

# Mapping Your Future

## Travel & Transportation



### What is Travel and Transportation?

Travel and Transportation are about moving people and things across water, ground and air. On the ground, there are trains, buses, limousines, vans and taxis. Air transportation includes commercial, charter, and cargo planes. Water transportation includes leisure, commuter, and cargo boats and ships. New York City is one of the nation's largest transportation and travel hubs, so it offers many opportunities to work in this industry.

People are scheduled to work at all hours of the day. Most jobs require you to work a day or night shift – and sometimes even holidays and weekends. Many require a “clean” driver's license, even if the job doesn't involve driving. Employers look for good problem solving and communication skills. For example, while you're on the job, you might have to find the fastest way around traffic or help a disgruntled customer who missed a flight.

Some jobs are customer service focused and others are technical. Customer service jobs include flight attendants and reservation agents. People in these jobs enjoy meeting people and working in a fast-paced setting. They also have patience and like to help people. People in technical jobs like to build and fix things and solve problems with their hands. Technical jobs include mechanics and engineers.

Safety and security is one of the highest priorities in the transportation industry and in the nation. Many jobs, especially in airports, require background checks and drug testing. Some jobs require you to be licensed to operate a vehicle. Licensed jobs include airplane pilots and ship's captains.

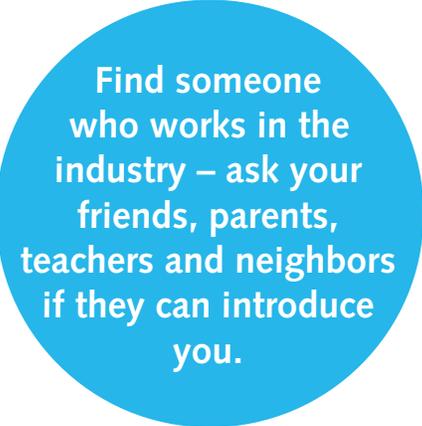
While most jobs in the industry involve working for a company, there are ways to be self-employed too. For example, you can own or operate trucks or airport shuttle vans. Many jobs in the industry are unionized.

# Put Yourself on the Map: How to Use This Brochure

Like any map, this Career Map helps you find your way to new places – in this case, a bunch of careers within one specific industry. (An industry is a loosely defined area of businesses engaged in similar work.) As you read, ask yourself: what different kinds of jobs are there? How does one job lead to the next? Which ones will I like? How much money can I earn, and how long will it take me to get there? What kind of training do I need?

One of the best ways to find a satisfying career is to get clear about your personal interests and strengths. What do you most enjoy doing? What do your friends, teachers, parents say you do best? Do you prefer to work with people, ideas or things? Do you want to be in charge, or work alongside your peers? Which of these jobs will let you be your best?

Once you've found a path that sounds like a good fit, it's time to test it out. Find someone who works in the industry – ask your friends, parents, teachers and neighbors if they can introduce you. Ask if they are willing to talk with you for a few minutes. This is called an "informational interview." You're not asking them to find you a job; you're only asking to listen and learn about their experience. If you ask in a professional manner, many people are happy to speak with you. (If you're nervous about this, ask a teacher, guidance counselor or parent to help.)



**Find someone  
who works in the  
industry – ask your  
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you.**

Before you meet with this person, reread the brochure and write down any questions you have, for example:

- What do you spend your day doing in this job?
- How did you get started in this field?
- How much reading, writing or math do you do in your job?
- How do people dress at the work place?
- Do you have a routine set of tasks you do every day or do you do something different every day?
- Do you work the same schedule every week, or does it change?
- What courses would I take in high school or college to prepare for this job?
- What is my next step after high school if I am interested in this field?
- Where can I find people who can help me learn more about this field?

Make sure to send a thank you note, and in no time you'll be on your way. For more information about this industry and many others, you can visit [www.careerzone.ny.gov](http://www.careerzone.ny.gov)

## INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

### High School and Little/No Experience

#### AIR

##### Ramp Agent/Baggage Handler/ Ground Crew

**DUTIES:**  
Lift, load, unload and transport baggage, mail and cargo to and from aircraft. Operate ground support equipment.

