AIM

A Publication of the Springdale Chamber of Commerce



Your guide to in-demand skills and high-paying careers in Northwest Arkansas.

A Message from our Chairman...

As you think about life after high school, you might imagine buying a car, owning a home and maybe having a family someday. You might wonder how you'll ever get a "good" job to be able to afford all that.

The fact is, there are hundreds of good, high-paying jobs in our community going unfilled because companies can't find people with the skills they need. Why? In many cases, it's because we've been told that we must have a college degree to get a good job. That misperception has created enormous demand and career opportunities for people with the skills to design, build and manufacture the things we use every day.

This publication, developed and written by the Springdale Chamber of Commerce, gives you a valuable resource to help learn about and plan for great careers in our community. This magazine includes information about the many in-demand careers available at local companies, and it gives you an important edge in the job market by detailing the skills you'll need to win those jobs.

These careers offer excellent pay starting right after graduation. In many cases, they pay more than some jobs that require a college degree, ensuring you can have a great quality of life here in Northwest Arkansas.

As you read this magazine, think about how your own interests may align with the products and services offered by each company. My hope is that you will discover a career path that interests you. My challenge is for you to share your career goals with family and teachers. Take classes in school that can prepare you now for a successful career.

Springdale is a great place to live, work and learn, but we can make it even better! That will happen as you take aim at creating the future you want.

Sincerely,

Mitchell Johnson

Mitchell Johnson
2016 Chamber Board of Directors Chairman
President/CEO Ozarks Electric Cooperative

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SPRINGDALE™

WE'RE MAKING IT HAPPEN

Opportunities

Springdale is one of the best places in the country to live. With a thriving economy, affordable homes, excellent schools, exciting attractions and natural beauty, Springdale is making it happen.

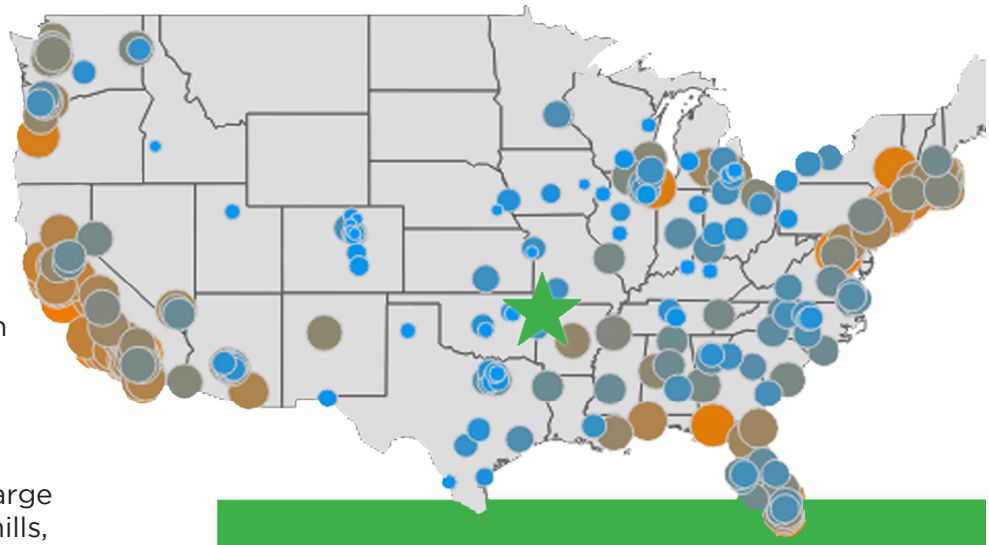
Springdale and Northwest Arkansas have experienced tremendous growth in recent years, thanks to a healthy economy. The city is home to a mix of agricultural, manufacturing, retail, health care and other businesses. Personal finance site WalletHub recently ranked Springdale as the eighth fastest-growing small city in the country. With Springdale's low unemployment rate and strong economy, career opportunities are plentiful for those who are willing to work and develop the skills needed to be successful.

The cornerstone of Springdale's economy is poultry farming and processing, thanks in large part to Springdale-based Tyson Foods. John Tyson started his business by using an old truck to haul chickens to market. The company has now expanded to one of the largest meat and poultry production companies in the world. George's, Inc. and Cargill also play a large role in the city's economy with feed mills, hatcheries, and processing plants.

The booming poultry industry gave rise to another major part of our local economy—the trucking industry. Many of the nation's largest truck fleets, including those of Tyson Foods and Walmart, are based in Northwest Arkansas. The area is also home to major trucking companies J.B. Hunt Transport Services and PAM Transportation.

Those truck lines haul products made by the many manufacturers located in Springdale. Those companies make an incredible range of products, from the food we eat every day to high-tech aeronautic components. You will learn more about each company's unique products and career opportunities as you explore this magazine.

In addition to manufacturing and transportation, Springdale and Northwest Arkansas are also home to a thriving business sector, thanks in large part the presence of 1,450 local Walmart suppliers. Walmart and its suppliers have created enormous opportunities for people interested in sales, administrative, financial services, management and other business-related careers.



In 2016, WalletHub ranked Springdale as the 8th fastest growing small city in the United States.

Downtown

A dynamic revitalization project is bringing major businesses to Springdale's downtown. Tyson Foods jump-started the revitalization effort with a one million dollar donation to the Downtown Springdale Alliance. The company is also leading the charge to bring more people to the city's downtown by moving 300 of its corporate team members to Emma Avenue.

Investors are following Tyson's lead with many buying historic buildings that line downtown streets. One building, the iconic Apollo Theater, will begin a second life as one of the area's premier event centers. Plans for restaurants and other businesses are in the works for other buildings.

The Razorback Greenway trail is also playing a role in downtown's revitalization. The trail connects downtown Springdale to neighboring cities, allowing cyclists and joggers from across Northwest Arkansas to enjoy scenic Spring Creek and Emma Avenue.

Explore & Play

Amenities like the Razorback Greenway trail, cultural events, festivals, and a low cost of living add up to make Northwest Arkansas the third-best place to live in the country according to Forbes magazine. Springdale residents enjoy some of the area's largest attractions.

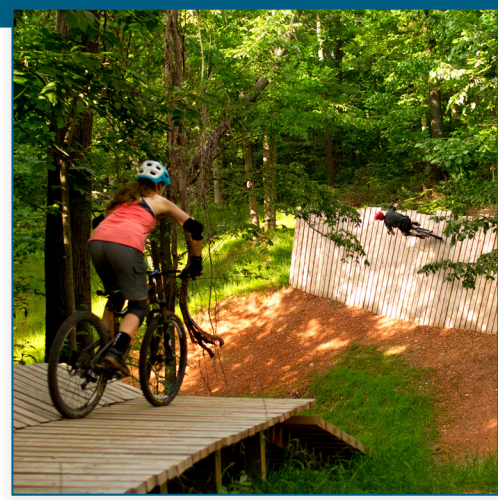
Baseball fans can catch a game at Arvest Ballpark, home of the Northwest Arkansas Naturals. The Naturals are the region's only minor league baseball team.

The Jones Center for Families also hosts thousands of visitors each year. The Jones Center is home to the region's only indoor ice rink and offers indoor pools, a track, chapel, fitness classes, meeting space and many other amenities, making it a hub of community activities.

The city's seven parks, which include playgrounds, ball fields, trails, and lakes also make it easy for residents and visitors to enjoy the natural beauty that surrounds Springdale.

Quality of Life

Springdale is the third-largest city in Arkansas and one of



the most diverse cities in the in the region. Its residents represent cultures and countries from around the world. Springdale is home to a vibrant Latino community, as well as the largest number of Marshall Islanders in the continental United States.

Many of these families were attracted to Springdale because of the wide variety of career opportunities.



Many families also choose to live in Springdale because of the city's excellent schools. Springdale is home to the state's second-largest school district and some of the best schools in the nation.

The U.S. Secretary of Education recently visited Springdale High School and praised the district for being a leader in computer science education.

The school district also draws praise for its cutting-edge Don Tyson School of Innovation, a high school that focuses on STEM education and embraces project-based learning for students.

Springdale's great educational and career opportunities, affordability, and amenities provide a quality of life not found in many places.

As the city continues to develop and grow, its focus will be on attracting new jobs and the next generation of residents to this thriving community.





Springdale School District

The Springdale School District plays a dual role in the city's workforce. It is not only the city's second-largest employer; it also plays a vital role in educating and training people who will enter the workforce.

Springdale is the second-largest school district in the state with four high schools, four junior highs, four middle schools, 18 elementary schools and a pre-K center. The district employs more than 2,700 people to serve its students.

Of those employees, 1,665 are certified employees who teach or are administrators. Certified employees are required to have a college degree and other certifications; however, career opportunities with the school district go beyond teachers and principals. with the school district go beyond teachers and principals.

More than a thousand other employees help keep the schools running, transport students to and from school, keep records and perform other vital tasks. Those jobs include maintenance technicians, migrant records clerks, warehouse employees, transportation mechanics, secretaries, classroom assistants, computer lab assistants, occupational therapy assistants, bus drivers, hundreds of substitute teachers, custodians, and cafeteria workers.

Those positions do not require a college degree, but some may pay more if you have one. Employees in those positions receive raises each year with the additional experience, according to the school district. Exceptional employees can work their way up to become supervisors.



One benefit of working for the school district is scheduling. Some of the positions require employees to work year-round, while others have the summer off. Usually, if the position deals directly with students or provides a service to them, such as cafeteria workers, the employment contract is for the school year only. Some positions, such as bus drivers and cafeteria workers are also part-time, which make them a good option for people who need more flexible schedules.

Most school district employees must have a physical examination every other year, a tuberculosis skin test, be fingerprinted, and take a drug test. Newly hired employees will have a criminal background check. Some employees must also meet other requirements.

Bus drivers must have a commercial driver's license. Substitute teacher must be at least 21 years old, have a high school diploma or GED and pass a background check. They also must attend a substitute teaching workshop. Substitute teachers are paid according to their qualifications, with the pay rate increasing for those with a college degree. Substitute teachers who have a teaching certificate earn even more.

Springdale Public Schools offers some of the highest pay rates of any school district in the state. The amount employees can make follows a salary schedule set by the school board which can be



found on the district's website, springdaleschools.org.

Employees of Springdale Public Schools also prepare students to be career ready after graduation. The district offers career and technical education programs in Agriculture and Food Sciences, Culinary Arts, Engineering and Robotics, Information Technologies and Business Systems, Medical Professions, Law and Public Safety, Construction Management and CNC Operations, Television Production, and Environmental and Spatial Technologies.

Students at Har-Ber choose a House that offers course work in their area of career interest. Springdale High School students can apply to one of four Academies- Information Technology, Medical, Engineering, Law and Public Safety - that prepare students for careers in those fields after graduation or to continue their education. The School of Innovation aims to prepare students for a career or college by focusing on project-based learning. The School of Innovation offers Computer Science, Engineering, Construction Trades, Medical and Biomedical Sciences, Business and Entrepreneurship, and Agriculture and STEM Sciences programs Students there will be able to earn an industry-level certification by the end of their senior year.

The district also participates in the JAG or Jobs for Arkansas Graduates program. Those participating attend classes for part of the day, and then gain on-the-job training by working in the afternoons. The program aims to prepare students for life after high school by helping them set career goals, teaching workplace readiness skills, building a résumé, and practicing interview skills.

View Job Openings and Apply Online

springdaleschools.org

City of Springdale

The City of Springdale employs 540 people in a wide variety of careers including city and court clerks, information technology specialists, building inspectors, engineers, city code enforcers, animal services workers, public library staff, administrative personnel, mechanics, police officers, firefighters and dispatchers. Many careers with the city are not as limited as similar ones in the private sector, according to Wyman Morgan, City Director of Administration and Financial Affairs.

“If you work in information technology for some of the big companies, you might do the same task over and over again. At the city, you might do a different task every day,” he said.

City departments rely on a number of clerical and office employees to serve residents. The City Clerk and Treasurer’s Office is in charge of maintaining city records and financial documents. It also issues business licenses and other permits to residents.

Staff members in the Code Enforcement Division are in charge of making sure owners are maintaining their property according to city regulations. City codes make sure property is kept safe, sanitary, and neat. Employees in this department answer calls from the public and investigate complaints to see if a property owner is violating city codes.

City building inspectors also make sure properties are safe. The Building Inspection Department reviews construction plans before approving electrical, plumbing, mechanical, or demolition permits. Employees in this department must be able to read blueprints and have an in-depth understanding of construction trades.

The city also has a need for skilled tradespeople. Springdale’s Public Works Department is responsible for maintaining the streets we drive on every day, and keeping them clear during winter weather. The department employs 50 people. Many of those are skilled employees, such as mechanics, heavy equipment operators and traffic signal technicians. The Public Works Department also offers some temporary jobs during the summer which involve tasks such as maintenance and mowing.

Over half of the city’s employees work in the Springdale Police Department or Springdale Fire Department. The Police Department has 208 employees and the Fire Department 119. The majority of those jobs are filled by sworn officers who have taken an oath to uphold and enforce specific laws and regulations.

In addition to officers, the Springdale Police Department also has several civilian





employees, including a number of jailers and dispatchers. The department also has record clerks and office workers. Clerks need expertise with standard office computer programs, must have good communication skills, and be able to assist the public.

Dispatchers provide communications support for the police and fire departments, ambulance crews, and animal control services. Dispatchers must be at least 18 years old, have a high school diploma or GED, and have special training. Training for dispatchers includes earning an Arkansas Crime Information Center certification.

“We give much of the training ourselves,” said Mike Peters, Springdale Police Chief. “Those who already have the training would have an advantage in the hiring process.”

Those wishing to become police officers must meet certain requirements and pass several tests. Criteria include being a U.S. citizen, having a high school diploma or GED, being at least 21 years old, having no felony convictions, having a valid driver’s license, and being able to read and write English. Applicants must also pass a physical fitness test, a three-hour written exam, background investigation, drug test, psychological evaluation, medical evaluation and a lie detector test. Training includes a 12-week course with the Arkansas Law Enforcement Training Academy and a 14-week field training program. Beginning pay for a police officer is $32,902 per year.

Springdale Fire Department applicants go through a similar process. Applicants must be at least 21 years old, have a high school diploma or GED, have a valid driver’s license, be able to speak and read English, have no felony convictions, and no DWI convictions within the last 12 months or more than one on their record. They must also pass a test, according to Springdale Fire Chief Mike Irwin.

No additional training is required, but applicants who have an Emergency Medical Technician license have a better chance of being hired. Having an Associate Degree in Fire Science would be the best preparation for the job, Irwin said.

“We can send people to the Fire Academy but we prefer to hire people who have already had that training,” he said.

Beginning pay for a firefighter with an EMT license is $32,902. Firefighters who are licensed paramedics start at $40,473 a year.

City jobs may pay a little less than similar jobs in the private sector, but the excellent benefits make up for that. Benefits for City of Springdale employees include health, dental, vision and life insurance, paid holidays and vacation time, sick leave, and a retirement savings plan. Information on current job openings and applications are posted on the city’s website at www.springdalear.gov.

Major Employers

In this unit, you will learn about each of our area's major employers - those companies that employ the largest number of workers in Springdale and Northwest Arkansas. These companies include a wide range of services from construction to food service. You are likely familiar with many of their names. Chances are, you don't know about all the advanced, and sometimes surprising, career opportunities they offer.

The poultry industry is the backbone of Springdale's workforce and creates jobs for thousands of people. Processing plants provide many career opportunities for machine operators, welders, machinists and supervisors. The poultry industry plays a major role in the city's history and its success can be credited with other areas of economic growth.

Retailers are also some of our area's largest employers. Our area is home to one of the largest retailers in the world, along with other retail chains that serve Arkansas and surrounding states. These companies help bring people from around the country and globe to live and work in Northwest Arkansas. In addition to careers at their headquarters, retailers offer careers as store managers, assistant managers and department managers.

As our area grows, so does our need for high-quality health care. The health care industry is predicted to be one of our region's fastest-growing fields and is expected to add more than 2,700 jobs over the next 10 years. Area hospitals are expanding to better serve our community's needs. All these medical facilities employ a large number nurses, aides, technicians, maintenance personnel, human resources and administrative workers, information technology employees and many others.

As you read through this section of the magazine, you will learn more about what it takes to start a career at each of these major employers, the type of living you can make, and the skills and education you will need to be successful at Springdale's major employers. Our economy is creating thousands of jobs for skilled employees as our city continues to grow and change. By preparing now for one of these careers, you can help ensure a successful future.

Manufacturing
8,000 employed

Healthcare
16,000 employed

Retail
10,000 emloyed

Construction
13,000 employed

Utilities
1,000 employed







When Arkansas Children's Northwest opens in January 2018, the new hospital will create hundreds of career opportunities in health care opportunities focused on the unique needs of kids.

With the opening of Arkansas Children's Northwest, the Arkansas Children's Lowell Clinic will soon jump from an employee base of 50, plus physicians, to about 300.

The 233,613 square-foot building, rising on 37 acres of land, donated by David and Cathy (George) Evans, Gary and Robin George and their families, is located in Springdale near Arvest Ballpark.

The new campus will include 24 inpatient beds, 30 clinical exam rooms, 30 emergency department rooms, and five operating rooms. Also, it will offer the only pediatric emergency department in Northwest Arkansas and immediate access to Arkansas Children's mobile ICU, Angel One.

The new hospital will be part of Arkansas Children's, Inc., the only hospital system in the state dedicated to caring for children.

"Our operations will grow from a bustling clinic to a full-scale hospital, complete with subspecialty services that are necessary for caring for kids," said Laura Spies, Human Resources Business Partner.

"Children aren't little adults," Spies said. "They need the care close to home that we'll exclusively be able to offer right here in Northwest Arkansas."

Parents have to pull children out of school for a whole day to travel to the Little Rock campus.

"All this travel disrupts lives," she said. "This is just one of the reasons it's important to offer care close to home for the 200,000 children who live in this area."

The new hospital will need nurses, technicians and support workers in many more roles.

Some of the new jobs will include radiology, cardiology, pulmonary, lab, surgery, pharmacy and patient care technicians. Each of those jobs has specific certification and training requirements.

Patient care technicians will be needed to support nurses and help patients. Those technicians must have completed one semester of health care curriculum, or worked for one year as a certified nursing assistant, or CNA, which involves taking a course and passing a test.

Also needed will be registered dietitians, speech pathologists, audiologists, social workers, physical therapists, child life specialists, interpreters, information technology professionals, human resources professionals, and clerical support people who provide admissions, billing, and scheduling support.

The hospital's nursing staff will include licensed practical nurses and registered nurses from level I through IV, Spies said. The higher the level, the more education, experience and professional competencies a nurse has.

"Nurses are always a challenge to find," Spies said. "Pediatric

nurses are passionate about caring for children."

"Some nurses who work elsewhere may prefer pediatrics, and we'll have great opportunities for them," Spies added."

Jessica Shadden, a neurology specialty nurse, worked in labor and delivery before coming to Arkansas Children's Lowell Clinic. She now enjoys her career helping kids.

"It's been fun," Shadden said. "I enjoy working with children. You get to know the family on a close, personal level. Some become part of your family."

Shadden works with children from birth to age 21. Some of the children have nerve problems that cause physical hardships. Some have seizures.

"Some grow out of seizures and some progress into adult care," Shadden said. "We are glad when they get better, but we are sad when we don't get to see them anymore."

Jeff Younginer, Cardiac Sonographer, worked full time with adults before joining Arkansas Children's.

"Children of different ages require different styles of treatment," Younginer said. "Babies will play - they are a lot of fun. Children 1 to 2 years old can't be talked into lying down!"

Younginer said he gets help from the Child Life Specialist, who is an expert in calming children. "Working with children is a very satisfying career," Younginer said.

"Some of their problems are very complex, but the more challenging the more interesting," he added.

Younginer performs electrocardiograms and other heart monitoring tests. Kevin Eads, a heart station technician, assists him.

"Some kids are really fun during testing," Eads said. "We build relationships with the regulars. We know them by name."

Those interested in a future career at Arkansas Children's Northwest can take steps while still in high school to prepare by studying science, math and biology.

Education doesn't end after someone is hired. "An important part of our culture is education for employees, clinical and non-clinical, which helps them excel and progress in their careers," Spies said.

"Patient care technicians, for example, can use their experience and add education to move into more specialized technician roles," Spies said. "Technicians also can add education as they gain experience."

In addition to paying competitive wages, Arkansas Children's benefits include paid time off, health, dental, vision and life insurance, long and short-term disability, tuition assistance, and a retirement savings plan with employer match.

To find out more about Arkansas Children's Hospital bringing care close to home in Northwest Arkansas, visit archildrens.org.



Career Opportunities:
Information Technology
Interpreter Services
Human Resources
Nursing (LPN/RN)
Physical Therapy
Patient Care
Radiology
Respiratory
Audiology
Speech
Nutrition
Cardiology
Safety
Admissions
Scheduling
Quality
Hematology
Oncology

Black Hills Energy

Improving life with energy



Your pathway to a stable career could start at Black Hills Energy. Recessions can cause drops in construction, sales and other types of businesses. However, people have to heat their homes. They have to have lights. They cannot get by without electricity or natural gas.

Black Hills, based in South Dakota, serves 1.2 million customers in eight states, including Northwest Arkansas. The company has been in business since 1883 when it started serving electric customers in Deadwood, S.D.

"A utility company is stable," said Rich Davis, Black Hills Energy Manager of Community and Government Affairs for Arkansas. "We don't lay off a lot of people. We have people coming up for retirement that have been here 35 to 40 years."

Even with the replacement of retiring workers, hiring at Black Hills is growth driven, Davis said. Entry-level jobs can lead to a career in the company's safety, regulatory affairs or pipeline maintenance departments. Other career paths include geographical information system operators, project managers, gas center workers, supervising agents, or subject experts in a call center.

A Black Hills customer care center is located in Northwest Arkansas, one of three in the company. One is scheduled to close with some jobs moving to Arkansas.

The call center is an enjoyable place to work, said Kim Hankins, Operator Support Supervisor. "Everyone in the company helps create a family atmosphere," Hankins said.

