

CAREER PATHWAYS AND COMPETENCY MAPS



FINANCIAL SERVICES SECTOR SPOTLIGHT



REPORT OVERVIEW

Employ Prince George's (EPG) and the Prince George's County Workforce Development Board (PGCWDB) partnered with CAEL in 2024 to develop Career Pathway and Competency Maps for the in-demand Financial Services sector in Prince George's County and surrounding areas. This initiative identifies key occupations and outlines the necessary skills, credentials, experience, and education for entry and advancement.

Grounded in labor market data (BLS, Lightcast, O*Net) and validated by local Financial Services businesses through our Business Advisory Council, these maps provide a clear understanding of critical competencies and career paths. They serve as a practical tool for job seekers to navigate opportunities, understand earning potential, and identify entry and transition points. For employers, these maps facilitate talent acquisition and development by establishing a shared understanding of required skills. This is a dynamic resource that will be updated to reflect evolving labor market needs.

PURPOSE

In today's rapidly evolving economy, marked by automation and significant industry shifts, both job seekers and employers face a critical need for clarity and direction. How can individuals adapt their existing skills to seize new opportunities in high-growth sectors? How can businesses ensure they have access to the talent they need to thrive?

Employ Prince George's and the Prince George's County Workforce Board recognized this imperative and proactively partnered with CAEL to create a tangible and actionable solution: these Career Pathway and Competency Maps for the Financial Services sector. This report serves as a vital bridge, connecting Prince George's County residents with in-demand career paths and providing a clear understanding of the competencies required for success at every stage.

Our purpose is twofold: to empower Prince George's County job seekers with the knowledge and insights needed to navigate the Financial Services landscape, understand the value of their existing skills, and chart a course for career advancement. Simultaneously, we aim to equip local employers with a robust framework for identifying, recruiting, and developing the talent necessary to drive their businesses forward. By illuminating the critical competencies and career pathways within this vital sector, this report will inform strategic resource allocation and foster a more aligned and responsive workforce development ecosystem for the entire region.



INDUSTRY-WIDE FOUNDATIONAL COMPETENCIES

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 three categories as defined below:

FINANCIAL SERVICES: INDUSTRY-WIDE FOUNDATIONAL COMPETENCIES

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.

- ⊗ **Credibility**
- ⊗ **Communication Skills**
- ⊗ **Dependability**
- ⊗ **Ethics**
- ⊗ **Initiative**
- ⊗ **Interpersonal Skills**
- ⊗ **Integrity**
- ⊗ **Professionalism**
- ⊗ **Professional Attire**
- ⊗ **Self-Management**
- ⊗ **Reliability**

EDUCATION COMPETENCIES

These are critical competencies primarily learned in an academic setting, as well as cognitive functions and thinking styles. These competencies will likely apply to all organizations in a single industry or be represented by an industry association.

- ⊗ **Business Writing**
- ⊗ **Critical & Analytical Thinking**
- ⊗ **Computer Skills**
- ⊗ **Conversation Skills**
- ⊗ **Engaged Listening**
- ⊗ **Industry Licenses**
- ⊗ **Functional Mathematics, Bookkeeping & Accounting**
- ⊗ **Financial Reporting**
- ⊗ **Fraud Prevention**
- ⊗ **Fundamentals of Market Economies**
- ⊗ **Negotiating**
- ⊗ **Reading for Information**
- ⊗ **Regulations & Codes**
- ⊗ **Speaking**
- ⊗ **Technology Applications**



WORKPLACE COMPETENCIES

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

- ⊗ **Adaptability**
- ⊗ **Business Operations**
- ⊗ **Credit Training**
- ⊗ **Customer Service**
- ⊗ **Decision-Making**
- ⊗ **Health & Safety**
- ⊗ **Internal Compliance**
- ⊗ **Organization**
- ⊗ **Problem Solving**
- ⊗ **Products & Concepts**
- ⊗ **Safety and Security**
- ⊗ **Service Orientation**
- ⊗ **Software Platforms**
- ⊗ **Strategic Planning**
- ⊗ **Teamwork**
- ⊗ **Using Computers**

Due to the sensitive nature of roles within the financial industry, employment may be contingent upon successful completion of a background check, fingerprinting, and/or drug screening in accordance with applicable laws and company policies.



TELLER

JOB DESCRIPTION

Tellers are responsible for performing a variety of financial transactions and customer service tasks, including verifying the accuracy of transactional data, collecting deposits, payments, or fees, and preparing cash for deposit or disbursement. They assist customers by answering questions, resolving problems, and providing information about goods or services. Tellers also maintain financial records, enter information into databases, and prepare business correspondence while ensuring compliance with relevant standards and regulations.

