



# JOBS IN Service

OUR LAND. OUR POSSIBILITIES.







# JOBS IN Service

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## Introduction

The service sector is part of the everyday life of all people living in Nunavut. People depend on businesses in the service sector to fulfill many personal, family, and business needs. Included in the service sector are businesses such as grocery stores, restaurants, and law firms. These businesses are very important because they provide services to all Nunavummiut. By training people in the North to work in the service sector, we can better serve the people in our communities.

## What is the service sector?

The service sector provides services to individuals, businesses, and governments. People who have jobs in the service sector may be selling real estate, providing financial services, or working in a store or restaurant. Some workers have jobs in the personal service industries such as staging plays or showing movies, training people who work out at the local gym, dry-cleaning clothes, and styling hair. Workers in healthcare or education are employed in service industries that can be viewed as providing essential services for the community at large.





Businesses in the service sector provide goods and services to other industries. Without the support of the service sector, other industries could not operate. For example, governments purchase the services of construction companies to manage the building of homes and government offices. Transportation businesses buy vehicles, fuel, and maintenance products and services. There are a wide range of job opportunities in the area of sales and services in Nunavut.

Some common groups of businesses in the service sector are:

- Financial, insurance and real estate
- Business and personal services
- Community services
- Retail stores and accommodation

### **Finance, insurance and real estate**

Banks and other financial institutions provide the services people and businesses need to help them manage their money. Banks offer personal and business loans, mortgages, savings plans and bill payment services. Insurance companies allow people to buy insurance to cover potential losses to businesses, homes, buildings, vehicles and personal income from fire, illnesses, floods and other accidents. Real estate companies help people buy and sell privately-owned lands, businesses and homes. They also manage rental properties in some of Nunavut's communities. Most insurance and real estate companies are located in larger communities.

People who work for finance, insurance and real estate companies include:

- Bank Tellers
- Insurance Clerks
- Real Estate Agents
- Financial Planners
- Managers
- Bookkeepers
- Insurance Agents
- Insurance Adjusters
- Accountants

### **Business and personal services**

People in businesses purchase services from other businesses. Members of the general public do too. For example, businesses can buy computer, engineering, legal or accounting services. The general public can buy personal services from hair salons, travel agents, dentists and hotels. The people who provide business and personal services include (but are not limited to) hairdressers, computer technicians, dentists, automotive mechanics or lawyers.

## Community services

Jobs in community services include police officers, bylaw officers, firefighters, and lifeguards. People who provide these services are essential because they provide protection, firefighting, and education services which contribute to the safety, security and well-being of Nunavummiut.

## Retail, trade and accommodation

Grocery and clothing stores, furniture and appliance stores, boat and snowmobile dealerships, and gas stations are some of the businesses involved in retail trade.



People who work in retail trade include:

- Bakers
- Service Station Attendants
- Sales Clerks
- Cooks
- Cashiers
- Store Managers

## Will there be jobs in the service sector?

The strength of some industries can have a big influence on other sectors. For example, if the transportation industry is employing Nunavummiut, the service sector will benefit because people will have more money to spend on products and services. The more money people, businesses, and governments spend on products and services, the more the service sector is likely to grow. If Nunavut's population continues to grow, there will be an increased demand for products and services that are not currently available in Nunavut.

## What jobs will there be in the service sector?

Job opportunities in the service sector depend on the types of products and services in demand by businesses and the general public and the health of Nunavut's economy. Skills and education must keep up with technological changes in the service sector. Currently, skills and education required for jobs in the service sector range from basic reading and writing skills to university education.



## Entry-level jobs

Entry-level jobs require that you have a high school education, basic math skills, good reading and writing skills, and enjoy meeting and working with people.

Job	Description
Office Clerk	Performs office duties such as copying, recording, gathering and processing information
Insurance Clerk	Processes claim transactions, policy changes and premium payments; calculates premiums; and performs other clerical activities
Courier	Picks up and delivers letters, parcels
Bank Teller	Processes bank transactions including deposits, withdrawals, bill payments, transfers and credit card payments
Sales Clerk	Helps customers make purchases; operates a cash register; and wraps or bags purchases
Hotel Clerk	Makes room reservations; answers questions about the hotel; checks guests in and out; and processes payments
Cashier	Operates a cash register; handles payments by credit or debit card, cash or cheque
Housekeeper/ Janitor	Cleans offices or rooms in buildings
Food and Beverage Server	Takes orders from customers; serves completed orders and drinks; calculates bill
Service Station Attendant	Operates a gas pump; fills the tanks of cars, trucks, skidoos and other vehicles; checks oil levels and refills oil if necessary; and operates a cash register
Security Guard	Controls the entry to private, commercial and institutional property and/or aircraft; guards property against theft, vandalism and fire; controls crowds at public events
Expediter	Picks up people, groceries and other materials and delivers them to transportation companies for travel to camps, mines and tourist operations

Shipper/Receiver	Ships and receives goods; maintains records
Child Care Worker	Provides care for preschool children in a safe environment; and plans and organizes educational and play activities
Travel Agent	Quotes fares and rates; makes reservations; and issues tickets

## Skilled jobs

Skilled jobs in the service sector require some training and/or related experience. Most skilled jobs require college courses, a college certificate or diploma, on-the-job training and/or specialized courses. These jobs often require good organizational and math skills. People in skilled jobs often supervise entry-level positions.