Hankins started 10 years ago as a part-time worker at the drive-in window where customers pay bills. After deciding the seasonal job could be a career, she became a full agent answering phone calls from customers. She earned promotions to a team leader and floor supervisor.

"I've gained knowledge and experience," Hankins said. "I've developed my leadership ability and learned to be creative, and how to think outside of the box."

"Don't be afraid to start at the bottom and work your way up," Hankins said. "You gain a lot of experience that way."





Benefits

Health Insurance
Dental Insurance
401(k) Plan

To Apply

Careers.blackillscorp.com

Angelle Johnson manages the call center, and also has been working for the company for 10 years. She brought experience to the company, having worked in a call center in her native New Orleans. She also worked in human resources and cost control before returning to the call center.

"You have to have skill in dealing with the customers," Johnson said. "You have to have charisma,



Career Opportunities
Pipeline Maintenance
Call Center Agent
Regulatory Affairs
Project Management
Geographical Information System Operator
Supervisor
Safety

Skills Needed
Communication Skills
Computer Skills
Mechanical Aptitude
Good Work Ethic
Science
Math

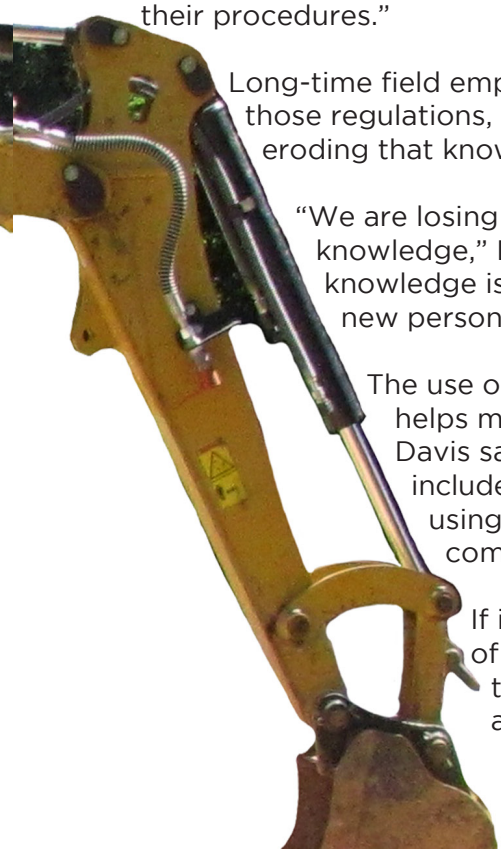
patience, empathy and like people."

Employees at the call center must already have or be able to quickly develop their skills, Davis said.

"You need phone and computer skills for the job," Davis said. "You have to enter data. You work under some pressure. You have to have a good work ethic and be at the job on time."

Other careers, like pipeline maintenance, take workers out into the field, Davis said. Pipelines are regulated by the government. The company has to obey the rules.

"You don't wing it," Davis said. "You have to follow their procedures."



Long-time field employees know all about those regulations, but retirements are eroding that knowledge away.

"We are losing a lot of institutional knowledge," Davis said. "That knowledge is difficult to embed in a new person."

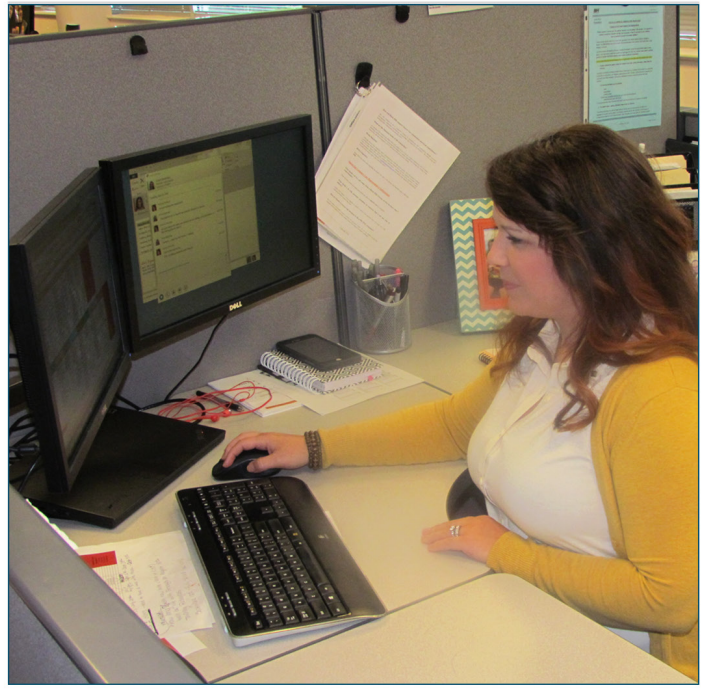
The use of technology helps make up for that loss, Davis said. The technology includes employees in the field using iPads for communication.

If it's something out of the ordinary to repair, the field crew will take a picture with their iPad, send it in, and ask what is needed to fix the problem, Davis said.

The company offers competitive pay and benefits better than most, Davis said. Those benefits include health and dental insurance, a 401(k) plan, and incentive bonuses based on performance.

To have a successful career, pipeline maintenance and other field workers need math, science and computer skills, along with a strong mechanical aptitude. Call center employees must be able to communicate, Davis said.

For more information on current career openings, visit careers.blackhillscorp.com.



Career Opportunities

Production Workers
Maintenance Mechanics
Wastewater Operators
Electricity Technicians
Food Safety Workers
Food Quality Workers
Feed Mill Operators
Farm Managers
Refrigeration Technicians

Quick Facts

- Cargill was founded 150 years ago
- 149,000 employees in 70 countries
- Springdale complex established in 1965
- Employs 1,200 people in Springdale
- Ships about 288,000 pounds of product per year

SCAN TO APPLY:

Source: Cargill



Cargill™



After high school graduation, many students are left with the question of "what's next?"

One Springdale company, Cargill, is helping answer that question by opening doors and growing its employees into tomorrow's leaders.

Cargill is much more than a turkey processing business, said Shane Acosta, Springdale complex General Manager. The business provides food, agriculture, financial and industrial products all over the world, and you can find Cargill's products in virtually every major foodservice and retail chain in the United States.

Cargill's Springdale plant processes about 50,000 birds per day, and houses a large distribution center that ships products across the country. As one of Springdale's largest employers, Cargill career options range from production, food safety and quality assurance, to maintenance, refrigeration and electronics work.

"Cargill is looking for talented individuals to fill a variety of positions at our complex, with pay ranging from $30,000 to $50,000 plus per year," said Julie Lawrence, Human Resources Manager. "These jobs include maintenance mechanics, refrigeration technicians, wastewater operators, electronic technicians, farm managers, food safety, quality assurance workers and feed mill operators."

Students who study agriculture, or take classes that teach skills like welding, could have an advantage when applying for these jobs, Lawrence said.

Employees can also receive training at Cargill to help them earn promotions to more prestigious and higher-paying careers, such as management positions, Lawrence said. Employees are eligible for tuition reimbursement for classes related to the core functions in their field, she added.

"We are pretty liberal in interpreting

the core functions," she said. "We've had people take classes in nursing, information technology, accounting or work on their degree."

"Eric Hernandez used the education program to develop his career path at Cargill throughout his eight years at the plant – from a position on the production line to a role as a human resources recruiter for hourly employees," she said.

Now, Hernandez plans to earn his degree and be able to move up in the Human Resources department.

With on-the-job training to help improve their knowledge and skills, employees can also take classes to earn a license or certification in their field of work, Lawrence said.

Mark McGarrah earned his wastewater operator certification while working in Cargill's wastewater department.

Like all meat processing plants, Cargill's Springdale facility uses lots of water daily for plant sanitation and food safety purposes. Wastewater operators are critical for the plant to optimize its water usage.

The company paid for the class and test McGarrah took for his class three certification. The higher the certification, the better the pay, McGarrah explained.

"Our Springdale facility has enough square footage to cover six football fields, and we need nearly 1,200 people to ensure the plant is operating to its full potential," Acosta said.

"Roles such as maintenance mechanics and refrigeration technicians ensure our two production shifts, and a third sanitation shift, continue to successfully run each day."

Electronic technicians keep the plant's computer and other electronic systems running properly, while the food safety and quality team oversees the production process to ensure turkey products remain at the highest standard, Acosta said.

Cargill also has a passion for the community and boasts a diverse

"We want to develop leadership from within."





workforce. Cargill also has a passion for the community and boasts a diverse workforce. The Springdale plant employs people from nine different countries, and Cargill hosts two cultural recognition events every month. Cargill is focused on giving back to the community and donates 16 tons of turkey products each year.

Cargill offers employees benefits, including medical insurance and a 401(k) retirement savings plan, Lawrence said. Employees can also earn bonuses based on performance, she added.

The ultimate goal, according to Lawrence, is to find qualified workers and develop leadership from within the business. Employees will have the opportunity to work their way into management roles.

Good work and behavior does not go unnoticed at Cargill.

"You need to give 110 percent," Hernandez said. "If you are pushing carts, be the best cart pusher. Tough it out so you can show your potential."



You can join a company that offers steady work with many opportunities to advance.

"We are a stable, strong corporation that is going to be here," said Tanya Hammock, Senior Human Resources Manager at Cintas. "You can't outsource what we do."

Cintas provides uniforms, entrance mats and other items to companies all over the country.

The Springdale location serves Northwest Arkansas and small portions of Oklahoma and Missouri.

"We provide a service that the companies need," Hammock said. "It has to come from somewhere, why not from us."

Osvaldo "Oz" Figueroa, works as a Service Sales Representative. He runs a route, taking clean supplies to customers and picking up the dirty ones.

"I get to interact with my customer," Figueroa said. "I deliver and pick up uniforms and mats. Part of my job is also to increase daily sales."

Figueroa started as a loader and unloader in the Springdale plant. He pulled out dirty laundry, sorted it, and then loaded the truck with the next day's delivery. The dirty laundry would be processed, cleaned, sorted and mended, if needed.

After six months, Figueroa was promoted to an assistant service rep and then to a full representative.

"I love my job," Figueroa said. "I get to drive around, be outside and meet people."

"The service sales representatives are the face of Cintas to our customers," Hammock said.

"Judgment of the company is based on the service person," Hammock said. "Customers need to like them, and like talking to them."

Figueroa likes to work with the customers, living up to their expectations. "I want to stick with it and become a manager," he said.

The company has 123 employees in the plant.

Of those, 40 are on the service team, and 65 are in the production facility. The remaining employees are office and sales staff.Starting pay for loaders and unloaders is $13.30 per hour with service rep jobs starting at $16 an hour.

"We try to maintain our growth and promote from within," Hammock said. "We have a wide variety of positions. We have places wherever you would would want to go with your career."

Career Opportunities

Production Supervisor
Sales Representative
Loaders/Unloaders
Service Supervisor
Service Sales Representative
Service Sales Supervisor

Requirements for Cintas Careers

Excellent Customer Skills
Professional Appearance
Valid Driver's License
Attention to Detail
Stable Work History
An Interest in Sales
High School Diploma/GED

Apply Online
www.cintas.jobs

Opportunities for career advancement include service supervisor, production supervisor, service sales manager, sales and many other positions.

Paige McPeake, Service Sales Manager, moved to the Springdale office recently. She joined the Cintas Management Trainee program after graduating from the University of Central Arkansas.

“My main responsibility is to build goodwill with our customers, making sure they are being taken care of,” McPeake said. “I am also responsible for adding and growing the customer base and securing renewals.”

She also helps with the staffing for the service department. Hiring is a demanding process, she said. The company looks for people with experience. The job requires a sales element, people who like to be out and about, and has a physical side. All of those requirements can be a challenge to meet, she added.

“The only thing stopping you from reaching your goals is yourself.”

We are always trying to grow the team, Hammock said. “Our interview process involves multiple interviews allowing candidates to interact with several leaders at the location,” she said.

Cintas is looking for career-oriented candidates seeking a long-term future, Hammock said. Applicants are told what the expectations are for the jobs and even get to try out the position they’re applying for.

“We have applicants spend a day in the position they applied for as part of the interview process,” Hammock said. “We want candidates to see what an average day is like so that they are not surprised and have an understanding of the job requirements.”

“We look for someone who gives attention to detail and has a steady work history with logical moves to another job,” she said.

People interested in applying at Cintas should consider taking math, business, communications and personal accounting classes.

Such classes help employees keep totals for work, understand how the company operates, aid with customer communication, and assist with keeping finances in line, Figueroa said.

McPeake recommended adding marketing, computer, Excel and speech classes. Some positions also require a college degree.

“If you can’t communicate well, it’s difficult to move up,” McPeake said.

McPeake recommended starting with a company, like Cintas, that offers employees the potential to move up, instead of working in the same position forever.

In some companies, the starting pay may be a little less, but employees may have more future opportunities. Go with that company, she added.

Opportunities are plentiful in Cintas’ 400 U.S. facilities - that includes six manufacturing centers and eight distribution centers. Cintas is headquartered in Cincinnati, Ohio. It has locations across Arkansas in Springdale, Harrison, Fort Smith, Little Rock and Searcy.

The company offers a great employee benefits package, Hammock said. Benefits include medical and dental insurance, paid vacation and holidays and a stock ownership plan.

Applications can be submitted online at cintas.jobs or at a computer available at the plant located at 580 N. Monitor Road in Springdale.

“The only thing stopping you from reaching your goals is yourself,” Figueroa said.



GEORGE'S®





Some employees at George's poultry plants traveled a long way to find their careers. Cayle Davis, maintenance supervisor, drives back and forth each day from near Harrison. Paul Sehreh traveled even farther to become an operations supervisor in de-boning.

Sehreh, 29, was born in Burma, now called Myanmar, but grew up in a refugee camp in Thailand. His family fled his native country during political upheaval. After 11 years in the camp, a sponsor allowed the family to relocate to Texas. After working for two years at a poultry plant in Houston, a George's recruiter brought Sehreh to Springdale.

"It was a good job opportunity," Sehreh said. "I'm glad I moved here."

George's works hard to find and keep good employees, said Glen Balch, Vice President of Human Resources.

"We want people who take pride in their place of employment," Balch said.

George's began in the 1920s in Springdale by hauling poultry to market. Today, it owns poultry operations in Arkansas, Missouri and Virginia. Four generations of the George family have headed the privately owned company, which employs about 4,700 people.

The company is dedicated to promotion from within, said Renelius Sims, who works in sales.

Sims began his career at George's as a production worker, but was promoted to shipping and billing and then accounting before starting his current position in sales.

"For a guy who expected to find temporary employment at a chicken plant, I have instead been blessed to work with some of the best people in the industry," Sims said.

Tiem Loeak, supervisor in a processing plant, used previous experience to gain his promotion from a line worker. His work with an inventory company allowed him to make suggestions that would improve inventory control in the cooler.

The native of the Marshall Islands was transferred to the inventory crew and then promoted to supervisor soon afterward.

"The company will listen to you if you have creative ideas," Loeak said.

George's also tries to help employees with their problems, said Tahamara Ibarra, a human resources worker.

"The company will listen to you if you have creative ideas."

"We listen to employees who want to be heard," Ibarra said.

Ibarra worked on the production line in Cassville, Mo., before being promoted. She also worked as a receptionist in a plant office.

Employees have changed over the years, Balch said.

"In the past, people wanted all the work they could get," Balch said. "Now, with the millennial generation, it's not all about the pay. They want time to be with their families, to take care of their personal business and go on vacations. We have had to adjust," he added.

Today's employees are trying to balance life with work, Balch said. They want input and to receive feedback. The company is adjusting by having group discussions and round-table discussions, he said.

George's is constantly looking for new team members, including recruiting new employees in San Juan, Puerto Rico. Since Puerto Rico is a territory of the United States, visas are not needed for relocation to Springdale, Balch said.

The company's Human Resources department helps people who relocate to Springdale, Balch said.

Any new families moving to the area to work for George's are helped with housing, finding churches, learning about city services, schools and in other areas.

"Helping our employees with their quality of life is part of our responsibility," Balch said. "We want them to be happy at work and at home."

Employees will be successful at work if they strive to be better each day, Davis said. Problem solving is part of the job for maintenance workers, he added.

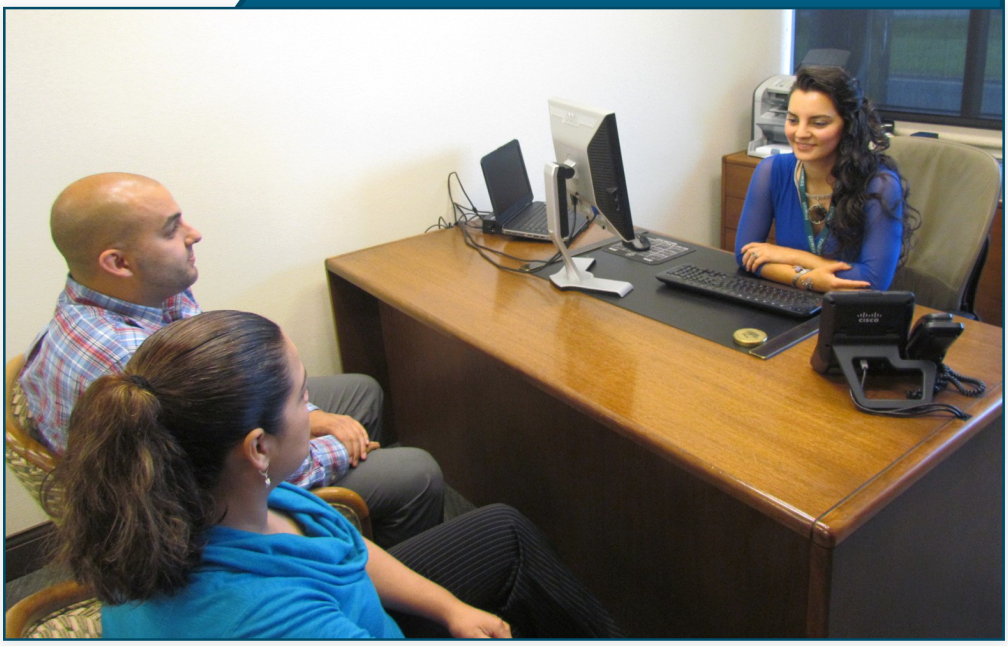
"There is a lot of opportunity in maintenance for those with mechanical experience," Davis said. "Those who take classes in the agri field can learn welding, metal fabrication and other skills."

Employees need to communicate effectively, listen and learn, Ibarra said.

"People in the Hispanic community need to help push each other further toward success," Ibarra said. "Be proud of yourself and where you are from."

"Some people want to learn, some don't," Loeak said. "For those who want to have a better career, let them fly."

Tahamara Ibarra talks to other George's employees



George's Employees

Arkansas 2163
Virginia 1733
Missouri 788
Total - about 4700

Skills Needed

Effective Communication Skills
Willingness to Learn
Metal Fabrication
Problem Solving
Welding

Applying at George's

George's Employment Center
901-A Robinson Ave. in Springdale
www.georgesinc.com

HARPS™
HOMETOWN FRESH

The application for a job at Harps Food Stores plainly tells prospective employees what the company is looking for: people who like to make other people happy.

According to the application, "If you are a friendly, fun person who values customers and takes pride in what you do, please proceed with filling out this application. If you are not, and you don't think you can become that person, please stop, as you will be wasting your time and ours."

Ashlee Herrin and Abigail Adams didn't waste their time. Both thought they fit Harps' description, applied, and were hired to work as cashiers at Springdale Harps stores when they were seniors in Springdale high schools.

"I read that part before I applied," Adams said. "I thought it fit me. I enjoy serving the customers and the people you work with are great."

"I've got great people to work with," Herrin said. "It's like working with my family and friends."

Harps is an employee-owned grocery store chain that started and is still based in Springdale. The company operates 80 stores in Arkansas, Oklahoma and Missouri, and plans to expand to Kansas.

Herrin and Adams hope to keep working for Harps while they go to college. The flexible schedules at Harps are a big plus for working while attending school, Adams said. They both work 20 to 30 hours a week.

"I like working with the customers," Herrin said. "I can help them with their problems and make them feel more comfortable."

Harps is a great place to enter the workforce while in high school or while attending college, said Frank Ray, Vice President for Human Resources. Most stores hire cashiers, clerks, stockers and employees in the specialty areas, such as the bakery and deli. Additionally, there are entry level jobs in every department, including the warehouse and distribution center in Springdale, Ray said.

"We are adding more jobs as we grow," Ray said. "We have our own business culture here and we try to grow our own leadership."

Store employees can progress to customer service representative, closing manager, scan code manager or cash office manager, Ray said.

"If you want to take on more responsibility and make more money, all you have to do is work hard and let someone know," Ray said. "Promotions are based on attitude and work ethic."



Harps Food Stores

1930: First store opened in Springdale

2000: 40 stores in three states

2001: Company became employee owned

2016: 80 stores with more planned

Those interested in building a career at Harps can stay with the company and apply to enter its management trainee program. One entry-level worker at the distribution center asked to enter the trainee program, Ray said. Two years later, he was a store manager.

“We are looking for managers for the new stores we plan to open,” Ray said. “We’re not going to force someone to a new store, but if they volunteer to go to a store to further their careers, they can.”

The company selects students to participate in a college intern program during the summers that lasts for 10 weeks. Each week, participants rotate to a new department and learn its operational procedures.

The program is designed to show students what it means to be a manager at Harps and allow the company to seek exceptional students to train for future management consideration.

Store employees may also move up to office jobs in the company’s Springdale headquarters, Ray said. Current employees can apply for other positions when those jobs are posted within the company.

The company’s employee benefits are excellent, Ray said. Benefits include vacation time, paid holidays, health insurance and a 401(k) pension program.

After working at Harps for a year at least half-time, employees 21 and older are eligible for the company’s stock ownership plan.



The company started the program in 2001 after purchasing all stock from its former owners, the Harp family.

“We have extended and improved our culture since then,” Ray said. “Five years ago we started a campaign to become the friendliest retail food store company anywhere. I think our customers have recognized that.”

Harps is a great place to work if you have a positive attitude, Adams said.

“They can teach you everything you need to know,” Adams said. “You learn how to be a problem solver.”

