

# Business Services

## Industry Snapshot



Business services is a broad description of industries that serve the needs of corporations, consumers, and citizens in areas such as banking, finance, law, accounting, advertising, management, and administrative support.

Jobs tend to be service-related, and often require specialized training, certification, or licensing in areas such as finance, securities, accountancy, information technology, and law. Business service jobs in Greater Phoenix are numerous and average over 20% more pay than all other jobs. Major business service employers in Greater Phoenix include Wells Fargo, JPMorgan Chase, American Express, IBM, Charles Schwab & Co., and USAA.

## Essential Industry Skills

For anyone who plans to enter the job market in this field, a strong knowledge base in English and math, along with active listening and reading comprehension skills, are a must.

High school students should meet with an advisor/counselor to create an appropriate career action plan that may include high school classes in:

- Business
- Marketing
- Math
- English
- Government
- Accounting

Source: O\*NET & Western Maricopa Tech Prep Consortium



Occupation	Annual Entry-Level Wage Range*	Typical Training Required
Bookkeeping, Accounting, & Auditing Clerks	\$23,440 - \$35,050	On-the-Job or Community College Training
Executive Secretaries & Administrative Assistants	\$27,520 - \$40,390	On-the-Job or Community College Training
Interpreters & Translators	\$28,670 - \$43,060	On-the-Job or Community College Training
Paralegals & Legal Assistants	\$32,120 - \$47,190	Associate's Degree

\*Source: U.S. Bureau of Labor Statistics, 2010

# Business Services Programs at the Maricopa Community Colleges

Program	College/Skill Center	Program	College/Skill Center
<b>ACCOUNTING</b>		<b>Journalism</b>	Glendale, Mesa, Paradise Valley, Phoenix, Scottsdale
Accounting	Chandler-Gilbert, Estrella Mountain, GateWay, Glendale, Phoenix, Rio Salado, South Mountain	<b>Kitchen &amp; Bath Design</b>	Phoenix
Accounting – Specialized Paraprofessional	Paradise Valley	<b>Music Business</b>	Chandler-Gilbert, Glendale, Mesa, Paradise Valley, Phoenix, Scottsdale, South Mountain
Accounting Associate	Maricopa Skill Center		
Accounting Paraprofessional	Glendale	<b>Pattern Design Level I</b>	Phoenix
Accounts Receivable/Payable Clerk	Maricopa Skill Center	<b>Pattern Design Level II</b>	Phoenix
Bookkeeper/Account Clerk Certificate	Maricopa Skill Center		
Bookkeeping	Scottsdale	<b>ASSOCIATE IN BUSINESS, GENERAL REQUIREMENTS (ABUS GR)</b>	Chandler-Gilbert, Estrella Mountain, GateWay, Glendale, Mesa, Paradise Valley, Phoenix, Rio Salado, Scottsdale, South Mountain
Microcomputer Accounting	Paradise Valley		
Payroll Clerk	Maricopa Skill Center	<b>BUSINESS ADMINISTRATION</b>	
		<b>Business</b>	Mesa, Scottsdale
<b>AGRICULTURE &amp; HORTICULTURE</b>		<b>Business (Fastrack)</b>	Scottsdale
Agribusiness	Mesa	<b>General Business</b>	Chandler-Gilbert, Glendale, Mesa, Phoenix, Rio Salado, Scottsdale, South Mountain
Landscape Aide	Mesa		
Landscape Specialist	Mesa	<b>Import/Export Trade</b>	Paradise Valley
Urban Horticulture	Mesa	<b>International Business</b>	Paradise Valley
		<b>International Trade</b>	Mesa
<b>ART, A/V, COMMUNICATION, &amp; MERCHANDISING</b>		<b>Public Administration</b>	Rio Salado
Advanced Interior Design	Phoenix	<b>Public Works Leadership</b>	Estrella Mountain
Alteration Specialist	Mesa	<b>Tribal Development</b>	Scottsdale
Apparel Construction	Phoenix		
Audio Production Technologies	Glendale, Mesa, Paradise Valley, Phoenix, Scottsdale	<b>FINANCE &amp; REAL ESTATE</b>	
Computer Graphic Design	Phoenix	<b>Bank Account Management - Customer Service</b>	Rio Salado
Costume Design & Production	Mesa	<b>Banking &amp; Finance</b>	Estrella Mountain, Phoenix
Costuming	Phoenix	<b>Certified Residential Appraiser</b>	Mesa
Dance Technology	Scottsdale	<b>Licensed Real Estate Appraiser</b>	Mesa
Fashion Design	Phoenix	<b>Real Estate</b>	Mesa, Phoenix
Fashion Design Level I	Phoenix	<b>Real Estate - Prelicense</b>	Phoenix
Fashion Design Level II	Phoenix	<b>Residential Appraisal Trainee</b>	Mesa
Fashion Illustration	Phoenix		
Fashion Merchandising	Phoenix	<b>FOOD &amp; NUTRITION</b>	
Fashion Merchandising & Design	Mesa	<b>Advanced Professional Culinary Arts</b>	Scottsdale
Graphic Design, Animation, & Web Publishing Design	Glendale	<b>Apprentice Meat Cutter</b>	Maricopa Skill Center
Graphic Design - Visual Communication	Scottsdale	<b>Baking &amp; Pastry</b>	Estrella Mountain
Image Consultant	Mesa	<b>Basic Culinary Studies</b>	Estrella Mountain
Interior Design	Mesa, Phoenix, Scottsdale	<b>Commercial Baking</b>	Phoenix
Interior Design - Advanced	Mesa	<b>Commercial Food Preparation</b>	Phoenix
Interior Design - Professional Level	Scottsdale	<b>Culinary Arts</b>	Scottsdale
Interior Merchandising	Estrella Mountain, Glendale, Mesa, Phoenix		

