

# Labor Market Analysis of Skills Related to the Legal and Protective Services Cluster in Massachusetts

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In partnership with Pathway2Careers™, Massachusetts Department of Secondary Education is modernizing its CTE Frameworks to close the gap that exists between education and industry.



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## Overview and Key Findings

### Programs

Criminal Justice is the only Chapter 74 program of study currently offered within the Legal and Protective Services Cluster: The current program introduces concepts of jurisprudence and investigative and police procedures.

### Occupations

Because of the broad and evolving scope of careers in the legal and protective services fields, this analysis will profile a number of industries and occupations in an attempt to provide perspective on the depth and breadth of career opportunities in these fields.

Each of these programs maps to multiple occupations, and each occupation is employed by multiple industries. This analysis uses labor market data from the Massachusetts Department of Economic Research to provide perspective on both the industries (the employers) and the career paths that are available to our graduates.

The program framework also identifies multiple Industry-Recognized Credentials (IRC) that facilitate entry into related careers.

* National Academies of Emergency Dispatch Certification (911 Dispatch)
* American Heart Association CPR/AED, First Aid – Adult, Child, Infant
* FEMA Leadership in Emergency Management Certification
* OSHA
* FEMA Leadership in Emergency Management Train the Trainer ISAFE (Internet/Computer Safety Certification)
* Iris Scan Certified Youth Court Certified
* ICS 100 Certified (Incident Command System)
* NIMS 700 Certified (National Incident Management System)
* E-911 Telecommunicator http://www.mass.gov/eopss/crime-prev-personal-sfty/report- emergency/e911/
* Accredited Legal Professional (ALP) from NALS…the association for legal professionals

#### Protective Service Occupations in Massachusetts

More than 84,000 people are employed in Protective Service Occupations in Massachusetts. Security Guards, which are employed in multiple industries, are the largest category in this occupation family with more than 24,000 jobs in the Commonwealth. Police Officers (18,072 jobs) and Firefighters (12,040) are also large components of the total.

##### Table 1: Employment and Average Wages, Protective Service Occupations, Massachusetts, 2024 Q1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Detailed Occupation Category | 2023 Jobs | Mean Annual Wages | Experienced Annual Wages | Typical Entry Level Education |
| Security Guards | 23,700 | $44,310 | $48,160 | High School |
| Police and Sheriff's Patrol Officers | 16,910 | $78,770 | $88,510 | High School |
| Firefighters | 11,770 | $72,330 | $80,760 | Non-degree award |
| Correctional Officers and Jailers | 5,950 | $77,260 | $84,520 | High School |
| First-Line Supervisors of Police and Detectives | 5,810 | $107,960 | $122,760 | High School |
| First-Line Supervisors of Fire Fighting and Prevention Workers | 2,690 | $101,700 | $113,470 | Non-degree award |
| Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers | 2,550 | $35,380 | $36,920 | None |
| School Bus Monitors | 1,810 | $35,120 | $36,610 | High School |
| First-Line Supervisors of Security Workers | 1,680 | $60,950 | $68,680 | High School |
| Crossing Guards and Flaggers | 1,430 | $44,350 | $49,970 | None |
| Detectives and Criminal Investigators | 1,210 | $112,480 | $130,940 | High School |
| Transportation Security Screeners | 1,010 | $65,590 | $70,740 | High School |
| Protective Service Workers, All Other | 910 | $50,850 | $59,840 | High School |
| Bailiffs | 830 | $72,560 | $83,140 | High School |
| Private Detectives and Investigators | 630 | $64,150 | $75,100 | High School |
| Parking Enforcement Workers | 420 | $56,400 | $62,750 | High School |
| First-Line Supervisors of Protective Service Workers, All Other | 350 | $73,530 | $90,830 | High School |
| First-Line Supervisors of Correctional Officers | 340 | $95,490 | $102,970 | High School |
| Animal Control Workers | 330 | $58,980 | $67,720 | High School |

*Massachusetts Department of Economic Research, Occupational Employment and Wage Statistics*

##### Table 2: Other Select Public Safety Occupations, Massachusetts

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Detailed Occupation Category | 2023 Jobs | Mean Annual Wages | Experienced Annual Wages | Typical Entry Level Education |
| Dispatchers, Except Police, Fire, and Ambulance | 2,630 | $56,270 | $64,540 | High School |
| Public Safety Telecommunicators | 2,610 | $56,740 | $62,820 | High School |
| Emergency Medical Technicians | 4,360 | $50,170 | $56,260 | Nondegree Award |
| Paramedics | 1,760 | $66,620 | $72,970 | Nondegree Award |
| Ambulance Drivers and Attendants, Except Emergency Medical Technicians | 150 | $40,650 | $42,900 | High School |

*Massachusetts Department of Economic Research, Occupational Employment and Wage Statistics*

The total number of jobs in protective service occupations combined with the target occupations identified above has remained remarkably steady over the last decade. Even the COVID-19 pandemic did little to impact the number of jobs in these fields, even as most other occupations were severely impacted.