Career Opportunities

Distribution Center
Customer Service
Office Personnel
Management
Stockers
Cashiers
Bakery
Clerks
Deli

Benefits

Flexible Schedules
Vacation Time
Paid Holidays
Health Insurance
401(k) Plan
Stock Ownership



To Apply: visit harpscareers.com

i'm lovin' it™

Local McDonald's restaurants have a lot more to offer employees than flipping burgers and cooking fries. The company has led to management careers for many people.

Cassandra Purtle and Dusty Glenn are two of those set on the McDonald's career path. Purtle is a General Manager. Glenn is an Area Supervisor in charge of six restaurants.

Both started their careers by preparing food on the line, years ago. Purtle, 22, has worked in about 10 different McDonald's, but is now the manager of the restaurant where she started in Bentonville.

She worked at McDonald's during high school and while she attended a hair cutting school. Cutting hair didn't work out for her.

"Cutting hair is slow," Purtle said. "McDonald's is fast paced, right at my speed. I'm a go, go person. I decided that McDonald's was my best opportunity."

Glenn, a Springdale High School graduate, came to McDonald's as a shift manager in 2009 after working for another restaurant. She quickly moved up to Area Supervisor.

"It's a great place to work," Glenn said. "I love my job."

Northwest Arkansas McDonald's are owned by Bill and Walter Mathews. The brothers also worked their way up to becoming the franchise holder for the area.

Bill Mathews, a Springdale resident, was working in 1973 at the McDonald's on College Avenue in Fayetteville while going to college. He stayed with the company after college and he and his brother bought the restaurant in 1983. They now have 35 restaurants in Northwest Arkansas and Oklahoma.

To Apply
mylocalmcd.com or at McDonald's locations

"We have 2,000 employees, 350 managers and eight to ten in our administrative staff," Mathews said. "We have our own certified public accountant and human resources department. We keep it local."

McDonald's Corporation is the world's leading global food service retailer with over 36,000 locations in more than 100 countries. The number of employees worldwide was approximately 420,000 at the end of 2015.

More than 80 percent of McDonald's restaurants around the world are owned and operated by independent local franchisees.

"The corporation decides where a restaurant should go," Mathews said. "If it's in our area, we have the first option to own it."

New restaurants need workers and managers, he explained.

"Ninety percent of our managers started on the line, Mathews said. "We try to promote from within. We want people who have respect for the brand."





Career Opportunities
Shift Manager
Department Manager
General Manager
Area Manager

Preferred Qualifications
Good Listener
Follows Directions
Professional Appearance
Follows Company Procedures

How does a local company hold to the standard of a brand known around the world? By training, following the correct procedures and serving wholesome food.

“We need people who can uphold the standards we follow,” Mathews said. “You can’t create new ones for McDonald’s Corporation. Our customers have expectations. Meeting the standard is up to us.”

In 1961, McDonald’s launched a training program, later called Hamburger University. The Mathews have their own training center in Springdale. New employees train at the facility’s test kitchen and key employees come in to train when any procedure changes.

Prospective employees should be good, positive people with a willingness to learn, Mathews said. They should follow the company’s procedures and serve quality food.

“We need good listeners who are willing to follow directions,” he added. “They’ve got to have a good personal appearance. They should take pride in the way they look and act professionally.”

Those interested in advancing in management should talk to their area supervisor and let them know about their goals, Glenn encouraged.

“My general manager helped, talking to me about the roles a general manager has and gave me some duties so I could learn what a general manager does,” Glenn said. “He helped me with the role. It was an easy transition when I became a general manager.”

Glenn has a degree in business management from the University of Arkansas, but she said you don’t have to go to college to have a successful career. “The degree was not required for my job,” she explained. “I did it for myself.”

Those preparing for a career in food service management should work on their math skills. Such skills are used for inventory and statistics for the restaurants, Glenn said.

Communications skills are helpful, Mathews added, as is common sense. Accounting and economics classes will help future managers on the financial side of McDonald’s, Purtle said.

According to Mathews, benefits at McDonald’s are the best in the industry.

“One of the best benefits is flexible hours. We will adjust schedules around any other activities for things like school,” he said.

Purtle was a cheerleader and also on a competitive cheerleading team when she started at McDonald’s. “I was able to do both, and also work and go to school,” she recalled. “The flexible schedule really helped me.”

There is also a bonus program for managers, based on food costs and labor control, Mathews said.

Those wanting to apply may do so at individual restaurants or online at www.mylocalmcd.com.

“I want people to give McDonald’s a chance,” Purtle said. “It’s a great job for a high school student and you can build a career with the company. It can be a good life. Don’t say no. Help your life get better.”

Mercy



You can choose a career in a growing field while helping people live healthier lives.

Mercy Northwest Arkansas is growing, with plans to expand its hospital in Rogers and add clinics in several cities, including Springdale.

Mercy Northwest Arkansas is a faith-based, nonprofit operated by Mercy Health System, a ministry providing health care in four states.

Eric Pianalto, President of Mercy Hospital Northwest Arkansas, grew up in Tontitown and graduated from Springdale High School. He earned a bachelor's degree from the University of Arkansas and an MBA from Webster University. He has worked for Mercy since 1994.

"It's a great place to work," Pianalto said.

Mercy will be a great place to work formany more people soon.

The expansion will add 100 beds to thehospital, Pianalto said, increasing the number to more than 300. In addition, Mercy will build seven new primary and specialty care clinics.

The hospital and clinic expansions will create the need for 1,000 new health care workers, increasing Mercy's employees in Northwest Arkansas from 2,000 to about 3,000 in the next fiveyears, Pianalto said. The expansion is critically needed.

"Our hospital and clinics have been serving the community at a very high capacity," Pianalto said. "To ensure we carry out our mission and continue to meet the needs of Northwest Arkansas, we developed a plan to provide additional access to quality care."

New employees will work at the expanded hospital and new clinics, which will be added to the 35 existing ones in the area, said John Roller, Human Resources Recruitment Manager.

"It takes an army to take care of a patient," he said.

Nursing positions are challenging to fill, Roller said.

"There is a shortage of nurses in Northwest Arkansas and across the country," he added.

Registered nurses and licensed practical nurses, referred to as RNs and LPNs, must pass a licensure exam. The education path is longer for RNs, but they earn more money and have more choices about where to work.

Nurses' time in school can range from 18 months for an associate degree to four years for a bachelor's degree. Northwest Arkansas Community College in Bentonville, Northwest Technical Institute in Springdale and the University of Arkansas in Fayetteville offer different

Career Opportunities

Information Technology
Registered Nurses
Certified Technicians
Phlebotomists
Lab Assistants
Food Service
Certified Nursing Assistants
Licensed Practical Nurses

Skills & Qualities

Good Work Ethic
Compassionate
Empathetic
Attention to Detail
Passionate About Patient Care

To Apply

mercy.net/mercycareers

"Keep an open mind. Your first job may not be your last unless you want it to be. If you have a passionate desire to learn about what you are doing, keep doing it."

paths to nursing degrees.

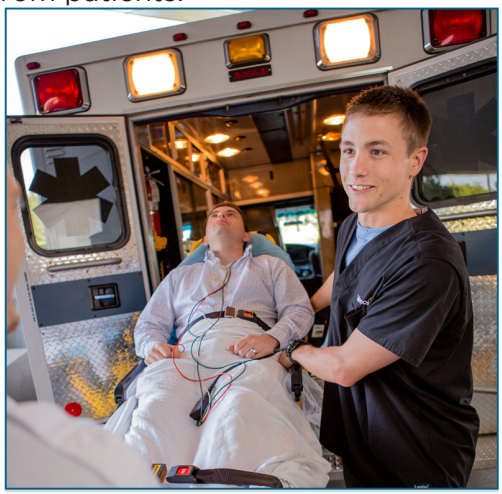
"A lot of people start in our clinics," Roller said. "The progression from LPN to RN is the natural flow. Some entry-level workers start as certified nursing assistants or CNAs. Mercy uses many CNAs in its hospital departments."

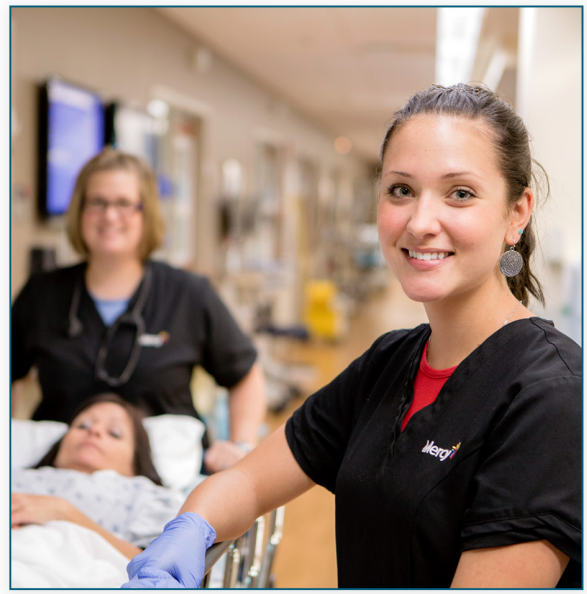
CNA students take a class that lasts six to eight weeks and includes some supervised time taking care of patients. After the class, the students must pass a test to become certified. Becoming a CNA is one way a young person can find out whether health care is a good fit. Health care is a rewarding profession, but it's not for everyone.

"We'll be looking for good and talented people who want to go to work every day," Pianalto said.

Those dealing directly with patient care should have personality, compassion, care, empathy and feel a need to take care of patients, Roller said. That includes technicians specially trained to perform X-rays and scans such as MRIs and CAT scans. Those techs, as well as some others, require certifications.

Other career opportunities include surgical techs, instrument techs, scrub techs, dietitians, food service employees, cooks, lab assistants, IT departmentworkers, pharmacy techs, and phlebotomists, a medical professional who draws blood from patients.





"I've got a lot of respect for all employees," Pianalto said. "I believe we have an opportunity to touch lives regardless of your job. It's being part of a ministry, part of an obligation."

Entry level jobs start at $10 hour, Roller said, but opportunities to advance can come quickly. "Someone like a surgery tech can make $40,000 a year with certification," Roller added.

Benefits for Mercy employees include paid time off, medical, dental, vision and long term disability insurance, Roller said. Mercy also offers tuition reimbursement, a sick day bank and matches up to six percent on a 401(k) retirement fund.

"Your application should be polished and have no misspellings," Roller said. "You should have a résumé."

He also recommends practicing interview skills. "You have got about 35 to 45 minutes to impress someone," he said.

Those interested in a career in health care can get a head start by taking medical classes offered in high school. Those courses will cover medical terminology, anatomy and many other areas of study.

Not every student is college bound, Pianalto said. Those ready to enter the workforce after graduation should pursue their passions.

"Keep an open mind," Pianalto said. "Your first job may not be your last unless you want it to be. If you have a passionate desire to learn about what you are doing, keep doing it."

MCC
MULTI-CRAFT CONTRACTORS, INC.
From Concept to Completion





Multi-Craft Contractors offers a wide range of careers, allowing employees to attain job satisfaction and earn a good living. Multi-Craft is one of Springdale's largest and most successful companies. With eight different areas of specialized construction and industrial services, you can find the path that fits your skills and interests.

"It's about opportunities," said Multi-Craft President Rick Barrows. "We believe allowing our employees to move to the division they are most interested in makes them happier in their work and creates more opportunities for career advancement," he explained.

The company's different teams specialize in electrical, HVAC, plumbing, robotics, sheet metal, fabrication, crane and millwright services.

Marshall Rucker, a mechanical engineer, started at Multi-Craft as an information technology intern. After graduation, Rucker began working in the company's sheet metal division, which makes ductwork for buildings.

"Each division works together as a team on many of our projects so you have the opportunity to find out which one best suits your skills," Rucker said. Multi-Craft's projects include installing jumbotrons at the University of Arkansas, working on the new Arkansas Children's Hospital, or setting up a new robotics system in a factory.

Multi-Craft Contractors helps employees build their career from the start with on-the-job training. For example, employees in the electrical and mechanical divisions start at $12 an hour as apprentices while earning their journeyman license, a four-year process that involves taking evening classes. For each semester a worker completes, they get a dollar an hour raise. After receiving their journeyman license, workers earn $22 an hour. Multi-Craft also offers tuition reimbursement for employees who pass their classes each semester. While most jobs at Multi-Craft do not require a college education, the company is also seeking electrical and mechanical engineers, estimators, and project managers with college degrees.

Developing certain skills in high school can help you in a future career at Multi-Craft. Jonathan Shaddox, the electrical division manager, recommended studying algebra and geometry. "We use math in our work every day. If you are good at math, you don't have to go to college in order to find a job that lets you use those skills," he said.

"We need creative thinkers and planners who can see the big picture."

Shaddox also recommended taking classes that teach computer-aided drafting, or CAD, which is used to create engineering designs. “If you understand how CAD works, you’ll have an advantage,” he said.

Potential employees should also take computer classes that teach advanced Excel skills. “Working in construction doesn’t mean you don’t work with your mind,” Rucker said. “We need creative thinkers and planners who can see the big picture.”

“Some people go to college for four years, create a lot of debt, and end up with a job that doesn’t pay as much as our employees earn,” said Hex Bisbee, Chief Financial Officer.

“You can make a good living building something,” Barrows added.

No matter what their position is in the company, successful Multi-Craft employees have one quality in common: pride in their work. The company is committed to providing superior quality services. “Being part of the Multi-Craft team gives you an opportunity to see something grow from nothing into a finished project,” Shaddox said.

“You can work on projects you can be proud of and that will be around for years to come,” Rucker added.

Multi-Craft is always looking to hire people who are passionate about what they do and often adds three to four new employees each week. The company has a total of 636 employees, adding 150 of those workers in the last year alone. MCC has doubled its employees over the past five years.

“That tremendous growth demonstrates how the construction industry is thriving,” Shaddox said. “We’ll continue to expand as Northwest Arkansas grows,” he added.

Managers look for applicants who want to stay with the company. “We don’t have a lot of turnover,” Rucker said. “Multi-Craft gives employees the opportunity to build a stable, long-term career.”

In addition to training and education opportunities, Multi-Craft offers benefits including a 401(k) retirement savings plan, paid vacation, holiday pay, and health, dental, vision and life insurance.

The company believes in taking care of our community and employees. “It goes back to one of Multi-Craft’s core values of living by the Golden Rule,” Barrows said. “We treat others the way we want to be treated.”

If you are interested in learning more about Multi-Craft Contractors, visit the website at www.multi-craft.net.



To Apply:
www.multi-craft.net



Career Opportunities

Electrical & Mechanical Apprentices, Journeymen & Masters

Mechanical & Electrical Engineers

Welders

Fabricators

Machinists

Quick Facts

Hired 150 employees in the last year alone; doubled its employees over the last five years

NORTHWEST HEALTH

Bentonville • Springdale • Siloam Springs
Physicians' Specialty • Willow Creek Women's

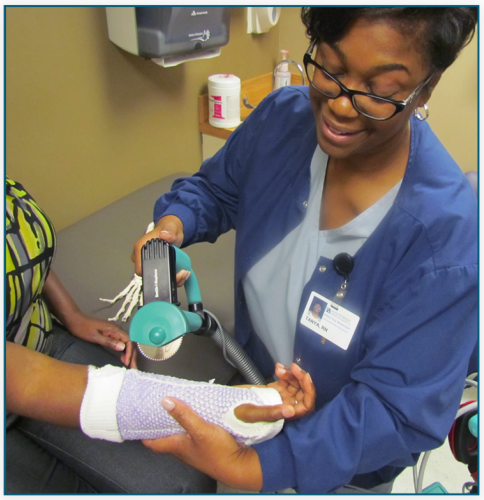
Career Opportunities
Certified Nursing Assistants
Emergency Room Technicians
Patient Registration
Registered Nurses
Medical Records
Phlebotomists
Accounting
Engineering

Preferred Qualities
Ability to Multi-Task
Communication Skills
Technical Skills
Compassion

Recommended Classes
Medical Courses
Science Classes
Public Speaking

To Apply
northwesthealth.com





Working in the medical field is not just a job.

"It's a calling," said Korene Christianson, Emergency Department Director for Northwest Medical Center in Springdale. "It's a lot more than an 8 to 5 job."

"It's a type of public service," said Brett Dawes, Emergency Department Technician. "It's a hands-on job working with people."

Northwest Medical Center in Springdale is one of four hospitals in the Northwest Health network. Other hospitals include Northwest Medical Center in Bentonville, Northwest Health Physician's Specialty Hospital in Fayetteville and Willow Creek Women's Hospital in Johnson.

The four hospitals, along with 40 clinics, employ about 2,000 people. There are numerous types of employees, from doctors and nurses to custodians and food servers. All employees work to reach the same goal: help make people healthier.

Those who work directly with patients are sometimes the hardest jobs to fill. Northwest is always looking for nurses. The hospital tries to grow its own, encouraging workers to continue their education while working to become a registered nurse.

Daniel Burson and Brett Dawes are emergency department technicians who plan to become ER nurses.

"There are a variety of jobs for nurses," Burson said. "Personally, I love emergency room work."

"I'd like to stay with emergency nursing," Dawes said. "I love the work."

The emergency room is the romantic part of health care, Christianson said.

"There's a lot of adrenaline," she explained. "You never know what will come in the door. For many people, you are trying to help them on the worst day of their life. You need to have the skills to make it better."

Burson learned CPR while serving as a volunteer firefighter and started taking emergency medical technician classes.

"I learned about blood draws, wound care and suture removal," Burson said. "I liked it and decided to become a nurse."

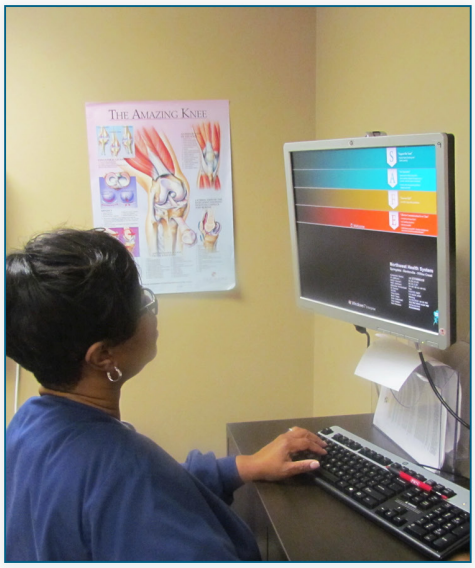
He attends nursing classes at Northwest Arkansas Community College.

Dawes started his medical career as a member of the Air Force Reserves. He chose nursing as a specialty when he signed up with the Reserves.

"I had several jobs, but I knew I didn't want to make a career of any of them," Dawes said. "I considered several fields but decided nursing was what I wanted to do for the rest of my life. Don't do something you hate just to pay the bills."

Another entry point for the hospital is working as a certified nursing assistant, or CNA. CNAs need a certification, earned by taking a six-week class and passing a test.

Tonya Hudson worked as a CNA and decided to become a nurse to advance her career. She now works as a phlebotomist while taking nursing classes. Phlebotomists start IVs and draw blood.



"All nurses should be an aide first," Hudson said. "That way you will know if you like nursing."

The hospital hires graduates of two and four year nursing programs in the area, said Kimberly Wright, Northwest Human Resources Generalist & Recruiter.

"The pay rate can double for CNAs who are attending nursing school and obtain their RN license," Wright said.

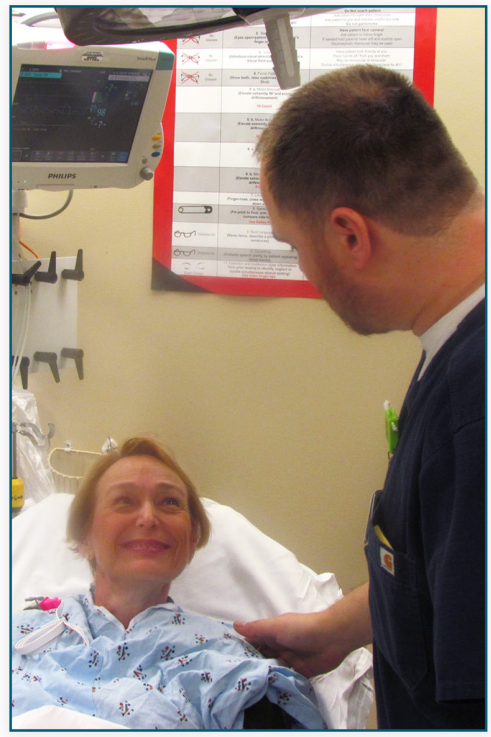
Some employees also start as PRN workers, who work as needed. They can move to full time employees.

Nurses are in short supply locally and across the nation, Wright said.

"It's a perfect career for a caring, compassionate person," Christianson said.

"You have to be able to react at the drop of a hat," Burson said. "It's a great job for multitaskers."

"It's a type of public service. It's a hands-on job working with people."



Some high school classes can help prepare you for a career at Northwest Health. For example, high schools in Springdale offer classes focused on the medical field.

"You should also take science courses," Dawes said. "Public speaking will help you communicate with your patients and your co-workers."

"Anything technical oriented will help get into the health field," Burson added.

Those interested in current career opportunities can visit northwesthealth.com.

People who enter the medical field can find rewarding work, Wright said.

"Workers can come in and learn the system, the processes, the procedures, and build a long-term career," Wright added.

ozarks ELECTRIC COOPERATIVE



ozarks go



Unique job field, multiple career options, stability, opportunities to help people... Sound good? Then Ozarks Electric Cooperative might have a job for you. Ozarks Electric is an electrical distribution cooperative headquartered in Fayetteville. It was incorporated in 1938 with the purpose of bringing electricity to portions of rural Northwest Arkansas and Northeast Oklahoma. Since its incorporation, it has grown to serve the electrical needs of approximately 72,000 members throughout Northwest Arkansas and a portion of Northeast Oklahoma. Ozarks Electric likes to say they are in the "quality of life" business, the quality of life of their customers, also known as members, and the quality of life of their employees.

One day might be business as usual for Ozarks Electric, but a change in the weather could lead to power outages with all employees working to restore electrical service. For most members, a temporary loss of electricity is little more than an inconvenience. For other members, it is a significant event.

