

Charlotte

# Finance and Insurance Pathways



# BUILD BETTER CAREERS AND THE GREATER CHARLOTTE REGION

The Council for Adult and Experiential Learning (CAEL) is leading a national project funded by the Truist Foundation, “Where It Starts,” to improve connections between postsecondary institutions, the financial services sector, and workforce development organizations, to strengthen career pathways to jobs that lead to economic mobility. The Build Better Careers Initiative has engaged industry leaders, workforce development, and postsecondary education institutions to develop strategies to collaborate on meeting the needs of 1) people who seek employment or better employment and 2) employers who need to recruit, retain, skill-up, and advance employees, increase diversity, and strengthen equity and inclusion. The initiative is focused on cities and regions where in-demand jobs still need to be fulfilled. Efforts will connect vital ecosystem partners to redefine and strengthen career pathways to employment that lead to economic mobility for all, prioritizing women and BIPOC (Black, Indigenous, and people of color) adult learners.

## REPORT OVERVIEW

This report is a phase I deliverable for the Build Better Careers - Charlotte initiative and a pivotal planning element that drives the implementation activities in the next and final phases for the Charlotte region. In order to realize the targeted outcomes of this initiative, it was imperative that a regional sector partnership be established to ensure that Build Better Careers outputs will be industry-driven and genuinely responsive to local workforce demands. Beginning in January 2022, the Clt Alliance, CharlotteWorks, the Charlotte Executive Leadership Council, and the City of Charlotte Economic Development Office (HIRE Clt) partnered with The Council for Adult and Experiential Learning (CAEL) to create a local Industry Advisory Group made up of representatives from the financial services and insurance sector to identify top “Good Jobs” and layout occupational competency maps and career pathways that highlight existing and emerging opportunities within the Financial Services and Insurance sector (NAICS 52), across Mecklenburg County and the City of Charlotte. The ultimate goal of this effort was to identify common career pathways across employers within the sector experiencing shortages of talent in order to align skills required for these careers so that talent can be skilled up and ultimately connected to in-demand careers. This collaborative body of work provides new and localized resources for hiring managers. It provides the basis for further alignment work, smoother career on-ramps, and more effective pathways for guiding talent into in-demand good jobs.



For the purposes of the Build Better Careers initiative, stakeholders across three sites came together to define good jobs to ensure efforts to map pathways would indeed lead to economic progression for job seekers through their career journey. The term “Good Jobs” was defined utilizing five characteristics that will be unique to each Build Better Careers site.

1. Sector-specific: occupations must be present within the Financial Services and Insurance sector
2. Job growth: stable or growing demand (2017-2021)
3. Job openings: At least 50 active job postings in the most recent 12-month period
4. No bachelor’s degree or apprenticeship experience
5. Living Wage: Wages are based on the local economy

Sources of this report include Lightcast Labor Insights, BLS, and O\*Net, among others. This report covers the Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area (MSA), including Charlotte/Mecklenburg and nearby counties. The competency maps and career pathways developed will serve as resources for Charlotte area businesses and other regional stakeholders to assist and guide the development of priorities for engaging and skilling up talent aligned to the Build Better Careers good jobs. Through this workforce ecosystem partnership, potential job seekers will have a greater awareness of the in-demand good jobs identified in the Financial Services and Insurance sector. They will be able to view the competencies and skills, education requirements, expected wages, and some of the most common and realistic entry and transition points for these opportunities.

Validation of this report occurred with representatives from Clt Alliance, CharlotteWorks, the Charlotte Executive Leadership Council, the City of Charlotte Economic Development Office (HIRE Clt), and the Build Better Careers Industry Advisory Group over a nine-month period. This document is a living resource that may be continuously updated and altered based on ongoing labor market changes.

## PURPOSE

The Financial Services and Insurance sector, similarly to many others, has been experiencing significant hiring challenges for nearly a decade. The skills gap in this sector continues to widen, threatening an organization's ability to grow. Additionally, there are notable shortages of mid-career candidates. Strategies must focus on retaining millennial talent to combat aging out of the workforce. And most importantly, top talent have more options, making competition fierce for hiring managers. To overcome these challenges, Human Resource leaders must holistically examine their hiring and retention strategies. By outlining in-demand and growth-oriented finance and insurance occupations in Charlotte/Mecklenburg and mapping how competencies gained transfer to entry-level and high-growth occupations, the community can create awareness among job-seekers and businesses and provide more lines of sight on how specific competencies support fulfilling critical jobs in the community. Additionally, this report guides the Build Better Careers initiative and ecosystem partners on crucial decisions regarding allocating resources and prioritizing its next steps.

## DEVELOPMENT PROCESS

Data gathering for this project began in January 2022 when the review of data analytics insights for the financial services and insurance labor force data was presented to the industry advisory group for feedback and prioritization of in-demand, high-growth occupations. In May, CAEL received consensus from the industry advisory group on the top nine occupations for developing career competencies and pathway development. From there, the industry advisory group surfaced essential suggestions and questions about the competencies and credentials for deeper discussion and alignment. During an ongoing effort through September, the pathways were refined.

## INDUSTRY-WIDE FOUNDATIONAL COMPETENCIES

Below is a list of top foundational competencies identified within the Financial Services and Insurance field. Foundational competencies are defined as core competencies that provide a foundation for success in school and the world of work. Nationally, employers have identified a link between foundational competencies and job performance, often prerequisites for workers to learn new industry-specific competencies. Foundational competencies are broken down into two categories as defined below:

*Personal Effectiveness Competencies:* These competencies are essential for all life roles, such as being a member of a family, a community, and a larger society. These “soft skills” are increasingly valued in the labor market.

- ⓧ Communications
- ⓧ Critical Thinking
- ⓧ Detail Oriented
- ⓧ Judgement and Decision Making
- ⓧ Time Management
- ⓧ Active Learning
- ⓧ Prioritization
- ⓧ Service Oriented
- ⓧ Social Perceptiveness
- ⓧ Problem-Solving

*Foundational Competencies:* These competencies represent those competencies and abilities that allow individuals to function in an organizational setting.

- ⓧ Administrative
- ⓧ Computers and Electronics
- ⓧ Customer and Personal Service
- ⓧ Customer Relations
- ⓧ Data Analysis
- ⓧ English Language
- ⓧ Financial Services
- ⓧ Project Management
- ⓧ Risk Management
- ⓧ Sales

*The Build Better Careers project will span six years and will be offered across five cities to provide adult learners and workers with access to affordable postsecondary classes, connect more job seekers to higher-wage jobs and long-term career opportunities, and encourage financial services and insurance organizations to hire more adult learners and set them up for success. These outcomes are dependent on and driven by the input and work of the Business Advisory Group. Industry leaders representing both the financial services and insurance sectors in Charlotte/Mecklenburg worked collaboratively to identify critical and in-demand good jobs within the sector. Industry Advisory Group members validated labor market insights and brought forward emerging needs in order to drive the local workforce to accessible jobs that can potentially shift legacy economic opportunities.*

## THANK YOU!

Thank you to our employer partners and collaborative stakeholders who made up the Charlotte Industry Advisory Group for their time and input in developing and creating these career pathways!