Job	Description
Bookkeeper	Keeps records of financial transactions; prepares financial statements and accounts for the year or other periods; prepares cheques for payment of accounts
Purchasing Agent	Purchases equipment, materials and services needed for the business; and makes sure that items purchased are delivered on time
Insurance Agent	Sells car/truck, fire, health, life, property, marine, aircraft and other types of insurance to people, businesses and governments and other organizations.
Real Estate Agent	Helps people and businesses sell and purchase land, homes, and/or commercial buildings; helps sellers determine the asking price for a property; advertises the property; shows the property to potential buyers; and negotiates on behalf of individuals buying and selling property
Lifeguard	Making sure the pool area is safe; removes individuals from life threatening situations; performs first aid as needed; and instructs swimming lessons
Dental Hygienist	Cleans teeth; assists dentist
Interpreter/ Translator	Provides translation from one language to another (verbal or written)



## Apprenticeship trades

These jobs require a one to four-year apprenticeship training program. Apprenticeship programs combine on-the-job training, under the guidance of a qualified tradesperson, with short-term technical training courses.

Job	Description
Aircraft Maintenance Engineer	Checks and repairs aircraft engines, electrical systems and brakes
Appliance Service Technician	Repairs household appliances such as washers, dryers, stoves and dishwashers
Automotive Service Technician	Checks and repairs engines, transmissions, steering, brakes and electrical systems of cars and light trucks
Baker	Orders and maintains an inventory of supplies; prepares and bakes breads, buns, cakes, cookies, pies and other desserts using recipes and mixes; decorates cakes and other pastries
Hairstylist/Barber	Cuts, colours and perms and styles hair; shampoos hair; and shaves and trims beards and moustaches.
Cook	Prepares meats, soups, pastas, and desserts for hotels, restaurants and other dining rooms; orders and maintains an inventory of supplies; and makes sure food is prepared safely and economically.
Heavy Duty Equipment Mechanic	Checks and repairs engines, transmissions, brakes, steering and electrical and hydraulic systems on heavy equipment such as trucks, graders and loaders
Locksmith	Installs and services all types of locking units such as cars or office buildings
Motor Vehicle Body Repair	Repairs and refinishes car and truck frames, bodies, bumpers and trims
Oil Burner Mechanic	Checks and repairs oil fired heating systems in buildings
Parts Person	Orders, receives, stores and retrieves automotive, small equipment and heavy equipment parts

Refrigeration Mechanic	Installs, checks and repairs refrigeration units
Small Equipment Mechanic	Checks, maintains and repairs small engines such as snowmobiles, motorcycles and chainsaws

## Technical and semi-professional jobs

Technical and semi-professional positions usually require specialized training at a college or university. Some service sector employees may provide specialized training, for example, for police officers. There are many technical and semi-professional jobs in the service sector.

Some of the technical and semi-professional positions in the service sector include:

Job	Description
Insurance Adjuster	Investigates insurance claims and determines the amount of loss or damages covered by insurance policies; examines records and reports; and consults with claimants, accident witnesses or medical professionals
Police Officer/ By-Law Officer	Maintains public safety; investigates crimes and accidents; and assists in the prosecution of individuals who have broken the law
Firefighter	Puts out fires using specialized firefighting equipment; helps individuals threatened by fire; performs first aid as required
Computer Programmer/ Technician	Writes, tests and installs computer programs and/or software packages; solves computer problems for users
Engineering/ Architectural Technologist	Provides support to engineers and architects in the preparation of engineering or architectural designs, cost estimates and project specifications

## Professional and management jobs

Most professional and management jobs require a university degree. In addition to college or university, some professional and management jobs require certification by a territorial association. For example, a Certified General Accountant or a Professional Engineer certification can be obtained after several years of work experience. Management jobs usually require a college diploma, specialized college/university courses or many years of experience.