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#### Target Occupations

**Public Safety Telecommunicators** operate telephone, radio, or other communication systems to receive and communicate requests for emergency assistance at 9-1-1 public safety answering points and emergency operations centers. Take information from the public and other sources regarding crimes, threats, disturbances, acts of terrorism, fires, medical emergencies, and other public safety matters. May coordinate and provide information to law enforcement and emergency response personnel. May access sensitive databases and other information sources as needed. May provide additional instructions to callers based on knowledge of and certification in law enforcement, fire, or emergency medical procedures.

**Emergency Medical Technicians** assess injuries and illnesses and administer basic emergency medical care. May transport injured or sick persons to medical facilities.

**Paramedics** administer basic or advanced emergency medical care and assess injuries and illnesses. May administer medication intravenously, use equipment such as EKGs, or administer advanced life support to sick or injured individuals.

**Ambulance Drivers and Attendants, Except Emergency Medical Technicians** drive ambulances or assist ambulance drivers in transporting sick, injured, or convalescent persons. Assist in lifting patients.

**Police and Sheriff's Patrol Officers** maintain order and protect life and property by enforcing local, tribal, state, or federal laws and ordinances. Perform a combination of the following duties: patrol a specific area; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects or serve legal processes of courts. Includes police officers working at educational institutions.

**Firefighters** control and extinguish fires or respond to emergency situations where life, property, or the environment is at risk. Duties may include fire prevention, emergency medical service, hazardous material response, search and rescue, and disaster assistance.

Many of the occupations considered in this analysis require little in the way of formal education but have significant experience and specialized training requirements for both entry and advancement in these careers.

##### Table 3: Target Occupations and Career Pathways

###### Job Zone Two

|  |  |  |
| --- | --- | --- |
| Occupation | Median Annual Earnings | Typical Entry-Level Education |
|  Security Guards | $40,390 | High School |
|  Transportation Security Screeners | $65,980 | High School |
|  Animal Control Workers | $61,020 | High School |
|  Correctional Officers and Jailers | $78,810 | High School |
|  Dispatchers | $51,260 | High School |
|  Public Safety Telecommunicators | $56,760 | High School |
|  First-Line Supervisors of Police and Detectives | $97,380 | High School |

###### Job Zone Three

|  |  |  |
| --- | --- | --- |
| Occupation | Median Annual Earnings | Typical Entry-Level Education |
|  Emergency Medical Technicians | $45,920 | Nondegree Award |
|  Paramedics | $61,730 | Nondegree Award |
|  Bailiffs | $71,970 | High School |
|  Detectives and Criminal Investigators | $101,540 | High School |
|  Police and Sheriff's Patrol Officers | $75,700 | High School |
|  Private Detectives and Investigators | $57,920 | High School |
|  Firefighters | $70,270 | Nondegree Award |
|  First-Line Supervisors of Firefighting and Prevention Workers | $97,250 | Nondegree Award |
|  First-Line Supervisors of Correctional Officers | $96,450 | High School |

###### Job Zone Four

|  |  |  |
| --- | --- | --- |
| Occupation | Median Annual Earnings | Typical Entry-Level Education |
|  Detectives and Criminal Investigators | $101,540 | High School |
|  Fish and Game Wardens | $70,240 | Bachelor's |

*Massachusetts Department of Economic Research, Occupational Employment and Wage Statistics*

### Key Findings

A detailed analysis of the programs of study, related industries, and related occupations led to several key conclusions:

1. **Moderate Earning Potential with Consistent Demand**

The occupations associated with these programs tend to pay average to lower-than-average wages, but employment opportunities in these fields tend to remain consistently available.

1. **Specialized Training and Experience in Lieu of Formal Education**

Many of these occupations require state licensing or a postsecondary non-degree award. Few require an Associate’s or Bachelor’s degree.

1. **The importance of driving record**

A clean driving history was a qualification mentioned frequently in job postings for these occupations.

## Occupation Profiles and Job Postings

### O\*Net Occupation Profile- Police and Sheriff’s Patrol Officers

The United States Department of Labor, Employment and Training Administration created and regularly updates more than 800 occupational profiles with characteristics like skills, educational requirements, and daily tasks, based on the inputs of industry experts and people who are employed in the occupations.

#### Description

Maintain order and protect life and property by enforcing local, tribal, state, or federal laws and ordinances. Perform a combination of the following duties: patrol a specific area; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects or serve legal processes of courts. Includes police officers working at educational institutions.