- ⊗ Ally
- ⊗ Bank of America
- ⊗ City of Charlotte - Economic Development Office
- ⊗ Charlotte Executive Leadership Council
- ⊗ Charlotte Works
- ⊗ Clt Alliance
- ⊗ DxEcosystems
- ⊗ Equitable Advisors
- ⊗ Federal Reserve Bank - Richmond
- ⊗ Fidelity Investments
- ⊗ Fifth Third Bank
- ⊗ Global Endowment Management, LP
- ⊗ Goodwill Industries of Southern Piedmont
- ⊗ NC Department of Commerce, Division of Workforce Solutions
- ⊗ Radius Group
- ⊗ Skyla Credit Union
- ⊗ Stiegler EdTech
- ⊗ Truist
- ⊗ UNC- Charlotte
- ⊗ Uwarrie Bank
- ⊗ Vichara Technologies



# CLAIMS ADJUSTERS, EXAMINERS, AND INVESTIGATORS

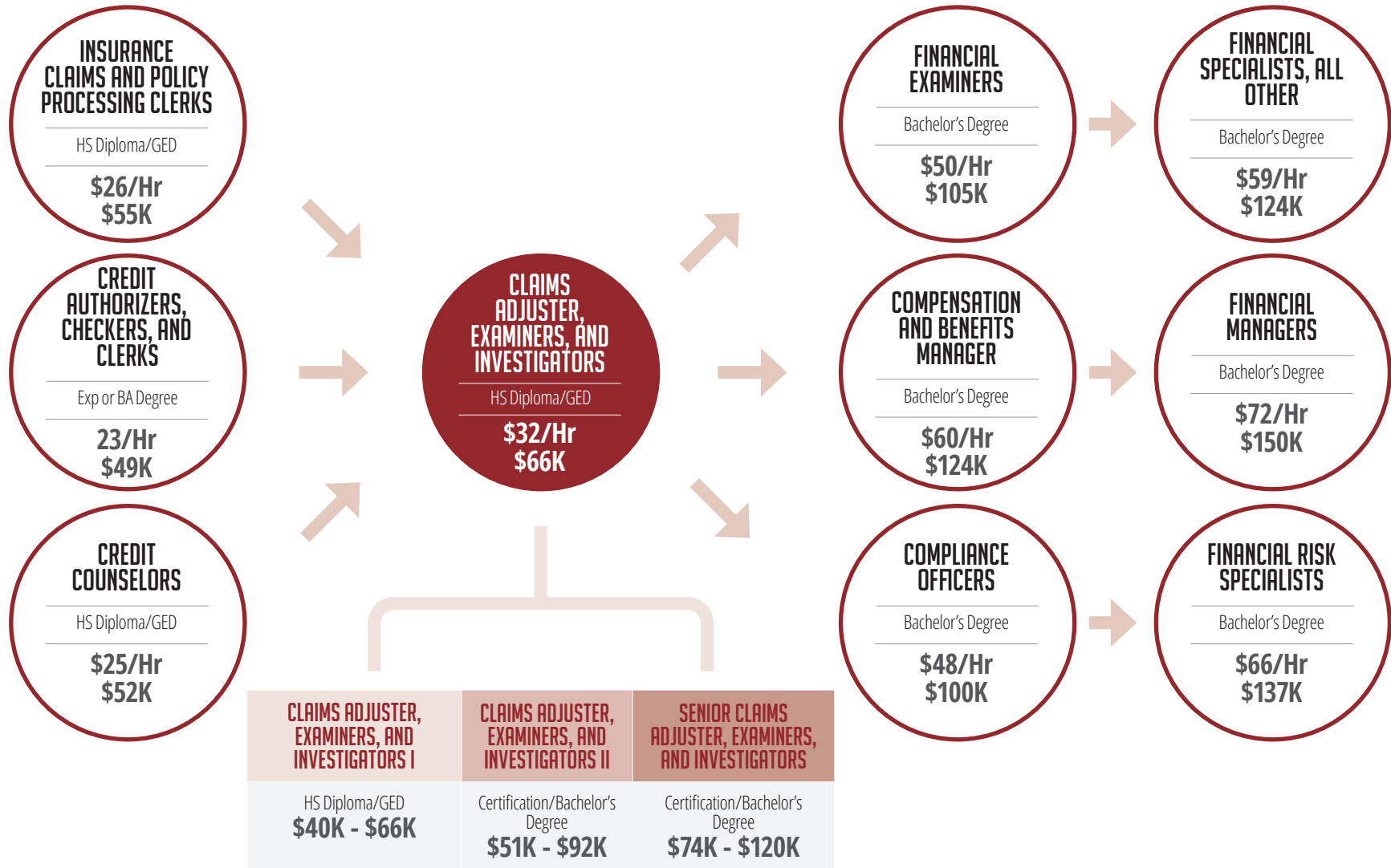
<b>JOB DESCRIPTION</b>	Review settled claims to determine that payments and settlements are made in accordance with company practices and procedures. Confer with legal counsel on claims requiring litigation. May also settle insurance claims.			
<b>KEY FOUNDATIONAL COMPETENCIES</b>	<ul style="list-style-type: none"> <li>⌚ Claims Processing</li> <li>⌚ Claims Resolution</li> <li>⌚ Computer &amp; Electronics</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Customer &amp; Personal Service</li> <li>⌚ Education &amp; Training</li> </ul>	<ul style="list-style-type: none"> <li>⌚ English</li> <li>⌚ Process Improvement</li> </ul>	
<b>COMMON SKILLS</b>	<ul style="list-style-type: none"> <li>⌚ Time Management</li> <li>⌚ Communications</li> <li>⌚ Complex Problem Solving</li> <li>⌚ Critical Thinking</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Customer Service</li> <li>⌚ Detail Orientated</li> <li>⌚ Interpersonal Communication</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Judgement and Decision Making</li> <li>⌚ Monitoring</li> <li>⌚ Organizational Skills</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Social Perceptiveness</li> <li>⌚ Speaking</li> </ul>
<b>OTHER JOB TITLES</b>	<ul style="list-style-type: none"> <li>⌚ Claims Adjuster</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Claims Representative</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Field Property Claims Adjusters</li> </ul>	
<b>REQUIRED CREDENTIALS</b>	HS Diploma/GED			
<b>OPTIONAL/DEPENDENT ON SPECIALTY</b>	<ul style="list-style-type: none"> <li>⌚ Security Clearance</li> <li>⌚ Adjuster License</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Certified Fraud Examiner</li> <li>⌚ Insurance License</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Functional Skills Qualification</li> </ul>	
<b>WORK EXPERIENCE</b>	0 - 1 Years			
<b>SALARY RANGE</b>	<p><b>Entry:</b> \$40,000 - \$66,000</p> <p><b>Mid:</b> \$51,000 - \$92,000</p> <p><b>Senior:</b> \$74,000 - \$120,000</p>			



# CLAIMS ADJUSTERS, EXAMINERS, AND INVESTIGATORS

## CLAIMS ADJUSTERS, EXAMINERS, AND INVESTIGATORS PATHWAY

The highlighted circle represents the destination occupation within the pathway, and is a local in-demand occupation that is typically accessible without a Bachelor's degree and pays a living wage. The vertical to the left shows some typical feeder occupations with a high rate of skill alignment with the destination occupation. .





