

## Loan Officers

This information is designed for Loan Officers affected by the decline in the mortgage industry in Southern California. It identifies and describes the current occupation, and profiles five related occupations that share many of the same skill requirements.

These profiles can be used to help:

- Prepare for job interviews and resume writing
- Help make training decisions
- Explore new career options in occupations that require many of the same skills

Each Occupation Profile contains the following information:

- Profile of current occupation, with local labor market information, tasks, and skills information.
- Profiles of the most closely-related occupations, based on the U.S. Department of Labor's *Occupational Information Network (O\*NET)*.

Each information packet is designed to answer questions like “how much can I expect to earn on this job?” and “what’s the outlook for this type of work in the next ten years?” Statewide and Southern California counties are listed with outlook, wage, and training information. To view the outlook in other counties, go to the LaborMarketInfo Web site at [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov) and select the Data Library tab. Under “Data by Occupation,” select the metropolitan statistical area (MSA) of your choice to view the outlook for a selected occupation.

Labor Market Information Division  
Workforce Service Branch  
Employment Development Department



## Loan Officers, continued

### Description

Evaluate, authorize, or recommend approval of commercial, real estate, or credit loans. Advise borrowers on financial status and methods of payments. Includes mortgage loan officers and agents, collection analysts, loan servicing officers, and loan underwriters.

### Important Tasks

- Approve loans within specified limits, and refer loan applications outside those limits to management for approval.
- Meet with applicants to obtain information for loan applications and to answer questions about the process.
- Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans.
- Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.
- Obtain and compile copies of loan applicants' credit histories, corporate financial statements, and other financial information.

### 2007 Average Wages\*

	Hourly	Annual
California	\$36.34	\$75,595
Los Angeles-Long Beach	\$34.04	\$70,811
Santa Ana-Anaheim-Irvine	\$38.35	\$79,754
Riverside-San Bernardino-Ontario	\$39.19	\$81,516
San Diego-Carlsbad-San Marcos	\$36.01	\$74,898
Oxnard-Thousand Oaks-Ventura	\$45.64	\$94,927

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### Education and Training Requirements

**Typical Education Level Required:** Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

**Loan Officers, continued**

**Important Knowledge, Skills, Abilities, and Work Activities**

<b>Knowledge</b>	<b>Description</b>
Sales and Marketing	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
<b>Skill</b>	<b>Description</b>
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Time Management	Managing one's own time and the time of others.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
<b>Ability</b>	<b>Description</b>
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Speech Clarity	The ability to speak clearly so others can understand you.
<b>Work Activity</b>	<b>Description</b>
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
Analyzing Data or Information	Developing constructive and cooperative working relationships with others, and maintaining them over time.

## Related Occupation: Financial Analysts

### Description

Financial Analysts conduct quantitative analyses of information affecting investment programs of public or private institutions.

### Important Tasks

- Assemble spreadsheets and draw charts and graphs used to illustrate technical reports, using computer.
- Analyze financial information to produce forecasts of business, industry, and economic conditions for use in making investment decisions.
- Maintain knowledge and stay abreast of developments in the fields of industrial technology, business, finance, and economic theory.
- Interpret data affecting investment programs, such as price, yield, stability, future trends in investment risks, and economic influences.
- Monitor fundamental economic, industrial, and corporate developments through the analysis of information obtained from financial publications and services, investment banking firms, government agencies, trade publications, company sources, and personal interviews.

### 2007 Average Wages\*

	Hourly	Annual
<b>California</b>	\$42.67	\$88,739
<b>Los Angeles-Long Beach-Glendale</b>	\$43.26	\$89,989
<b>Santa Ana-Anaheim-Irvine</b>	\$40.55	\$84,344
<b>Riverside-San Bernardino-Ontario</b>	\$32.36	\$67,307
<b>San Diego-Carlsbad-San Marcos</b>	\$36.77	\$76,466
<b>Oxnard-Thousand Oaks-Ventura</b>	\$33.83	\$70,360