**PAY RANGE:**  
\$18,500 to \$33,000 per year or  
\$9 to \$16 per hour

##### Cabin Service/Interior Aircraft Cleaners

**DUTIES:**  
Clean interior of aircraft; load and unload provisioning items for each flight.

**PAY RANGE:**  
\$17,000 to \$34,000 per year or  
\$8 to \$16 per hour

#### GROUND, RAIL, and WATERWAYS

##### Driver

**DUTIES:**  
Drive vehicles to transport passengers. May occasionally carry cargo. Heavy customer contact. Driver's license with clean record required.

**PAY RANGE:**  
\$17,000 to \$35,500 per year or  
\$8 to \$17 per hour (Tips may be  
earned over and above pay.)

#### GROUND, RAIL, and WATERWAYS

##### Utility Person

**DUTIES:**  
Clean vehicles, machinery, and other equipment. Refuel vehicles.

**PAY RANGE:**  
\$17,000 to \$34,000 per year or  
\$8 to \$16 per hour

##### Deckhand

**DUTIES:**  
Look for obstructions in path of vessel, measure water depth, use emergency equipment, and perform maintenance tasks.

**PAY RANGE:**  
\$17,000 to \$35,500 per year or  
\$8 to \$17 per hour

##### Transit Property Protection Agent

**DUTIES:**  
Perform surveillance at bus depots, subway stations, train yards and adjacent grounds to provide protection against terrorist acts, trespass, and damage and loss. Requires driver's license with clean record, and—within one year of employment—a guard license.

**PAY RANGE:**  
\$37,000 to \$49,000 per year

### Did you know?

- Almost every position requires a driver's license with a clean record, even jobs that don't involve driving.
- Some jobs require recognized licenses.
- Many jobs, especially those connected with the airports, require background checks and pre-employment drug testing.
- Most jobs in this industry require working day and night shifts and sometimes holidays and weekends.
- Self-employment opportunities include owning or operating trucks or airport shuttle vans.
- Some jobs are covered by union agreements, especially jobs in public transportation and commercial air travel.

### MAP KEY

 Expected to grow faster than average in the next 6 years.

 Licensing or certification required.

**Pay Range** Typical pay range from entry level to experienced. Jobs that are primarily part-time are expressed as hourly pay; jobs that are primarily full-time are shown with annual pay. Those that could be either are shown both ways.

**Education** *Minimum* education and experience requirements. This may vary from employer to employer.

**This flyer highlights some jobs, but not all jobs in this sector.**

## INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

### Postsecondary or Specialized Training

#### AIR

#### FAA-licensed Aircraft Mechanic



**DUTIES:**  
Perform scheduled maintenance, make repairs and complete inspections of aircraft. Requires Federal Aviation Administration (FAA) licensing as an Airframe and/or Power Plant (A&P) Mechanic.

**PAY RANGE:**  
\$48,000 to \$75,000 per year

#### GROUND, RAIL, and WATERWAYS

#### Train Operator



**DUTIES:**  
Operate trains; may make announcements; and convey trains into barns and shops for inspection and repair. Metropolitan Transit Authority (MTA)/NYC Transit Authority (NYCT) may have special eligibility requirements. There may also be a civil service exam and experience requirement.

**PAY RANGE:**  
\$55,000 to \$70,000 per year

#### Bus or Truck (Diesel) Mechanic



**DUTIES:**  
Service, maintain and repair mechanical parts in transportation vehicles and equipment. Maintain and repair specific types of engines, including diesel and hybrid.

**PAY RANGE:**  
\$48,000 to \$87,000 per year

#### GROUND, RAIL, and WATERWAYS

#### Electrical Maintainer



**DUTIES:**  
Install, maintain, test, calibrate, and repair electrical equipment. Work on HVAC systems, storage batteries, charging systems, motors, control systems, lighting systems, timers, transformers, building systems and wire infrastructures; operate a motor vehicle.

**PAY RANGE:**  
\$56,000 to \$71,000 per year or  
\$27 to \$34 per hour

#### Ship's Mate



**DUTIES:**  
Supervise or coordinate activities of crew aboard ships, boats, barges, or dredges.

**PAY RANGE:**  
\$48,000 to \$87,000 per year

### College and/or Extensive Experience

#### AIR

#### Manager of Aircraft Maintenance



**DUTIES:**  
Supervise and coordinate all aircraft maintenance functions, ensuring these activities are performed in accordance with scheduled requirements and in compliance with all established company, regulatory and manufacturers' procedures.