# CUSTOMER SERVICE REPRESENTATIVES

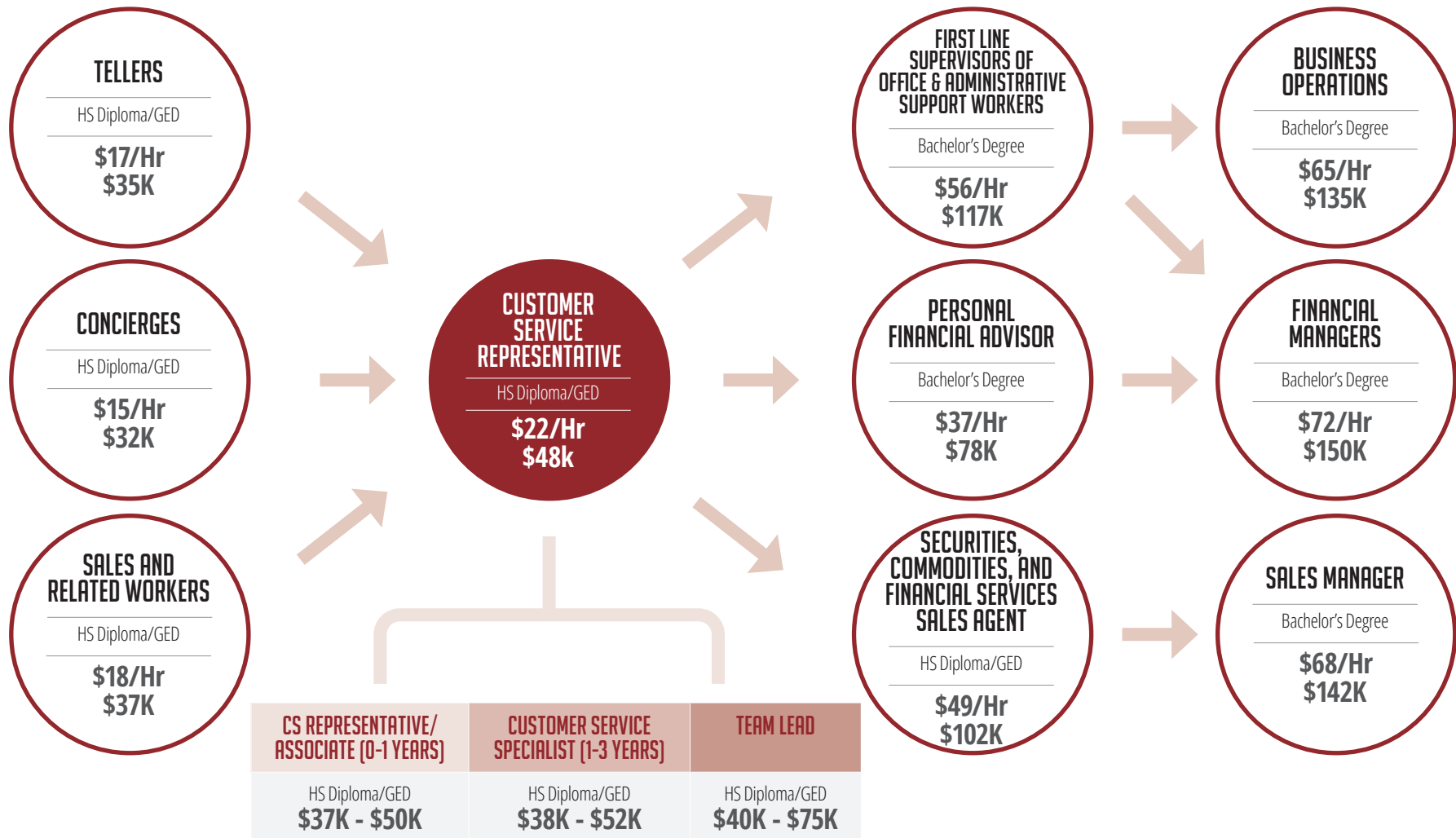
<b>JOB DESCRIPTION</b>	Customer service representatives who work for banks answer customer questions about basic banking services, such as account balances and interest rates and fees. They also help customers protect their accounts by reviewing suspicious activity, reversing transactions and reissuing compromised debit and credit cards. The job duties of a bank customer service representative can vary by employer and depend on whether the representative works with customers over the phone or face-to-face in a branch location.			
<b>KEY FOUNDATIONAL COMPETENCIES</b>	<ul style="list-style-type: none"> <li>⌚ Call Center Experience</li> <li>⌚ Customer Relations Manager</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Financial Services</li> <li>⌚ Inbound Calls</li> <li>⌚ Investments</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Computers &amp; Electronics</li> <li>⌚ Customer &amp; Personal Service</li> </ul>	<ul style="list-style-type: none"> <li>⌚ English Language</li> <li>⌚ Outbound Calls</li> </ul>
<b>COMMON SKILLS</b>	<ul style="list-style-type: none"> <li>⌚ Service Oriented</li> <li>⌚ Speaking</li> <li>⌚ Reading Comprehension</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Detailed Orientated</li> <li>⌚ Problem Solving</li> <li>⌚ Professionalism</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Research</li> <li>⌚ Time Management</li> <li>⌚ Social Perceptiveness</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Active Learning</li> <li>⌚ Coordination</li> <li>⌚ Judgement &amp; Decision Making</li> </ul>
<b>OTHER JOB TITLES</b>	<ul style="list-style-type: none"> <li>⌚ Account Representative</li> <li>⌚ Call Center Representative</li> <li>⌚ Customer Relations Representative</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Customer Service Representative</li> <li>⌚ Customer Care Representative</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Client Service Specialist</li> <li>⌚ Member Services Representative</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Customer Service Specialist</li> <li>⌚ Client Service Representative</li> </ul>
<b>REQUIRED CREDENTIALS</b>	HS Diploma/GED			
<b>OPTIONAL/DEPENDENT ON SPECIALTY</b>	<ul style="list-style-type: none"> <li>⌚ FINRA Series 7 (General Securities Representative)</li> <li>⌚ FINRA Series 63 (Uniform Securities Agent State Law)</li> </ul>	<ul style="list-style-type: none"> <li>⌚ Property And Casualty Insurance License</li> <li>⌚ FINRA Series 66 (Uniform Combined State Law)</li> </ul>	<ul style="list-style-type: none"> <li>⌚ FINRA Series 65 (Uniform Investment Adviser Law)</li> <li>⌚ Nationwide Mortgage Licensing System (NMLS)</li> </ul>	
<b>WORK EXPERIENCE</b>	0-1 years			
<b>SALARY RANGE</b>	<p><b>Entry:</b> \$37,000 - \$50,000</p> <p><b>Mid:</b> \$38,000 - \$52,000</p> <p><b>Senior:</b> \$40,000 - \$75,000</p>			



# CUSTOMER SERVICE REPRESENTATIVES

## CUSTOMER SERVICE REPRESENTATIVES PATHWAY

The highlighted circle represents the destination occupation within the pathway, and is a local in-demand occupation that is typically accessible without a Bachelor's degree and pays a living wage. The vertical to the left shows some typical feeder occupations with a high rate of skill alignment with the destination occupation.