"It's all hands on deck when something like that happens," said David Dixon, Ozarks Manager of Human Resources. "Outages become the top priority and all our employees do what they can to bring everyone back on line."

Restoring the power takes a well-coordinated effort between all Ozarks Electric's departments.

Mayra Esparza, 25, is one of many employees who assist members with service problems. Esparza, a Member Relations Representative, works in Ozarks Electric's call center, and is usually on the front line when electrical service is disconnected.

"I had to learn how to productively talk to people on the phone," she said. "Sometimes they are upset when they call and you have to calm them down before you can help them. Experience has been a great teacher."

The Member Relations Representatives, unlike those in other call centers, do not work from scripts, Dixon said. That gives employees flexibility to get to the root issue quicker and to answer questions more accurately.

Esparza graduated high school and attended college for two years in Kansas before relocating to Northwest Arkansas. She said she has found a career she enjoys in the call center. Esparza's job responsibilities include functions other than speaking with members. Among other tasks, Esparza regularly reviews member records to proactively identify any billing or service inconsistencies. Such reviews, in turn, help keep small problems from becoming bigger problems.

"It's a safety net. She's looking for a flag, something unusual in the bill," Dixon said. "It might be a spike or drop in usage or some other out-of-the ordinary change."

Ozarks Electric prides itself on being innovative. It is constantly striving to improve upon how it serves its membership. It recently opened a solar power facility in Springdale after members expressed a strong interest in renewable energy. The five-acre facility has more than 4,000 solar panels and can power up to 200 homes. It is the first utility-scale, member-owned solar power generation facility in Arkansas.

Additionally, Ozarks Electric will soon be offering internet, television and telephone service to Northwest Arkansas and Northeast Oklahoma through a subsidiary called OzarksGo. “This project will bring real broadband to area residents and businesses for the first time, as well as introduce real competition in speed, reliability and price to a region held captive by large national carriers,” said Randy Klindt, General Manager of OzarksGo.

With these innovative changes, Ozarks Electric better serves its membership through more reliable service and lower rates, and better serves its employees through job growth, a challenging work environment, and financial security.

The skills that Ozarks Electric looks for vary based on each position.

“Many people who work here will be required to input data into our system in some form or fashion,” Esparza said.

Taking classes to learn programs like Word, PowerPoint and Excel will help with call center work, she added.

“The ability to effectively communicate and think through issues will always be relevant to a job at Ozarks Electric. We can help our new hires become familiar with the technical aspects of the job; however, any steps a potential applicant can take, pre-hire, to improve their communication or critical thinking skills will be valued from day one,” Dixon said.

Whether you’re interested in helping people, working in traditional or renewable energy, or connecting people to technology, check out Ozarks Electric – the quality of life business.



To Apply: www.ozarksecc.com/careers

Today, Ozarks power lines serve 72,000 meters in portions of Benton, Crawford, Franklin, Madison and Washington counties in Arkansas and portions of Adair, Cherokee and Delware counties in Oklahoma.

Skills Needed

- Communication Skils
- Basic Computer Skills
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Critical Thinking

Tyson Foods, Inc.

One of the nation's largest companies needs employees to help it keep growing in Northwest Arkansas.

Tyson Foods has 100 to 200 management, management support and technical support jobs open across the state and more than 1,000 jobs across the country, said Rashad Delph, Director of Talent Acquisition.

"It is difficult to find the workforce in the state to meet our hiring needs," Delph said. "We are still in a growth mode, especially with operations in Northwest Arkansas. We are growing fast in this area, at the corporate office and at the plant locations."

The company is looking for leadership, technical and professional skills for a wide range of careers that includes everything from agricultural to business positions, Delph said.

Tyson Foods, Inc. is a multinational corporation in the food industry that is based in Springdale.



It is the world's largest processor and marketer of chicken and beef and near the top in pork production. The company's many brands include Jimmy Dean, Hillshire Farm, Sara Lee, Ball Park, Wright, Aidells and State Fair. With sales of $40.6 billion in 2015, Tyson is the second-largest meat producer in the world, and according to Forbes, one of the 100 largest companies in the United States.

Tyson operates 18 complexes and employs 23,900 people in Arkansas, said Jeff Wood, Director of Community Relations, Corporate Affairs. The company has 117,000 employees in 29 countries.

"We can find the right place for our employees," Delph said.

One who has found that right place is Chad Surber, Process Safety Management Coordinator and Planner at the Tyson Berry Street Plant in Sprindale. Surber works in the refrigeration department, said Larry Richardson, Refrigeration Superintendent.

"Chad has been at the plant for four and a half years," Richardson said. "He came as a refrigeration technician and learned quickly."

Surber was promoted after working a year and a half.

"I was 19 when I started," Surber said. "I learned new things every day, from things I had not run across before to changes in technology. You never stop learning."

Surber started taking refrigeration technician classes at Northwest Technical Institute after graduating from high school.

Established by John W. Tyson in 1935

Employs 113,000 people worldwide

18 locations in Arkansas

$40.6 billion in sales in 2015
Produces 68 million pounds of protein each week

"I had a scholarship for classes at NTI," he explained. "I picked refrigeration and learned the basics. I heard there was an opening at Tyson and applied there before I finished at NTI. I graduated on Friday and started work on Monday."

Surber now handles training for the refrigeration department.

"It's much easier when the applicants have the basic skills," Surber said.

The company offers all types of jobs, covering the scope of what employees would want to do, Delph said. Its many locations also give employees options when it comes to where they might like to work.

"If you want to work in urban, rural or suburban areas, we can find that in a job with Tyson. We can match a skill set with a location," Delph said.

If you have or want to get a commercial driver's license, Tyson has the largest private transportation fleet in the U.S., Wood said.

Many other jobs can also create a path to leadership roles at Tyson Foods.

"Welding and machining technicians can be promoted to next-level managers," Delph said. "We need 35 to 40 managers per year. We are looking for people who realize their job descriptions are minimum requirements."

The company is also looking for people who have demonstrated leadership before they applied at the company.

"We always look for students who have made a difference in programs where they were members," Delph said. "Organizations like FFA (Future Farmers of America) and AFA (Agricultural Future of America)."

Any leadership roles in social organizations would also be good on a résumé, Delph added.

Delph said the company has also had success with hiring graduates of the Jobs for America's Graduates, or JAG, program.

JAG is a national non-profit organization that prevents students from dropping out of school. The program operates in local schools, including both Har-Ber and Springdale High Schools.

Tyson also has a big intern program, Delph said. Information technology interns work at the Springdale headquarters with some being hired for permanent jobs every year.

"We have 250 interns across the country and 100 of those are in Northwest Arkansas," Delph said.

Benefits for Tyson employees include health insurance, 401(k) financial benefits, employee development and tuition reimbursement, Delph said. Prospective employees can apply online at tysonfoodscareers.com.

Surber offered this advice for those wanting to enter the job market: keep learning.

"Soak it all in as much as you can," he said. "Don't act like you know it all. Learn from others. They know more than you think."

Career Opportunities

Refrigeration Technicians
Information Technology
Transportation
Machinists
Welders

To Apply

Tysonfoodscareers.com

Employee Benefits

Tuition Reimbursement
Health Insurance
401(k) Plan



Walmart







At some smaller companies, an employee can earn a promotion only when a position comes open. At Walmart, however, openings and advancement are always possible.

"At Walmart, I've been able to grow my career," said Tina Stouder, Market Human Resources Field Manager. "People here have helped me. They have taught me and given me opportunities for promotion. I feel like I'm on the fast track."

Walmart, which opened its first store in Rogers in 1962, is now the largest company in the world by revenue. With 2.3 million employees, it is also the largest private employer in the world.

Walmart has 1.4 million workers in the United States at more than 5,000 locations.

Candi Jo Narro, Bakery Manager at the Springdale Pleasant Street store, said she is ready to move up in the company. Soon, she hopes to start in Walmart's assistant manager program which could lead to a position as store manager or higher.

Narro's record as a department manager created opportunities for her, said Scott Swenson, Springdale StoreManager.

"The bakery went from losing money to making money," Swenson said.

Narro made a training video used by the entire company, Swenson said. She was able to think outside of the box and come up with procedures that improved the efficiency of the bakery, Swenson said.

Narro started as a cashier in Springdale when she was 18. She left the company twice to have children but returned each time.

She also worked on the service desk, as a cake decorator and as a customer service manager, before becoming the bakery manager.

Promotions are not unusual for those returning to Walmart, or those who have experience and talents that would help them perform their jobs, Stouder said.

"We want to take advantage of the skills a person brings to the company," Stouder said.

Narro's previous experience helped her earn promotions, Stouder said. She didn't have to stay at square one very long.

"Candi is on the career path to manager now," Stouder said. "We recognized her for doing the job that needed to be done."

"You need to be willing to learn and not afraid to ask questions."

The assistant manager program is one of many training programs at the company. Walmart invests in training, said Michael Lindsey, Walmart Director of Public Affairs and Government Relations. The company just introduced Training Academies, a dedicated facility for hands-on training of front-line hourly supervisors, department managers and assistant managers. The academies combine classroom and sales floor training for associates, Walmart's term for employees, to gain both core retail skills and the skills and knowledge to run their specific department.

Swenson also took advantage of the paths for advancement at Walmart.

His first experience as a supervisor at Walmart was running a bakery in a Sam's Club in Texas. Swenson later came to work in the corporate office in Bentonville. He decided he liked working in a store better and moved to store manager.

"I feel fortunate," Swenson said. "I've earned a good living and will be able to retire at 58. I couldn't have done it without Walmart."

If you are interested in working at Walmart, you can apply online at careers.walmart.com. How quickly you advance depends on the quality of your work.

"Your career can be unlimited," Lindsey said.

The company looks for energetic people who want to be around the public, Stouder said.

"It's important to have multitasking as part of your skill set," Stouder said. "You need to be willing to learn and not afraid to ask questions."

Prospective employees should have computer skills. Those skills become more important as responsibility increases, Stouder said.

Helpful programs to learn include Word, Excel and PowerPoint, Stouder added.

A good attitude is very important, Swenson added.

"Too many people only hear the negative," Swenson said.

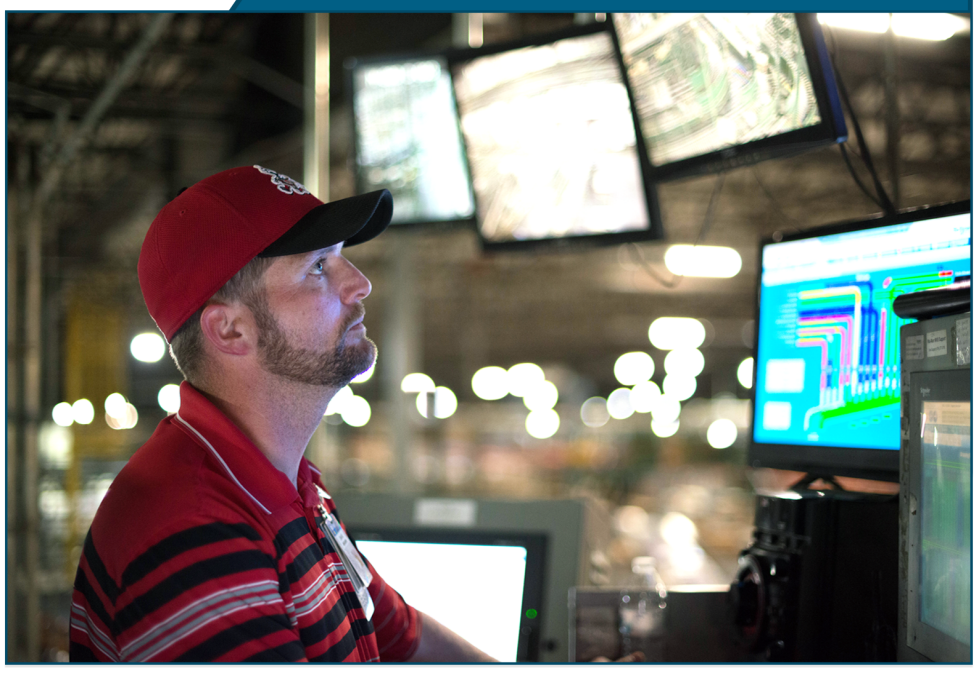
Walmart has many roads you can travel to reach your career goals and they are opening more roads all the time," he said.

"It's the largest company in the world, and they have the resources to eliminate any barriers."

Career Opportunities
Customer Service Manager
Department Manager
Assistant Manager
Store Manager

Preferred Qualities
Proficient in Word, Excel & PowerPoint
Ability to Multitask
Positive Attitude
Willing to Learn
Energetic

Apply online at careers.walmart.com





If you are interested in a career in health care, Washington Regional offers many pathways to success. Washington Regional is the only not-for-profit, community-owned and locally governed health care system in Northwest Arkansas.

Founded in 1950, the system includes a 366-bed medical center in Fayetteville as well as dozens of outpatient clinics, diagnostic centers and outreach programs throughout the region. The Springdale Center for Health, offering a number of medical services for the entire family in the Har-Ber Meadows neighborhood, is part of the system.

Washington Regional is adding 100 to 125 health care jobs in Northwest Arkansas with its new Women and Infants Center.

The center features a 34-bed Level 3A neonatal intensive care unit and the area's first Ronald McDonald House, which provides families with a place to stay while their children are in the hospital.

"We have expanded so much, so quickly, that we have an overwhelming need for nurses,"said Samantha Bowman, Education Specialist.



Career Opportunities
Nursing (RN/LPN)
Certified Nursing Assistant (CNA)
Technologist

To Apply
wregional.force.com/careers

"We want to find quality people at all levels," said Steve Percival, Vice President of Human Resources. "We want to fit people into a role where they become passionate about their jobs."

Washington Regional employs 2,400 people, Percival said, many of them in support staff which leads to additional careers.

"Hospital work is not only taking care of patients at the bedside," Percival said. "We have a lot of skilled technologists who work in areas such as radiation, CT, lab and many others."

Many people start their career in health care by becoming technologists or certified nursing assistants, also called CNAs, Bowman said.

"A lot of them go to nursing school while they are working," she explained.

That is similar to the path taken by Meredith Green, Director of Women and Infants Services.

Green started at Washington Regional as a registered nurse in Labor and Delivery. While working, she attended the University of Arkansas and graduated with a Master of Science in Nursing. She worked on the floor in the hospital and then was promoted to a clinical education role. The next promotion was to Clinical Director and then to Director of Women and Infants Services.

“There is room for growth at Washington Regional,” Green said. “There is great support for all. We have tuition reimbursement for employees who meet certain criteria. We offer great opportunities for employees to invest in their education.”

Washington Regional also invests in helping employees adapt to what can be a demanding career.

“It’s hard for people to come into health care with no other job experience,” Bowman said. “The responsibilities are hard. Some people struggle through that.”

That’s why Washington Regional offers an RN Residency program to help newly graduated registered nurses become confident and competent care providers in real-life situations.

“We help them discover their own strengths and weaknesses,” Bowman said. “We want to keep them in nursing and give them support if they feel overwhelmed.”

“The program helps them feel confident, competent and part of the team,” Green added. “They are ready and prepared as a nurse.”

Those interested in a future career in health care can prepare themselves by studying sciences such as biology and chemistry, Bowman said. High schools that offer medical classes can also give a student a foundation, she added.

“Have a work commitment before graduation,” Bowman said. “Health care is unique. It’s very hard but very rewarding.”





According to Bowman, a program that could help is M*A*S*H, or Medical Applications of Science for Health. The program, operated by the University of Arkansas for Medical Sciences, is a two-week summer camp that introduces high school students to health careers. Participants use hands-on activities to learn medical procedures such as heart dissection and suturing.

Health care reflects who you are as opposed to the work you do, Percival said.

“Coming out of high school is the time to step up your focus on how to be successful in your career,” Percival said. “Education is huge.”

Education can also help employees learn more about the quality patient care Washington Regional is committed to.

For example, Washington Regional provides advanced options to treat stroke and other brain disorders as the first health care provider in Benton and Washington counties to earn Advanced Certification as a Primary Stroke Center. Washington Regional’s Walker Heart Institute features an accredited Chest Pain Center and 11 board-certified cardiologists.

The hospital also provides advanced emergency care. Its Emergency Department is a designated Level 2 Trauma Center, providing the highest level of emergency care in Northwest Arkansas. The expert care provided by its Total Joint Center led Washington Regional to be named one of America’s 100 Best Hospitals for Orthopedic Surgery.

To see all current job openings at Washington Regional and apply online, visit wregional.force.com/careers.

“Find your passion and chase it,” Percival said. “If your passion is health care, we can help. You can go as far as you want to in the health care professions.”

Financial Services

If you are good with numbers and computers, you could put those skills to use in one of the fastest growing areas of our economy. The financial services sector is booming thanks in large part to the growth Northwest Arkansas is experiencing.

Careers in financial services include accounting and auditing, financial planning, credit counseling, loan officers, stock brokers, financial analysts and credit analysts. Many of these jobs are part of the banking industry. While the Bureau of Labor statistics predicts the number of financial services jobs will grow eight percent nationally by 2024, but that number is much higher in Northwest Arkansas.

According to the Northwest Arkansas Workforce Connection, an additional 1,700 workers will be needed in addition to the thousands of people already working in finance. Many of the jobs require a college degree, but there are some positions where you can begin a financial career out of high school and work your way up.

At banks, the classic entry level job is bank teller or customer service representative. Nearly 300 additional tellers will be needed to go with almost 800 already working. To work at any bank, you must first have graduated high school or have a GED.

ARVEST®

415 W. Emma Ave.
Springdale, AR 72764
479.756.7000
Arvest.com



Arvest applicants with a diploma or GED are considered for all positions for which they apply and meet the minimum qualifications.

"In the banks this would most often be either an Administrative Assistant or Teller position. We also offer many different positions for high school graduates at the Arvest Operations Center located in Lowell," said Angela Whitlow, Arvest Human Resources Manager.

Krystal Mathys, Human Resources Director for First Security Bank, said applicants with computer skills such as using Excel spreadsheets and experience handling cash could have an advantage with First Security.

Legacy National Bank looks for applicants who have good math skills and know how to use a computer, noted Don Gibson, CEO. "Applicants at Legacy should have some knowledge of financial systems and business transactions," Gibson added.

How an applicant conducts themselves is also important as banks are among the most respected members of the business community.

"Appearance is a big deal," Mathys said. "You will be a professional. You should look the part and dress the part."

FirstSecurity Bank

100 W. Emma Ave.
Springdale, AR 72764
479.750.5500
Fsbank.com



Financial Services

LEGACY National Bank

4055 W. Sunset Ave.
Springdale, AR 72762
479.717.1900
legacyar.com

First Security looks at past job history, references from teachers and past employers. “Some people don’t take high school jobs seriously,” Mathys explained. “Remember, the job you have now may be the next reference you give.”

Past experience in sales, customer service, financial services or accounting can be beneficial when applying for a position with Arvest. “We look for candidates with a professional demeanor, enthusiasm for customer service and a willingness to contribute as a team player towards common goals.

Arvest offers a number of different career paths and allows for promotional opportunities based on both work experience and/or education,” explained Whitlow.

The average pay for tellers is $27,000 per year, according to NWA Workforce Connection. Starting off as a teller could lead to other positions in the industry, such as bookkeeping, accounting, and auditing clerks. These positions are also among the growing financial careers in our area. Our economy is projected to create more than 300 new jobs in that area alone by 2024.



In Northwest Arkansas, experienced bookkeeping, accounting & auditing clerks can earn more than $40,000 each year.

Bookkeeping, accounting and auditing clerks record data and make sure financial records are up to date and accurate. In addition to mastering basic math skills, they also must be familiar with accounting software and spreadsheets. In Northwest Arkansas, experienced bookkeeping, accounting and auditing clerks can earn more than $40,000 each year. Some who go on to complete a college degree to become an accountant can see their earnings increase to more than $70,000 a year.

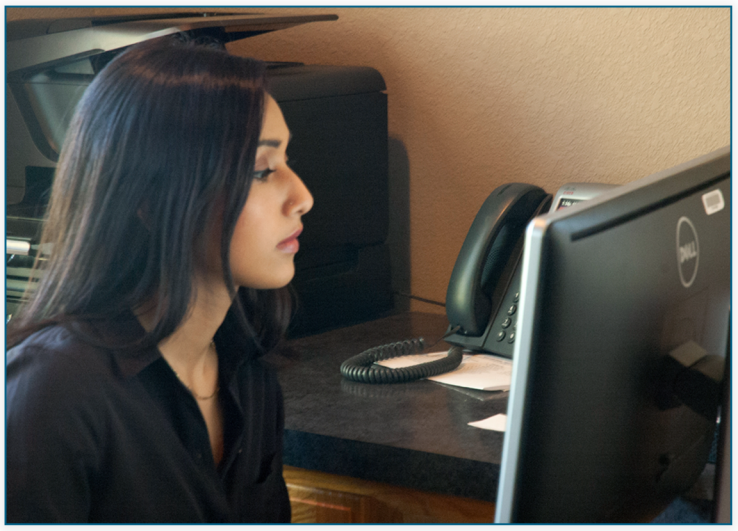
You could also start a career in the financial services sector as a credit analyst. Those employees look at a person's credit history and standing to decide whether or not they should be issued a new line of credit. This type of career offers on-the-job training with experienced workers averaging more than $37,000 annually.

Credit counselors also work with borrowers, helping them understand loan requirements to find the best type of loan for their needs. Credit counselors also advise people with poor credit and help them build a budget and plan to lower their debt. While many credit counselors have a bachelor's degree, some have an associate degree.

Some financial services workers also keep a close eye on the stock market. A career as a brokerage clerk could start you on the path to becoming a securities or commodities broker. Brokerage clerks complete orders to buy or sell stock, track stock prices and keep transaction records. Entry level wages average $31,000 per year in Northwest Arkansas and can climb up to $60,000 with experience.

Deciding to progress to a securities or commodities broker would likely require earning a bachelor's degree and mastering market and regulatory knowledge. Those who become investment professionals could eventually go on to run their own money management firm.

Careers in the financial services sector include a wide variety of jobs and some of the highest-paid occupations. Wages vary depending on the education needed for each position. Taking classes that teach accounting, advanced spreadsheet skills, and mastering math skills while still in school could give you an advantage if you decide a career in financial services is in your future.