#### Top Tasks

* Identify, pursue, and arrest suspects and perpetrators of criminal acts.
* Provide for public safety by maintaining order, responding to emergencies, protecting people and property, enforcing motor vehicle and criminal laws, and promoting good community relations.
* Record facts to prepare reports that document incidents and activities.
* Render aid to accident survivors and other persons requiring first aid for physical injuries.
* Review facts of incidents to determine if criminal act or statute violations were involved.
* Investigate illegal or suspicious activities.
* Monitor, note, report, and investigate suspicious persons and situations, safety hazards, and unusual or illegal activity in patrol area.
* Testify in court to present evidence or act as witness in traffic and criminal cases.
* Relay complaint and emergency-request information to appropriate agency dispatchers.
* Monitor traffic to ensure motorists observe traffic regulations and exhibit safe driving procedures.
* Drive vehicles or patrol specific areas to detect law violators, issue citations, and make arrests.
* Execute arrest warrants, locating and taking persons into custody.
* Patrol and guard courthouses, grand jury rooms, or assigned areas to provide security, enforce laws, maintain order, and arrest violators.
* Photograph or draw diagrams of crime or accident scenes and interview principals and eyewitnesses.
* Evaluate complaint and emergency-request information to determine response requirements.
* Patrol specific area on foot, horseback, or motorized conveyance, responding promptly to calls for assistance.
* Investigate traffic accidents and other accidents to determine causes and to determine if a crime has been committed.
* Verify that the proper legal charges have been made against law offenders.
* Transport or escort prisoners and defendants en route to courtrooms, prisons or jails, attorneys' offices, or medical facilities.
* Direct traffic flow and reroute traffic in case of emergencies.
* Question individuals entering secured areas to determine their business, directing and rerouting individuals as necessary.
* Notify patrol units to take violators into custody or to provide needed assistance or medical aid.
* Place people in protective custody.
* Serve statements of claims, subpoenas, summonses, jury summonses, orders to pay alimony, and other court orders.
* Inform citizens of community services and recommend options to facilitate longer-term problem resolution.
* Locate and confiscate real or personal property, as directed by court order.
* Provide road information to assist motorists.
* Conduct community programs for all ages concerning topics such as drugs and violence.

#### Top Detailed Work Activities

* Apprehend criminal suspects.
* Respond to emergencies to provide assistance.
* Maintain public order or security.
* Prepare investigation or incident reports.
* Administer first aid.
* Investigate accidents to determine causes.
* Investigate illegal or suspicious activities.
* Communicate situation details to appropriate personnel.
* Maintain surveillance of individuals or establishments.
* Testify at legal or legislative proceedings.
* Maintain operational records.
* Record information about suspects or criminals.
* Monitor access or flow of people to prevent problems.
* Relay information about incidents or emergencies to personnel using phones or two-way radios.
* Patrol properties to maintain safety.
* Determine operational procedures.
* Guard facilities.
* Interview people to gather information about criminal activities.
* Record crime or accident scene evidence with video or still cameras.
* Investigate legal issues.
* Direct law enforcement activities.
* Escort prisoners to courtrooms, prisons, or other facilities.
* Direct vehicle traffic.
* Interview people to obtain information about actions or status of individuals.
* Detain suspects or witnesses.
* Inform the public about policies, services or procedures.
* Recommend improvements to increase safety or reduce risks.
* Serve court ordered documents.
* Confiscate prohibited or dangerous items.
* Locate suspicious objects or vehicles.
* Assist motorists or pedestrians.
* Communicate health and wellness information to the public.
* Present social services program information to the public.

#### Additional Information

##### National Associations

* American Association of State Troopers
* APCO International
* Fraternal Order of Police
* International Association of Chiefs of Police
* National Conference of Law Enforcement Emerald Societies
* National Narcotic Officers' Associations' Coalition
* National Sheriffs' Association
* National Tactical Officers Association
* United States Deputy Sheriffs' Association

##### Accreditation, Certification, & Unions

* International Union of Police Associations

#### Job Postings – Police and Sheriff’s Patrol Officers

P2C uses a third-party system that aggregates data from job postings to provide perspective on the skills and qualifications employers are prioritizing in their advertisements for these occupations.

* After controlling for multiple postings that likely referenced the same single opening, over the last year, we identified 684 unique job postings for First-Line Supervisors of Entertainment and Recreation Workers.
* We identified 191 unique employers who posted openings online.