# EXECUTIVE SECRETARIES AND EXECUTIVE ADMINISTRATIVE ASSISTANTS

## JOB DESCRIPTION

The Executive Assistant supports an individual executive or small number of executives in their day-to-day office activities. This job works across all lines of business to ensure business needs are met for assigned executives, including assistance with team communication, travel plans, expense reports and all other requests by executive members.

## KEY FOUNDATIONAL COMPETENCIES

- ⊗ Administration & Management
- ⊗ Administrative Support
- ⊗ Billing
- ⊗ Communications & Media
- ⊗ Computers & Electronics
- ⊗ Customer & Personal Service
- ⊗ English Language
- ⊗ Event Coordination/ Planning
- ⊗ Law & Governance
- ⊗ Office Administration
- ⊗ Project Management
- ⊗ Risk Management
- ⊗ Travel Planning & Management

## COMMON SKILLS

- ⊗ Active Listening
- ⊗ Administrative Functions
- ⊗ Communications
- ⊗ Coordination
- ⊗ Critical Thinking
- ⊗ Detailed Orientated
- ⊗ Interpersonal Communication
- ⊗ Leadership
- ⊗ Monitoring
- ⊗ Multitasking
- ⊗ Organizational Skills
- ⊗ Prioritization
- ⊗ Service Orientation
- ⊗ Social Perceptiveness
- ⊗ Time Management
- ⊗ Writing

## OTHER JOB TITLES

- ⊗ Finance Executive Assistant
- ⊗ Executive Assistant
- ⊗ Chief of Staff
- ⊗ Executive Assistant
- ⊗ Administrative Assistant
- ⊗ Executive Administration Assistant

## REQUIRED CREDENTIALS

**Entry:** HS Diploma/GED  
**Senior:** Associate or Bachelor's Degree

## OPTIONAL/DEPENDENT ON SPECIALTY

- ⊗ Bachelor's Degree
- ⊗ Master of Business Administration

## WORK EXPERIENCE

0 - 1 Years

## SALARY RANGE

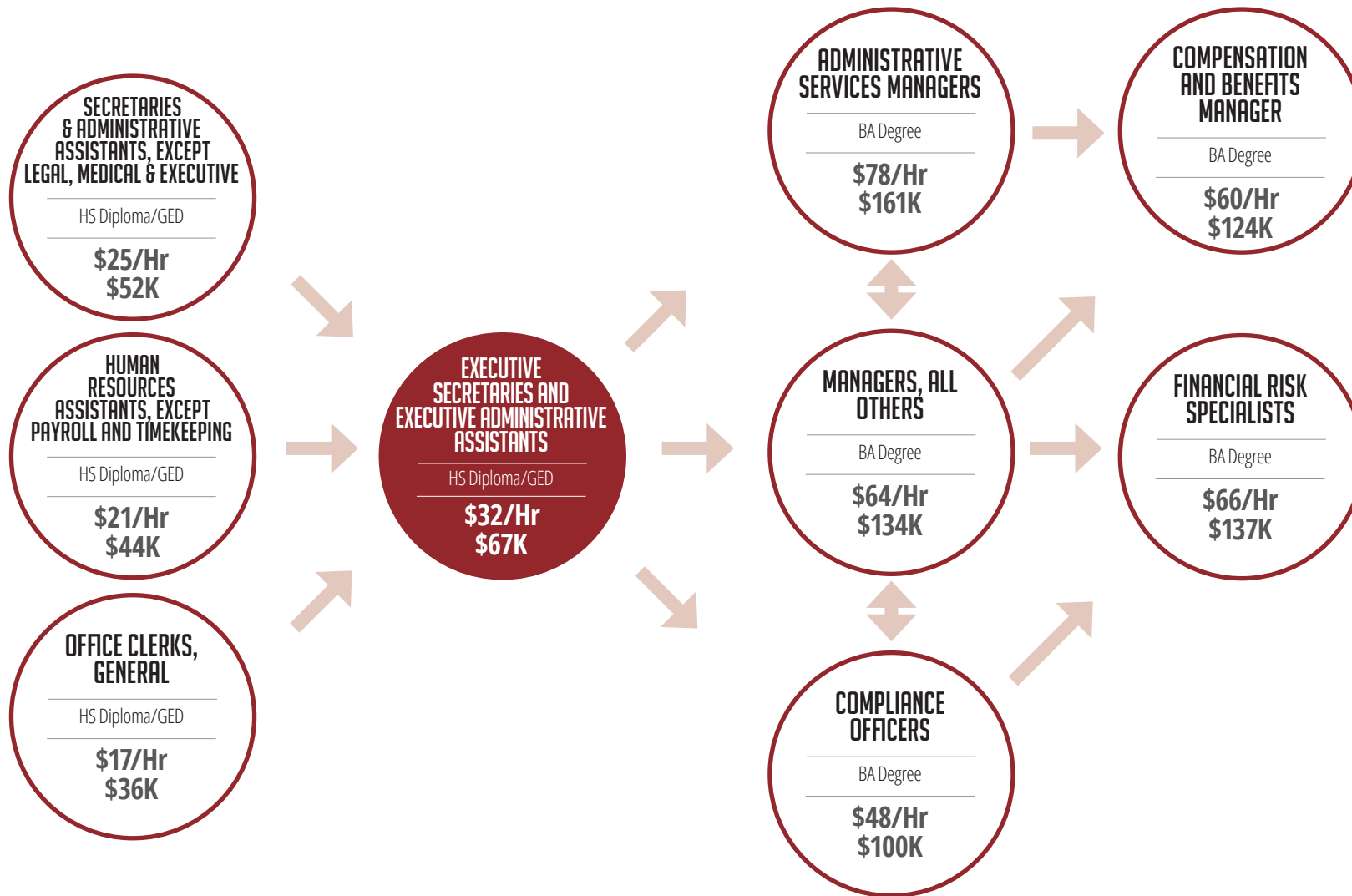
**Entry:** \$66,000 - \$83,000  
**Senior:** \$75,000 - \$134,000



# EXECUTIVE SECRETARIES AND EXECUTIVE ADMINISTRATIVE ASSISTANTS

## EXECUTIVE SECRETARIES AND EXECUTIVE ADMINISTRATIVE ASSISTANTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.





# PARALEGALS AND LEGAL ASSISTANTS

## JOB DESCRIPTION

A finance paralegal is someone who works on finance and banking law matters under the supervision of licensed attorneys in a law office, in-house bank or financial institution legal department. Finance paralegals do not practice law, as they are not licensed attorneys, but they help in many finance law matters, including those involving bank loans, credit agreements, preparing and filing financing statements, and preparing initial drafts of security agreements and collateral descriptions.

