

***Start your career right here  
in Northeastern PA in  
one of the fastest-growing  
industries in the State!***

The Governor has identified several Industry Clusters within the State that are considered high-growth, and Logistics and Transportation is one of them. What this means to you is that there are specific occupations that have been deemed "In Demand," and well-respected, rapidly growing companies are committed to hiring and training qualified, talented people with your exceptional skills. There are over 80 companies in Northeast PA involved with Logistics & Transportation operations. The vast majority of these firms offer fantastic benefits, such as company-paid health, dental and optical insurance, short- and long-term disability insurance, life insurance and retirement plans.

So start your search now.

Visit [www.nepapeopleonthemove.org](http://www.nepapeopleonthemove.org) for more information about this and other careers in the NEPA Logistics and Transportation Industry. You'll find contacts and listings for local companies, local education and training providers, job openings, industry news and upcoming events.

We are People on the Move in Northeast PA - Working to provide you with a rewarding career in the Logistics & Transportation Industry!



People on the move



Career Pathways

Northeast PA Logistics & Transportation Industry Partnership

A joint effort of the Luzerne, Schuylkill, Lackawanna, Pocono and Northern Tier Workforce Investment Boards

32 East Union Street, Wilkes-Barre, PA 18701-2793

For more information on these various career opportunities available with in the Logistics & Transportation Industry visit our website at

**[nepapeopleonthemove.org](http://nepapeopleonthemove.org)**

or please contact:

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Northeast PA  
Logistics & Transportation  
Industry Partnership

## General and Operations Manager



Look inside to see how you can find a rewarding career as a General and Operations Manager in the Logistics & Transportation Industry!

## *What Does a General and Operations Manager Do?*

Managing an entire Logistics and Transportation company is a huge job. That's why it takes someone with a good amount of industry knowledge to succeed as an Operations Manager. Operations Managers generally have several years of experience on the job, working in various occupations within the industry in order to gain as much knowledge as possible about the supply chain - from product manufacture/ origin, to transportation, to receiving and storage, to shipping.

Operations Managers direct the activities of the departments involved with the transportation, distribution, and logistics of goods. They manage staff, review financial information to make decisions, measure productivity, and establish departmental goals and policies. Operations Managers also determine staffing requirements and oversee hiring and training practices; therefore, they must possess a knowledge of human resource management. Because of their accountability for an entire operation, they must also be sure the corporate safety procedures and policies are current and enforced.

Often, customers feel most comfortable placing new contracts with senior

personnel at a company. Therefore, Operations Managers need to have very good customer relations skills, including negotiation, sales, and marketing skills. They should also be well-versed in the company's quality programs, inventory management systems, and use of technology.

## *Is an Operations Manager the right job for me?*

Still not sure if this career is for you? Then ask yourself these questions:

- Are you good at managing people? Time? Resources?
- Do you have good judgement and can you make decisions based on logic and reasoning?
- Are you a good team builder? Can you persuade and develop others?
- Do you listen attentively to others? Do you communicate effectively with others?
- Are you an active learner, always managing to stay on the leading edge of advancements in the industry?
- Can you create and analyze a cost-benefit analysis? Are you a good financial manager?

If you answered "yes" to the majority of these questions, and have a high-school diploma, then starting your career in the Logistics and Transportation Industry as an Experienced Operations Manager might be right move for you! Plus, if you have work experience from another industry your skills may very well be transferable. Operations Managers usually have several years of industry experience, along with an Associate's or Bachelor's Degree in a transportation or logistics related field. And because this occupation is considered to be "In Demand," there's no telling how quickly you can advance in your career!

For more information visit our website at [nepapeopleonthemove.org](http://nepapeopleonthemove.org)