##### Top Common Skills

* Investigation
* Communication
* Operations
* Writing
* Management
* First Aid

##### Top Specialized Skills

* Law Enforcement
* Crime Prevention
* Emergency Medical Services
* CPR
* Alarm Devices
* Law Enforcement Practices

##### Top Software Skills

* Microsoft Office
* Microsoft Excel
* Microsoft Outlook
* Microsoft PowerPoint
* Microsoft Outlook

##### Top Employers Advertising:

* State of Massachusetts
* United States Secret Service
* United States Department of Homeland Security
* University of Massachusetts
* Commonwealth of Massachusetts
* Bunker Hill Community College
* CGI
* Clark University
* Saint Vincent Hospital
* Northeastern University
* Suffolk University
* Beth Israel Lahey Health

##### Top Job Titles:

* Police Officers
* Campus Police Officers
* Patrol Officers
* University Police Officers
* Federal Police Officers
* Security Specialists
* Police Services Officers
* Border Patrol Agents
* Passport Support Associates
* Security Patrol Officers
* Special Police Officers
* Lateral Police Officers
* Public Safety Officers
* Police Academy Instructors
* Deputy Division Chiefs
* Law Enforcement Officers
* Police Cadets
* Reserve Police Officers
* Lead Police Officers
* Uniformed Security Officers

##### Top Qualifications:

* Valid Driver's License
* Cardiopulmonary Resuscitation (CPR) Certification
* Certified First Responder (CFR)
* First Aid Certification
* Automated External Defibrillator (AED) Certification
* Peace Officer Certification
* Peace Officer Standards and Training (POST) Certificate

### O\*Net Occupation Profile- Firefighters

The United States Department of Labor, Employment and Training Administration created and regularly updates more than 800 occupational profiles with characteristics like skills, educational requirements, and daily tasks, based on the inputs of industry experts and people who are employed in the occupations.

#### Description

Plan, direct, or coordinate entertainment and recreational activities and operations of a recreational facility, including cruise ships and parks.

#### Top Tasks

* Rescue survivors from burning buildings, accident sites, and water hazards.
* Dress with equipment such as fire-resistant clothing and breathing apparatus.
* Assess fires and situations and report conditions to superiors to receive instructions, using two-way radios.
* Move toward the source of a fire, using knowledge of types of fires, construction design, building materials, and physical layout of properties.
* Respond to fire alarms and other calls for assistance, such as automobile and industrial accidents.
* Create openings in buildings for ventilation or entrance, using axes, chisels, crowbars, electric saws, or core cutters.
* Drive and operate fire fighting vehicles and equipment.
* Inspect fire sites after flames have been extinguished to ensure that there is no further danger.
* Position and climb ladders to gain access to upper levels of buildings, or to rescue individuals from burning structures.
* Select and attach hose nozzles, depending on fire type, and direct streams of water or chemicals onto fires.
* Operate pumps connected to high-pressure hoses.
* Maintain contact with fire dispatchers at all times to notify them of the need for additional firefighters and supplies, or to detail any difficulties encountered.
* Collaborate with other firefighters as a member of a firefighting crew.
* Patrol burned areas after fires to locate and eliminate hot spots that may restart fires.
* Collaborate with police to respond to accidents, disasters, and arson investigation calls.
* Participate in fire drills and demonstrations of firefighting techniques.
* Prepare written reports that detail specifics of fire incidents.
* Maintain knowledge of current firefighting practices by participating in drills and by attending seminars, conventions, and conferences.
* Participate in physical training activities to maintain a high level of physical fitness.
* Protect property from water and smoke, using waterproof salvage covers, smoke ejectors, and deodorants.
* Inform and educate the public on fire prevention.
* Salvage property by removing broken glass, pumping out water, and ventilating buildings to remove smoke.
* Orient self in relation to fire, using compass and map, and collect supplies and equipment dropped by parachute.
* Clean and maintain fire stations and firefighting equipment and apparatus.
* Inspect buildings for fire hazards and compliance with fire prevention ordinances, testing and checking smoke alarms and fire suppression equipment as necessary.
* Take action to contain any hazardous chemicals that could catch fire, leak, or spill.
* Extinguish flames and embers to suppress fires, using shovels or engine- or hand-driven water or chemical pumps.

