, yet males still by far dominate this occupation.

While many police duties are routine in nature, there may be times when the work can be dangerous and stressful. Police officers can work in many capacities from foot patrol work to investigations including specialized areas (i.e.: crime prevention, traffic law enforcement, drug investigations, counterfeiting investigations, etc.). Training is provided to handle firearms, operate vehicles in emergency situations and to evaluate situations to provide an appropriate level of response. It is essential that a police officer be prepared to protect themselves and others from bodily harm and death.

Quebec, Ontario and the National Capital Region (Ottawa) are non-contract policing divisions for the RCMP. In these areas, the RCMP has primary law enforcement authority in federal matters, such as narcotics, customs and excise, immigration and passports and areas affecting national security. Some foreign postings and international peace keeping missions are also available for experienced members. Most Police Services accept applications year round and run recruitment campaigns which are normally advertised on their web sites. Employment levels however are influenced by government funding.

## RELATED OCCUPATIONS

- By-law Enforcement and Other Regulatory Officers, n.e.c. (6463)
- Commissioned Police Officers (0641)
- Private Detectives (in 6465 Other Protective Service Occupations)
- Sheriffs and Bailiffs (6461)

## POTENTIAL EMPLOYERS

- Dryden Police Services
- Nishnawbe-Aski Police Services
- Ontario Provincial Police
- Treaty Three Police Service

# Registered Nurses

## NOC 3152

### NATURE OF WORK

This unit group includes registered nurses, registered psychiatric nurses and graduates of a nursing program who are awaiting registration (graduate nurses). They provide direct nursing care to patients, deliver health education programs and provide consultative services regarding issues relevant to the practice of nursing. They are employed in a variety of settings including hospitals, nursing homes, extended-care facilities, rehabilitation centres, doctors' offices, clinics, community agencies, companies and private homes, or they may be self-employed.

### EXAMPLE TITLES

Clinical Nurse, Community Health Nurse, Critical Care Nurse, Graduate Nurse, Intensive Care Nurse, Nurse Researcher, Nursing Consultant, Occupational Health Nurse, Private Duty Nurse, Registered Nurse (R.N.) & Registered Psychiatric Nurse

### MAIN DUTIES

General duty registered nurses perform some or all of the following duties:

- Assess patients to identify appropriate nursing interventions
- Collaborate with members of an interdisciplinary health team to plan, implement, coordinate and evaluate patient care in consultation with patients and their families
- Administer medications and treatments as prescribed by a physician or according to established policies and protocols
- Monitor, assess, address, document and report symptoms and changes in patients' conditions
- Operate or monitor medical apparatus or equipment
- Assist in surgery and other medical procedures
- May supervise licensed practical nurses and other nursing staff



### WAGES & SALARIES

Low - \$ 18.00 per hour  
Average - \$ 29.14 per hour  
High - \$ 40.00 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

As of January 1, 2005, all new Ontario registered nurses must have a four-year bachelor degree in nursing (BScN) which can be obtained either at a university alone or through a collaborative program delivered jointly by a college and a university. (The BScN will not be a requirement for nurses who are already practicing.) Nurse practitioners require a master's degree and experience.

Licensure to practice requires passing the Canadian Nursing Examination and registration with the College of Nurses of Ontario.

## EMPLOYMENT TRENDS

In the Kenora/Dryden/Fort Frances area, employment prospects for registered nurses are expected to be good over the next two year period.

In Ontario, employment for this occupation is expected to grow more rapidly than the average for all occupations through the year 2009. Because of the large size of this occupational group, many more job openings will be created over the medium term from the need to replace workers who retire or leave. The ageing population is expected to place greater demands on the health care system and increase job opportunities for nurses in community-based and long-term health care. In addition to strong growth, recent changes requiring all new registered nurses to have a four-year bachelor degree in nursing (BScN) may curtail the number of new graduates. The Canadian Nurses Association predicts a shortage of 59,000 -113,000 nurses nationally (excluding Quebec) by 2011.

