



**BUFFALO AND ERIE COUNTY  
WORKFORCE INVESTMENT BOARD, INC.**

**LOCAL POLICY BULLETIN**

**BECWIB BULLETIN # 7-20    DATE: October 29, 2020**

**TO:** Lavon Stephens, Administrative Director, WDC, Inc.  
**FROM:** Geoffrey Szymanski, Executive Director, WIB, Inc.  
**SUBJECT:** Demand Occupation List Update

**EFFECTIVE DATE: IMMEDIATELY**

The Buffalo and Erie County Workforce Investment Board recently approved the update to the Demand Occupation List. The WIB worked closely with the Department of Labor in updating the list. There are two additions: Human Resources Specialist and Phlebotomist. The revised Demand Occupation list is attached. The additions to the list are indicated with an asterisk.

Please share the attached document with the appropriate staff. If you have any questions, please contact Mark Cosgrove at 504-1480.

Thank you.

MGC/mmt

**cc:** Terry Chatfield, Ken Colon, Jeff Conrad, Ivy Diggs-Washington, Brenda McDuffie, Jeff Nixon, Denise Raymond, Russell Sferlazza, Demone Smith, Joe Sullivan, Mary Zerpa and WIB staff

**Attachment**

DEMAND OCCUPATION LIST October 2020

CATEGORY	TITLE	ONET #	DESCRIPTION
Advanced Mfg.	Electrician Helpers	47-3013	Assist electricians in installing and repairing electrical wiring, fixtures and equipment.
Advanced Mfg.	Electrician/Industrial Electrician	47-2111	Install, maintain and repair electrical wiring, equipment and fixtures. Ensure work is in accordance with relevant codes.
Advanced Mfg.	Electro-mechanical Technician	51-2023, 17-3024, 49-2096	Repair, install, adjust, or maintain industrial production and processing machinery or refinery and pipeline distribution systems.
Advanced Mfg.	Food Manufacturing Technicians	17-3029.09	Responsible for making sure the food in stores, especially processed foods, meet state and federal agency food safety guidelines. Also responsible for quality control in the facility where food is made.
Advanced Mfg.	Machinist	51-4041	Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify or repair mechanical instruments. Applies knowledge of mechanics, mathematics, mental properties, layout and machining procedures.
Advanced Mfg.	Mechanic	49-9041, 49-9071	Lubricate machinery, change parts, or perform other routine machinery maintenance.
Advanced Mfg.	Nuclear Medicine Technologist	29-2033	Under a physician's supervision, apply drugs labeled with a small amount of radioactivity to study the function of the internal organs and treat disease.
Advanced Mfg.	Numerical Tool and Process Control Programmers	51-4012	Develop programs to control machining or processing of parts by automatic machine tools, equipment, or systems.
Advanced Mfg.	Production Operator/Distribution Worker/Certified Production Technician	51-9198, 51-2092, 51-2023, 51-9199	Operate machinery used in production process, examine products to verify conformance to quality standards, count finished products to determine if product orders are complete.
Advanced Mfg.	Quality Insurance Inspector/Lab Technician	51-9061	Inspect, test, sort, sample or weigh, non-agricultural raw materials, or processed, machined, fabricated or assembled parts or products for defects, wear and deviations from specifications, May use precision measuring instruments and complex test equipment.
Advanced Mfg.	Welders and Cutters	51-4121.06	Use hand welding and flame-cutting equipment to weld together metal components and parts or to cut, trim, or scarf metal objects to dimensions, as specified by layouts, work orders, or blueprints.
Business/Finance	Accountants	13-2011.01	Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.
Business/Finance	Bill and Account Collectors	43-3011	Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts.
Business/Finance	Bookkeeping, Accounting, and Auditing Clerks	43-3031	Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
Computer	Computer Network Support Specialists	15-1152.00	Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

