

CAREER PATHWAYS AND COMPETENCY MAPS



TRANSPORTATION & WAREHOUSING



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 Transportation & Warehousing (including Repair & Waste Management) 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 Transportation & Warehousing (including Repair & Waste Management) 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 Transportation & Warehousing (including Repair & Waste Management) 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 Transportation & Warehousing (including Repair & Waste Management) 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:

TRANSPORTATION & WAREHOUSING: 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.

- ⊗ **Adaptability**
- ⊗ **Dependability**
- ⊗ **Flexibility**
- ⊗ **Initiative**
- ⊗ **Integrity**
- ⊗ **Interpersonal Skills**
- ⊗ **Lifelong Learning**
- ⊗ **Positive Attitude**
- ⊗ **Professionalism**
- ⊗ **Reliability**
- ⊗ **Work Ethic**

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.

- ⊗ **Analytical Thinking**
- ⊗ **Communication - Verbal**
- ⊗ **Communication - Visual**
- ⊗ **Critical Thinking**
- ⊗ **Industry Fundamentals**
- ⊗ **Information Technology Fundamentals**
- ⊗ **Leadership**
- ⊗ **Locating and Using Information**
- ⊗ **Manufacturing Training**
- ⊗ **Reading**
- ⊗ **Safety and Security**
- ⊗ **Technology Applications**
- ⊗ **Writing**



WORKPLACE COMPETENCIES

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

- ⊗ **Business Fundamentals**
- ⊗ **Checking, Examining, and Recording**
- ⊗ **Coordinating**
- ⊗ **Customer Focus**
- ⊗ **Decision Making**
- ⊗ **Management**
- ⊗ **Operations**
- ⊗ **Organizing**
- ⊗ **Planning**
- ⊗ **Problem Solving**
- ⊗ **Scheduling**
- ⊗ **Teamwork**
- ⊗ **Working with Technology**
- ⊗ **Working with Tools**