## KEY FOUNDATIONAL COMPETENCIES

- Ⓞ Administrative
- Ⓞ Computers & Electronics
- Ⓞ Documentation Preparation
- Ⓞ Electronic Discovery
- Ⓞ English Language
- Ⓞ Lawsuits
- Ⓞ Legal Discovery
- Ⓞ Legal Pleadings
- Ⓞ Legal Support
- Ⓞ Litigation Support
- Ⓞ Project Management
- Ⓞ Risk Appetite

## COMMON SKILLS

- Ⓞ Active Learning
- Ⓞ Communications
- Ⓞ Complex Problems
- Ⓞ Coordination
- Ⓞ Critical Thinking
- Ⓞ Detailed Orientated
- Ⓞ Governance
- Ⓞ Investigation
- Ⓞ Judgement & Decision Making
- Ⓞ Organization
- Ⓞ Persuasion
- Ⓞ Reading Comprehension
- Ⓞ Time Management
- Ⓞ Writing

## OTHER JOB TITLES

- Ⓞ Paralegal
- Ⓞ Legal Assistant
- Ⓞ Paralegal Assistant
- Ⓞ Legal Administrative Assistant

## REQUIRED CREDENTIALS

- Ⓞ Certified Legal Assistant
- Ⓞ Associate Degree

## OPTIONAL/DEPENDENT ON SPECIALTY

- Ⓞ FINRA Series 7 (General Securities Representative)
- Ⓞ FINRA Series 9/10 (General Securities Sales Supervisor)
- Ⓞ FINRA Series 4 (Registered Options Principal)
- Ⓞ Actuarial Exams

## WORK EXPERIENCE

2 - 3 Years

## SALARY RANGE

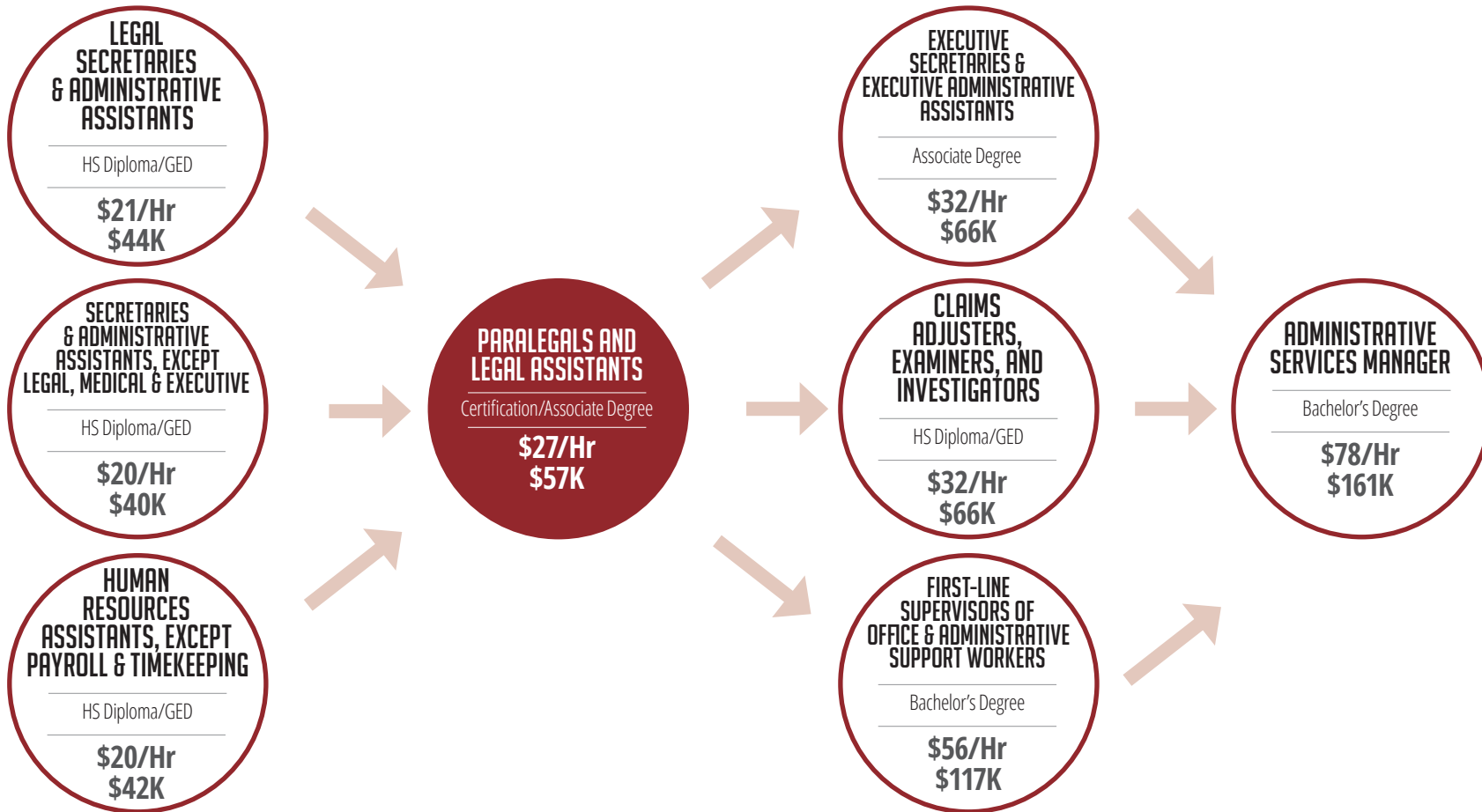
\$39,000 - \$84,000



# PARALEGALS AND LEGAL ASSISTANTS

## PARALEGALS AND LEGAL ASSISTANTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.





## SALES AND RELATED WORKERS, ALL OTHER

### JOB DESCRIPTION

The duties of an Insurance Sales Representative include designing marketing strategies, contacting potential clients, assessing customer needs, selling appropriate insurance plans, collecting client information, preparing reports, and maintaining records.

As a financial sales representative, your job is to help clients select financial products or services. This often includes insurance, banking services, investments, and similar products. In this role, you may also help people make a plan to achieve a financial goal and assist them with paperwork. Many financial sales jobs also focus on helping determine security risks, taking payments, writing contracts, and explaining any applicable tax incentives. Most of these jobs involve working with a wide variety of products and services, some of which may change quickly. This makes the ability to memorize and apply new information essential to your success in this role.

### KEY FOUNDATIONAL COMPETENCIES

- ⌚ Administrative
- ⌚ Business Development
- ⌚ Customer Relations Management
- ⌚ Customer Service
- ⌚ English Language
- ⌚ Marketing
- ⌚ Sales & Marketing
- ⌚ Sales Process
- ⌚ Sales Prospecting
- ⌚ Sales Support
- ⌚ Underwriting

### COMMON SKILLS

- ⌚ Active Listening
- ⌚ Communications
- ⌚ Critical Thinking
- ⌚ Customer Service
- ⌚ Interpersonal Communications
- ⌚ Judgment & Decision Making
- ⌚ Prioritization
- ⌚ Problem Solving
- ⌚ Reading Comprehension
- ⌚ Social Perceptiveness
- ⌚ Time Management

### OTHER JOB TITLES

- ⌚ Sales Support Managers
- ⌚ Sales Support Specialist
- ⌚ Sales and Service Specialist
- ⌚ Sales Assistants

### REQUIRED CREDENTIALS

HS Diploma/GED

### OPTIONAL/DEPENDENT ON SPECIALTY

- ⌚ Certified Power Quality Professional
- ⌚ Life And Health Insurance License
- ⌚ AHIP Certified
- ⌚ FINRA Series 63 (Uniform Securities Agent State Law)