KEY FOUNDATIONAL COMPETENCIES

- ② Financial Calculation
- ② Cash Handling
- ② Data Entry
- ② Customer Service
- ② Inventory Management
- ② Account Maintenance

COMMON SKILLS

- ② Communication
- ② Customer Service
- ② Attention to Detail
- ② Problem-Solving
- ② Empathy

WORK ENVIRONMENT

Banks, credit unions

MEDIAN SALARY

\$20-\$25/hour; \$41,000-\$52,000/year

EDUCATION AND TRAINING

High School Graduation or Recognized Equivalent. Greenpath Financial Literacy can be beneficial, but not required.

WORK EXPERIENCE

Experience in customer service or cash handling preferred.
1-3 years

REQUIRED TECHNOLOGIES

- ② Southern Data Systems TellerPro
- ② Hyland Software OnBase
- ② Email software
- ② Total Turnkey Solutions E-Vision

OTHER JOB TITLES/ ROLES

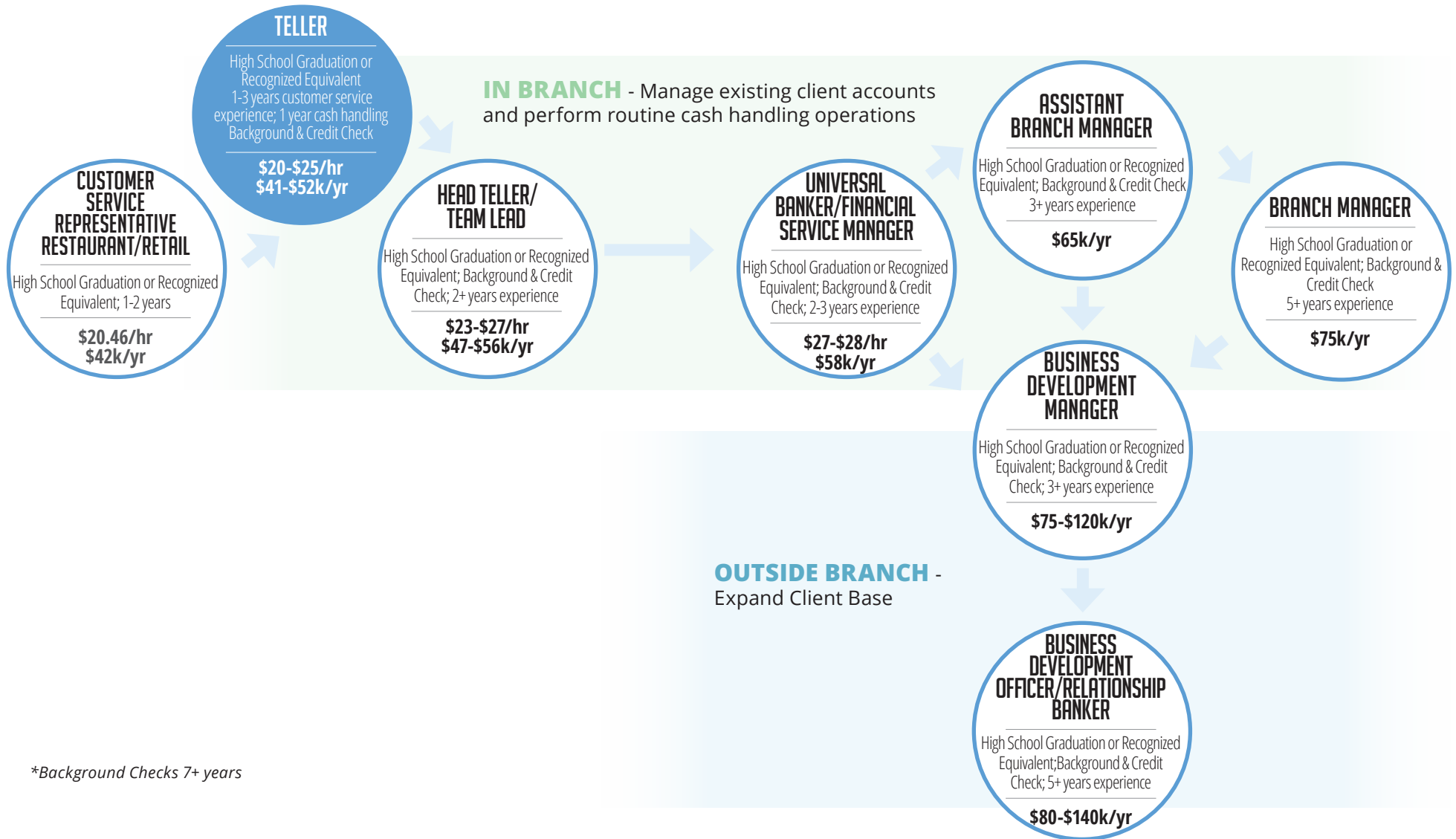
Account Representative, Bank Teller, Branch Operations Specialist, Customer Relationship Specialist, Customer Service Associate (CSA), Financial Services Representative (FSR), Member Services Representative, Personal Banking Representative, Roving Teller, Teller