Explore SPRINGDALE

WE'RE MAKING IT HAPPEN







For a complementary travel guide call 479.872.2222 or go to explorespringdale.com for more information

Manufacturing

The manufacturing industry is vitally important to both Springdale and the United States. Manufacturers take raw material and convert it to a finished product. The raw material can be almost anything - sheet metal, copper pipe, aluminum bars or even flour. Manufacturers in Springdale produce a wide range of goods, making everything from air conditioner parts to cookies to windows.

In Northwest Arkansas, more 8,000 people are employed in precision production jobs with another 2,700 expected to be needed over the next 10 years. The manufacturing process has changed dramatically over the past decades. No longer are manufacturing plants the dark and dirty factories seen in old photos. They are clean, bright and often high-tech.

Most manufacturers now use robotic systems and computer-controlled machines to produce the products we use in our everyday lives. Those technological advancements led to a national decline in the overall number of manufacturing jobs, but created a growing need for skilled employees as more processes have become computer-controlled.

More than 100 manufacturers have facilities in Springdale, ranging from large plants with hundreds of employees to small shops. Wages can run from $10 per hour for entry level workers to over $34 per hour for certain plant operators. Skilled trade workers including machinists, welders, and computer-controlled machine operators can earn an average of $15 to $22 per hour.

Projected Growth in the Next 10 Years:

8,000 people employed in precision production jobs

400 jobs in maintenance (mechanical, electronic, industrial & general maintenance)

265 jobs in production (machine operators and technicians, welders & machinists)

American Tubing (ATI) offers employees the opportunity to pave their own career path.

The company makes parts for refrigeration and air conditioning units for companies like Rheem, Lennox and Trane.

“The company prides itself on providing a good work atmosphere with plenty of opportunities to advance,” said Chuck Lewis, President of American Tubing. “Advancement is not a matter of luck.”



ATI is more high-tech than what many people picture when they think of a factory.

“We have a lot of automation and strive to work smarter, not harder,” Lewis said. “Once our team members get to know the equipment, they become very productive.”

Employees typically begin their career on the production floor, and then advance to the tool room and finally the engineering department. The engineering department designs layouts and machines that will be used to assemble parts for customers.

According to Lewis, the tool room builds the layouts and machines that will be used on the manufacturing floor. Workers make from $10 to $20 per hour on the floor. Employees in the tool room and engineering departments can make from $35,000 to $50,000 per year.

Employees who start with some manufacturing experience may be able to skip some entry level positions. Taking high school classes in engineering or manufacturing gives future employees a competitive advantage.

In April 2016, Harvey Reed began his career in the tool room. Reed operates a computer-controlled milling machine. His advanced machinery skills allowed him to skip an entry level position in the manufacturing shop and move up to a more advanced position.

Reed said he learned how to operate the milling machine at Northwest Technical Institute.

Wayne Herbert, a member of the engineering section, recently taught Gustavo Facio how to work a computer aided drafting program, or CAD. The men were working on the layout of a manufacturing station that will assemble parts for a customer.

On the manufacturing floor, many employees oversee several assembly stations, watching robot arms cut parts from rolls and rolls of copper pipe. Other robot arms line up parts to be connected.

“I don’t mind when I see people just watching – it means everything is going good,” Lewis said. “If I see them working on a machine, it means something has gone wrong or is broken.”

Pay Scale

Production Floor:
$10-$20 per hour
Tool Room:
$35,000-$50,000
Engineering:
$35,000-$50,000

Skills Needed

Willingness to Learn
Good Work Ethic
Critical Thinking
Problem Solving
Reliability



To Apply

A.S.A.P. Services
920 W. Johnson Ave.
Springdale, AR

According to Lewis, automation has allowed the company to bid lower on products and win back contracts. “We’ve brought jobs back from China and I’m always glad when we do that,” he added.

Lewis started at the company in 1981 as a machinist before working his way up to company President.

“We have very talented team members,” Lewis said. “They add value to our product while advancing in the company.”

Changes in the assembly line can come from the suggestions of floor workers, Lewis said. When a new assembly station is needed for a product, the process starts with a meeting of representatives from the floor, tool room, engineering and management, he added.

“Together, we come up with ideas on how to set up the stations and what new machines we might need,” Lewis said.

The station is initially designed by engineering, assembled by the tool room and tested by floor team members.

“We get feedback and make adjustments before we ever put it on the floor. By the time it’s ready to go, we should have it working well. The process is very rewarding, it’s my favorite thing to do in the factory,” Lewis said.

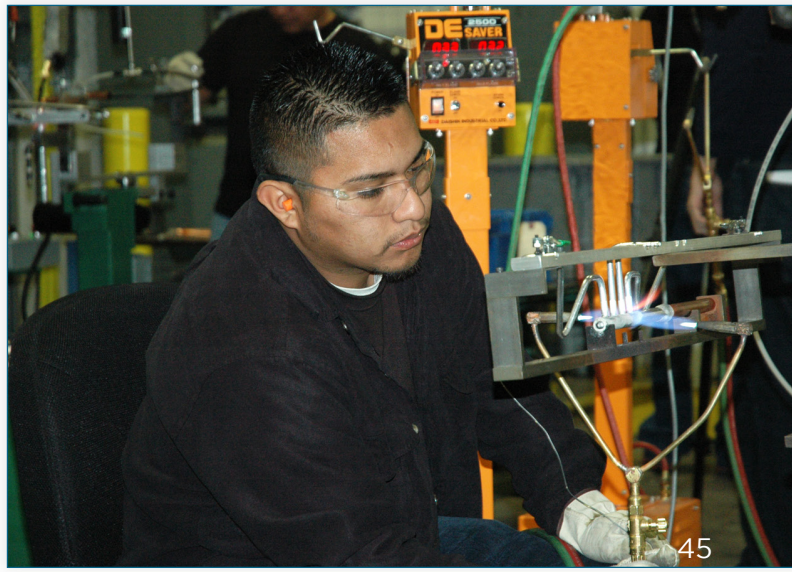
The company is expanding rapidly, with a second facility in Springdale that specializes in aluminum parts.

“If you come to work on time, work hard and learn, you can make your own luck,” Lewis said.

The peak time for ATI manufacturing is from January to July with sales slowing down the remainder of the year as temperatures ease. The company hires temporary workers during those peak months, but is always looking for people with talent to move to full-time, year-round employment. As temporary workers become permanent, the employees on the floor can move up to the tool room and then to the engineering section.

Prospective employees can apply through A.S.A.P. Services, 920 W. Johnson Ave., in Springdale.

“It’s a good place to earn enough to take care of yourself and your family,” Lewis said.



CHANDLER







If you are a team player with a good attitude, you are already on the path to success at Chandler Equipment.

"It's a team effort here," said Chris Chandler, CEO of the company. "We all work as a team to achieve our company goals."

The company manufactures vacuum tank components, mufflers, shutoffs and other parts for liquid-waste trucks, and high quality tool boxes at the company's facility in Springdale.

"We take pride in the quality of what we manufacture," said Kyle Roach, Chief Financial Officer. "Our employees have to be about building quality products if they want to be on board."

The company needs machinists who can operate computer-controlled cutting and bending machines, gas metal arc welders and fabricators, and robotic welding operators who can program the machines.

All start their career earning at least $15 per hour with pay rates climbing quickly for those who show their value.

"After 90 days, the pay can go up really fast," Chandler said. "We like to promote from within."

Ryan Black, 27, a Springdale High School graduate, started working in the Chandler warehouse in 2012. He earned a promotion to Purchasing Manager by improving inventory controls while working in the warehouse.

"You do the best you can and people will take notice," Black said. "That is how the world works."

"When you know the parts and how everything works, you can focus on making areas more efficient, like cycle times for ordering," Black said.

Darin Volkart began working for Chandler as a welder, but earned a promotion to head of quality control.

"When Volkart finds a problem with a product, he not only makes sure the problem is fixed, he checks to see if there is a problem in the manufacturing process. Volkart finds the defect and tracks it to its source. He is a problem solver. He doesn't come to us to tell him how to fix it. He finds the proper solution," Roach said.

"You need to beat the job description," Black said. "You need to do a lot more."

If you want to acquire the skills needed to start a career with the company, Chandler recommends taking metal working courses such as welding and CNC (computer numerical control) machine operation and robotic programming.

Black suggests learning about supply chain management and advanced knowledge of Microsoft Excel.

Welders can be trained, but attitudes are harder to change, Chandler said.

"Our employees need to be self starters who are also not afraid to be given a task," Chandler said. "They need to give their full attention to detail."

Chandler also looks for loyalty. He said he does not like to hire job jumpers who go from one company to the next chasing a small increase in pay.

Workers who constantly change companies never learn their jobs well and do not put themselves in a position for large pay raises, Chandler said.

"The key to being successful in your career is to figure out what you are passionate about and work in that field," Chandler said. "Set goals, push yourself, and have a great work ethic."

"We focus on giving back to our employees," Chandler said. "They are all like our family members."

Family is at the company's core. The family-owned business began as an agricultural equipment manufacturer and distributor in Batesville, Arkansas.

Chandler Equipment relocated to Springdale in 1982. Chandler and his father, Jeff, now the company President, purchased the business in 2007.

"We try to look out for each other, because everything we do impacts everybody else in the company," Chandler said. "If someone on our team is not successful, it limits our company's potential."

If you are interested in joining the Chandler team, you can apply through the company's website or in person at 4180 W. Sunset Ave. in Springdale.

Chandler Equipment Products

Truck and Trailer Accessories

Vacuum Tank Components

Vacuum Pumps and Blowers

Cam and Groove Couplings

Hose Fittings

Valves



Career Opportunities

Welders & Fabricators
Sales and Purchasing
Robotic Welder Programmers
Machinists
Operators

Qualifications

Strong Work Ethic
Great Attitude
Welding Skills
Team Work

To Apply

chandlerequipment.com or 4180 W. Sunset Ave., Springdale

You could join a company known for its creativity. FPEC Corporation is a global equipment manufacturing leader for the meat and poultry processing industries. The company has a reputation for innovative, outside-the-box ideas, said Alan Davison, FPEC President.

“All of our concepts are custom built,” Davison said. “We help companies streamline production and add efficiency.”

The company began in Los Angeles in 1959. Armond Villian and John H. Davison, Alan Davison’s father, were working for meat processing companies. Between the two founders, they could fabricate the equipment needed to establish their own company.

They went out on their own to form FPEC, which stands for Food Processing Equipment Company. They were working with companies that processed beef and pork but the growth was in poultry processing during the mid and late 1980s.

Davison saw more opportunities in Arkansas, so the company opened a 12,000 sq. foot office in Springdale in 1990, which is now the corporate headquarters. “In a 500 mile radius of here, 90 percent of the beef, pork and poultry in the country are produced,” Davison said.

FPEC has 46 full time employees in Springdale, four temporary workers and an intern. The company needs skilled workers including machinists, welders, mechanics and fabricators to keep building its diverse product line.

Logan Wichert, 21, started his career at FPEC shortly after he graduated from high school in Pea Ridge. He went to college for a semester but stopped when some financial help dried up.

“I like being at FPEC because it’s a good company to work for,” Wichert said. “They take care of me. It has good people, a good atmosphere and it’s a good place to work.”

He started in shipping and receiving but is now doing a little bit of everything including fabrication, machining, assembly and cutting.

Machining needed help so I went there,” Wichert said. “Now I’m learning all the roles. I like doing everything. It’s not always the same thing every day. Take classes to develop your skills. It helps a lot to go to technical school and learn the basics.”

General Manager Chris Clouse also got his start at the company at a young age. He first came to FPEC as a college intern. He took a different job



Apply in Person
2216 Ford Ave.
Springdale, AR 72764
Email Résumé to:
salesark@fpec.com

after graduation, but returned to the company as a full-time engineering employee in 1997. He worked his way up through the ranks to become General Manager. He said the company needs new employees with the right background.

"All need to be able to work on stainless steel," he explained. "That requires some special training. With that training, they can hit the ground running." FPEC looks for workers who love what they do, and rewards them with pay that beats most other companies offering jobs, Clouse said.

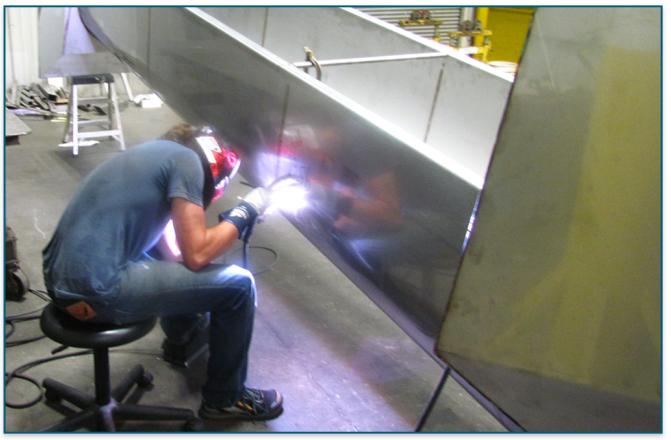
The FPEC team is passionate about its work. The company has everything it needs in-house to create the custom pieces of equipment from start to finish. "It's a lot of fun to see a concept go from an idea to bringing it into a plant," Davison said. "It is gratifying to see it work."

FPEC customers include Tyson Foods, Cargill, George's, Simmons Foods, Ozark Mountain Poultry, Hormel, Bar-S and Lopez Foods. "We help them update their equipment," Davison said. "We provide everything from stand-alone equipment to totally automated systems."

A lot of the company's products are sold outside Arkansas and FPEC also sells internationally. The company has grown over the years as sales expanded.

In 1995, FPEC expanded by adding 24,000 square feet to its facility. The company later added an additional 40,000 square foot work space as they continued to grow.

Many of the employees hired during the expansion found a long-term career at FPEC.



Good pay and the opportunity to build a stable career are some of the reasons workers choose to stay at FPEC.

"Our retention rates for the last 10 years are off the charts," Clouse said. "Some people have left or retired. It's harder now to find devoted employees."

The company needs people with a good work ethic who will do their best in the job. Prospective employees can apply at the company's office at 2216 Ford Ave. in Springdale. They also can email a résumé to hr@fpec.com.

"By having a résumé, you can distinguish yourself," Clouse said. "Good references are helpful. Recommendations from former employers are important."

Also, it's good to have industry-recognized certifications for specific skills, such as welding. Any potential employee must show the company that they care about being the best in the business.

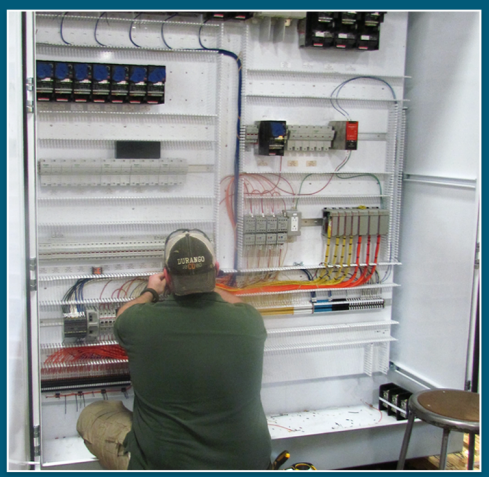
Career Opportunities

Shipping/Receiving
PLC Programming
E & I Designers
Machinists
Welders

Preferred Qualifications

Industry-recognized Certifications
Professional References
Good Work Ethic
Résumé





CRAM-A-LOT®
J.V. Manufacturing, Inc.
Solid Waste & Recycling Equipment



Career Opportunities

Welders
Service Technicians
Accounts Payable

Benefits

Starting Pay $12-$15/hr
Medical, Dental & Vision Insurance
401(k) Plan
Life Insurance
Vacation Time

To Apply

Apply In Person
701 Butterfield Coach Road
Springdale, AR 72764



A local company could be your key to a successful career in the manufacturing industry.

"Some people want to go to college," said Chris Weiser, President and CEO of J.V. Manufacturing and Cram-A-Lot. "Others have no desire to go. This company is a way for them to earn a decent wage."

J.V. Manufacturing, started in 1978, makes Cram-A-Lot solid-waste and recycling balers.

The company has 220 employees with distribution and service throughout North America, but needs more welders and steel fabricators so it can keep growing.

The company purchases sheets of steel, cuts it for parts and welds the parts to form the balers.

"We build the balers, deliver if necessary, install and service them," Weiser said. "We provide good customer service but we can't do that without good people."

Good employees can move up in the company.

Shaun Swearingen became the Information Technology Manager after working for J.V. Manufacturing as a college intern. He became a full time employee and was promoted to head of IT.

"If you show proficiency, you can land a good job," Swearingen said. "This company is family-oriented. I have a relationship with everyone I work with."

Jeff Givens, Chief Operating Officer, also moved up the ladder after beginning his career with J.V. as a steel processing equipment operator.

"I've been with the company 30 years, Givens said. "I'm also a former student of Northwest Technical Institute and currently serve on the advisory board for their welding program."

Givens climbed through the ranks at the company, earning a degree from John Brown University along the way.

"Work is what you put into it," Givens said. "If you work hard, opportunities will come to you."

Givens is not the only company officer who started at the company with a torch in his hand.

Gene Bolinger, Service Manager, started as an apprentice from a high school welding program. He's been with the company for 21 years.

"I worked six years as a welder before I got into the service department," Bolinger said. "I worked up to team leader, then call manager, and then to service manager."

The service department provides technical support, orders parts and tries to settle disputes.

"After the invoice, we take care of it," Bolinger said. "We have 18 service employees across the U.S. We also provide service in Puerto Rico, Canada and Mexico."

Bolinger gave a lot of the credit for his advancement to a great group of leaders.

"They took me under their wing," he said. "I was willing and eager to learn."

Sami Wolfe hopes to be promoted after showing initiative.

"I came in as receptionist with no skills," Wolfe said. "I asked questions and saw how the different office jobs worked. Now, I'm subbing as an accounts payable representative."

Wolfe hopes to move up if a permanent opening becomes available.

"I think I have a head start toward getting a promotion," she said. "They can see how I perform in a higher position."

Sometimes finding the right employees is hard, Weiser said. Workers must have basic math skills.

"We find too many that can't do simple math and can't read a tape measure," he added.

Additionally, the company looks for people who are willing to put in the time it takes to learn the job.

"If they are inside of three months on the job they might quit," Bolinger said.

"If they work for six months, we feel like they will stick with it," he said. "It will pay off for them in long run."

The company's starting entry-level pay is $12 to $15 per hour, but it goes up quickly, Givens said.



"Work is what you put into it. If you work hard, opportunities will come to you."

Medical, dental and vision insurance are part of the company's employee benefits. Other benefits include a 401(k) retirement plan, a company-paid life insurance policy, and vacation time that reaches five weeks per year after 15 years on the job.

According to the company, many employees appreciate J.V. Manufacturing's commitment to its workers.

"People leave and then want to come back," Givens said. The company probably has 100 employees who have worked there for 10 years, about 30 have over 20 years at the company, and 10 have over 30 years, Givens said.

If you are interested in a career at J.V. Manufacturing, you can apply at the company office at 701 Butterfield Coach Road in Springdale.

"Don't be afraid to start small," Wolfe said. "That allows more room for improvement and advancement."



Kawneer has been creating opportunities for its employees for more than a century. Founded in 1906, the architectural aluminum products company is recognized as the market leader for commercial building manufacturing in North America - and continues to grow globally.

Employees from around the world are proud to contribute to an organization that quite literally transforms where people live, work and play. Kawneer's high-performance building systems were used in the new home of the Minnesota Vikings football team, the U.S. Bank Stadium, which will also host the 2018 Super Bowl, and locally at Bud Walton Arena and the Bev Lewis Center for Women's Athletics at the University of Arkansas. From the storefront of Forever 21, to the windows in the crown of the Statue of Liberty, people everywhere are able to experience the ingenuity and hard work of Kawneer employees.

Kawneer's Springdale plant is home to more than 550 employees, and many of them have developed from entry-level hires into managers, and beyond. One example is Jose Javier Arreola, who started at Kawneer as a temporary maintenance worker after he graduated from Springdale High School. He soon began learning window dimensions and how to use a computer controlled milling machine to cut precise sizes and shapes.

"I'd never used that kind of machine at all," Arreola said.

However, Arreola's experience with computers at Springdale High School came in handy.

Career Opportunities

Material Handling Specialist
Extrusion Operations
Loading/Unloading
Material Handling
Fabrication
Finishing
Shipping

Preferred Qualifications

Ability to Read Plans/Schematics
Mechanical Aptitude
Willingness to Learn
Good Work Ethic
Carpentry Skills
Computer Skills
Dependability
Good Attitude

To Apply

kawneer.com/careers

"Jose came in with good computer skills and picked things up quickly," said Roger Johnson, Fabrication Manager.

Arreola credits skills he learned from his coworkers with helping advance his career.

"I'd been going from job to job," Arreola said. "I decided to stay. Better pay and promotions are available at Kawneer. Be patient. Look for your opportunity."

After being hired at Kawneer in 1994 to work in fabrication, Roger Johnson also worked his way up the career ladder.

"I was mechanically inclined and I like that sort of work," Johnson said. "I learned the machines. I became shift leader, then supervisor and now manager. I've been a manager for 15 years."

The job has changed a lot during Johnson's career, thanks mostly to computers. He has also seen changes in construction technology.

"We used to make individual parts of aluminum and glass," Johnson said. "We would box them and ship them to the job site. It would then take

dozens of construction workers weeks to assemble all the parts," he explained.

Kawneer's glass curtain walls, which make up the sides of many buildings, changed that. "Now we send the wall which is mainly put together," Johnson said. "It takes three to four people and is much faster to assemble. Contractors love the faster assembly."

According to the plant's Human Resources Manager Maria Sanchez, "Kawneer looks for workers with enthusiasm and discipline, who can learn and are open to new ideas. We need people who are ready to move to a new arena. People who can promote their self development and grow from within."