#### Top Detailed Work Activities

* Rescue people from hazardous situations.
* Select tools, equipment, or technologies for use in operations or projects.
* Locate fires or fire danger areas.
* Assess characteristics of fires.
* Relay information about incidents or emergencies to personnel using phones or two-way radios.
* Respond to emergencies to provide assistance.
* Operate firefighting equipment.
* Examine debris to obtain information about causes of fires.
* Prepare hoses or water supplies to fight fires.
* Communicate with other workers to coordinate activities.
* Request emergency personnel.
* Collaborate with law enforcement or security agencies to respond to incidents.
* Patrol natural areas to ensure safety or enforce regulations.
* Attend training to learn new skills or update knowledge.
* Demonstrate activity techniques or equipment use.
* Maintain professional knowledge or certifications.
* Prepare investigation or incident reports.
* Protect property from fire or water damage.
* Educate the public about fire safety or prevention.
* Participate in physical training to maintain fitness.
* Maintain firefighting tools or equipment.
* Inspect equipment to ensure safety or proper functioning.
* Inspect facilities to ensure compliance with fire regulations.
* Implement advanced life support techniques.
* Provide first aid or rescue assistance in emergencies.
* Train personnel on proper operational procedures.
* Treat medical emergencies.

#### National Associations

* International Association of Black Professional Firefighters
* International Association of Fire Fighters
* International Association of Wildland Fire
* International Association of Women in Fire and Emergency Services
* National Fire Protection Association

#### Accreditation, Certification, & Unions

* National Registry of Emergency Medical Technicians

#### Job Postings – Firefighters

P2C uses a third-party system that aggregates data from job postings to provide perspective on the skills and qualifications employers are prioritizing in their advertisements for these occupations.

* After controlling for multiple postings that likely referenced the same single opening, over the last year, we identified 122 unique job postings for Entertainment and Recreation Managers.
* We identified 65 unique employers who posted openings online.

##### Top Common Skills

* Operations
* Lifting Ability
* Physical Stamina
* Mechanical Aptitude
* Customer Service

##### Top Specialized Skills

* Firefighting
* Emergency Medical Services
* Fire Prevention
* Boilers
* Wildfire Suppression
* Site Inspection
* Topographic Maps

##### Top Software Skills

* Operating Systems
* Geographic Information Systems
* Epic EMR
* Microsoft Office

##### Top Employers Advertising:

* State of Massachusetts
* DCR
* Fitchburg State University
* Town Of Acton
* Bridgewater State University
* Commonwealth of Massachusetts
* National Park Service
* Southcoast Health
* Framingham State University
* Cooley Dickinson Hospital
* Wheaton College
* Town Of Lancaster
* Town Of Lexington
* Town Of Uxbridge
* Town Of Avon
* Town Of Oxford
* Department Of Conservation and Recreation
* Town Of Foxborough
* Health And Human Services
* Town Of Longmeadow

##### Top Job Titles:

* Firefighters
* Firefighters/Paramedics
* Firemen
* Wildland Firefighters
* Watch Engineers
* Master Firefighters
* Fire Lieutenants
* Fire Apparatus Operators
* Powerhouse Operators
* Emergency Medical Technicians - Basic
* PM Technicians
* First Mates
* Directors of Emergency Services

##### Top Qualifications:

* Valid Driver's License
* Emergency Medical Technician (EMT)
* Firefighter I Certification
* Firefighter II Certification
* Paramedic (EMT-P)
* Emergency Medical Technician - Basic (EMT-B)
* Advanced Life Support
* Board Certified/Board Eligible
* Nationally Registered Emergency Medical Technician (NREMT)
* Hazardous Materials Certification - Operations Level
* Cardiopulmonary Resuscitation (CPR) Certification
* Hoisting License
* Hazardous Materials Certification - Awareness Level
* Nationally Registered Paramedic (NRP)
* Advanced Cardiovascular Life Support (ACLS) Certification
* Automated External Defibrillator (AED) Certification
* Emergency Medical Technician - Intermediate (EMT-I)
* First Aid Certification
* Advanced Emergency Medical Technician (AEMT)
* Basic Life Support (BLS) Certification
* Certified First Responder (CFR)
* Pediatric Advanced Life Support (PALS)

### O\*Net Occupation Profile- Public Safety Telecommunicators

The United States Department of Labor, Employment and Training Administration created and regularly updates more than 800 occupational profiles with characteristics like skills, educational requirements, and daily tasks, based on the inputs of industry experts and people who are employed in the occupations.

#### Description

Operate telephone, radio, or other communication systems to receive and communicate requests for emergency assistance at 9-1-1 public safety answering points and emergency operations centers. Take information from the public and other sources regarding crimes, threats, disturbances, acts of terrorism, fires, medical emergencies, and other public safety matters. May coordinate and provide information to law enforcement and emergency response personnel. May access sensitive databases and other information sources as needed. May provide additional instructions to callers based on knowledge of and certification in law enforcement, fire, or emergency medical procedures.