### WORK EXPERIENCE

0 - 1 Years

### SALARY RANGE

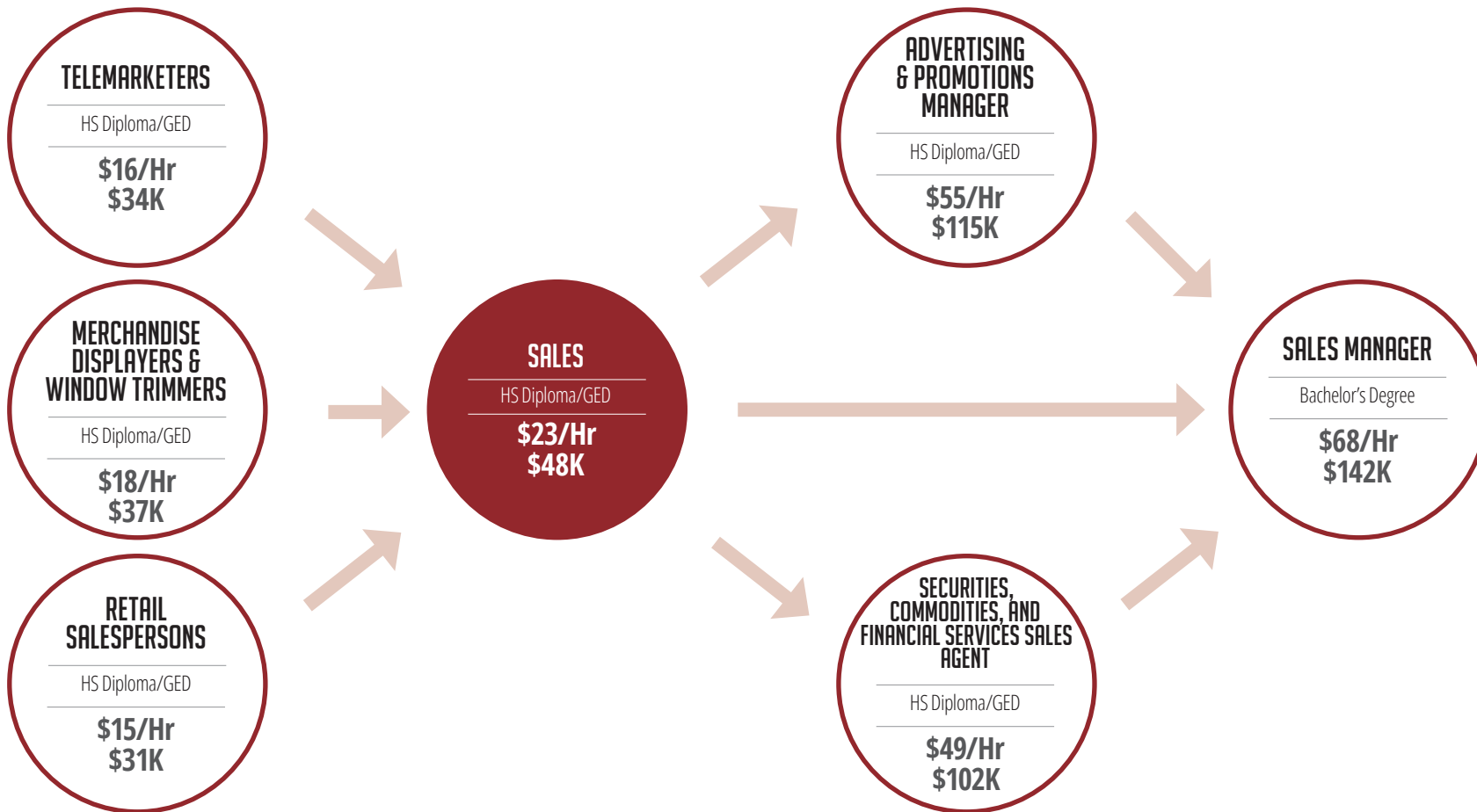
**Entry:** \$33,000 - \$62,000 Plus bonus and/or commissions



## SALES AND RELATED WORKERS, ALL OTHER

### SALES AND RELATED WORKERS, ALL OTHER PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.





# COMPUTER USER SUPPORT SPECIALISTS

## JOB DESCRIPTION

May coordinate the initial set-up and maintenance/repairs of desktop hardware and/or client software. Log, diagnose and resolve computer-related calls. Ensure timely resolution or response to trouble calls to minimize impact on business partners daily activities. Troubleshoot and identify problems, suggest solutions and/or determine escalation path with team, support areas and/or vendors. May configure, install and maintain complex PC-related hardware and software in accordance with established procedures and guidelines and provide instruction/education to PC users in adapting new systems. Assist in testing new applications and technologies and report on their functionality.

## KEY FOUNDATIONAL COMPETENCIES

- ⌚ Computer Science
- ⌚ Computers & Electronics
- ⌚ Customer & Personal Service
- ⌚ Engineering & Technology
- ⌚ English Language
- ⌚ Operating Systems
- ⌚ Programming Language
- ⌚ Risk Appetite
- ⌚ Technical Support

## COMMON SKILLS

- ⌚ Active Learning
- ⌚ Active Listening
- ⌚ Customer Service
- ⌚ Detail Oriented
- ⌚ Education & Training
- ⌚ Patience
- ⌚ Prioritization
- ⌚ Problem Solving
- ⌚ Reading Comprehension
- ⌚ Speaking
- ⌚ Systems Analysis
- ⌚ Technical Communications

## OTHER JOB TITLES

- ⌚ Help Desk Technician
- ⌚ Support Specialist
- ⌚ Desktop Support Technician
- ⌚ Help Desk Analyst
- ⌚ Technical Support Specialist
- ⌚ Technical Support Analyst
- ⌚ Technical Support Representative

## REQUIRED CREDENTIALS

- ⌚ HS Diploma/GED
- ⌚ Associate Degree

## OPTIONAL/DEPENDENT ON SPECIALTY

- ⌚ CompTIA A+
- ⌚ Apple Certified Macintosh Technician
- ⌚ CompTIA Network+
- ⌚ Microsoft Certified Systems Engineer
- ⌚ Apple Certified
- ⌚ CompTIA Certification
- ⌚ CompTIA Security+
- ⌚ Microsoft Azure Certification
- ⌚ Certified Outpatient Coder (COC)Law