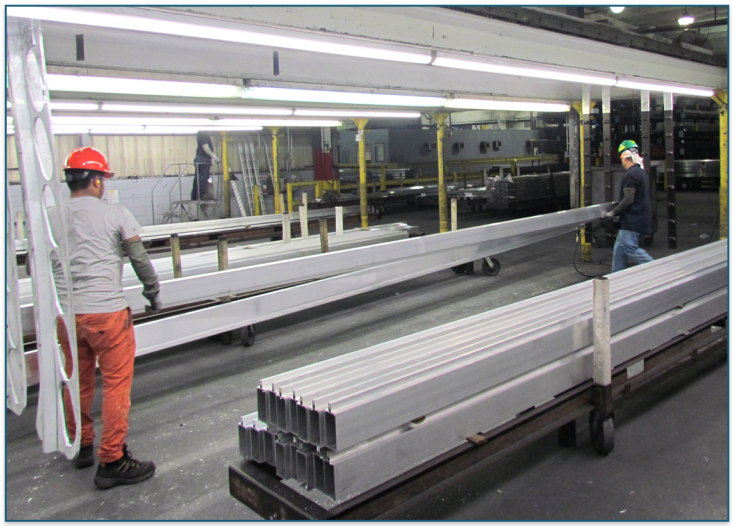
"We want people with a great attitude, dependability and a willingness to work," said Victor Rangel, Human Resources Generalist.

"Those interested in a future career at Kawneer should take high school courses that develop mechanical talents," Arreola encouraged. He said he wished he had taken advantage of the engineering classes offered when he was a student at Springdale High School.

Developing a strong work ethic is another attribute employees suggested to drive long-term career success.

"You need to be on time every day and not rely on other workers to do your job," Johnson said. "Being on time and showing up every day builds a good community with your fellow employees. It will pay off."

The company offers competitive benefits including



"Those interested in a future career at Kawneer should take high school courses that develop mechanical talents."

health insurance and a 401(k) retirement plan, and tuition reimbursement for work-related education.

"There is so much to learn," Johnson said. "The more you learn, the more valuable you are. You'll have a better opportunity to advance."

How far you can advance at the company ultimately depends on how much effort you're willing to put in.

"One person worked up from a temp to a department manager," Sanchez said. "This is a great company to work for."

To apply for a job at Kawneer, you must have a high school diploma or GED. Visit kawneer.com/careers for more information.



SOUTH COAST BAKING

Our Finest Ingredient is...**Our People**





A career at South Coast Baking could be as sweet as the cookie dough the company makes and ships across the country.

The company's career opportunities include jobs in manufacturing, quality control, management and administration. Many of those jobs do not require a college degree.

Mario Oliver, Assistant Supervisor on the manufacturing line, found a career with South Coast better than all the others he had worked through a temporary job agency.

"It's a great team to work with," Oliver said. "Every day they give me a chance to improve."

Billie Zuniga took initiative to build a career in the plant's quality control division. She started at the plant packing frozen cookie dough into boxes. She quickly moved up to the quality control position, since she had experience in the field.

"I take pride in my job," Zuniga said. "You can advance here. You have to pay attention, get along with people and have a good attitude."

Zuniga and the quality control team make sure the products leaving the factory meet company standards. Cookies baked for testing must meet certain requirements for size, appearance and taste.

South Coast looks for people who are not afraid to step up and do what needs to be done, no matter what their job is.

Eric Chappell, Transportation and Purchasing Manager, was one of the first employees hired well before the plant even opened in 2014. During the renovation of the facility, Chappell helped with building maintenance, since the work he was hired to do would not be needed until it opened.

Chappell's early duties included cleaning, sweeping and any other task to help with the renovation.

"Whatever needed to be done, I did it," Chappell said. "It was eye-opening. Working like that helped me better appreciate and understand our facility."

Darren Taylor, Director of Operations for the Springdale plant, said baking can be a good career. Taylor, a native of England, started out helping his father. His work and consultation in the baking business has taken him all over Europe and to other continents.

"I've traveled the world due to baking," Taylor said. "I never thought it would take me that far. Instead of looking at your work as a job, you have to think of it as a career."

"You need to be self motivated. If you see a need, do it. Don't wait for someone to tell you to do it. Don't be afraid. Step up."

Laura Ramirez, who handles human resources and payroll for the plant, knows firsthand about opportunities for moving up in a career at the company.

Ramirez started with South Coast as a receptionist. Since she had some experience with payroll at another company, she started working on that aspect of the company, with human resources duties following.

“You need to be self motivated,” Ramirez said. “If you see a need, do it. Don’t wait for someone to tell you to do it. Don’t be afraid. Step up.”

South Coast Baking is headquartered in California and employs about 160 people at its Springdale location, which ships its products locally and to the eastern half of the United States.

The company is looking for employees who can handle more responsibility as the business grows, Taylor said. Prospective employees ideally would have taken classes in science and math and realize how those apply to real life,and the job, Taylor added. Teamwork and leadership skills are also needed.

“You have to work as a team,” Chappell said.

South Coast offers team members good benefits, including health insurance and a 401(k) retirement savings plan.

If you are interested in starting a career at South Coast Baking, apply by downloading an application at the company’s website and mailing it to the Springdale plant. You can also email the plant to ask about career opportunities.

Applicants will be successful if they have a good work ethic, Chappell said.

“You must be willing to learn,” Zuniga said. “If you don’t want to learn, you won’t do well.”

“Attitude is a big part of the job,” Oliver said. “You have to be prepared to move forward but still be patient. Remember it’s a team you are working with.”



Eric Chappell was one of the plant’s first employees.



Career Opportunities

Manufacturing Line
Plant Maintenance
Quality Control

Qualifications

Ability to Apply Math and Science to Real Life
Willingness to Learn
Positive Attitude
Good Work Ethic
Teamwork

To Apply

Download Application at southcoastbaking.com



Health Professions

An interest in fitness, nutrition, wellness and helping people are the keys to a successful career in one of the fastest growing job markets - health care. Health care workers are in high demand across the country and especially in Northwest Arkansas.

The health care sector is expected to add 2.3 million new jobs by 2024, according to the U.S. Bureau of Labor Statistics. That's more than for any other type of occupation. The agency credits America's aging population and an increase in the number of people with health insurance with the growth.

Locally, the health care sector is expected to need 8,000 new workers over the next 10 years. That figure includes new jobs created by industry growth and replacing retiring workers.

In addition to doctors, pharmacists and surgeons some of the many careers in the health care sector include nurses, nursing assistants, home health aides, emergency medical technicians and paramedics, dental assistants, medical assistants, medical records keepers, athletic trainers, phlebotomists, and many types of technicians.

Wages vary depending on the type of skills and education needed for each career.

Average pay ranges from $12 per hour for support workers, to $34 per hour for health care practitioners and for technical occupations, according to NWA Workforce Connection. Some highly specialized occupations can pay well over $100 per hour. While some careers in health care require medical school training or a college degree, many others only require training courses to complete a technical certificate.

The starting point for many health care careers is a Certified Nursing Assistant license, said Karen Stewart, Director of PRN Medical Services. PRN provides staffing for some medical facilities, such as a health

PRN Medical Services

4400 S. Thompson
Springdale, AR 72764
(479) 785-9222
prnmedstaff.net



Career Opportunities

Emergency Medical Technicians & Paramedics

Dental Assistants & Hygienists

Certified Nursing Assistants

Licensed Practical Nurses

Cardiovascular Technicians

Medical Records Keepers

Home Health Aides

Surgical Technicians

Massage Therapists

Physical Therapists

Registered Nurses

Medical Assistants

Lab Technicians

Athletic Trainers

MRI Technicians

Phlebotomists

Dietitians

and rehabilitation center, also called a long term care facility, which cares for patients who have been discharged from the hospital. PRN Medical Services also holds classes for CNA students.

"Having a CNA license gives you a good foundation," Stewart explained. "You can go on to technician jobs or to become a licensed practical nurse and registered nurse. Some schools require that you have a CNA license before starting nursing classes."

Becoming a licensed practical nurse usually takes two years. An associate degree from a community college can be part of the license process.

Becoming an RN, or registered nurse, usually takes four years and can be part of a bachelor's degree program.

"You can earn a CNA license in four weeks," Stewart said. "It's 90 hours of training before taking a state exam. If you pass the exam, you can get a job."

CNAs can work in clinics, long term care facilities, home care and some hospitals. The director of a local health and rehabilitation facility started their career as a CNA, as did Stewart, she said.

At PRN, classes start every two weeks. Tuition for the class is $480, but some sponsoring facilities will pay your tuition in full, if you commit to work for that facility after earning a license. The cost for the state exam is $89, but the state will waive the testing fee for students who have a letter of employment with a long term care facility.

Certified nursing assistants average $21,900 per year in



Health Professions

our area, according to NWA Workforce Connection.

Licensed practical nurses and licensed vocational nurses average $40,900 in per year in Northwest Arkansas. Registered Nurses average $56,200 annually. The need for nurses will increase by more than 1,000 jobs over the next 10 years, according to NWA Workforce Connection.

Demand for home health aides and medical assistants is expected to grow by more than 200 jobs each. Home health aides help people who have disabilities or illnesses with daily tasks, like dressing and bathing. They may also check vital signs, such as blood pressure, heart rate and temperature, help givemedication, and do light housework for their client.

Aides keep records and report any changes in their client's condition to their supervisor. Most home health aides work for certified home health or hospice agencies, and must follow certain government regulations. Earnings are comparable to a CNA's.

Medical assistants take care of clinical and administrative tasks in medical offices. These workers record your vital signs and medical history at the beginning of your office visit. They may also give injections or other medications to patients. Medical assistants earn an average of $28,600 a year in our area.

Another in-demand career is dental assistants. Our area is expected to add another 130

Growth Over the Next 10 Years:

8,000 Total New Jobs in Health Care

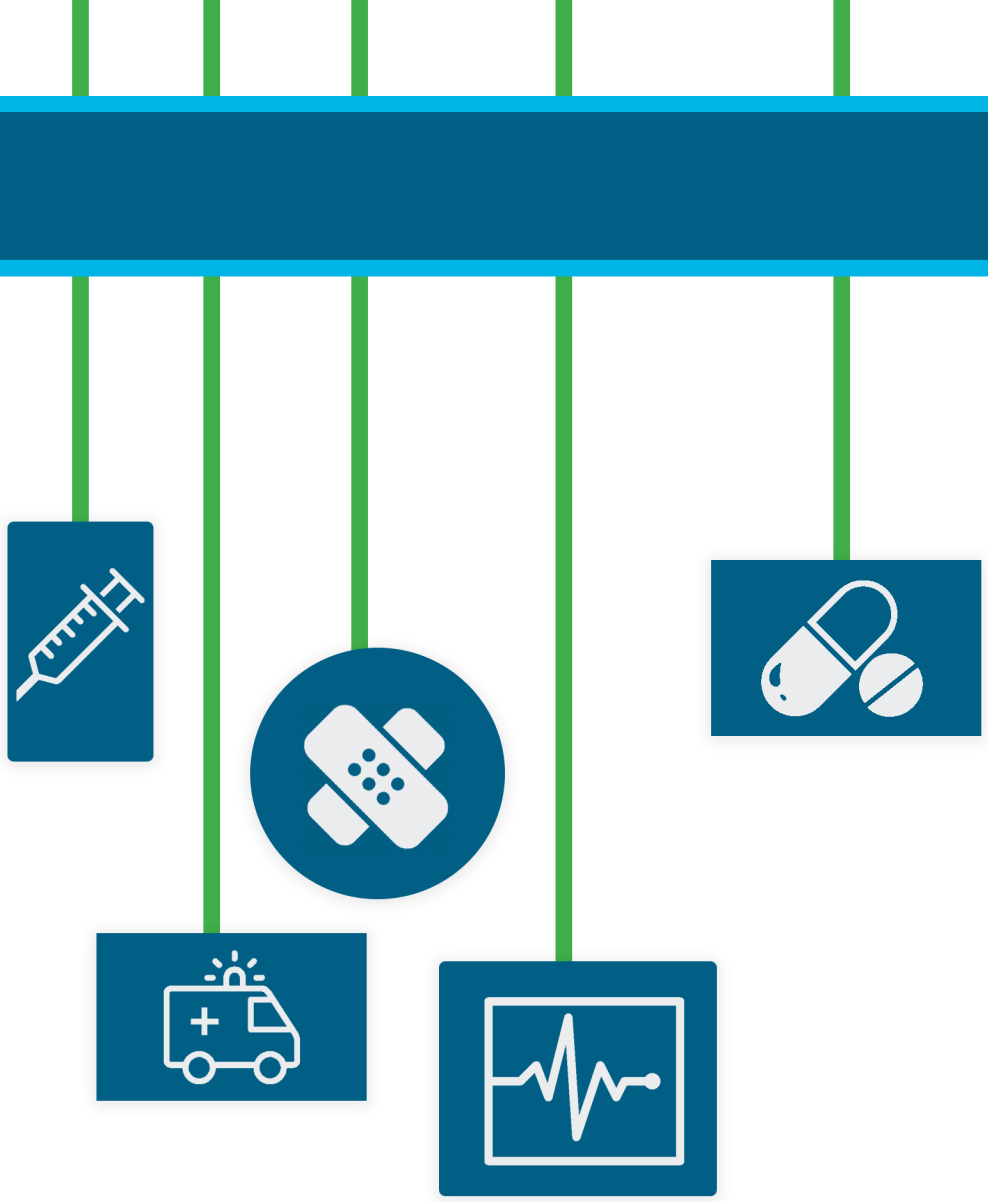
791 Registered Nurses

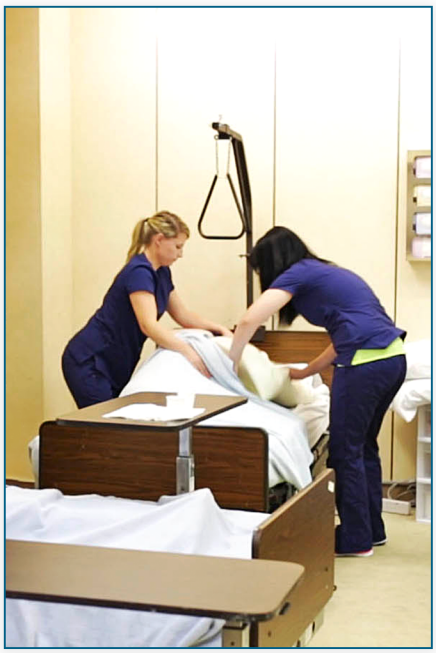
295 Licensed Practical Nurses & Licensed Vocational Nurses

215 Home Health Aides

133 Dental Assistants







jobs in that area based on information from NWA Workforce Connection. A registered dental assistant must take and pass a class to earn a state certificate. You can work as a dental assistant without a certificate, but the pay is less. Dental assistants in Northwest Arkansas earn an average of $34,800 annually.

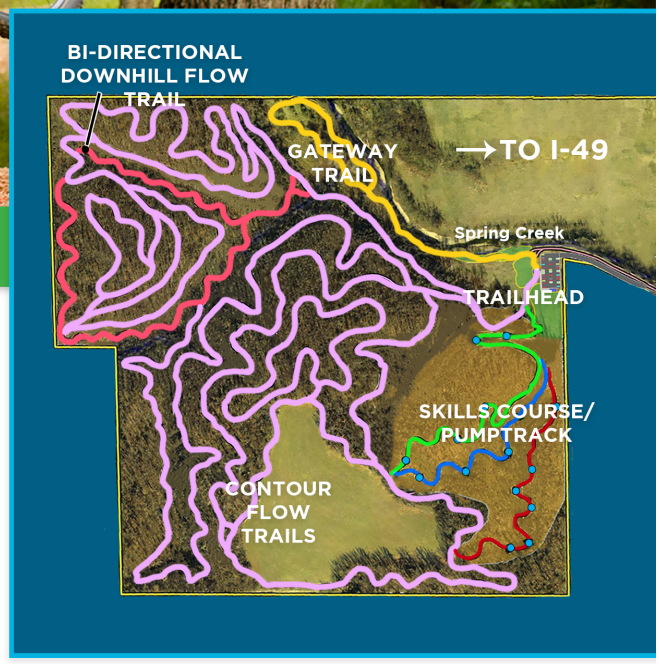
A dental hygienist, who performs many preventive dental care procedures such as cleaning teeth, is required to hold a license. That license requires an associate degree in dental hygiene, which could take three years to earn. That investment pays off with the average pay for a hygienist hitting $67,800 per year.

If you are interested in pursuing a career in health care, there are some basic skills that apply to all jobs in the field. You must be able to use math and science to solve problems, be a good listener and be able to communicate clearly. Health care workers must also be able to recognize potential problems, and use logic and reasoning to solve problems.

Locally, there are many options for education and training available for those who choose a career in health care. Many high schools offer classes that introduce students to patient care, anatomy, medical terminology and more. Northwest Technical Institute, NorthWest Arkansas Community College, the University of Arkansas and John Brown University all offer nursing programs. NTI and NWACC also offer classes for dental assisting.



Adjacent to the Razorback Greenway, and just west of Thunder Chicken bike trail, Springdale has more than 20 miles of Ozarks single-track planned and ready to build.





This fun and challenging trail system makes Springdale one of the state's premier mountain bike destinations!

Springdale A&P Commission
202 W. Emma | P.O. Box 166
Springdale, AR 72765
www.explorespringdale.com | 479.872.2222

Construction

As our area grows, so does the need for new construction. Construction employees are in high demand due to both economic growth and the retirement of experienced workers. These two factors mean the projected 10 year demand for construction workers will create more than 5,000 jobs.

Almost 13,000 people in Northwest Arkansas were employed in construction as of 2015. Those working in construction careers included carpenters, heavy equipment operators, steel workers, supervisors, estimators, and project managers. Many occupations in the construction industry pay above-average wages and do not require a degree.

Springdale and Northwest Arkansas are home to dozens of construction companies. Some focus on certain types of projects, like building houses. Others cater to commercial projects, constructing buildings for businesses, and fabricating steel beams to be used in the construction process. Still other construction companies specialize in infrastructure projects, such as the ongoing construction to widen Interstate 49.

Opportunities in the construction industry go far beyond swinging a hammer, an outdated image that usually comes to mind when you think about construction workers. Careers in this sector offer a wide range of positions from estimators to equipment operators.

Pay rates in the construction industry can vary from $9.50 for entry-level employees to $21 per hour for skilled tradespeople. Construction supervisors can make significantly more, with some topping $100,000 a year. This in-demand career field has led to many schools including Har-Ber High School, the Don Tyson School of Innovation and NorthWest Arkansas Community College offering construction trades programs.

13,000 people in NWA employed in construction in 2015

Industry Growth: 5,000 jobs over the next 10 years

APAC-Central is part of Oldcastle Materials, the leading supplier of asphalt, ready-mix concrete, aggregates, and construction and paving services in the United States. Our local headquarters is in Fayetteville, Arkansas, but you can find our family of companies in nearly every state.

The company makes the materials that help transform our cities, and the roads that connect them. APAC employees help build better, stronger communities across the nation, and the company is always looking for hard working and motivated young people to join our team.

What We Do

The work APAC does in the building materials business begins in our quarries, where rock is extracted from the ground using controlled explosions. The rock is then crushed and processed into stone of various sizes, known as aggregates, which are used to make asphalt and ready-mix concrete.

One of APAC-Central's largest current projects is the expansion of Interstate 49 through Northwest Arkansas. I-49 will ultimately create a 1,700-mile highway from Canada all the way to the port of New Orleans.

Grading and pipe foreman Daniel Rodriguez, a skilled track hoe operator and 23-year APAC-Central veteran, is part of the team working on the local I-49 expansion. He and his four-man crew are removing excess dirt from the middle of I-49 and installing drainage.

"I'm doing a job I love," he said. "There is nothing else I want to do but be on my machine. I like to take my kids out and show them what I've helped build."

In APAC's laboratory, the staff tests construction materials and final products to make sure the materials meet quality requirements.

For lab manager Steven Sharp, it's the opportunity to tackle new challenges daily along with his team of eight that has kept him coming back for 10 years.

"It's a different thing every day," Sharp said. "You're not stuck inside."

What We're Looking For

No matter what you're interested in, there's a place for you at APAC. Our people work in every aspect of the business: mining and crushing the rock from our quarries, leading operations at our plants, laying asphalt and concrete to build roads and buildings, and working in our laboratories.



Steve Sharp weighs and measures aggregates in the APAC-Central laboratory.

- **APAC began as McClinton-Anchor in the 1940s.**
- **Oldcastle Materials, parent company of APAC, is the largest asphalt producer and paver in the country.**
- **It is the third-largest producer of aggregate and ready-mix concrete in the U.S.**
- **CRH PLC, which owns Oldcastle Materials, is based in Dublin, Ireland.**

Source: APAC-Central

We're proud to offer good wages and the opportunity for our employees to learn valuable new skills that will help them advance in their careers. APAC is part of a global network of companies, so there are even opportunities to travel or relocate for new positions.

All APAC employees have the option to take advantage of paid vacation, affordable health insurance, profit sharing, 401(k) retirement savings plans, and educational assistance programs – it's part of our commitment to our people, and something we're proud to provide.

We're always looking to fill positions for equipment operators and diesel mechanics, which can earn $21- $25 per hour, or $43,000- $52,000 per year.

Build Skills for the Future

At APAC-Central, new employees are trained on all the skills needed to do their jobs, but a great way to get a leg up on the competition is to start early while you're still in school.

Some high school classes, usually those in the agricultural department, allow students to learn to run smaller equipment. These skills can help greatly when learning to operate equipment at APAC.

"Heavy equipment operator positions are especially important," said Murry Cline, APAC's general manager for Northwest Arkansas. "Since there are fewer skilled heavy equipment operators among the younger generations, it's a skill set that can really set you apart from other candidates, and that can help you advance to other roles in the company."



Daniel Rodriguez operates a track hoe on I-49 project

Good math and computer skills are also very useful in the industry, especially for laboratory staff, who calculate the density of asphalt and the size of stone produced at our quarries.

Most of all, prospective APAC employees must have a good work ethic and be able to work as part of a team. "That's how the job gets done," said Jason Madewell, who manages APAC-Central's aggregate operations.

"Everyone works hard and does their part, and the end result is something we can all be proud of," Madewell said. "When I see a road we built, I know I had a part in making it happen."