**DEMAND OCCUPATION LIST October 2020**

CATEGORY	TITLE	ONET #	DESCRIPTION
Computer	Computer System Engineers	15-1199.02	Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.
Computer	Computer User Support Specialists	15-1151	Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically.
Computer	Database Administrators	15-1141.00	Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.
Computer	Database Architects	15-1199.06	Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.
Computer	Software Developers, Applications	15-1132	Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions.
Computer	Web Developers	15-1134.00	Design, create, and modify websites. Analyze user needs to implement website content, graphics, performance, and capacity. May integrate websites with other computer applications. May convert written, graphic, audio, and video components to compatible web formats by using software designed to facilitate the creation of web and multimedia content.
Construction	Carpentry, Construction Workers	47-2061	Hands on instruction in the construction trades to include: carpentry, HVAC, electrical, plumbing, drywall, masonry, painting, concrete, roofing, insulation and energy efficiency.
Education	Preschool Teachers, Except Special Education	25-2011	Instruct preschool-aged children in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility.
Education	Teacher Assistants	25-9041	Perform duties that are instructional in nature or deliver direct service to students or parents.
Engineering	Civil Engineers	17-2051	Perform engineering duties in planning, designing, and overseeing construction and maintenance of building structures, and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, and water and sewage systems.
Engineering	Industrial Engineers	17-2112	Design, develop, test, and evaluate integrated system for managing industrial production processes, including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.
Health	Certified Nursing Assistants (CNAs)	31-1014	Work under the supervision of a nurse and provide assistance to patients with daily living tasks. CNAs are responsible for basic care services such as bathing, grooming and feeding patients, assisting nurses with medical equipment and checking patient vital signs.
Health	Child, Family, and School Social Workers	21-1021	Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist single parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers on how to deal with problem children.

**DEMAND OCCUPATION LIST October 2020**

<b>CATEGORY</b>	<b>TITLE</b>	<b>ONET #</b>	<b>DESCRIPTION</b>
Health	Clinical Laboratory Scientist/Medical Laboratory Technologist	29-2011	Perform complex medical laboratory tests for diagnosis, treatment and prevention of disease. May train or supervise staff.
Health	Community Health Worker	21-1094	Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain and improve individual and community health.
Health	Dental Assistants	31-9091	Work on behalf of the patient as well as the dentist in helping to assure a high level of professional excellence in oral health care delivery. Duties may include working with dentist as well as managing the business aspects of the dental practice such as scheduling, billing and Customer Service Representatives purchasing.
Health	Dental Hygienists	29-2021	Clean teeth and examine oral areas, head, and neck for signs of oral disease. May educate patients on oral hygiene, take and develop X-rays, or apply fluoride or sealants.
Health	Diagnostic Medical ( Ultra) Sonographer	29-2032	Draw on high frequency sound waves (ultrasound) to create dynamic cross-sectional images of body tissues and blood flow.
Health	Dietician	29.1031	Plan and conduct food service or nutritional programs to assist in the promotion of health and control of disease.
Health	Direct Support Professionals	21-1093	Provide services to individuals with disabilities. Help individuals with their everyday needs in a variety of settings that include their homes, residences or day programs. Train, teach, assist and support individuals to live more independent lives.
Health	Emergency Medical Technicians and Paramedics	29.2041	Assess injuries, administer emergency medical care and extricate trapped individuals. Transport injured or sick persons to medical facilities.
Health	Health Information Technician	29.2071	Assist health information administrators in the review and maintenance of medical records; retrieve and compile data from various reports; and assist in the proper storage, maintenance and retrieval of medical records.
Health	Home Health Aide/Medication Technician	31-1011	Provide routine individualized healthcare such as changing bandages and dressing wounds, and applying topical medications to the elderly, convalescents, or persons with disabilities at a patient's home or in a care facility. Dispenses prescribed medications to patients according to doctor's written orders.
Health	Licensed Practical and Licensed Vocational Nurses	29-2061	Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.
Health	Medical and Clinical Laboratory Technicians	29-2012	Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.
Health	Medical and Health Services Manager (Practice Facilitator/Practice Manager)	11-9111	Plan, direct or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies or similar organizations.
Health	Medical Assistants	31-9092	Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

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CATEGORY	TITLE	ONET #	DESCRIPTION
Health	Medical Coders	43.3021.02	Work in the billing office, or "back office" of medical practices or hospitals. They help to complete, review, and process medical claims to help physician practices and hospitals get reimbursed from insurance companies for services and facilities provided to patients.
Health	Medical Records and Health Information Technicians	29-2071	Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.
Health	Medical Secretaries	43-6013	Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.
Health	Mental Health and Substance Abuse Social Workers	21.1023	Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.
Health	Occupational Therapy Assistant	31-2011	Assist occupational therapists in providing occupational therapy treatments and procedures. May, in accordance with State laws, assist in development of treatment plans, carry out routine functions, direct activity programs and document the progress of treatments.
Health	Pharmacy Technicians	29-2052	Help licensed pharmacists prepare medications (receive prescription requests, count tablets, label bottles), provide customer service and perform administrative duties within a pharmacy setting.
Health	*Phlebotomist	31-9097.00	Draw blood for tests, transfusions, donations or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.
Health	Physical Therapists and Physical Therapy Assistants	31-2021	Assess, plan, organize, and participate in rehabilitative programs that improve mobility, relieve pain, increase strength, and decrease or prevent deformity of patients suffering from disease or injury.
Health	Radiologic Technicians	29-2099.06	Maintain and use equipment and supplies necessary to demonstrate portions the human body on X-ray film or fluoroscopic screen for diagnostic purposes.
Health	Radiologic Technologists	29-2034	Take X-rays and CAT scans or administer nonradioactive materials into patient's blood stream for diagnostic purposes. Includes technologists who specialize in other modalities, such as computed tomography, ultrasound, and magnetic resonance.
Health	Registered Nurses	29-1141	Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required. Includes advance practice nurses such as: nurse practitioners, clinical nurse specialists, certified nurse midwives, and certified registered nurse anesthetists. Advanced practice nursing is practiced by RNs who have specialized formal, post-basic education and who function in highly autonomous and specialized roles.
Health	Respiratory Therapists	29-2054	Assess, treat, and care for patients with breathing disorders. Assume primary responsibility for all respiratory care modalities, including the supervision of respiratory therapy technicians. Initiate and conduct therapeutic procedures; maintain patient records; and select, assemble, check and operate equipment.