# Business Services Programs (continued)

Program	College/Skill Center	Program	College/Skill Center
Culinary Fundamentals	Scottsdale	Teaching, Healing, Meditation, & Stress Management	Paradise Valley
Culinary Studies	Estrella Mountain, Mesa Phoenix	Therapeutic Massage	Chandler-Gilbert, Phoenix
Dietetic Technology	Chandler-Gilbert, Paradise Valley	Yoga Instruction	Scottsdale
Food Service Administration	Phoenix	<b>MANAGEMENT</b>	
Meat Department Helper	Maricopa Skill Center	Business Management	South Mountain
Professional Food & Beverage Service	Phoenix	General Business Specialized	Paradise Valley
Sustainable Food Systems	Mesa, Rio Salado	Human Resources Management	Phoenix
<b>HOSPITALITY</b>		Management	Mesa, Phoenix, Scottsdale
Airline Operations - Ground Operations	Rio Salado	Management I	Phoenix
Airline Operations - Initial Flight Attendant	Rio Salado	Management II	Phoenix
Airline Operations - Passenger Services	Rio Salado	Middle Management	Glendale, Paradise Valley
Airline Operations - Reservations	Rio Salado	Military Leadership	Rio Salado
Airline Operations - Reservations & Ticketing Operations	Rio Salado	Project Management	Mesa
Airline Operations - Vacations	Rio Salado	Public Relations	Glendale, Mesa
Culinary Arts	Scottsdale	Retail Management	Chandler-Gilbert, Estrella Mountain, GateWay, Glendale, Mesa, Paradise Valley, Phoenix, Rio Salado, Scottsdale, South Mountain
Hospitality & Tourism/Golf Management	Scottsdale	Retail Management & Marketing	Scottsdale
Hospitality & Tourism/Hotel Management	Scottsdale	Retail Sales Manager	Mesa
Hospitality & Tourism/Restaurant Management	Scottsdale	Small Business	Mesa
Hospitality & Tourism/Spa & Wellness Center Management	Scottsdale	Small Business Entrepreneurship	Glendale, South Mountain
Hospitality & Tourism/Tourism Development & Management	Scottsdale	Small Business Management	Estrella Mountain, Scottsdale
Hospitality/Hotel Management	Estrella Mountain	Small Business Start-up	Chandler-Gilbert, Glendale, Mesa, Paradise Valley, Phoenix, Rio Salado, South Mountain
<b>HUMAN SERVICES</b>		Supervision	Glendale
Aesthetician	Maricopa Skill Center	Supervision & Management I	South Mountain
Cosmetologist	Maricopa Skill Center	Supervision & Management II	South Mountain
Group Fitness Instructor	Glendale, Mesa	<b>MARKETING</b>	
Mortuary Science	Mesa	Marketing	Mesa, Phoenix, Scottsdale
Nutrition for Fitness and Wellness	Glendale, Mesa, Scottsdale	Marketing I	Phoenix
Personal Trainer	Glendale, Mesa	Marketing II	Phoenix
Personal Trainer Specialist	Chandler-Gilbert, Estrella Mountain, GateWay, Glendale, Mesa, Paradise Valley, Scottsdale, South Mountain	Salesmanship	Mesa
Recreation Management	Mesa, Scottsdale	<b>OFFICE OCCUPATIONS</b>	
Strength, Nutrition, & Personal Training	Chandler-Gilbert, Estrella Mountain, Mesa, Glendale, Paradise Valley, Scottsdale, South Mountain	Administrative Assistant	Maricopa Skill Center
		Administrative Office Coordinator	Glendale
		Administrative Office Professional	Paradise Valley