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
<b>California</b>	20,500	24,400	3,900	19.0%	690
<b>Los Angeles-Long Beach-Glendale</b>	4,970	5,550	580	11.7%	131
<b>Santa Ana-Anaheim-Irvine</b>	2,240	2,750	510	22.8%	84
<b>Riverside-San Bernardino-Ontario</b>	440	600	160	36.4%	23
<b>San Diego-Carlsbad-San Marcos</b>	1,300	1,550	250	19.2%	44
<b>Oxnard-Thousand Oaks-Ventura</b>	520	620	100	19.2%	18

Source: EDD/LMID Projections of Employment by Occupation

### Education and Training Requirements

**Typical Education Level:** Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

**Certifications:** Link to America's Career InfoNet's Certification Finder at [www.careerinfonet.org](http://www.careerinfonet.org) and type in the keyword "financial" to find certification programs related to this occupation.

**Financial Analysts, continued**

**Top Industries that Employ this Occupation**

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Other Financial Investment Activities	16,588	18.2%
Depository Credit Intermediation	9,406	9.7%
Management of Companies and Enterprises	530	5.8%
Insurance Carriers	3,625	5.4%
Nondepository Credit Intermediation	23,048	5.1%

**Important Knowledge, Skills, Abilities, and Work Activities**

Knowledge	Description
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
Skill	Description
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Time Management	Managing one's own time and the time of others.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Ability	Description
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Work Activity	Description
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

## Related Occupation: Management Analysts

### Description

Conduct organizational studies and evaluations, design systems and procedures, conduct work simplifications and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Includes program analysts and management consultants.

### Important Tasks

- Gather and organize information on problems or procedures.
- Analyze data gathered and develop solutions or alternative methods of proceeding.
- Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures.
- Develop and implement records management program for filing, protection, and retrieval of records, and assure compliance with program.
- Review forms and reports, and confer with management and users about format, distribution, and purpose, and to identify problems and improvements.

### 2007 Average Wages\*

	Hourly	Annual
California	\$40.49	\$84,211
Los Angeles-Long Beach-Glendale	\$39.59	\$82,236
Santa Ana-Anaheim-Irvine	\$35.48	\$73,792
Riverside-San Bernardino-Ontario	\$35.69	\$74,243
San Diego-Carlsbad-San Marcos	\$40.75	\$84,764
Oxnard-Thousand Oaks-Ventura	\$54.71	\$113,797

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	71,000	86,200	15,200	21.4%	2,490
Los Angeles-Long Beach-Glendale	19,260	21,340	2,080	10.8%	471
Santa Ana-Anaheim-Irvine	8,800	10,150	1,350	15.3%	255
Riverside-San Bernardino-Ontario	3,370	4,630	1,260	37.4%	172
San Diego-Carlsbad-San Marcos	6,520	7,870	1,350	20.7%	224
Oxnard-Thousand Oaks-Ventura	1,530	1,590	60	3.9%	27

Source: EDD/LMID Projections of Employment by Occupation

### Education and Training Requirements

**Typical Education Level:** Bachelor's or higher and some work experience. Occupations that generally require work experience in an occupation requiring a bachelor's or higher degree.

**Certifications:** Link to America's Career InfoNet's Certification Finder at [www.careerinfonet.org](http://www.careerinfonet.org) and type in the keywords "management" and "analyst" to find certification programs related to this occupation.

**Management Analysts, continued**

**Top Industries that Employ this Occupation**

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Management & Technical Consulting Svcs.	21,586	20.5%
Computer Systems Design and Related Svcs.	10,628	5.6%
Colleges and Universities	1,466	3.2%
Management of Companies and Enterprises	530	2.4%
Electronic Instrument Manufacturing	906	2.1%

**Important Knowledge, Skills, Abilities, and Work Activities**

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Administration and Management	Knowledge of business and mgmt. principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Judgment and Decision Making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative working relationships with others, and maintaining them over time.

## Related Occupation: Personal Financial Advisors

### Description

Advise clients on financial plans utilizing knowledge of tax and investment strategies, securities, insurance, pension plans, and real estate. Duties include assessing clients' assets, liabilities, cash flow, insurance coverage, tax status, and financial objectives to establish investment strategies.