## WORK EXPERIENCE

0 - 1 Years

## SALARY RANGE

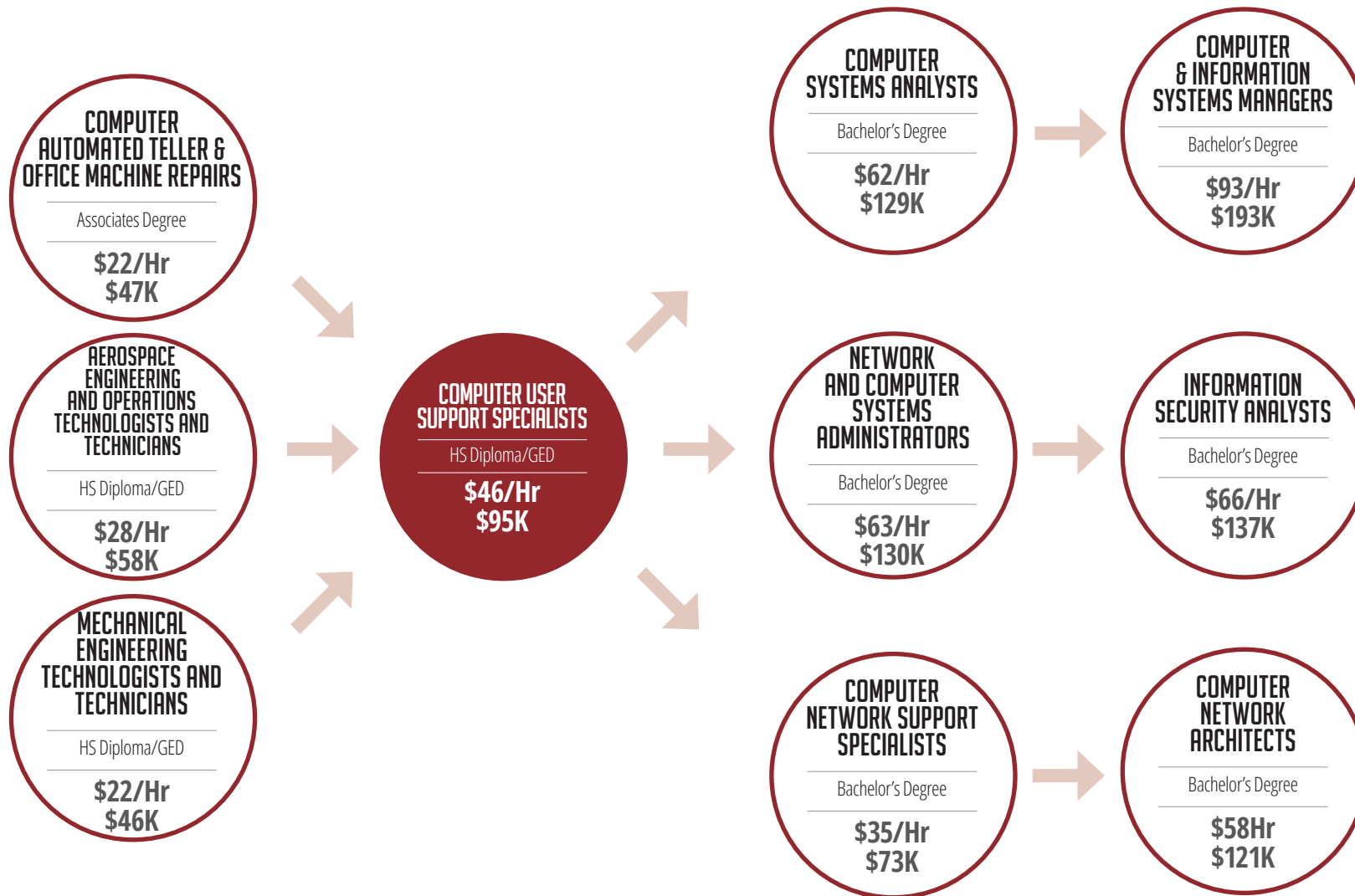
\$34,000 - \$255,000



# COMPUTER USER SUPPORT SPECIALISTS

## COMPUTER USER SUPPORT SPECIALISTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.







# INVESTMENT ANALYSTS

## JOB DESCRIPTION

Investment analysts collect information, perform research, and analyze assets, such as stocks, bonds, currencies, and commodities. Investment analysts often focus on specific niches to become experts in their chosen fields, such as a particular industry, a geographical region, or a specific asset class. An investment analyst continuously collects and interprets data, such as company financial statements, price developments, currency adjustments, and yield fluctuations. The information gathering also includes macro developments, such as following a country's political sea changes, climate change and the impact of natural disasters, and emerging industries and service sectors.

## KEY FOUNDATIONAL COMPETENCIES

- ⓧ Advising
- ⓧ Corporate Finance
- ⓧ Data Analysis
- ⓧ Economics
- ⓧ Finance
- ⓧ Financial Analysis
- ⓧ Financial Modeling
- ⓧ Financial Services
- ⓧ Investments
- ⓧ Portfolio Management
- ⓧ Risk Management
- ⓧ Sales

## COMMON SKILLS

- ⓧ Analytical Skills
- ⓧ Communications
- ⓧ Confidence
- ⓧ Critical Thinking
- ⓧ Decision Making
- ⓧ Detail Oriented
- ⓧ Forecasting
- ⓧ Governance
- ⓧ Influencing Skills
- ⓧ Interpersonal Communications
- ⓧ Presentations
- ⓧ Prioritization
- ⓧ Research
- ⓧ Self-Motivation
- ⓧ Writing

## OTHER JOB TITLES

- ⓧ Investment Specialist - Trainee
- ⓧ Commercial Banking Portfolio Managers
- ⓧ Investment Banking Analysts
- ⓧ Investment Analysts
- ⓧ Corporate and Investment Banking Analysts
- ⓧ Commercial Real Estate Portfolio Managers
- ⓧ Credit Portfolio Managers
- ⓧ Portfolio Managers

## REQUIRED CREDENTIALS

Bachelor's degree

## OPTIONAL/DEPENDENT ON SPECIALTY

- ⓧ Master Of Business Administration (MBA)
- ⓧ Chartered Financial Analyst
- ⓧ Certified Public Accountant
- ⓧ Certified Management Accountant
- ⓧ FINRA Series 7 (General Securities Representative)
- ⓧ FINRA Series 63 (Uniform Securities Agent State Law)
- ⓧ Chartered Alternative Investment Analyst
- ⓧ Certified Internal Auditor
- ⓧ FINRA Series 65 (Uniform Investment Adviser Law)
- ⓧ Certified Information System Auditor (CISA)
- ⓧ Certified Treasury Professional
- ⓧ Certified Financial Risk Management
- ⓧ Certified Financial Planner
- ⓧ FINRA Series 99 (Operations Professional)
- ⓧ Financial Modeling and Valuation Analyst (FMVA) certification
- ⓧ Chartered Financial Analyst (CFA) Certification
- ⓧ Chartered Financial Analyst (CFA)
- ⓧ Certified Financial Risk Manager (FRM)
- ⓧ Chartered Alternative Investment Analyst Level I (CAIA)
- ⓧ Bloomberg Market Concepts - Bloomberg Certification (BMC)
- ⓧ Certified Management Accountant (CMA)
- ⓧ Certified Financial Planner (CFP)
- ⓧ Certified Investment Management Analyst (CIMA)
- ⓧ Alternative Investment Analyst Charter (CAIA Charter)

## WORK EXPERIENCE

0 - 1 Years

## SALARY RANGE

\$50,000 - \$222,000 Plus possible commissions/bonus



# INVESTMENT ANALYSTS

## INVESTMENT ANALYSTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.





# FINANCIAL ANALYSTS

## JOB DESCRIPTION

A financial analyst is responsible for a variety of research tasks in order to inform investment strategy and make investment decisions for their company or clients. This can include things like evaluating financial data, examining current events and market developments, examining an organization's financial statements, and creating financial models to predict future performance. Depending on the position, analysts can monitor macroeconomic trends or have a narrow focus on specific sectors and industries. These roles are data-intensive and require strong mathematical and analytical skills. Given the value of their role, financial analysts can be employed by large corporations such as investment banks, insurance companies, mutual funds, hedge funds, pension funds, securities firms, investment firms, private equity groups, venture capital firms, government agencies, and similar types of organizations.