TELLER

TELLER PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Financial Services. The highlighted circle represents the occupation in the pathway.



*Background Checks 7+ years



FINANCIAL/SALES REPRESENTATIVE: WEALTH PLANNING AND ADVISING CAREER PATHWAY

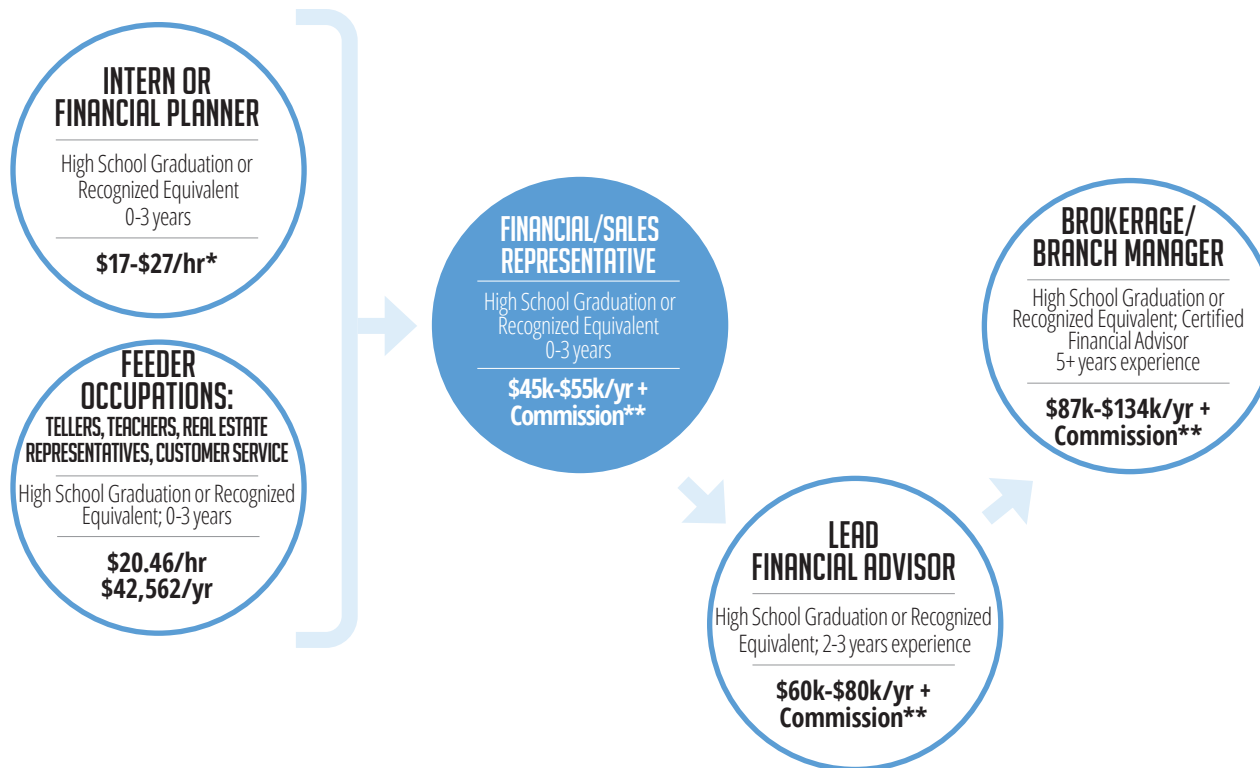
JOB DESCRIPTION	A Financial/Sales Representative in wealth planning and advising helps clients build, manage, and protect their financial assets through personalized strategies. They assess each client's goals, risk tolerance, and financial situation to recommend investment options, retirement plans, insurance solutions, and other financial products that support long-term security and growth.			
KEY FOUNDATIONAL COMPETENCIES	② Customer and personal service	② Administration and management	② Sales and Marketing	② Computers and electronics usage
COMMON SKILLS	② Active listening ② Service orientation	② Critical thinking ② Time management	② Speaking ② Writing	
WORK ENVIRONMENT	Office settings, call centers, or retail environments			
MEDIAN SALARY	\$45,000-\$55,000/year + Commission			
EDUCATION AND TRAINING	High School Graduation or Recognized Equivalent			
WORK EXPERIENCE	0-3 years			
REQUIRED TECHNOLOGIES	② Customer Relationship	② Management (CRM) software	② Microsoft Office Suite ② Telephone systems	② Point of service (POS) systems
OTHER JOB TITLES/ ROLES	Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (CSR), Customer Service Specialist, Customer Support Representative (Customer Support Rep), Guest Service Agent, Member Services Representative (Member Services Rep)			