**PAY RANGE:**  
\$42,000 to \$62,000 per year

#### Air Traffic Controller



**DUTIES:**  
Control air traffic within vicinity of airport and between altitude sectors and control centers, according to established procedures and policies. Authorize, regulate, and control commercial airline flights according to government or company regulations to expedite and ensure flight safety.

**PAY RANGE:**  
\$67,000 to \$154,000 per year

### College and/or Extensive Experience *continued*

#### AIR

#### Airline Pilot



**DUTIES:**  
Pilot and navigate aircraft for the transport of passengers and cargo. Requires Federal Air Transport Pilot certificate and rating for specific aircraft type used. Includes regional, national, and international airline pilots and flight instructors of airline pilots.

**PAY RANGE:** \$78,000 to \$177,000 per year

#### GROUND, RAIL, and WATERWAYS

#### Water Vessel Pilot/Captain



**DUTIES:**  
Command or supervise operations of ships and water vessels, such as tugboats and ferryboats. Required to hold license issued by U.S. Coast Guard.

**PAY RANGE:** \$48,000 to \$87,000 per year

#### Yardmaster, or Fleet or Dock Manager

**DUTIES:**  
Directly supervise and coordinate the activities of mechanics, operators and drivers.

**PAY RANGE:** \$41,000 to \$76,000 per year

#### Transportation Engineer



**DUTIES:**  
Develop plans for surface transportation projects, according to established standards and policies. Apply technology and scientific principles to the planning, functional design, operation and management of facilities for any mode of transportation.