### Important Tasks

- Sell financial products such as stocks, bonds, mutual funds, and insurance if licensed to do so.
- Build and maintain client bases, keeping current client plans up-to-date and recruiting new clients on an ongoing basis.
- Analyze financial information obtained from clients to determine strategies for meeting clients' financial objectives.
- Answer clients' questions about the purposes and details of financial plans and strategies.
- Review clients' accounts and plans regularly to determine whether life changes, economic changes, or financial performance indicate a need for plan reassessment.

### 2007 Average Wages\*

	Hourly	Annual
California	\$46.04	\$95,767
Los Angeles-Long Beach-Glendale	\$44.68	\$92,929
Santa Ana-Anaheim-Irvine	\$53.91	\$112,138
Riverside-San Bernardino-Ontario	\$40.55	\$84,344
San Diego-Carlsbad-San Marcos	\$41.42	\$86,147
Oxnard-Thousand Oaks-Ventura	\$48.84	\$101,586

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	18,700	23,200	4,500	24.1%	690
Los Angeles-Long Beach-Glendale	5,940	7,130	1,190	20.0%	196
Santa Ana-Anaheim-Irvine	2,100	2,800	700	33.3%	97
Riverside-San Bernardino-Ontario	490	640	150	30.6%	21
San Diego-Carlsbad-San Marcos	1,790	2,260	470	26.3%	70
Oxnard-Thousand Oaks-Ventura	290	350	60	20.7%	10

Source: EDD/LMID Projections of Employment by Occupation

### Education and Training Requirements

**Typical Education Level:** Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

**Certifications:** Link to America's Career InfoNet's Certification Finder at [www.careerinfonet.org](http://www.careerinfonet.org) and type in the keywords "investment," "advisor," or "financial" to find certification programs related to this occupation.

**Personal Financial Advisors, continued**

**Top Industries that Employ this Occupation**

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Other Financial Investment Activities	16,588	22.9%
Depository Credit Intermediation	9,406	15.9%
Security & Commodity Investment Activity	2,728	10.6%
Public Administration	25,609	3.0%
Management & Technical Consulting Svcs.	21,586	0.7%

**Important Knowledge, Skills, Abilities, and Work Activities**

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Sales and Marketing	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Time Management	Managing one's own time and the time of others.
Reading Comprehension	Understanding sentences and paragraphs in work related documents.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
Communicating with Persons Outside Organization	Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

## Related Occupation: Property and Real Estate Managers

### Description

These workers plan, direct, or coordinate selling, buying, leasing, or governance activities of commercial, industrial, or residential real estate properties.

### Important Tasks

- Meet with prospective tenants to show properties, explain terms of occupancy, and provide information about local areas.
- Direct collection of monthly assessments, rental fees, and deposits and payment of insurance premiums, mortgage, taxes, and incurred operating expenses.
- Inspect grounds, facilities, and equipment routinely to determine necessity of repairs or maintenance.
- Investigate complaints, disturbances and violations, and resolve problems, following management rules and regulations.
- Plan, schedule, and coordinate general maintenance, major repairs, and remodeling or construction projects for commercial or residential properties.

### 2007 Average Wages\*

	Hourly	Annual
California	\$22.09	\$45,947
Los Angeles-Long Beach-Glendale	\$20.63	\$42,904
Santa Ana-Anaheim-Irvine	\$22.86	\$47,545
Riverside-San Bernardino-Ontario	\$20.52	\$42,689
San Diego-Carlsbad-San Marcos	\$21.37	\$44,441
Oxnard-Thousand Oaks-Ventura	\$21.84	\$45,435

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	80,900	90,500	9,600	11.9%	2,470
Los Angeles-Long Beach-Glendale	25,940	29,370	3,400	13.2%	827
Santa Ana-Anaheim-Irvine	11,980	13,650	1,670	13.9%	391
Riverside-San Bernardino-Ontario	3,130	3,740	610	19.5%	119
San Diego-Carlsbad-San Marcos	10,580	11,380	800	7.6%	278
Oxnard-Thousand Oaks-Ventura	720	780	60	8.3%	20

Source: EDD/LMID Projections of Employment by Occupation

### Education and Training Requirements

**Typical Education Level:** Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

**Certifications:** Link to America's Career InfoNet's Certification Finder at [www.careerinfonet.org](http://www.careerinfonet.org) and type in the keyword "property" to find certification programs related to this occupation.