#### Top Tasks

* Provide emergency medical instructions to callers.
* Question callers to determine their locations and the nature of their problems to determine type of response needed.
* Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
* Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information, and after-hours calls for departments within a city.
* Relay information and messages to and from emergency sites to law enforcement agencies, and to all other individuals or groups requiring notification.
* Record details of calls, dispatches, and messages.
* Monitor various radio frequencies, such as those used by public works departments, school security, and civil defense, to stay apprised of developing situations.
* Read and effectively interpret small-scale maps and information from a computer screen to determine locations and provide directions.
* Maintain access to, and security of, highly sensitive materials.
* Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
* Scan status charts and computer screens and contact emergency response field units to determine emergency units available for dispatch.
* Answer routine inquiries and refer calls not requiring dispatches to appropriate departments and agencies.
* Learn material and pass required tests for certification.
* Observe alarm registers and scan maps to determine whether a specific emergency is in the dispatch service area.
* Maintain files of information relating to emergency calls, such as personnel rosters and emergency call-out and pager files.
* Test and adjust communication and alarm systems, and report malfunctions to maintenance units.

#### Top Detailed Work Activities

* Provide basic health care services.
* Discuss goods or services information with customers or patrons.
* Coordinate operational activities.
* Answer telephones to direct calls or provide information.
* Maintain call records.
* Relay information between personnel.
* Operate communications equipment or systems.
* Interpret blueprints, specifications, or diagrams to inform installation, development or operation activities.
* Maintain security.
* Operate vehicles or material-moving equipment.
* Enter information into databases or software programs.
* Search files, databases or reference materials to obtain needed information.
* Confer with coworkers to coordinate work activities.
* Refer customers to appropriate personnel.
* Maintain current knowledge related to work activities.
* Monitor alarm systems.
* Adjust office equipment to ensure proper operation.
* Monitor equipment operation to ensure proper functioning.
* Report maintenance or equipment problems to appropriate personnel.

#### National Associations

* APCO International
* Fraternal Order of Police
* International Association of Fire Fighters
* NENA The 9-1-1 Association

#### Accreditation, Certification, & Unions

* American Federation of State, County and Municipal Employees, AFL-CIO
* International Academies of Emergency Dispatch
* International Municipal Signal Association

#### Job Postings – Public Safety Telecommunicators

P2C uses a third-party system that aggregates data from job postings to provide perspective on the skills and qualifications employers are prioritizing in their advertisements for these occupations.

* After controlling for multiple postings that likely referenced the same single opening, over the last year, we identified 246 unique job postings for First-Line Supervisors of Food Preparation and Serving Workers
* We identified 101 employers who posted openings online.

##### Top Common Skills

* Communication
* Multitasking
* Customer Service
* Operations
* English Language

##### Top Specialized Skills

* Emergency Medical Services
* Law Enforcement
* Computer-Aided Dispatch
* Emergency Medical Dispatch
* Telecommunications
* Communication Systems
* Psychology

##### Top Software Skills

* Microsoft Office
* Microsoft Word
* Microsoft Windows
* Epic EMR
* Virtual Camera Systems

##### Top Employers Advertising:

* Clean Harbors
* State of Massachusetts
* Department Of State Police
* Lawrence General Hospital
* Curry College
* City Of Chelsea
* Northeastern University
* Tufts University
* Travelcom
* Cataldo Ambulance Service
* South Shore Health
* UMass Memorial Health
* Action Ambulance Service
* Town Of Wilbraham
* Town Of Brookline
* University of Massachusetts
* Mass General Brigham
* City of Cambridge
* Town Of Wayland
* Town Of Avon

##### Top Job Titles:

* Public Safety Dispatchers
* Emergency Dispatchers
* Emergency Communications Dispatchers
* Police Dispatchers
* Emergency Medical Dispatchers
* 911 Dispatchers
* Police/Fire Dispatchers
* Public Safety Telecommunicators
* Emergency Services Dispatchers
* Transportation Dispatchers
* Dispatchers
* Communications Dispatchers
* Dispatch Officers
* 911 Telecommunicators
* Security Officers/Dispatchers
* Fire Dispatchers
* Operations Dispatchers
* Security Dispatch Officers

##### Top Qualifications:

* Valid Driver's License
* Cardiopulmonary Resuscitation (CPR) Certification
* Emergency Medical Technician (EMT)
* Basic Life Support (BLS) Certification
* First Aid Certification
* Certified First Responder (CFR)
* Emergency Medical Dispatcher (EMD) Certification
* Advanced Life Support
* APCO Public Safety Telecommunicator Certification
* Automated External Defibrillator (AED) Certification
* Operator Certification
* Paramedic (EMT-P)
* Emergency Medical Services (EMS) Certification

### O\*Net Occupation Profile-Emergency Medical Technicians

The United States Department of Labor, Employment and Training Administration created and regularly updates more than 800 occupational profiles with characteristics like skills, educational requirements, and daily tasks, based on the inputs of industry experts and people who are employed in the occupations.