Most driving positions will require minimum age of 18-21 years old



PACKAGE/MATERIAL MOVER/SORTER: WAREHOUSE AND DISTRIBUTION CAREER PATHWAY

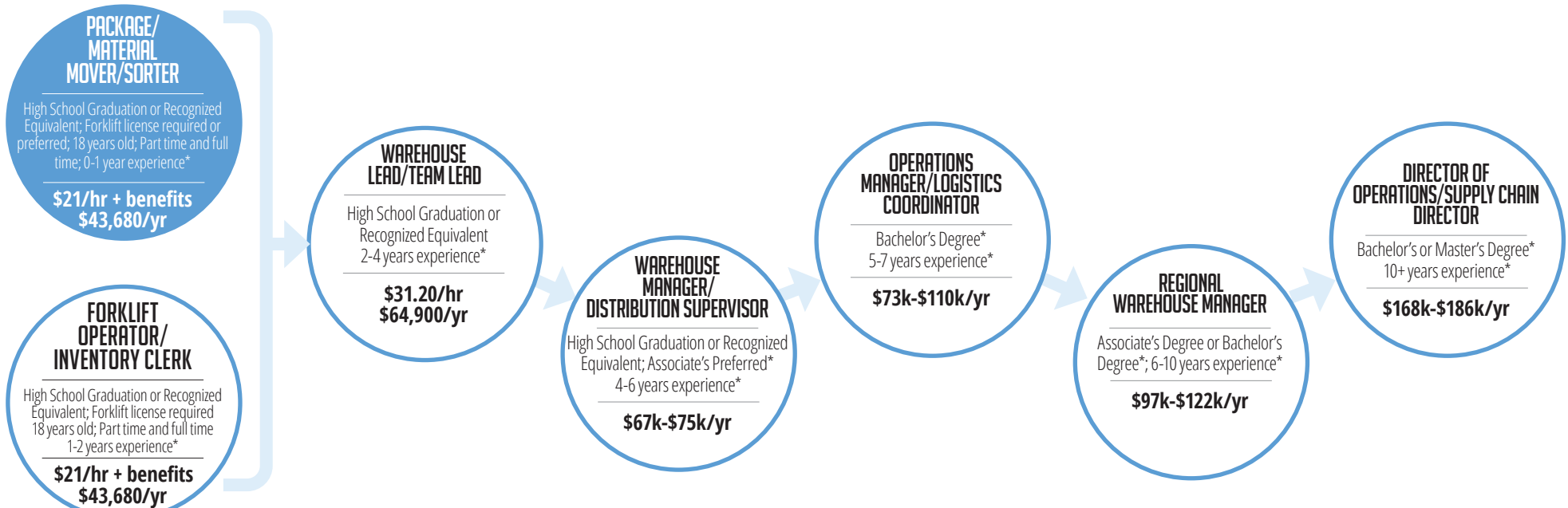
JOB DESCRIPTION	Responsible for loading, unloading, and sorting packages or materials by size, destination, or type, often in a warehouse or distribution center. They ensure items are handled safely and efficiently, supporting timely shipments, and maintaining organized storage areas.			
KEY FOUNDATIONAL COMPETENCIES	② Inventory management ② Data entry	② Basic math skills ② Production and Processing	② Computers and Electronics ② Administrative Skills	
COMMON SKILLS	② Attention to detail ② Organization	② Time Management ② Active Listening	② Communication ② Integrity	② Independence
WORK ENVIRONMENT	Warehouses, Retail Stores, Stockrooms			
MEDIAN SALARY	\$21/hour plus benefits; \$43,680/year			
EDUCATION AND TRAINING	High School Graduation or Recognized Equivalent Apprenticeship Opportunities in the Industry			
WORK EXPERIENCE	0-1 year			
REQUIRED TECHNOLOGIES	② Database user interface and query software	② Label making software	② Supply chain software	
SPECIAL SKILLS, COMPETENCIES, OR LICENSES	Forklift certification, dependent on employer			
OTHER JOB TITLES/ ROLES	Materials Control Associate, Order Fulfillment Specialist, Receiver, Receiving Associate, Receiving Clerk, Receiving Coordinator, Shipper, Shipping Clerk, Shipping Coordinator, Traffic Assistant			



PACKAGE/MATERIAL MOVER/SORTER: WAREHOUSE AND DISTRIBUTION CAREER PATHWAY

PACKAGE/MATERIAL MOVER/SORTER PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Transportation & Warehousing. The highlighted circle represents the occupation in the pathway.



*Dependent on employer may have union representation and negotiated salaries and seniority



FORKLIFT OPERATOR/INVENTORY CLERK: WAREHOUSE AND DISTRIBUTION CAREER PATHWAY

JOB DESCRIPTION	Responsible for safely operating forklifts to move, load, and unload materials within a warehouse or storage facility. They also track inventory levels, conduct regular counts, update records in inventory systems, and help ensure accurate stock control and efficient warehouse operations.			
KEY FOUNDATIONAL COMPETENCIES	⌚ Time Management ⌚ Coordination	⌚ Operations Monitoring ⌚ Manual Dexterity	⌚ Control Precision ⌚ Response Orientation	
COMMON SKILLS	⌚ Physical strength ⌚ Teamwork	⌚ Reliability ⌚ Independence	⌚ Integrity ⌚ Attention to detail	
WORK ENVIRONMENT	Warehouses, docks, construction sites, storage yard, and factories			
MEDIAN SALARY	\$21/hour plus benefits; \$43,680/year			
EDUCATION AND TRAINING	High School Graduation or Recognized Equivalent Apprenticeship Opportunities in the Industry			
WORK EXPERIENCE	1-2 years experience			
REQUIRED TECHNOLOGIES	⌚ Pallet jacks ⌚ Conveyor systems	⌚ Email ⌚ Inventory Management	⌚ Software ⌚ Supply chain	⌚ Spreadsheet software
SPECIAL SKILLS, COMPETENCIES, OR LICENSES	Forklift License OSHA safety certification may be required			
OTHER JOB TITLES/ ROLES	Laborer, Loader, Material Handler, Merchandise Pick Up Associate, Merchandise Receiving Associate, Receiver, Receiving Associate, Shipping and Receiving Materials Handler, Warehouse Worker			



FORKLIFT OPERATOR/INVENTORY CLERK: WAREHOUSE AND DISTRIBUTION CAREER PATHWAY

FORKLIFT OPERATOR/INVENTORY CLERK PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Transportation & Warehousing. The highlighted circle represents the occupation in the pathway.