## Business Services Programs (continued)

Program	College/Skill Center	Program	College/Skill Center
Administrative Technology	GateWay	TOTAL QUALITY MANAGEMENT	
Business Technology Specialist	GateWay	Automobile Insurance - Customer Service	Rio Salado
Computer Applications	Phoenix	Automobile Policy - Customer Service	Rio Salado
Computer Software Applications	Paradise Valley	Broadband Telecommunications	Rio Salado
Customer Service/Information Professional	Paradise Valley	Broadband Telecommunications Account Services	Rio Salado
Customer Service	Maricopa Skill Center	Broadband Telecommunications Field Operations	Rio Salado
Data Entry Clerk	Estrella Mountain	Broadband Telecommunications Technical Support Services	Rio Salado
General Office Secretary	Estrella Mountain, Glendale	Credit Counseling - Customer Service	Rio Salado
Information/Office Clerk	Maricopa Skill Center	Customer Service Management	Estrella Mountain
Legal Administrative Assistant	Maricopa Skill Center	Human Services - Assistance - Customer Service	Rio Salado
Management of Clinical Information Technology	GateWay	Human Services - Long-term Care - Customer Service	Rio Salado
Management of Clinical Information Technology - Health Information Technology Implementation Support	GateWay	Human Services - Specialist - Customer Service	Rio Salado
Management of Clinical Information Technology - Health Information Technology Training	GateWay	Human Services - Unemployment Insurance - Customer Service	Rio Salado
Management of Clinical Information Technology - Implementation Management	GateWay	Insurance - Customer Service	Rio Salado
Management of Clinical Information Technology - Health Information Technology Technical Support	GateWay	Motor Vehicle - Customer Service	Rio Salado
Management of Clinical Information Technology - Practice Workflow & Information Redesign	GateWay	Organizational Leadership	Chandler-Gilbert, Estrella Mountain, GateWay, Mesa, Paradise Valley, Rio Salado
Office Automation Systems	Scottsdale, South Mountain	Organizational Management	Chandler-Gilbert, Estrella Mountain, GateWay, Mesa, Paradise Valley, Rio Salado
Office Coordinator	Glendale	Pharmacy - Customer Service	South Mountain
Office Technology	GateWay	Quality Customer Service	GateWay, Rio Salado
Para-legal Studies	Phoenix	Quality Process Leadership	GateWay
Real-time Reporting Scoping	GateWay	Utilities Customer Service	Rio Salado
Real-time Reporting - Advanced Placement Broadcast Captioning	GateWay		
Real-time Reporting - Advanced Placement CART	GateWay		
Real-time Reporting - Broadcast Captioning	GateWay		
Real-time Reporting - CART	GateWay		
Real-time Reporting - Judicial	GateWay		
Receptionist	Estrella Mountain		
Technology Support Analyst Level I	Mesa		
Technology Support Analyst Level II	Mesa		
Word Processing	Scottsdale		

Source: <http://www.maricopa.edu/academic/ccta/curric/index.php>