#### Description

Assess injuries and illnesses and administer basic emergency medical care. May transport injured or sick persons to medical facilities.

#### Top Tasks

* Administer first aid treatment or life support care to sick or injured persons in prehospital settings.
* Assess nature and extent of illness or injury to establish and prioritize medical procedures.
* Attend training classes to maintain certification licensure, keep abreast of new developments in the field, or maintain existing knowledge.
* Comfort and reassure patients.
* Communicate with dispatchers or treatment center personnel to provide information about situation, to arrange reception of survivors, or to receive instructions for further treatment.
* Coordinate work with other emergency medical team members or police or fire department personnel.
* Decontaminate ambulance interior following treatment of patient with infectious disease, and report case to proper authorities.
* Drive mobile intensive care unit to specified location, following instructions from emergency medical dispatcher.
* Immobilize patient for placement on stretcher and ambulance transport, using backboard or another spinal immobilization device.
* Maintain vehicles and medical and communication equipment and replenish first aid equipment and supplies.
* Observe, record, and report to physician the patient's condition or injury, the treatment provided, and reactions to drugs or treatment.
* Perform emergency diagnostic and treatment procedures, such as stomach suction, airway management, or heart monitoring, during ambulance ride.

#### Top Detailed Work Activities

* Inform medical professionals regarding patient conditions and care.
* Treat medical emergencies.
* Analyze patient data to determine patient needs or treatment goals.
* Collaborate with healthcare professionals to plan or provide treatment.
* Drive vehicles to transport individuals or equipment.
* Interact with patients to build rapport or provide emotional support.
* Maintain inventory of medical supplies or equipment.
* Maintain medical equipment or instruments.
* Maintain medical or professional knowledge.
* Monitor patient progress or responses to treatments.
* Position patients for treatment or examination.
* Record patient medical histories.
* Sterilize medical equipment or instruments.

#### National Associations

* American Academy of Emergency Medicine
* American Ambulance Association
* American Heart Association
* American Red Cross
* American Trauma Society

#### Regional Associations

* New England Association of Fire Chiefs
* Southeastern Association of Fire Chiefs
* Southwestern Association of Technical Accident Investigators

#### Accreditation, Certification, & Unions

* Commission on Accreditation of Allied Health Education Programs
* National Association for Search and Rescue
* National Registry of Emergency Medical Technicians
* Wilderness Medical Society

#### Job Postings – Emergency Medical Technicians

P2C uses a third-party system that aggregates data from job postings to provide perspective on the skills and qualifications employers are prioritizing in their advertisements for these occupations.

* After controlling for multiple postings that likely referenced the same single opening, over the last year, we identified 332 unique job postings for Project Management Specialists.
* We identified 79 unique employers who posted openings online.

##### Top Common Skills

* Communication
* Lifting Ability
* Management
* Professionalism
* Good Driving Record

##### Top Specialized Skills

* CPR
* Emergency Medical Services
* Ambulances
* Vital Signs
* Electrocardiography
* Triage
* Wound Care
* Medical History Documentation

##### Top Software Skills

* Microsoft Office
* Microsoft Excel
* Microsoft Outlook
* Epic EMR
* Microsoft PowerPoint

##### Top Employers Advertising:

* Convenientmd
* AMR
* DispatchHealth
* Lincare
* Global Medical Response
* Mass General Brigham
* Alert Ambulance Service
* Amazon
* Spaulding Rehabilitation Hospital
* Beth Israel Lahey Health
* South Shore Health
* Aston Carter
* Shc
* UMass Memorial Health
* Massachusetts General Hospital

##### Top Job Titles:

* Emergency Medical Technicians - Basic
* Emergency Medical Technicians
* Medical Equipment Delivery Drivers
* Emergency Medical Technician Paramedics
* On-Site Medical Representatives
* Paramedics
* Medical Technicians
* Combat Medics
* Emergency Medical Responders

##### Top Qualifications:

* Emergency Medical Technician (EMT)
* Basic Life Support (BLS) Certification
* Valid Driver's License
* Emergency Medical Technician - Basic (EMT-B)
* Cardiopulmonary Resuscitation (CPR) Certification
* American Red Cross (ARC) Certification
* Certified Patient Care Technician (CPCT)
* Nationally Registered Emergency Medical Technician (NREMT)
* Paramedic (EMT-P)
* Automated External Defibrillator (AED) Certification
* First Aid Certification
* Advanced Life Support

### O\*Net Occupation Profile-Paramedics

The United States Department of Labor, Employment and Training Administration created and regularly updates more than 800 occupational profiles with characteristics like skills, educational requirements, and daily tasks, based on the inputs of industry experts and people who are employed in the occupations.