**Property and Real Estate Managers, continued**

**Top Industries that Employ this Occupation**

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Activities Related to Real Estate	6,962	22.9%
Lessors of Real Estate	23,552	11.9%
Offices of Real Estate Agents & Brokers	42,751	5.3%
Land Subdivision	3,533	1.3%

**Important Knowledge, Skills, Abilities, and Work Activities**

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Administration and Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
Sales and Marketing	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Time Management	Managing one's own time and the time of others.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Performing Administrative Activities	Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative working relationships with others, and maintaining them over time.

## **Related Occupation: Purchasing Agents (Except Wholesale, Retail, and Farm Products)**

### **Description**

Purchase machinery, equipment, tools, parts, supplies, or services necessary for the operation of an establishment. Purchase raw or semi-finished materials for manufacturing.

### **Important Tasks**

- Purchase the highest quality merchandise at the lowest possible price and in correct amounts.
- Prepare purchase orders, solicit bid proposals and review requisitions for goods and services.
- Research and evaluate suppliers based on price, quality, selection, service, support, availability, reliability, production and distribution capabilities, and the supplier's reputation and history.
- Analyze price proposals, financial reports, and other data and information to determine reasonable prices.
- Monitor and follow applicable laws and regulations.

### **2007 Average Wages\***

	<b>Hourly</b>	<b>Annual</b>
<b>California</b>	\$28.52	\$59,316
<b>Los Angeles-Long Beach-Glendale</b>	\$28.03	\$58,292
<b>Santa Ana-Anaheim-Irvine</b>	\$28.01	\$58,251
<b>Riverside-San Bernardino-Ontario</b>	\$24.65	\$51,274
<b>San Diego-Carlsbad-San Marcos</b>	\$28.86	\$60,013
<b>Oxnard-Thousand Oaks-Ventura</b>	\$28.56	\$59,419

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

\*Wages reported do not represent self-employed earnings.

### **Projections of Employment**

	<b>Est. # of Workers (2004 – 2014)</b>		<b>Numeric Change</b>	<b>Percent Change</b>	<b>Average Annual Openings</b>
<b>California</b>	32,500	36,500	4,000	12.3%	1,210
<b>Los Angeles-Long Beach-Glendale</b>	8,850	9,030	180	2%	238
<b>Santa Ana-Anaheim-Irvine</b>	4,190	4,770	580	13.8%	162
<b>Riverside-San Bernardino-Ontario</b>	2,210	2,680	470	21.3%	102
<b>San Diego-Carlsbad-San Marcos</b>	3,290	3,610	320	9.7%	114
<b>Oxnard-Thousand Oaks-Ventura</b>	1,020	1,090	70	6.9%	32

Source: EDD/LMID Projections of Employment by Occupation

### **Education and Training Requirements**

**Typical Education Level:** Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

**Certifications:** Link to America's Career InfoNet's Certification Finder at [www.careerinfonet.org](http://www.careerinfonet.org) and type in the keyword "purchasing" to find certification programs related to this occupation.

**Purchasing Agents, continued**

**Top Industries that Employ this Occupation**

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Electronic Instrument Manufacturing	906	7.8%
Aerospace Product & Parts Manufacturing	298	5.4%
Management of Companies and Enterprises	530	4.3%
Semiconductor and Electronic Components	2,011	3.5%
Computers and Peripheral Equipment	491	2.3%

**Important Knowledge, Skills, Abilities, and Work Activities**

Knowledge	Description
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Administration and Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
Skill	Description
Speaking	Talking to others to convey information effectively.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Ability	Description
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Inductive Reasoning	The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
Work Activity	Description
Interacting with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.