Nurses' roles will change as new technology continues to be introduced at the bedside and as nurses are allowed to perform more advanced procedures. Restructuring of the health care system, including specialization and the shift from institutional to home care is also changing the locations of work, skills and requirements for nurses. Nurses are encouraged to consider taking on additional training and qualifications, such as nurse practitioners. Nurse practitioners are registered nurses who have a master's degree. They provide basic primary health care that complements that provided by physicians, such as diagnosing and treating common acute illnesses and injuries and prescribing medicine.

## EMPLOYMENT REQUIREMENTS

- Completion of a university, college or other approved registered nursing program is required
- Additional academic training or experience is required to specialize in a specific area of nursing
- A master's or doctoral degree in nursing is usually required for clinical nurse specialists, clinical nurses, nursing consultants and nursing researchers
- Registration with a regulatory body is required in all provinces and territories

### Registered Psychiatric Nurses

- Completion of a college or other registered psychiatric nursing program is required
- Registration with a regulatory body is required in Manitoba, Saskatchewan, Alberta and British Columbia

## LOCAL SKILLS REQUIREMENTS

- Ability to accept responsibility, direct or supervise others, follow orders precisely and determine when consultation is required
- Excellent problem-solving and decision-making skills
- Ability to function in high stress situations, defuse potentially violent situations and cope with physical violence on occasion
- Good verbal and written communication skills
- An interest in the health and well-being of people of all kinds and compassion for patients

## WHERE TO GET TRAINING

A complete listing of Nursing Programs in Ontario is available from the Council of Ontario Universities, Office of Health Sciences website at: [www.ohs.cou.on.ca](http://www.ohs.cou.on.ca)

## WORKING CONDITIONS

Registered nurses work variable full-time or part-time hours depending on the position and type of work.

Shift work, part-time and weekend work are common especially for nurses employed in direct patient care. Some nurses work at more than one facility.

Most nurses work in healthcare facilities or office environments. Home health and public health nurses travel to patients' homes, schools, and other locations.

Direct patient care can be physically and emotionally demanding, involving prolonged periods of standing and walking, and dealing with emergencies and stress. Care is required to guard against disease and exposure to potentially hazardous chemicals, anesthetics and radiation.

## RELATED OCCUPATIONS

- Head Nurses and Supervisors (3151)
- Licensed Practical Nurses (3233)
- Nursing Service Managers (in 0311 Managers in Health Care)
- Registered Practical Nurses (in 3233 Licensed Practical Nurses)

## POTENTIAL EMPLOYERS

- Atikokan General Hospital
- Birchwood Terrace Nursing Home
- Community Care Access Centres (CCAC)
- Dryden Regional Health Centre
- Lake of the Woods District Hospital
- Northwestern Health Unit
- Princess Court Long Term Care Facility
- Red Lake Margaret Cochenour Hospital
- Sioux Lookout Meno-Ya-Win Health Centre

# Retail Salespersons & Sales Clerks

## NOC 6421

### NATURE OF WORK

Retail Salespersons and sales clerks sell, rent or lease a range of technical and non-technical goods and services directly to consumers. They are employed by stores and other retail businesses or wholesale businesses that sell on a retail basis to the public.

### EXAMPLE TITLES

Audio equipment salesperson, automobile salesperson, car rental agent, clothing salesperson, computer salesperson - retail.

Counter clerk - retail, department store clerk, furniture salesperson, hardware store clerk, jewellery salesperson, retail sales associate, retail sales clerk and retail salesperson.