Career Opportunities
Heavy Equipment Operators
Diesel Mechanics
Quarry Workers
Laboratory Staff

Skills
Good Work Ethic
Computer Skills
Math Skills
Teamwork

To Apply
www.oldcastlematerials.com
or Call Construction
Recruiters at 479-251-1288

APAC-Central is a drug free workplace



Sharp's Quarry Crew

BACKUS CONCRETE



Career Opportunities

Office Personnel
Field Workers
Estimators

Skills & Qualities

Professional Demeanor
Clean Driving Record
Communication Skills
Willingness to Learn
Good Work Ethic
Math Skills

To Apply

backusconcrete.com/employment.



Good pay, variety and opportunity to move up are in store for employees at Backus Concrete. John Backus, who is celebrating 10 years in business, said, "The pay is good, but we expect a lot. If you are looking for an easy job this isn't the place."

On any given day, you can pull into the Backus Concrete parking lot and be met with the rumble of bulldozers or backhoes. There is a flurry of activity from loading materials, preparing equipment and comaraderie among workers.

"This is not the kind of job where you have a break at ten and two o' clock," said Tara Sims, Office Manager. Employees must be flexible and consistent.

This concrete company does everything from pouring slabs and paving to saw cutting and demolition. They specialize in industrial jobs - tear out and pour back.

New employees can build a career with the company, if they are willing to put in the work.

Jose Salinas, Facilities Manager, has learned many new skills in his two years with the company. "I was a shop laborer," Salinas said. "I showed them what I could do and moved up fast."

Salinas said he learned while he was in the shop, making repairs on equipment such as slab saws, backhoes, bulldozers and excavators.

The company is quick to recognize the experience of its employees, said Fernando Ruiz, Foreman. "I was promoted to Foreman after a month or two on the job," Ruiz said. "I think they saw what I could do. I had been in construction in Oklahoma City for 17 years."

Construction appeals to Ruiz, who doesn't like to be inside closed spaces all day, preferring to be out where he can feel the sun. He also likes the variety of projects he works on at Backus Concrete.

"It's not the same thing every day," Ruiz said. "You do different things from day to day."



Crews load up and head to jobsites where concrete trucks parade through pouring yard after yard of mud. A crew may be at the U of A one day and pouring concrete in a plant the next.

Backus said he looks for workers who aren't afraid of a tough job.

"We like challenging jobs," Backus said. "We're the ones that will work weekends and holidays to get something done."

"We have a rare bunch of guys," Backus said. "We all make sacrifices and are dedicated to this company."

Backus is in the field alongside of the other workers. "I'm a field guy," Backus said. "I'll be on the site. I'll take the job where I can make the most difference. That is usually the most challenging job."

The company caters to industrial work and Backus can handle the most complex concrete projects.

"I'm not sugar-coating the job," Backus said. "Jobs here are a lot of things but boring isn't one of them. We are growing the business at high speed. We have a lot of potential and a lot of opportunities here."

The company does not have much turnover. "I suppose that says a lot about the business," Backus said. "We have high expectations to continue our growth. We won't just fill a position because we create a new one. We have to have the right person."

The right person needs a good driving record. Tickets could keep you from getting hired.

You should also take pride in your appearance, Sims added.

Employees should be respectful and professional. Backus Concrete gets calls for jobs because future customers see how professional they are at another job.

"You should show up interested in the job, willing to listen and willing to learn," Sims said.

Math and communication skills are important. So is not being afraid of hard work, Backus said.

"In high school you should take basic agriculture and construction classes," Salinas said. "Things like basic electrical courses or how to use a micrometer." A micrometer is a gauge that measures small distances or thicknesses.

Oral communication classes would also help when talking to fellow employees or calling vendors, Salinas said.

Backus started the company in a garage 10 years ago, after working for two other construction companies. In the last two years, Backus Concrete has grown from 10 employees to 30, Sims said.

"You should show up interested in the job, willing to listen and willing to learn."



The company cares about the people that work there, Ruiz said.

"If you have a problem, talk to the supervisor," Ruiz said. "They will listen to you. They will take care of you."

The company rewards its employees with above average pay for the industry and bonuses for those who demonstrate outstanding work performance throughout the year. Backus also invests in the best equipment and tools for his employees.

The Backus Concrete crew and their families also get together for fun. They have enjoyed an evening at a Naturals game with their families or a party with pizza and bowling.

"Our employees look forward to coming in and building here.They are elite employees. They work with me, not for me," Backus said.

If you are interested in joining that elite team, you can apply online at backusconcrete.com/employment.

"We are looking to be the best construction business, not the biggest," Backus said.

FIGTREESTEEL

ABC Associated Builders and Contractors, Inc. Arkansas Chapter

AISC CERTIFIED FABRICATOR







Employees of Fig Tree Steel can build their careers and make a good living while helping build communities all over the country. Fig Tree is a structural steel fabricating company that provides the framework for buildings.

Career opportunities at Fig Tree range from welders, painters and forklift drivers to administrative workers.

"With the right skills and training, you can build a successful and stable career at Fig Tree," said Robert Keating, CEO and President of Fig Tree Steel.

Fig Tree began many years ago in Springdale as a small structural steel business before evolving into a major steel fabrication company with 50 employees.

"We work with major construction contractors in Northwest Arkansas and nationwide," Keating said.

The company's projects include commercial and automotive industry facilities, hospitals, hotels and municipal and educational facilities.

Fig Tree makes its products by purchasing steel for its columns, beams, and other parts, and cutting them to size to match the customer's building plans. The process of cutting the steel to size is automated.

"It's fairly simple to do," said Charles Thomas, Production Control Department Manager. "Our machine can do much more than what we ask of it."

Thomas, 24, handles the computer programming for the machine that cuts the steel parts. He was first hired as a programmer but was promoted to Production Control Manager based on his job performance.

The parts have to be sized exactly, with very specific tolerances, Thomas said. He explained that walking the production floor and understanding the entire fabrication process is necessary.

"You have to understand what will work with what the workers can do," Thomas said. "You are writing the plans for someone else to carry out. Sometimes what works on paper does not work on the floor."

Thomas has an associate degree, but said a college degree isn't required to be successful at Fig Tree.

"You could do what I was hired to do without any college," Thomas said. "I took some high school classes in machine shop and Auto CAD (computer-aided drafting). That would have been enough without the associate degree. College did help, though."

Once all the steel parts have been cut and the members cut to length, the welders and fabricators go to work.

"We read the blueprints and shop drawings, lay out the parts, fit them and weld them up," Keating explained.

The company needs certified welders who understand proper procedures and can read plans, he added.

He said that Fig Tree Steel could hire at least 16 fitters and fabricators immediately. The problem is that the company can't find enough employees with the skills it needs.

"The company would like to add a second and third shift as we grow," Keating said. "It can be difficult to find people with the right training."

Employees without training can start in the part room, Keating said. There, they can learn skills while earning a paycheck. They can be taught how to grind off the slag, a glassy deposit that forms a weld, and the ragged edges on pieces of steel. Those employees are then able to work their way up to welding and fitting.

In addition to certified welders, the company needs semi-truck drivers, qualified forklift operators, painters, assistant purchasing agents and estimators.

No matter what their job is at Fig Tree Steel, successful employees are organized and able to manage priorities, Thomas said.

"You also need communication skills," he added. "You need to be able to cooperate with other people and work as a team."

Fig Tree offers competitive pay with opportunities for raises based on experience and work ethic. The company also offers benefits for its employees including paid vacation time and health insurance.

For information on current career opportunities, visit www.figtreesteel.com.



Career Opportunities

Agents
Painters
Estimators
Truck Drivers
Certified Welders
Project Managers
Forklift Operators
Assistant Purchasing

Benefits

Medical, Dental & Vision Insurance
Retirement Savings Plan
Paid Vacation

To Apply

www.figtreesteel.com

Qualifications

Communication Skills

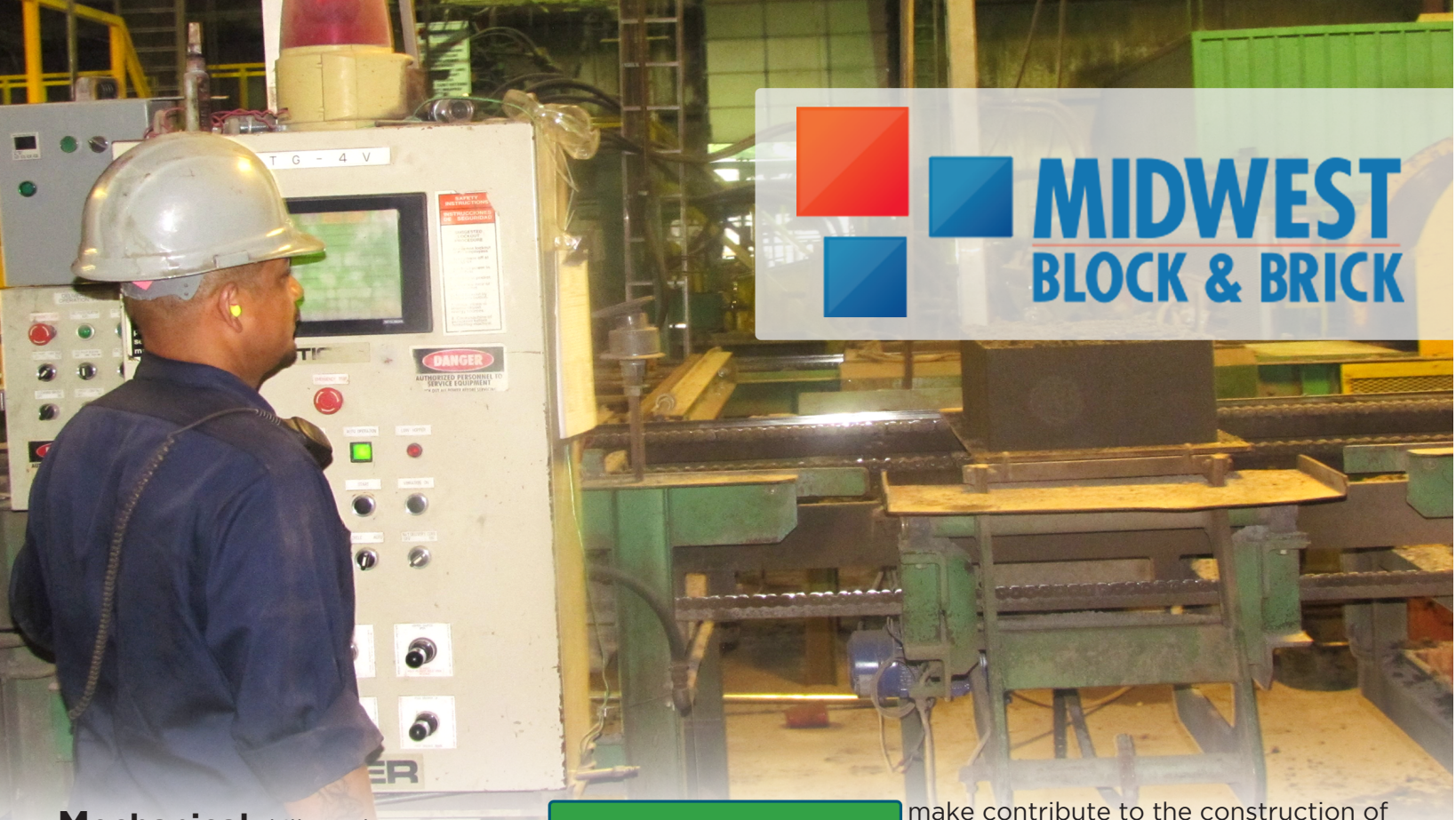
Organizational Skills

Welding Experience

Computer-Aided Drafting Skills

Ability to Read Blueprints

Microsoft Office



Mechanical skills and a willingness to learn could add up to a good-paying career at Midwest Block and Brick.

"Some of our line workers make $35,000 to $45,000 a year," said Darryl Winegar, Chief Operating Officer of Midwest Products, the parent company of Midwest Block and Brick in Springdale. "If the quality of the product is good and meeting quotas, supervisors can make around $75,000."

Midwest Block & Brick manufactures and distributes concrete blocks, retaining walls, pavers, brick, stone, and other masonry and landscape products. The company operates 16 manufacturing and sales locations in seven states. Managers said Midwest is focused on finding good employees who take pride in their work.

"You can see what you have done," Winegar said. "The products you make contribute to the construction of schools, businesses, shopping centers and homes."

To Apply
1589 Electric Ave.
Springdale, 72764

Preferred Skills
Programmable Logic Control
Mechanical Ability
Good Work Ethic
Problem Solving
Electrical Wiring
Willing to Learn
Team Work
Welding

The company needs workers who want to be part of a team, someone who is willing to go above and beyond the minimum job requirements. Someone like Luis Alcala, who runs the machines that make the blocks and pavers, Winegar said.

"I started loading trucks in the yard in 2005," Alcala said. "I moved into the plant to help on the line after two months. I started training as a machine operator." Machine operators are supervisors at Midwest.

"On the old lines, you needed a strong back," Winegar said. "Now many of the machines are computer controlled."

Alcala said he went to school in St. Louis to learn more about the machines and how to trouble shoot.

"You have to fix it if it breaks down,"

> **Learn anything that can help you solve problems. It's not any solution but the best solution. Think independently.**

he said. "I didn't have a mechanical background. That made it harder."

"When something breaks down, it's all hands on deck," Winegar said.

Mechanical skills the company looks for in employees include welding, knowing how to trouble-shoot hydraulic systems, pneumatic operations and simple electrical wiring.

According to Winegar, taking classes in school that teach those skills can pay off. Machine operators, shift managers and some maintenance positions can make as much money as supervisors.

"Quality and production drive compensation," Winegar said. "Wages are directly connected to attitude and are incentive based. For promotions, you need to master the technical skills."

Positions for people who can operate programmable logic control machines are hard to fill, Sales Manager Coltr Crowell said. The company looked for machine operators and couldn't find them, Crowell said. It finally stopped looking. Midwest now offers on-the-job training.

"About 90 percent of the applicants were under qualified," Crowell explained. "We had to weed out the waitresses and cashiers. We decided to train from within."

"If you have a good attitude, you can learn on the job," Winegar said. "You need to be adaptable."

"There is always something different," Alcala said. "I'm still learning new stuff."

Hiring new people who are trainable is important, Crowell said.

"You must be willing to work and know how to work," he said. "You need problem solving skills independent of instruction."

The company is looking for applicants with a solid work ethic.

"You show up on time and show up every day," Winegar said. "You ask questions and learn. Be a part of the team and contribute to it."

Midwest's team includes 400 employees in all of its facilities and 30 in Northwest Arkansas, Winegar said.

According to Alcala, to make it on the team, you need to be prepared for anything. "Be ready to work no matter what the job is," he added.

You need to learn basic math and leadership skills, Crowell said.

"Learn anything that can help you solve problems. It's not any solution, but the best solution. Think independently," he said.

"Stay in school and learn," Alcala encouraged. "I didn't like school when I was in it. You need to take advantage of the opportunity and be somebody."





MILESTONE™ CONSTRUCTION COMPANY

The company that built some of our area's most notable landmarks is on the lookout for new team members. Milestone Construction is a full-service construction management and general construction firm. The company, founded in 2004 by Sam Hollis and Travis Ruff, focuses on commercial construction in Arkansas and surrounding states and is dedicated to excellence and quality workmanship.

You are likely familiar with some of the company's many projects. Milestone built the award-winning Crystal Bridges Museum Store and the new C.L. "Charlie" and Willie George Park in Springdale. Milestone Construction is also the team building Tyson Foods' new offices on Emma Avenue, playing a role in the revitalization of downtown Springdale. Other projects include schools, restaurants and airports.

The company employs a total of 45 people. About 20 of those employees work on construction sites, and the rest are in management and office staff positions in Milestone's Springdale headquarters. Career opportunities at Milestone Construction include carpenters, superintendents and project managers.

Milestone puts a major emphasis on its core values of honesty, integrity and teamwork, making sure all its employees work together to deliver a quality project to the customer. The company believes in building strong professional relationships.

"You work with other people, not over them," said Project Engineer Albert Tjoclinton. "You have to work with the client, the administrators and the workers. There are lots of parties involved. The general contractor has to keep all the parties together to build what the owners want."

Milestone uses technology to control quality and cost and to keep jobs on schedule. The company uses CAD, or computer-aided drafting, drawings to construct projects designed by architects. Taking classes that teach drafting skills and how to read blueprints would be beneficial for prospective employees.

"You should have an eye for the three dimensional aspects of a building while it's still on paper," said Mitch Woods, Assistant Project Manager. Building modeling software provides important information about a project.

"It can give all the details of a building." Woods said. "It can have everything from the details of the foundation to the composition of the walls."

Such software has become commonplace in construction offices and will soon be on almost every job site, he added.

Milestone President and Co-Owner Sam Hollis is focused on hiring skilled employees who embody the company's core values.

To Apply: 2002 S. 48th Street, Springdale





Career Opportunities

Superintendents
Project Managers
Foremen
Carpenters
Laborers

Preferred Qualifications

Ability to Speak & Write English
Basic Carpentry Skills
OSHA Certifications
Basic Math Skills

"I look at the résumé and the presentation on the application," Hollis said. "I want to see if they can spell and write. I look at past job experience. I like people who have been in the armed services. It shows they have had structure."

All applicants must have a high school diploma or GED. Additional training, such as OSHA training or any certifications, could give applicants an edge, even having a CPR certification is useful.

Applicants should be able to communicate effectively and demonstrate problem-solving skills. Hollis said he also looks for basic math skills and the ability to speak and write in English. Applicants must also share Milestone's commitment to client satisfaction.

"We are serving our building customer," Hollis said. "We take pride in what we are building."

Prospective employees need to be able to put in the time to improve their skills to move up in the company, said Kelli Gemmell, Director of Business Development.

"Successful employees are willing to go a step above what's required and keep setting new goals in order to advance," she said.

Many of the company's employees started their careers right out of high school. A recent graduate, or other worker without much experience, would start out as a laborer before advancing to higher-paying positions.

Starting pay for laborers is $12 an hour with carpenters earning $15 to $22 per hour, based on experience. Foremen earn $22 to $25 per hour. A superintendent's salary ranges from $50,000 to more than $100,000 a year. A project manager could earn up to $110,000 per year.

In addition to competitive pay, Milestone provides its employees with two weeks of paid vacation time. Health, dental and long term disability insurance, a 401(k) plan, and performance bonuses are also part of the company's benefits package.

If you are interested in joining the team at Milestone Construction, applications are available at the company's office at 2002 S. 48th Street in Springdale or call 479-751-3560 for information about job openings.







You could build a career and change lives at Rausch Coleman Homes.

The company focuses on building houses for first-time buyers.

“The American dream is home ownership,” said Andy Wilson, President. “When people buy a home, their lives are changed. That is what drives us.”

The company purchases land, oversees construction, finds buyers, helps with financing and closes the sale. A sub-contractor builds the homes, but Rausch Coleman handles all other elements to bring a family into a home.

“Residential construction is highly rewarding because we are helping families improve their quality of life,” said Rose Thomas, Senior Director of Human Resources and Talent Management. “We are committed to providing homes that are high quality and affordable.”

The faith-based company started in 1955 in Fort Smith. Buddy Coleman founded the company with John Rausch, his grandson, who now heads the company. Rausch Coleman has offices in Northwest Arkansas, Little Rock, Oklahoma City, Jonesboro, Tulsa, San Antonio and Kansas City. The home office is in Fayetteville.

The home office provides accounting, finance, human resources, information technology and safety resources, Wilson said. Each of the individual offices provides the other services, including purchasing, construction, sales and closings, he added.

“Often times, we witness the joy of families buying their very first home,” Thomas said. “Team members find that satisfaction the most rewarding experience working here.”

The company has a combined 200 employees in all its divisions, with about 75-80 located in Northwest Arkansas. The company builds on average 1,200 homes a year with over 300 of them being built in Northwest Arkansas.

Rausch Coleman continues to expand into new locations, and it is these ongoing growth opportunities which create more jobs.

Field managers and construction managers are needed the most, Wilson said. Neither job requires a college education, but experience in residential construction is preferred, he said.

“Seek every opportunity. Any job can lead to something else. You never know where it will take you.”

"Our need in the residential construction industry is for people who understand the many facets of home building, not necessarily to swing a hammer," Thomas said. "A field manager's role involves directing the construction of the home by working with contractors to complete the work on schedule with zero defects."

Working at Rausch Coleman is not like working at a large nationwide or global company, said Josh Brooks, a first-year Project Manager.

"You work next to the CEO here," Brooks said. "A lot of projects are hands-on and you always get feedback."

"The company leadership is very open. You can talk to people on the executive level," said Raquel Luciani, an intern from John Brown University. "They are open to listening to ideas."

"We see the process and how decisions are made," said Luke Powers, another JBU intern. "The company projects the implications of the next move and its impact on Rausch Coleman."

The company looks to its local roots to find new employees.

"We try to ID young talent, talent that grew up in the area," Wilson said. "Then we develop the talent."

That talent is developed sometimes by moving people from department to department to give a well-rounded experience, Thomas said.

"The way to the top may not be vertical, but horizontal," Thomas said.

"The company brings out the best in everyone and finds where they are suited," said Rebecca Rochenhaus, Administrative Assistant. "You find the place where you want to go."

"We are dedicated to providing avenues of success for our team members to realize personal growth and development," Thomas said. "We continually work toward the goal of providing what they need for advancement. There is opportunity for anyone who wants to pursue continual improvement and grow with our company."

Competitive benefits include health, dental, long-term disability and life insurance, Thomas said. A 401(k) program with a company match is included in the benefits, as well as vacation days and sick or personal time off.

"Seek every opportunity," Brooks said. "Any job can lead to something else. You never know where it will take you."