**Dependent on employer may have union representation and negotiated salaries and seniority*



BUS DRIVER, TRANSIT & SCHOOL: TRANSPORTATION CAREER PATHWAY

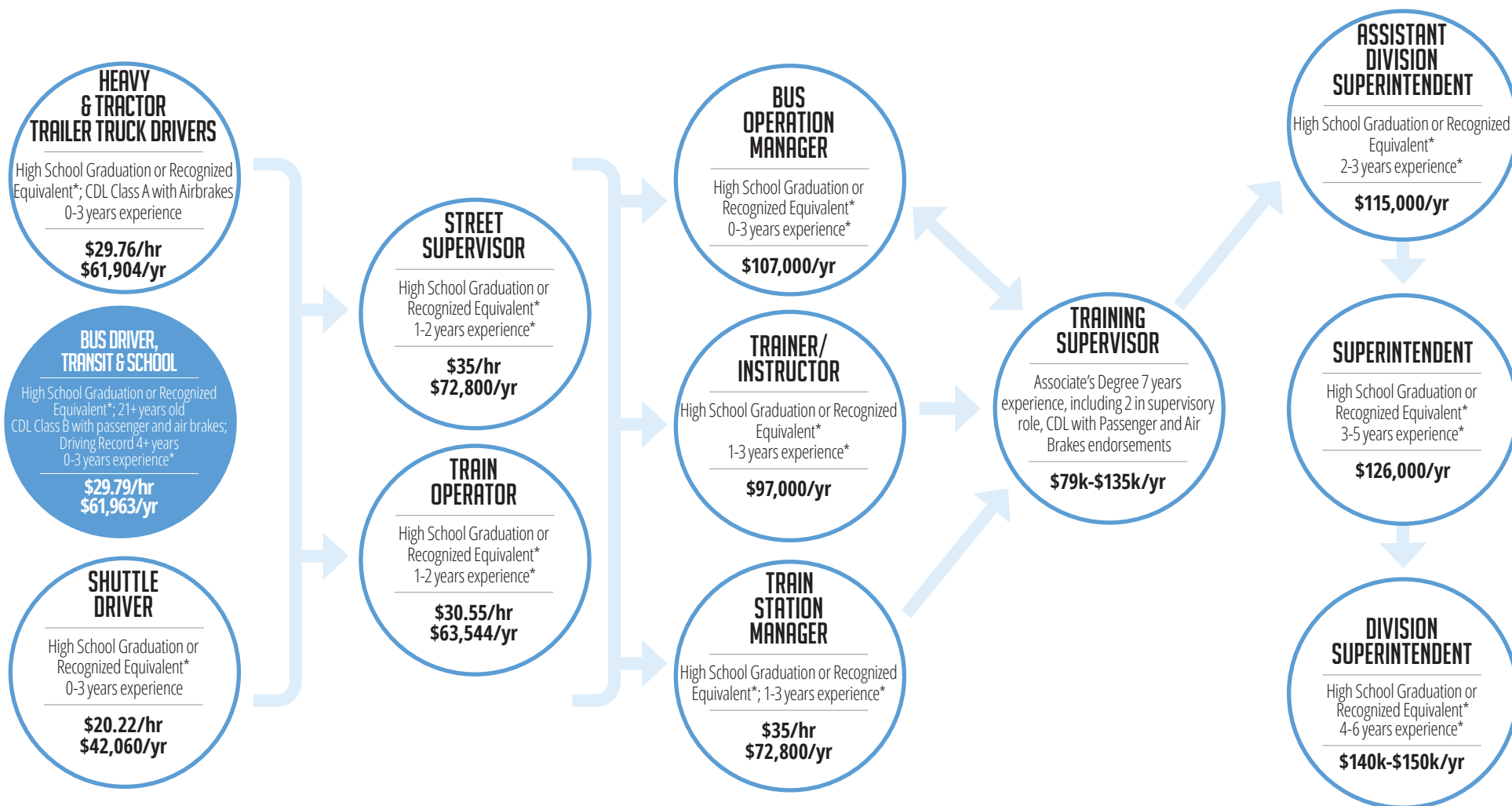
JOB DESCRIPTION	Bus drivers are responsible for transporting passengers safely and efficiently over specified routes or to designated destinations according to time schedules. They park vehicles at loading areas for boarding, assist passengers (including those with disabilities), and ensure passenger comfort by regulating heating, lighting, and ventilation systems. Drivers inspect vehicles, collect fares, handle emergencies, and maintain cleanliness. Additionally, they report delays or accidents, and record information such as cash receipts and logbook entries.		
KEY FOUNDATIONAL COMPETENCIES	② Fare planning and record keeping ② Passenger assistance	② Driving skills ② Scheduling and routing software	② Navigation and Map Reading ② Report preparation
COMMON SKILLS	② Communication ② Adaptability	② Dependability ② Attention to detail	② Safety Awareness ② Patience and Composure
WORK ENVIRONMENT	City transit systems, intercity routes. On the road, varying weather conditions		
MEDIAN WAGE/SALARY	\$29.79/hour, \$61,963/year		
EDUCATION AND TRAINING	High School Graduation or Recognized Equivalent Apprenticeship Opportunities in the Industry		
WORK EXPERIENCE	0-3 years experience, 21+ years old, and 4+ years good driving record		
REQUIRED TECHNOLOGIES	② GPS	② Fare collections	② Vehicle Monitoring Systems
SPECIAL SKILLS, COMPETENCIES, OR LICENSES	(Commercial Driver License) CDL B with passenger endorsement and air brakes, and school bus endorsements as needed		
OTHER JOB TITLES/ ROLES	Bus Driver, Bus Operator, Charter Bus Driver, Coach Operator, Motor Coach Driver, Motor Coach Operator, Transit Bus Driver, Transit Coach Operator, Transit Driver, Transit Operator		