### MAIN DUTIES

Retail salesperson and sales clerks perform some or all of the following duties:

- Greet customers and discuss the type, quality and quantity of merchandise or services sought for purchase, rental or lease
- Advise customers on use and care of merchandise and provide advice concerning specialized products or services
- Estimate or quote prices, credit terms, trade-in allowances, warranties and delivery dates
- Prepare merchandise for purchase, rental or lease
- Prepare sales, rental or leasing contracts and accept cash, cheque, credit card or automatic debit payment
- Assist in the display of merchandise
- Maintain sale records for inventory control
- Operate computerized inventory record keeping and re-ordering systems
- May conduct sales transactions through internet based electronic commerce



### WAGES & SALARIES

Low - \$ 9.50 per hour

Average - \$ 11.60 per hour

High - \$ 22.80 per hour

Note - 2007 Reference Period

### AREA EMPLOYMENT POTENTIAL

Good



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### LOCAL EMPLOYMENT REQUIREMENTS

Most employers who advertise are looking for workers who have the following experience and skills:

Experience: Experience an asset.

Specific Skills:

Customer service oriented. Provide advice about merchandise. Operate cash register. Suggestive selling. Process money, cheque and credit/debit card payments.

## EMPLOYMENT TRENDS

Over the next two years opportunities for retail salespersons and sales clerks are expected to be good in the Kenora/Dryden/Fort Frances area. This is a large occupational group with a high turnover rate due to relatively low wages and shift work. It is one of the easiest occupations to enter for individuals with limited education and skills.

In Ontario, employment for this occupation is expected to grow about as fast as the average for all occupations through the year 2009, due to anticipated growth in retail sales created by a growing population. As well, many more job openings will be created each year from the need to replace the large number of workers who retire or leave. There will continue to be good opportunities for part-time workers and demand will be strong for temporary workers during peak selling periods, such as the Christmas season. In addition, many workers are not long-term employees; rather they see retail sales as a stepping stone to alternative, higher paying careers. Consequently, worker turnover is high which gives rise to employment opportunities for new entrants.

Point-of-sale data entry and computerized scanning systems are increasingly used in the retail sector. Sales personnel need to be familiar with these technologies. E-commerce may impact the need for retail salespersons over the longer term, transforming some of the retail jobs into telecentre sales support. It is anticipated that the Internet may become a common avenue for finding product information for customers. Retail salespersons will need to enhance their computer skills.

## EMPLOYMENT REQUIREMENTS

- Completion of secondary school may be required
- A university degree or college diploma may be required by some employers
- Specific subject matter courses or training may be required
- Demonstrated sales ability and product knowledge are usually required for retail salespersons who sell complex or valuable merchandise, such as automobiles, antiques or computers

## LOCAL SKILLS REQUIREMENTS

- Technical or sales training programs may be provided by employers
- Progression to retail supervisory positions is possible with additional training or experience

## WHERE TO GET TRAINING

Retail sales jobs do not normally require much formal education or specific training. Training is usually provided on the job, either informally or through a structured company program.

Many sales clerks begin as cashiers and move to sales as they gain knowledge of different products. Advancement is based on experience and job performance.

## WORKING CONDITIONS

In keeping with customer shopping patterns, sales clerks usually work some evenings, Saturdays and Sundays. Part-time work is frequent in this occupation. Work can be seasonal with employment peaking prior to Christmas. Some clerks earn bonuses or commissions in addition to base salary. Wages and benefits tend to vary depending upon the type and size of employing establishment. However, many retail salespersons can buy their store's merchandise at a discount.

## RELATED OCCUPATIONS

- Cashiers (6611)
- Retail Stock Clerks (in 6622 Grocery Clerks and Store Shelf Stockers)
- Sales Clerk Supervisors (in 6211 Retail Trade Supervisors)

## POTENTIAL EMPLOYERS

- Brewer's Retail Beer Stores
- The Blue Heron
- Canadian Tire Stores
- Canada Safeway
- Car Dealerships
- Dufresne Furniture
- Ella Lynns
- Extra Foods
- Gould Furniture and Appliances
- Home Hardware Stores
- IGA
- LCBO
- Lumber Stores
- M & M Meat Shops
- Pharmacies
- Reitmans
- Sporting Good Stores
- Walmart
- Warehouse One
- Zellers