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CATEGORY	TITLE	ONET #	DESCRIPTION
Health	Social and Human Service Assistants	21-1093	Assist professionals from a wide variety of fields, such as psychology, rehabilitation, or social work, to provide client services, as well as support for families. May assist clients in identifying available benefits and social and community services and help clients obtain them. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or adult daycare.
Health	Sterilization Process Technician	31-9093	Prepare medical equipment (proper handling, cleaning, assembly, testing and packaging of many kinds of medical instruments) for doctors, nurses, dentists and other health care professionals.
Health	Surgical Technologists	29-2055	Assist in operations, under the supervision of surgeons, registered nurses, or other surgical personnel. May help set up operating room, prepare and transport patients for surgery, adjust lights and equipment, pass instruments and other supplies to surgeons and surgeon's assistants, hold retractors, cut sutures, and help count sponges, needles, supplies, and instruments.
Hospitality	Combined Food Preparation and Serving Workers, Including Fast Food	35-3021	Perform duties which combine both food preparation and food service. Workers who spend more than 80 percent of their time in one job are classified in that occupation.
Hospitality	Cooks, Fast Food	35-2011	Prepare and cook food in a fast food restaurant with a limited menu. Duties of the cooks are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment.
Hospitality	Cooks, Restaurant	35-2014	Prepare, season, and cook soups, meats, vegetables, desserts, or other foodstuffs in restaurants.
Hospitality	First-Line Supervisors/Managers of Food Preparation and Serving Workers	35-1012	Supervise workers engaged in preparing and serving food.
Hospitality	Janitors and Cleaners	37-2011	Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.
Hospitality	Front Desk Operator/Clerk	43-4081	Accommodate hotel, motel and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guest accounts, making and confirming reservations and collecting payments from departing guests.
Hospitality	Maids and Housekeeping Cleaners	37-2012	Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels and hospitals, in a clean and orderly manner. Duties may include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.
Human Services	Child, Family and School Social Workers	21-1021	Provide social services and assistance to improve the social and psychological functioning of children and their families to maximize the family well-being and the academic functioning of children.
Human Services	Social & Human Service Assistants	21-1093	Assist in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families.
Human Services	Childcare Workers	39-9011	Attend to children at schools, businesses, private households, and childcare institutions. Perform a variety of tasks, such as dressing, feeding, bathing, and overseeing play.

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CATEGORY	TITLE	ONET #	DESCRIPTION
Management	*Human Resources Specialist	13-1071.00	Screen, recruit, interview and place workers. Interpret and explain human resources policies, procedures, laws, standards and regulations. Maintain current knowledge of EEO and affirmative action guidelines and laws. Prepare or maintain employment records, related to events, such as hiring, termination, leaves, transfers, or promotions. Address employee relations, such as harassment allegations, work complaints, or other concerns.
Office/Support	Customer Service Representatives	43-4051	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Exclude individuals whose duties are primarily sales or repair.
Office/Support	Executive Secretaries and Administrative Assistants	43-6011	Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.
Service/Repair	Automotive Mechanics	49.3023	Specializes in automobile maintenance, repair and sometimes modification. One of the mechanic's major roles is to diagnose the problem accurately and quickly. Mechanics use both electronic means of gathering data as well as their senses. The job may involve repair of a specific part or the replacement of one or more parts as assemblies.
Service/Repair	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	49.9021	Install or repair heating, central air conditioning, or refrigeration systems, including oil burners, hot-air furnaces, and heating stoves.
Transportation	Truck Drivers, Heavy	53-3032	Drive truck with capacity of more than three tons to transport materials to specified destinations.