BUS DRIVER, TRANSIT & SCHOOL: TRANSPORTATION CAREER PATHWAY

BUS DRIVER, TRANSIT & SCHOOL PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Transportation & Warehousing. The highlighted circle represents the occupation in the pathway.



*Dependent on Employer



AUTOMOTIVE CONCIERGE: AUTOMOTIVE CAREER PATHWAY

JOB DESCRIPTION	An automotive concierge provides personalized assistance to customers, offering in-depth knowledge of various vehicle models, features, and specifications. They excel in customer service, effectively addressing inquiries and concerns while guiding customers through the purchasing process. Additionally, they manage test drives, deliveries, and service schedules with exceptional coordination skills, ensuring a seamless and satisfying customer experience.		
KEY FOUNDATIONAL COMPETENCIES	⌚ Product knowledge ⌚ Customer service expertise	⌚ Sales acumen ⌚ Coordination skills	⌚ Administration and management
COMMON SKILLS	⌚ Communication ⌚ Attention to detail	⌚ Problem-solving ⌚ Time management	⌚ Active Listening
WORK ENVIRONMENT	Typically work in dealership showrooms, service centers, or corporate settings		
MEDIAN WAGE/SALARY	\$22.31/hour, \$46,405/year		
EDUCATION AND TRAINING	High School Graduation or Recognized Equivalent Apprenticeship Opportunities in the Industry		
WORK EXPERIENCE	0-3 years		
REQUIRED TECHNOLOGIES	⌚ CRM systems	⌚ Scheduling Software	⌚ Point of service (POS)
SPECIAL SKILLS, COMPETENCIES, OR LICENSES	Drivers License		
OTHER JOB TITLES/ ROLES			