## KEY FOUNDATIONAL COMPETENCIES

- Ⓢ Advising
- Ⓢ Corporate Finance
- Ⓢ Data Analysis
- Ⓢ Economics
- Ⓢ Finance
- Ⓢ Financial Analysis
- Ⓢ Financial Modeling
- Ⓢ Financial Services
- Ⓢ Investments
- Ⓢ Portfolio Management
- Ⓢ Risk Management
- Ⓢ Sales

## COMMON SKILLS

- Ⓢ Analytical Skills
- Ⓢ Communications
- Ⓢ Confidence
- Ⓢ Critical Thinking
- Ⓢ Decision Making
- Ⓢ Detail Oriented
- Ⓢ Forecasting
- Ⓢ Governance
- Ⓢ Influencing Skills
- Ⓢ Interpersonal Communications
- Ⓢ Presentations
- Ⓢ Prioritization
- Ⓢ Research
- Ⓢ Self-Motivation
- Ⓢ Writing

## OTHER JOB TITLES

- Ⓢ Financial Services Advisor
- Ⓢ Financial Planning Analyst
- Ⓢ Equity Research Analyst
- Ⓢ Financial Planning and Analysis Analysts
- Ⓢ Financial Reporting Analysts

## REQUIRED CREDENTIALS

Bachelor's degree

## OPTIONAL/DEPENDENT ON SPECIALTY

- Ⓢ Financial Modeling and Valuation Analyst (FMVA) certification
- Ⓢ Chartered Financial Analyst (CFA) Certification
- Ⓢ Certified Management Accountant (CMA)
- Ⓢ Chartered Financial Analyst (CFA)
- Ⓢ Certified Resume Specialist: Accounting and Finance (CRS+AF)
- Ⓢ Project Management Professional (PMP)
- Ⓢ Chartered Certified Accountant (ACCA)
- Ⓢ Certified in Financial Management
- Ⓢ International Accredited Business Accountant (IABA)
- Ⓢ Chartered Global Management Accountant (CGMA)
- Ⓢ Certified Financial Risk Manager (FRM)
- Ⓢ Certified Associate in Project Management (CAPM)

## WORK EXPERIENCE

0 - 1 Years

## SALARY RANGE

\$50,000 - \$222,000 Plus possible commissions/bonus



# FINANCIAL ANALYSTS

## FINANCIAL ANALYSTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.





# DATA SCIENTISTS

## JOB DESCRIPTION

Financial data scientists are industry experts with specialist, in-depth domain knowledge. The primary responsibility of a professional in the field of data science is to gain knowledge of the data, organize it, and simplify it in a way that will assist the organization in making better company decisions. A Financial Data Scientist's main responsibility is to combine their technical skills, understanding of analytics and statistics, Machine Learning, data visualization, Artificial Intelligence, aptitude for probability, competence in multiple computer languages, and other talents.

## KEY FOUNDATIONAL COMPETENCIES

- ⓧ Business Intelligence
- ⓧ Computer Science
- ⓧ Data Analysis
- ⓧ Data Management
- ⓧ Data Science
- ⓧ Data Visualization
- ⓧ Financial Services
- ⓧ Machine Learning
- ⓧ Programming Language
- ⓧ Project Management
- ⓧ Regulatory Compliance
- ⓧ Risk Management

## COMMON SKILLS

- ⓧ Analytical Skills
- ⓧ Communications
- ⓧ Detail Oriented
- ⓧ Forecasting
- ⓧ Governance
- ⓧ Influencing Skills
- ⓧ Interpersonal Communications
- ⓧ Leadership
- ⓧ Management
- ⓧ Mathematics
- ⓧ Problem Solving
- ⓧ Research

## OTHER JOB TITLES

- ⓧ Lead Analytics Consultants
- ⓧ Data Scientists Intern
- ⓧ Data Analysts
- ⓧ Credit Risk Analytics Consultants
- ⓧ Analytics Consultants
- ⓧ Data Stewards
- ⓧ Business Intelligence Analysts
- ⓧ Data Science Managers
- ⓧ Business Control Specialists
- ⓧ Enterprise Business Consultants
- ⓧ Business Intelligence Developer
- ⓧ Financial Analyst
- ⓧ Risk Analyst

## REQUIRED CREDENTIALS

HS Diploma/GED or some college

## OPTIONAL/DEPENDENT ON SPECIALTY

- ⓧ Bachelor's Degree
- ⓧ Master's Degree
- ⓧ Certified Public Accountant
- ⓧ Six Sigma Certification
- ⓧ Certified Regulatory Compliance Manager
- ⓧ Certified Internal Auditor
- ⓧ Project Management Professional Certification
- ⓧ Certified Information System Auditor (CISA)
- ⓧ Chartered Financial Analyst
- ⓧ Enterprise Desktop
- Administrator (Microsoft Certified IT Professional)
- ⓧ SAS Certification
- ⓧ Certified Financial Risk Management

## WORK EXPERIENCE

No Experience Listed

## SALARY RANGE

**Entry:** \$58,000 - \$270,000  
**Mid:** \$58,000-\$388,000  
**Senior:** \$73,000 - \$461,000



# DATA SCIENTISTS

## DATA SCIENTISTS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Finance and Insurance. The highlighted circle represents the occupation in the pathway.

**COMPUTER USER SUPPORT SPECIALISTS**

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HS Diploma/GED

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**\$50Hr**  
**\$104K**

**FIRST LINE SUPERVISOR**

---

HS Diploma/GED

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**\$30/Hr**  
**\$58K**

**INTERN DATA SCIENTIST**

---

HS Diploma/ GED or College Enrollment

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**\$19/Hr - \$48/Hr**  
**\$39K - \$100K**

**DATA SCIENTIST**

---

HS Diploma/GED or Some College

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**\$55Hr**  
**\$115K**

### DATA SCIENTISTS ROLES

**BUSINESS INTELLIGENCE ANALYST**   **FINANCIAL ANALYST**   **RISK ANALYST**   **BUSINESS INTELLIGENCE DEVELOPER**

ENTRY LEVEL		MANAGEMENT TRACK		MANAGEMENT LEADERSHIP TRACK		
ANALYST	ASSOCIATE	MANAGER	SENIOR MANAGER	DIRECTOR	SENIOR DIRECTOR	VP
Training/Certification 0-1 years <b>\$58K - \$114K</b>	Training/Certification 1-4 years <b>\$48K - \$270K</b>	BA or MS 4-7 years <b>\$58K - \$388K</b>	BA or MS 4-7 years <b>\$58K - \$388K</b>	BA or MS 7-10 years <b>\$73K-\$358K</b>	BA or MS 7-10 years <b>\$109K-\$364K</b>	BA or MS 15+ years <b>\$132K-\$461K</b>