**PAY RANGE:** \$59,000 to \$97,000 per year

## INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

High School and Little/No Experience	Postsecondary or High School plus Moderate Experience	
<p><b>AIR</b></p> <p><b>Security Agent or TSA Security Officer</b></p> <p>DUTIES: Assist in conducting screening of passengers, baggage and cargo at airport. Monitor flow of passengers through security checkpoint.</p> <p>PAY RANGE: First, hourly at \$16 to \$22 per hour, then may be full-time at \$33,000 to \$50,000 per year</p>	<p><b>AIR</b></p> <p><b>Travel Agent</b></p> <p>DUTIES: Plan and sell transportation, accommodations, and tour packages. Determine destination, transportation options, travel dates, costs, and accommodations required. May assist in resolving clients' travel problems.</p> <p>PAY RANGE: \$23,000 to \$42,000 per year</p>	<p><b>GROUND, RAIL, and WATERWAYS</b></p> <p><b>Customer Service Manager</b></p> <p>DUTIES: Directly supervise and coordinate the activities of customer service workers. Resolve customer complaints and answer customers' questions regarding policies and procedures on a timely and efficient basis. Provide employees with guidance in resolving disputes.</p> <p>PAY RANGE: \$38,000 to \$69,000 per year</p>
<p><b>Reservation/Ticket Agent</b></p> <p>DUTIES: Make and confirm travel reservations and sell tickets to passengers.</p> <p>PAY RANGE: \$24,000 to \$40,000 per year or \$12 to \$19 per hour</p>	<p><b>Cargo/Freight Agent</b></p> <p>DUTIES: Receive air freight shipments, supervise loading and unloading, and keep written records. Handle contacts with air freight forwarders and customers.</p> <p>PAY RANGE: \$28,000 to \$50,000 per year</p>	<p><b>College Plus Experience</b></p>
<p><b>Passenger/Customer Service Representative</b></p> <p>DUTIES: Provide assistance to passengers at the airport. May work at check-in, aircraft boarding and deplaning, baggage service, providing connecting flight information and direction assistance, and handling passenger incidents.</p> <p>PAY RANGE: \$19,000 to \$30,000 per year or \$9 to \$14 per hour</p>	<p><b>Flight Attendant</b></p> <p>DUTIES: Provide personal services to ensure the safety, security, and comfort of airline passengers during flight. Greet passengers, verify tickets, explain use of safety equipment, and serve food or beverages.</p> <p>PAY RANGE: \$32,000 to \$50,000 per year</p>	<p><b>AIR</b></p> <p><b>Airport Federal Security Director</b></p> <p>DUTIES: Provide day-to-day operational direction for federal security at airports; responsible for the leadership and coordination of TSA security activities.</p> <p>PAY RANGE: \$90,000 to \$156,000 per year</p>
<p><b>GROUND, RAIL, and WATERWAYS</b></p> <p><b>Ticket Agent/Reservationist</b></p> <p>DUTIES: For bus, van and limousine companies, answer phones, make reservations, sell tickets in a fast-paced environment.</p> <p>PAY RANGE: \$24,000 to \$40,000 per year or \$12 to \$19 per hour</p>	<p><b>Transportation Security Manager</b> </p> <p>DUTIES: Manages airport screening checkpoints, bomb appraisal programs, and/or other programs of the Transportation Security Administration (TSA).</p> <p>PAY RANGE: \$48,000 to \$90,000 per year</p>	<p><b>Airport Operations Manager</b></p> <p>DUTIES: Coordinate and supervise daily airport operations including energy management, contract negotiation, tenant customer relations, ground transportation, signage, and maintenance. Act as liaison to Federal Aviation Administration (FAA) and TSA to ensure compliance with regulations and mandates.</p> <p>PAY RANGE: \$135,000 and higher per year</p>
<p><b>Billing Clerk</b> ⚡</p> <p>DUTIES: Compile data, compute fees and charges, and prepare invoices for billing purposes. May involve use of computer, calculator, and bookkeeping software.</p> <p>PAY RANGE: 26,000 to \$42,000 or \$13 to \$20 per hour</p>	<p><b>GROUND, RAIL, and WATERWAYS</b></p> <p><b>Dispatcher</b></p> <p>DUTIES: Schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers. May include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress.</p> <p>PAY RANGE: \$23,000 to \$50,000 per year</p>	<p><b>GROUND, RAIL, and WATERWAYS</b></p> <p><b>Transportation Planner</b></p> <p>DUTIES: Prepare studies for proposed transportation projects. Gather, compile, and analyze data. Study the use and operation of transportation systems. Develop transportation models or simulations.</p> <p>PAY RANGE: \$50,000 to \$87,000 per year</p> <p><b>Transit Management Analyst</b> ⚡</p> <p>DUTIES: Collect and analyze system statistics, develop analytical methods; evaluate existing/proposed plans, programs, and projects for their ability to meet transportation objectives and make recommendations.</p> <p>PAY RANGE: \$53,000 to \$78,000 per year</p>

# Types of Employment

	HOURS/WEEK	SCHEDULE	WAGE/SALARY	PAYMENT	COMMON BENEFITS
<b>Full-Time</b>	Usually 35+	Steady	Annual	Weekly or bi-weekly	Paid sick leave, vacation time, health insurance, retirement savings
<b>Part-Time</b>	Usually <35	May vary	Hourly	Weekly or bi-weekly	Usually none
<b>Temp</b>	As available	May vary	Hourly	Weekly or bi-weekly	Usually none
<b>Self-employed aka Freelance</b>	Varies	Varies	Negotiate rate of pay with client	Upon completion of work or on a schedule of deliverables	None: must pay own taxes and health insurance
<b>Union</b>			Typically higher than comparable non-union positions		As negotiated by the union with the employer on behalf of members

### ***For information about the DOE CTE Programs:***

<http://schools.nyc.gov/ChoicesEnrollment/CTE/ParentsandStudents/default.htm>  
<http://CTECouncil.org>

### ***For additional information about careers in this industry:***

<http://www.bls.gov/ooh/transportation-and-material-moving/home.htm>  
<http://labor.ny.gov/stats/olcny/truck-driver.shtm> (trucking)  
<http://labor.ny.gov/stats/olcny/bus-driver.shtm> (bus)  
<http://www.awojobs.com/> (water)

### ***Where can I get additional general information on careers?***

For careers in New York State: [www.careerzone.ny.gov](http://www.careerzone.ny.gov)  
 For general career information, including videos of nearly 550 careers: [www.acinet.org](http://www.acinet.org)  
 For general career information: [www.bls.gov/k12/](http://www.bls.gov/k12/)