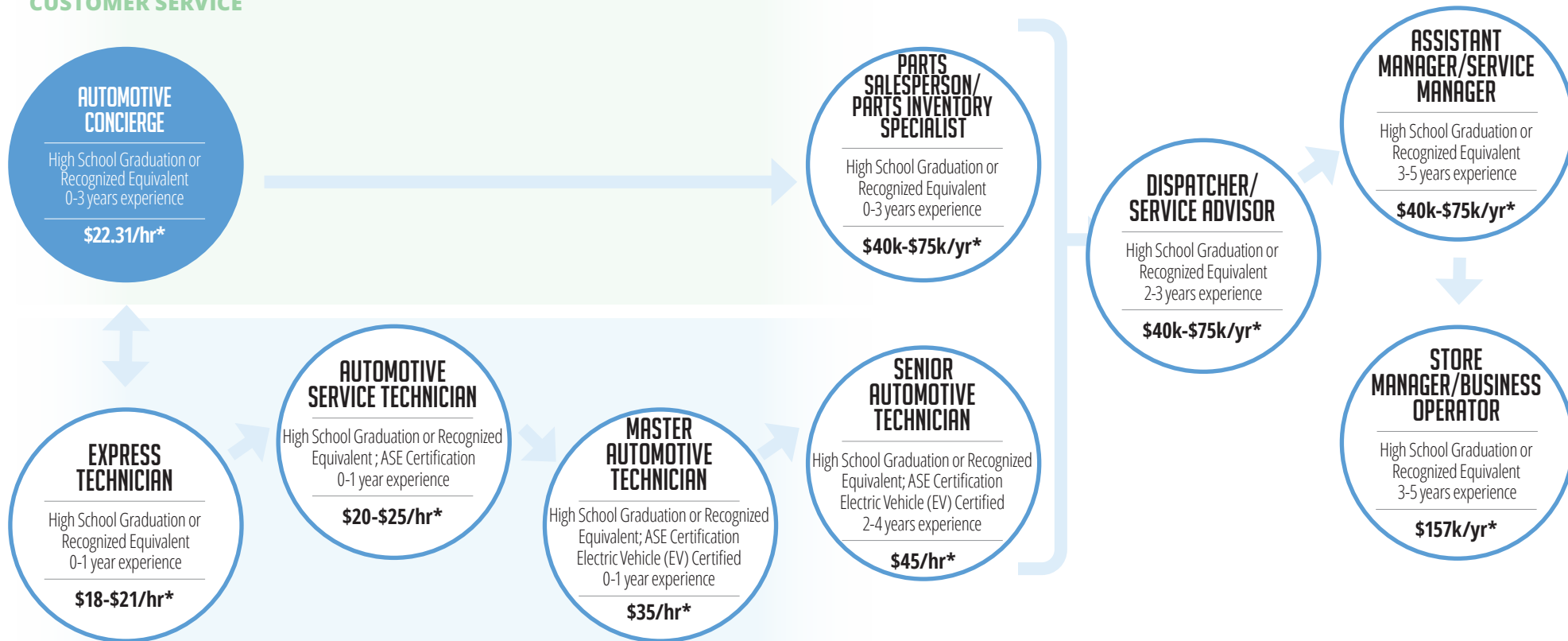


AUTOMOTIVE CONCIERGE: AUTOMOTIVE CAREER PATHWAY

AUTOMOTIVE CONCIERGE PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Transportation & Warehousing. The highlighted circle represents the occupation in the pathway. The career pathway in automotive industry has differences depending on employment at dealership, independent automotive shop, and size of company.

CUSTOMER SERVICE



VEHICLE MAINTENANCE

*Hourly pay is tied to hours worked, offering flexibility with potential for increased earnings based on workload. Both part-time and full-time hourly options are available. In contrast, salaried positions are full-time with a fixed compensation, regardless of work volume.

ASE: Automotive Service Excellence

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!

AMAZON
BERLINER MOBILE VENDING
BOOKSTORE MOVERS
K. NEAL TRUCK AND BUS
MANPOWER GROUP

MIDAS PALMETTO GARAGE WORKS
UPS
WASHINGTON AREA NEW AUTOMOBILE DEALERS ASSOCIATION (WANADA)
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)