FINANCIAL/SALES REPRESENTATIVE: WEALTH PLANNING AND ADVISING CAREER PATHWAY

FINANCIAL/SALES REPRESENTATIVE PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Financial Services. The highlighted circle represents the occupation in the pathway.



*These rates can vary based on factors such as the intern's education level, the specific organization, and the nature of the internship.

**Compensation includes a competitive base salary, supplemented by performance-based commissions tied to asset acquisition, client retention, and portfolio growth.

RESOURCES

Jobseekers exploring new opportunities, businesses seeking skilled talent to stay competitive, and community stakeholders aiming to meet these evolving needs can explore Prince George's County's dynamic workforce ecosystem through a variety of online resources.

- ④ To locate an American Job Center access point:
<https://pgcajc.com/job-location/>
- ④ American Job Center Community Network:
<https://pgcajc.com/>
- ④ Prince George's County Virtual Career Center:
<pgccareers.com>
- ④ Employ Prince George's Local Training Provider List:
<https://www.employpg.org/local-tpl-search/>



ABOUT EMPLOY PRINCE GEORGE'S INC.

Employ Prince George's, Inc. is a 501c3 nonprofit that serves as the principal workforce development entity for Prince George's County Government. Our mission is to improve the local economy by creating a demand-driven workforce system, and workforce development programs that deliver qualified workers to businesses, improves the productivity of businesses, and provides jobseekers with opportunities for career in high demand/high growth industries. employpg.org



ABOUT PRINCE GEORGE'S COUNTY WORKFORCE DEVELOPMENT BOARD

The Prince George's County Workforce Development Board (WDB) is a dynamic group of private and public sector partners that provides leadership, direction, and policy oversight for the Prince George's County Public Workforce System. Our mission is to be a Workforce Development Board that drives the innovation, integration, continuity, productivity, and efficiency of a workforce system that produces a robust, qualified, and skilled workforce that meets the needs of the business community.

<https://pgcajc.com/workforce-board/>



PRINCE GEORGE'S COUNTY AMERICAN JOB CENTER COMMUNITY NETWORK

The Prince George's County American Job Center Community Network is a collective of community-based organizations, government agencies, nonprofit organizations, libraries, service providers, educational institutions, employers, community leaders, and faith-based organizations providing a full range of services connecting job seekers to training and employment opportunities in the Washington Metropolitan Area. The American Job Center Community Network is a free membership network with over 240 community partners working together to support job seekers and the workforce pipeline. <https://pgcajc.com/>



ABOUT THE COUNCIL FOR ADULT AND EXPERIENTIAL LEARNING

Recognizing that adult learners are the backbone of the U.S. economy, CAEL helps forge a clear, viable connection between education and career success, providing solutions that promote sustainable and equitable economic growth. CAEL opens doors to opportunity in collaboration with workforce and economic developers; postsecondary educators; employers and industry groups; foundations and other mission-aligned organizations. By engaging with these stakeholders, we foster a culture of innovative, lifelong learning that helps individuals and their communities thrive. A membership organization established in 1974, CAEL is a part of Strada Collaborative, a mission-driven nonprofit. Learn more at cael.org.



The Industry Bridge Programs at Employ Prince George's are driven by the input and work of the Business Advisory Councils. Industry leaders who serve on the Business Advisory Councils work collaboratively to identify and address the unprecedented challenges and opportunities that exist in the sector. Business Advisory Council members also confirm labor market insight and provide input to steer the workforce pipeline for their respective industries, and help provide training and employment opportunities as appropriate.



Thank You!

Thanks to the employers for their time and efforts in creating these maps and pathways!

ANDREWS FEDERAL CREDIT UNION

**DEPARTMENT OF LABOR
FEDERAL CREDIT UNION**

FSC FIRST

FULTON BANK

INDUSTRIAL BANK

INSURATY

M&T BANK

NORTHWESTERN MUTUAL

**PRINCE GEORGE'S FEDERAL
CREDIT UNION**