#### Description

Administer basic or advanced emergency medical care and assess injuries and illnesses. May administer medication intravenously, use equipment such as EKGs, or administer advanced life support to sick or injured individuals.

#### Top Tasks

* Administer drugs, orally or by injection, or perform intravenous procedures.
* Administer first aid treatment or life support care to sick or injured persons in prehospital settings.
* Assess nature and extent of illness or injury to establish and prioritize medical procedures.
* Attend training classes to maintain certification licensure, keep abreast of new developments in the field, or maintain existing knowledge.
* Comfort and reassure patients.
* Coordinate with treatment center personnel to obtain patients' vital statistics and medical history, to determine the circumstances of the emergency, and to administer emergency treatment.
* Coordinate work with other emergency medical team members or police or fire department personnel.
* Instruct emergency medical response team about emergency interventions to ensure correct application of procedures.
* Observe, record, and report to physician the patient's condition or injury, the treatment provided, and reactions to drugs or treatment.
* Operate equipment, such as electrocardiograms (EKGs), external defibrillators, or bag valve mask resuscitators, in advanced life support environments.
* Perform emergency cardiac care, such as cardioversion and manual defibrillation.
* Perform emergency invasive intervention before delivering patient to an acute care facility.
* Perform emergency pharmacological interventions.

#### Top Detailed Work Activities

* Treat medical emergencies.
* Administer intravenous medications.
* Administer non-intravenous medications.
* Collaborate with healthcare professionals to plan or provide treatment.
* Implement advanced life support techniques.
* Analyze patient data to determine patient needs or treatment goals.
* Inform medical professionals regarding patient conditions and care.
* Interact with patients to build rapport or provide emotional support.
* Maintain medical or professional knowledge.
* Monitor patient progress or responses to treatments.
* Operate diagnostic or therapeutic medical instruments or equipment.
* Record patient medical histories.
* Teach medical procedures to healthcare personnel.
* Train medical providers.

#### National Associations

* American Academy of Emergency Medicine
* American Ambulance Association
* American Heart Association
* American Red Cross
* Association of Air Medical Services

#### Regional Associations

* New England Association of Fire Chiefs

#### Accreditation, Certification, & Unions

* Commission on Accreditation of Allied Health Education Programs
* National Association for Search and Rescue
* National Registry of Emergency Medical Technicians

#### Job Postings – Paramedics

P2C uses a third-party system that aggregates data from job postings to provide perspective on the skills and qualifications employers are prioritizing in their advertisements for these occupations.

* After controlling for multiple postings that likely referenced the same single opening, over the last year, we identified 235 unique job postings for Chefs and Head Cooks
* We identified 52 unique employers who posted openings online.

##### Top Common Skills

* Management
* Professionalism
* Good Driving Record
* Communication
* Leadership
* Critical Thinking

##### Top Specialized Skills

* Electrocardiography
* Emergency Medical Services
* Emergency Departments
* Defibrillation
* Vital Signs
* Intravenous Hydration
* Phlebotomy

##### Top Software Skills

* Microsoft Office
* Communications Protocols
* Epic EMR
* Spreadsheets

##### Top Employers Advertising:

* Mass General Brigham
* AMR
* Global Medical Response
* South Shore Health
* Convenientmd
* Baystate Health
* Spaulding Rehabilitation Hospital
* Tufts Medicine
* South Shore Hospital
* UMass Memorial Health
* Brigham and Womens Hospital
* Lawrence General Hospital
* Signature Healthcare
* Boston Medical Center
* New England Donor Services

##### Top Job Titles:

* Paramedics
* Emergency Department Paramedics
* Field Paramedics
* Nurse Healthcare Managers
* Responders
* Emergency Room Paramedics
* Integrated Health Specialists
* Emergency Response Managers
* Medics
* Lead Paramedics
* Medical Schedulers
* Criminal Justice Directors
* Flight Paramedics
* First Responders

##### Top Qualifications:

* Advanced Cardiovascular Life Support (ACLS) Certification
* Paramedic (EMT-P)
* Basic Life Support (BLS) Certification
* Valid Driver's License
* Pediatric Advanced Life Support (PALS)
* Advanced Life Support
* Emergency Medical Technician (EMT)
* Registered Nurse (RN)
* Nationally Registered Emergency Medical Technician (NREMT)
* Cardiopulmonary Resuscitation (CPR) Certification
* Basic Trauma Life Support (BTLS)
* Emergency Medical Technician - Intermediate (EMT-I)
* American Red Cross (ARC) Certification
* Neonatal Resuscitation Program Certification (NRP)
* Certified First Responder (CFR)
* Certified Nursing Assistant (CNA)
* Nationally Registered Paramedic (NRP)