Job	Description
Financial Manager	Plans, organizes, directs and controls the operation of accounting, audit and other financial departments
Accountant	Plans and carries out accounting systems; and prepares financial information for individuals, companies and other organizations
Bank Manager	Plans, organizes, directs and controls the operations of a bank or financial institution
Retail Store Manager	Plans, directs and controls the operations in a retail store; hires, schedules and supervises staff; buys and prices stock; and develops marketing plans. In smaller stores, the Manager may also perform accounting and bookkeeping related duties
Food Service/ Accommodation Manager	Makes sure the restaurant, hotel and/or bar offers quality services; develops procedures and ensures they are followed for the operation of the business; hires, schedules and supervises staff; manages inventories and sets prices
Lawyer	Provides legal advice and represents clients in a court of law; prepares contracts, wills and other legal documents
Engineer	Plans, designs, evaluate and manage large and small construction projects (e.g. buildings, roads, bridges, dams and water and sewage reservoir and treatment facilities)
Architect	Plans for and develops designs for the construction of buildings; and manages construction projects

Dentist	Checks and cleans teeth and treats decayed teeth, designs bridgework and fits dentures
Optometrist	Checks patients' eyes, and prescribes and fits eyeglasses and contact lenses
Veterinarian	Checks and treats diseases and disorders in animals; advises owners on the general care and feeding of their animals; performs surgery on animals



## Working conditions

Working conditions for jobs in the service sector vary widely.

**Hours.** Some jobs operate on regular, eight-hour schedules, five days a week. Other jobs such as trades and management positions may have long hours. People working in community services jobs such as bylaw officers and firefighters may be required to do shift work.

**Environment.** Working with and serving people are a big part of jobs in the service sector. Although entry-level positions can be routine and predictable, you will find that working with the public is both exciting and challenging.

**Wage.** Entry-level positions usually pay lower wages but there are many opportunities for advancement. Individuals working in higher level positions in the service sector, such as those working in professional and management positions often earn higher wages but have more responsibilities.

## Where to get training

Having a college or university education, apprenticeship training or specialized training programs will help you get a job in the service sector. There are so many opportunities to get the education you need to get the job you want.

### Nunavut Arctic College

Nunavut Arctic College offers high quality diploma or certificate programs that can help you start your career. If you like helping people in your community, check out these programs in the area of Community Services:

- Early Childhood Education
- Community Support Worker Program
- Nursing

If you are interested in how a business operates, check out these programs in the area of business:

- Management Studies
- Municipal Government Certificate
- Office Administration

### Southern colleges

Southern Canada offers a variety of programs that provide the education and training required for many jobs in the service sector. Listed below are some programs that might be of interest to you:

- Pre-trades and Trades Training
- Real Estate
- Hotel and Food Management
- Early Childhood Education
- Bookkeeping and Accounting
- Business Administration
- Computer Systems Technology
- Police Enforcement Programs

The list doesn't end here! There are so many more opportunities available in the service sector.



## What steps do I take to start an apprenticeship program?

There is not a set level of education needed to take an apprenticeship but many employers want apprentices who have their high school diploma.

You need to pass the Trades Entrance Exam.

Find an employer to hire you, or take a pre-employment trades program through Nunavut Arctic College.

Register as an apprentice and sign a work agreement with your employer.

Contact your local Career Centre to get more information about apprenticeship or occupational certification or visit [www.apprenticeshiptrades.ca](http://www.apprenticeshiptrades.ca) to learn more about becoming an apprentice.

## On-the-job training

Some service sector businesses such as accounting firms, banks and insurance companies offer on-the-job training programs that combine hands-on work experience with courses.

For example, police officers and firefighters usually attend training programs sponsored by their employers. If you are interested in finding out about on-the-job training opportunities in the service sector, talk to a Career Development Officer at the nearest Career Centre.

## How to apply for a job in the service sector

If you are interested in a career in the service sector, you should try talking to people who work in sales and service businesses. Send your résumé and a cover letter to business owners and managers where you would like to work. To better prepare for your job search, talk to a Career Development Officer.

## Career planning

### Take control of your career and future

Career planning starts in your youth and continues throughout adulthood where you decide what training and education you want. In order to be successful in your career, you need to find the best fit between your interests, skills, and values. Planning today will help you find a job that you truly love doing in the future.

Your regional Career Centre can help you find career training and employment information, write résumés, apply for jobs, and prepare for a job interview. Take the first step of your career by contacting a Career Centre to learn about all the possibilities that await you.

## Nunavut Apprenticeship Contacts

### Career Development Officers

Qikiqtaaluk (Baffin) region	(800) 567-1514
Kivalliq region	(800) 953-8516
Kitikmeot region	(800) 953-8516
Iqaluit	(867) 975-6573

Supervisor of Apprenticeship	(867) 975-5658
Registrar of Apprenticeship	(867) 857-3079

### Skills Canada Nunavut

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