Career Opportunities

Sales

Development/ Engineering

Marketing/Social Media Management

Construction Management

Superintendents/Field Managers

Purchasing & Estimating

CAD/Drafting

Accounting/Finance

Administration

Land Acquisition

Information Technology

Benefits

Health insurance
Dental insurance
401(k) program
Vacation days
Sick time

To Apply

rauschcolemanhomes.com

Professional Services

FARRIS INSURANCE AGENCY

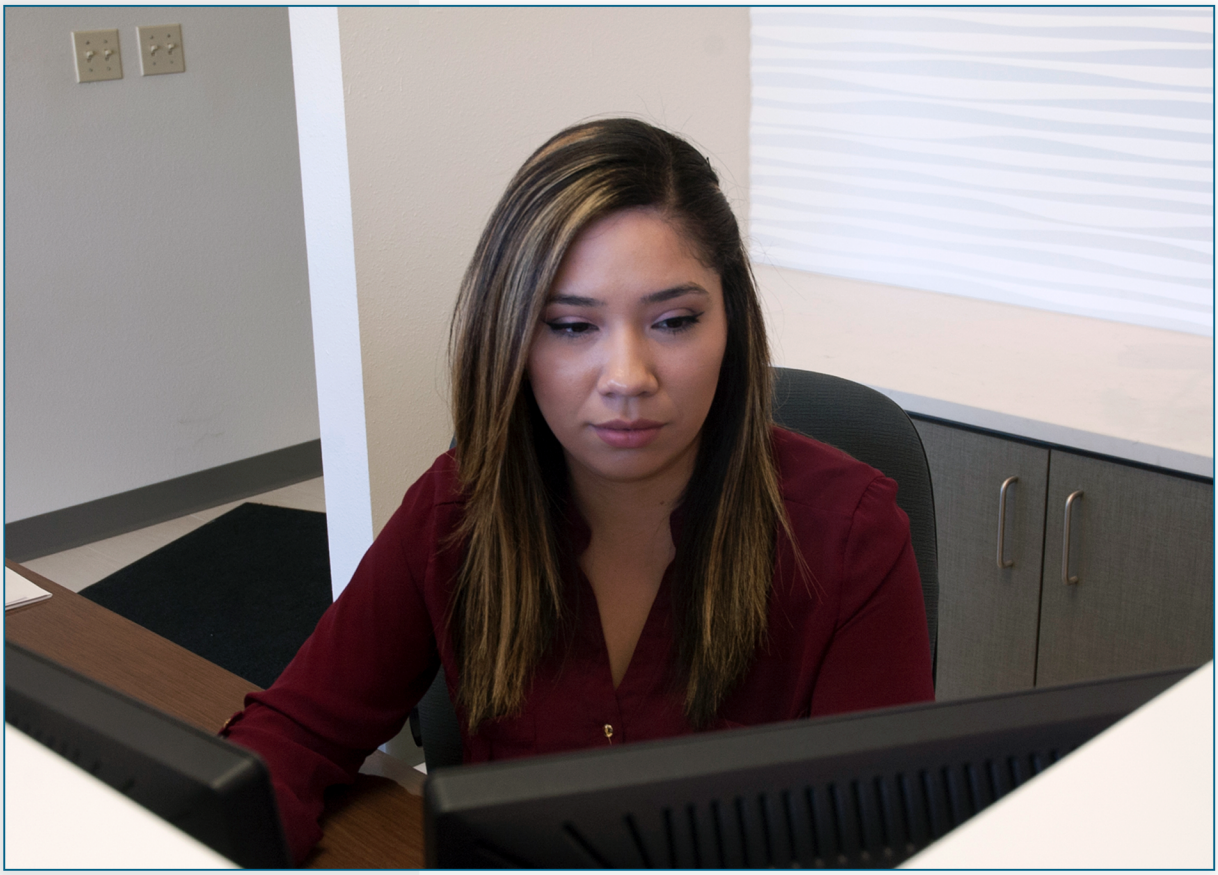
4706 S. Thompson Ave., Suite 101
Springdale, AR 72764
479.756.6330
Farrisinsurance.com

Professional services and business-related occupations make up the largest group of jobs in Northwest Arkansas and offer an incredibly wide variety of career opportunities. Jobs in the professional services sector are expected to grow over the next 10 years due mainly to the presence of Fortune 500 companies Walmart, Tyson Foods and J.B. Hunt.

The professional services sector encompasses any profession that offers customized services to a client. Those services include many of what were once called white collar jobs: attorneys, architects, engineers, sale representatives, managers, consultants, and real estate and insurance agents. While upper level management jobs and careers in law, architecture, and engineering require advanced degrees, there are many successful professions in this sector you can enter after high school.

Insurance agents are one of the professions where a college degree is not required. A person can enter the field and work their way up to owning their own agency.

The Farris Insurance Agency is looking for workers to train, said Steve Batchelor, who handles marketing for the company.



Career Opportunities

Customer Service Representatives

System & Network Analysts

Software & Web Developers

Database Administrators

Real Estate Agents

Help Desk Support

Insurance Agents

Human Resources

Managers

Analysts

Finance

Sales

"We need assistants for our account managers who can work their way up to agents when they have the knowledge and experience," he explained.

"The agency is looking for people who are well organized, have a good work ethic and are willing to learn," he added. "They can come in and become familiar with the system and how things are done at the agency."

One assistant has been training for two and a half years and should become an account manager by the end of the year, Batchelor said.

Tim Pruitt, of Tim Pruitt State Farm Insurance, is looking for part-time customer service representatives who can work their way up to a full time position. Pruitt said he needs bilingual customer representatives to work with his growing number of Hispanic clients.

"Good employees who are bilingual are hard to find and harder to keep," he said. Pruitt explained his agency competes against major employers in the area for those workers.

"My agency also needs representatives who can relate to millennials. That age group is a strong growth area for the agency," he explained.

The agency's success with these clients caused a need for more space. "We are looking to move to a new location that will have room for us to grow even more," Pruitt said.

Insurance sales agents average about $58,800 per year in the area, according to NWA Workforce Connection, a website that tracks job growth, training and wages. Other jobs in an insurance agency include claims and policy processing clerks, who earn about $28,500 a year. Claims adjusters, examiners and investigators earn around $59,000 annually.

With a thriving business community, look for the number of office and administrative employees to climb. Receptionists and information clerks average $24,900 locally with secretaries earning an average of $32,900. Pay rates go up as responsibilities and knowledge increase, especially in the professional services area.

Professional Services

Companies will also add more human resource workers. Human resource assistants create and maintain employee records with information such as addresses, employment dates, and other details. They make about $35,900 a year. Assistants could progress to a human resource specialist role.

Specialists screen, recruit and interview potential employees. Some human resource specialists are required to have a bachelor's degree and earn an average of $56,900 a year, according to information from NWA Workforce Connection.

Demand for information technology employees is also growing among businesses. Our area will need more than 2,500 new IT workers, including jobs created by industry growth and retirement. Growing information technology careers include computer network support specialists, user support specialists, and network system administrators. On average, jobs in the IT field pay $32 an hour.

If you're good at persuading people, consider a career in sales. Sales-related occupations, like real estate agents,



**700 N. 40th Street,
Suite A
Springdale, AR 72762
479.751.6227
Statefarm.com**



advertising sale agents, and sales managers are expected to increase by nearly 9,000 jobs with retail sales jobs alone accounting for more than 3,000 of those.

Sales representatives sell a specific product or service for a company and may call or visit a customer in order to make a sale. Earnings in this type of career can vary, but the average is $41,200 per year.

Advertising sales agents sell advertising for companies including radio and TV stations, magazines and newspapers. An experienced agent can earn about $48,600 each year.

Real estate agents help people buy, sell or rent property. They must pass a test to get their real estate license, be good communicators, have negotiating skills, and be able to walk clients through the purchasing or selling process. More than half of real estate sales agents do not have a college degree and annual earnings average around $32,800 in our area.

Customer service is also a booming field in Northwest Arkansas. Our economy is projected to add more than 1,000 customer service representatives in the coming years. People in these positions help customers resolve issues surrounding a product or service. They may also schedule service or installation appointments. If you are a good communicator and enjoy helping others this could be a good fit for you. On average, customer service representatives earn $33,800 per year.

A background in business basics could put you on the path to a successful career in professional services. You can start by taking business and entrepreneurship classes in school that teach skills such as accounting, business computer applications, and marketing.

If you choose to pursue a certificate or degree after high school, you have several options locally. The University of Arkansas, John Brown University, Northwest Technical Institute, and Northwest Arkansas Community College offer business degree programs. Students at NWACC also have the opportunity to transfer to the University of Arkansas' Walton College of Business.

Projected Hiring Needs Over 10 Years:

4,100 in business occupations

240 in information technology



NWACC & NTI

Two local schools can provide training after high school for those who want to develop their skills before entering the work force or advance their career. Northwest Technical Institute and NorthWest Arkansas Community College offer a wide range of classes that would help job hunters find employment easier.

NTI, located at 708 S. Old Missouri Road in Springdale, offers many classes for those who want a career in the skilled trades such as electrician, machining, refrigeration, welding, diesel mechanics and electronics. The school also offers classes in pneumatics and hydraulics and mechanical systems.

Many classes are offered at night, so students already working can take the classes after their workday. The cost of the night classes vary from $500 to $950 depending on the type of class and the length of time required to complete it.

The school also offers classes in healthcare, including Certified Nursing Assistant, practical nursing and surgical technology. Those who complete the CNA class can, after passing a state test, apply for healthcare jobs that require a CNA certification.



NWACC
NORTHWEST ARKANSAS COMMUNITY COLLEGE
Maximize Potential.
Exceed Expectations.

NTI
NORTHWEST TECHNICAL INSTITUTE

In business related classes, the NTI offers business office and information systems. The school also has single-day classes in programs commonly used in offices, such as Excel, PowerPoint and QuickBooks.

High school juniors and seniors can also take some classes, such as automotive repair, diesel technology and welding at NTI. The classes can count towards a high school diploma as well as credit with NTI. Typically, the cost of the classes is absorbed by the student's high school.

Students at NTI, in combination with NWACC, can also earn an Associate of General Studies degree for in the skilled trades and technical fields. Those fields include: Ammonia Refrigeration Maintenance Technology, Automotive Service Technology, Automotive Collision Repair, Diesel Technology, Medical Office Assistant, Electronics Technology, Industrial Maintenance Technology, Machine Tool Technology and Surgical Technology.

Students in the General Studies degree program can transfer up to 30 hours of credit to NWACC.

Students then continue taking classes at the community college including two to three hours in career and technical electives and 27 to 28 hours of general education classes to complete their degree.

NWACC offers certificates of proficiency for those who complete a prescribed course of classes. Students can earn a certificate in Business Management, Computer Aided Design, Computer Information Systems, Dental Assisting, Health Information Management, Nursing Assistant, Emergency Medical Technician, Criminal Justice, Culinary Arts and Hospitality Management. Associates of Applied Science degrees are available in those same areas for those who complete a two-year study course.



Through its Workforce and Economic Development division, NWACC offers classes in Construction Management and Building Sciences. The Construction Management Associate of Applied Science degree is designed for students who want careers as field supervisors, estimators, project engineers or project superintendents.

The Building Science division includes three programs: Electrical; Heating, Ventilation and Air Conditioning and Plumbing. The plumbing and electrical programs are four-year schedules designed for those enrolled in the class, who become apprentices, to study for their journeyman license. Those who finish the program are eligible to take the journeyman exam.
The HVAC classes, which run for three semesters, are designed to provide training for those interested in a career in the field or those already working in the field who want to improve their skills.



Those interested in a career as a firefighter or advancing to a fire department leader can enroll in NWACC's Fire Science Administration and Technology program to earn their Associate of Applied Science degree.

NWACC charges $75 per semester hour for classes for students in its taxing district, which consists of the Rogers and Bentonville school districts. Others outside the taxing district can enroll in classes for $122.50 per credit hour.

The main campus for NWACC is located in Bentonville. The school's Washington County Center is located on White Road in Springdale. NWACC also offers classes at The Jones Center in Springdale.

Resume & Interview

Tips for an Effective Resume

- Make contact info prominent at the top of the page
- Include your school and any honors received
- Use a basic font and keep the font size between 10 & 12
- If the information is not critical, delete it
- Try to limit the document to one page

Tips for a Successful Interview

- Dress business appropriate, simple & conservative
- Know the company's background and mission
- Practice with a friend or family member
- Prepare a list of brief questions about the role
- Be confident in yourself & do your best

Trades & Mechanical

Skilled trades make up the backbone of many businesses in Springdale. These trades include electrical, plumbing, heating, ventilation and air conditioning, and mechanics. Skilled tradespeople can work for a variety of companies, including those that provide services to homeowners or those that supply goods and services to other companies.

Careers in the skilled trades in Northwest Arkansas include 1,361 electricians, 710 mechanics, 626 plumbers, 536 fabricators and sheet-metal workers, and 452 heating, air conditioning and refrigeration technicians.

Many Springdale companies provide new employees with on-the-job training to advance their careers. Employees can train as apprentices while taking classes to earn a journeyman license as an electrician, plumber or HAVC specialist. Diesel mechanics are also in high demand to service semi trucks and construction equipment. Some local companies will help pay for training for employees who want to master their trade.

Careers are also available at companies that sell supplies to those in the skilled trades. These companies provide roofing, siding, and other building supplies as well as HVAC and plumbing materials. Supply companies employ delivery and warehouse workers and offer opportunities for promotions leading to sales and management careers.

In the next 10 years, skilled trade positions are expected to increase by 254 jobs for electricians,152 for mechanics, 111 for fabricators and sheet metal workers, 101 for plumbers, and 83 jobs for HVAC technicians. Average pay in the trades varies depending on individual skill levels, but experienced tradespeople such as plumbers, electricians, and HVAC technicians can earn $60,000 a year or more.

Projected Hiring Needs Over 10 Years:

254 Electricians

152 Mechanics

111 Fabricators & Sheet Metal Workers

101 Plumbers

83 HVAC Technicians

ABC® Supply Co. inc.



Career Opportunities

Delivery Service Managers
Warehouse Workers
Loaders and Helpers
Materials Handlers
Branch Manager
Drivers
Sales

Core Values

Work Hard – Have Fun
Entrepreneurial Spirit
American Pride
Opportunity
Giving Back
Respect
Family

To Apply

Print Application at abcsupply.com/about-us careers/apply

What starts as an entry-level job can quickly become a career at ABC Supply Company.

ABC Supply is the largest exterior building supply company in the country. It sells shingles, roofing materials, siding, gutters, insulation and windows.

High-ranking officers in the national company started at entry level jobs but were able to advance with hard work.

"I began with a part-time job in a warehouse," said Preston Reece, District Manager for ABC. "I didn't know anything about building materials. A year and a half later, I was running a branch location. This is not uncommon in the company. My boss started on a forklift."

Reece, 34, now has 16 locations in Arkansas, Louisiana and Mississippi reporting to him.

The career opportunities at an ABC Supply store include warehouse workers, loaders and helpers, materials handlers, drivers, warehouse managers, delivery service manager, Department of Transportation compliance managers,



inside and outside sales, and branch managers.

“We’re looking at people who have our core values,” Reece said. “We do like to promote from within the company.”

Scott Wilmoth, 35, started as a delivery helper and was promoted to window service technician.

Then, he moved up to inside sales, where he helped customers in the store. Recently, Wilmoth was promoted to outside sales and now works to bring in new business. He has been with the company for 11 years.

“My first job was as a corrections officer,” Wilmoth said. “I realized criminal justice doesn’t pay much. When I got married and started a family, I was looking for a better lifestyle.”

Wilmoth heard a neighbor talking about a job at ABC Supply. He applied and got the job.

“I feel welcome here,” Wilmoth said. “I feel like I matter.”

Michael Villegas also advanced his career after he started as a driver’s helper 11 years ago.

“I was looking for a job,” Villegas said. “I’d worked in fast food and as a framer in construction.” He soon became a driver – a job he loved. However, an opportunity opened to become a warehouse manager.

“Moving up has provided me with more responsibility and helped me grow in my career,” Villegas said. “I had goals to be someone better so I decided to move up.”

He’s still moving up. Villegas was recently promoted to inside sales.

The company helps employees advance by focusing on training, said Don Willard, Managing Partner of the local store.

“We do ABC University online training and back it up with hands-on training,” Willard explained.

Training topics include how to handle hazardous material, how to operate a forklift, how to use protective equipment, and even how to answer the phone.

Finding new people with the right qualifications has not been easy. The best people aren’t looking for work, Reece explained. They are already employed.

The local branch has 28 employees plus 10 more in summer from a temp agency.

“The summer is our busy time of year, when construction is at its peak,” Willard said.

“We hire a lot of folks from word of mouth, he added. “They might be friends of our associates. We also look at the temp workers to see if they have potential. We’ve seen their work ethic.”

There is plenty of room to grow at ABC Supply. The Wiscosin-based company has 600 stores and plans to open 100 more in the next two to three years.

Applicants can improve their chances of being hired by following advice from company employees.

“You need to know basic math, how to calculate linear feet, square footage and roof pitch. It’s helpful to be able to read blueprints, type and do 10-key,” Wilmoth said.



The more knowledge you can give to customers, the more valuable you are to them, he added.

Many people don’t know how to market themselves, Reese said. Applicants need to know the company before the interview. Do research and have questions besides just asking what the job pays.

“You need the basics,” Reece said. “You come to work and have good ethics. You’re reasonable with people and have communication skills, but basic things aren’t basic anymore.”

“Never look at a position as beneath you,” Reece said. “You can make progress.”

Be on time, he added. Don’t put pressure on other employees to do their jobs and yours, too.

“Be willing to do whatever is asked of you,” Willard said. “Be passionate about what you are doing.”

“If you have an idea of a certain job you want, it doesn’t mean you can just walk into it,” Reece said. “Work every day, work hard and work with others. Look people in eye and tell them the truth.”

“Do the right thing when no one is looking,” Wilmoth said. “Do a good job all the time.”

A new company with room to grow offers big opportunities for new employees.

Absolute Heat and Air, which opened in Springdale less than a year ago, has experienced workers and is ready to take off. Owner Chad Dewey helped his brother, Derek Dewey, start the first Absolute Heat and Air in Gainesville, Texas in 2006.



Chad Dewey moved to Arkansas to open the local branch of the company, employing 10 people in Springdale.

"We hired what we needed at the moment," Dewey said. "We are serving residential, commercial, construction, retrofitting and bidding on jobs."



The time was right to open in Northwest Arkansas, Dewey said. "Heating and AC units have a 10 to 15 year life span," he said. "A lot of the houses and buildings were built in 2004 and 2005. They will need new units now."

The time is also right for recent graduates to start a career in heating, ventilation and air conditioning, or HVAC.



"The profession is undermanned. The demand is there," said Terry Robinson.

Robinson is a technician at Absolute Heat and Air and has eight years of experience in the field.

"I've worked on everything from an 80-ton unit, so big you have to have a ladder to get on top of it, to as small as a window unit," he said.

Robinson went to college, but he said there were more career opportunities in a skilled trade like HVAC.

"My wife has a master's degree," Robinson said. "I'm making more than her. I've got a degree in criminal justice, but I had to go to HVAC school to get a job."

The Absolute Heat and Air team includes a service crew, a retrofit crew and a construction crew with a foreman.

Working in HVAC can be challenging.

"It's not for the desk-bound," Dewey said. "You have to go up and down ladders, wrap pipes with insulation. Sometimes in heat that is tough for a lot of people."

Absolute Heat and Air employees must be ready to respond to the challenge.

"You have to be like MacGyver." Dewey said. "Sometimes it's field fabrication and coming up with creative ideas."

The creativity comes in when fitting a system to the unique features of each house, explained Mike Neil, co-owner. The Springdale High graduate spent 16 years with another company before coming to Absolute Heat and Air to work in systems design and sales.

"It's the same code and same equipment," he said. "You know the load you need. You have to fit it to the characteristics of the home per the money the homeowner has to spend."

Robinson said it's those challenges that keep his job interesting. "I haven't seen it all in my eight years of work. I run into something new every day," he said.

“We have three guys who know metal shop, how to bend sheet metal,” Dewey said. “They can do our duct work and make our plenums.”

A plenum is the space, usually a metal box, where heated or cooled air is distributed through connected ducts.

“Most companies have to hire someone outside their business to make their plenums. We are always looking for creative ways to make the quality better and keep costs down,” Dewey said.

HVAC companies like Absolute Heat and Air also have to keep up with their training as technology changes.

Changes in the refrigerant used in air-conditioning units come frequently, Dewey said.

“There are concerns about the environment, he added. “That will get bigger as time goes by.”

HVAC systems are also becoming more efficient, Robinson said. “They can be complicated, but they are mechanical. They will break and we will fix them.”

The changes show how essential the profession is.

“Heat and air will never go away,” Robinson said.

The company is ready to grow. If experienced people were available, Dewey said he would add three to seven vehicles.

“First, we need helpers,” Dewey explained. “We want growth from within. We want helpers we can train up. Later, we can promote people from helpers as they learn.”

Those who show up every day and work hard will be successful.

“We will not let you fail,” Robinson said. “It’s on the job training. It’s a little of a trial by fire but we will teach you what you need to know.”

Those interested in a career in HVAC should be mechanically inclined and enjoy working outdoors, Dewey said.

Students should also focus on science and math classes, including algebra. Math is used frequently to calculate the size HVAC units must be to cool and heat a building.

Other useful skills include understanding basic wiring, customer service, and communication skills.

“I call on 1,500 homes a year,” Robinson said. “That’s meeting 1,500 new people. You need to be confident and professional with them.”

Above all, the company looks for employees who are trustworthy and dependable.

“Do things the right way,” Neil said. “Say what you will do and do what you say.”

If you can do that, you’ll be on the right track to a successful career.

“I can work for any company in Arkansas,” Robinson said. “I choose to work here. I like where I work.”

For information about current career opportunities at Absolute Heat and Air, email absolute.aha@gmail.com.



Career Opportunities
Service Technicians
Retrofitting
Construction

Preferred Qualifications
Communication Skills
Mechanical Aptitude
Good Work Ethic
Dependability
Math Skills

To Apply
absolute.aha@gmail.com

ALLIED PLUMBING & DRAIN SERVICES LLC

A Springdale company will help new plumbers climb to the top of their field by paying for their education.

“If part of your plan is to become a plumber, Allied can pay for your schooling,” said Josh Ross, Allied Plumbing Owner.

The service industry can provide a good living for Allied employees, Ross said.

“The business started in 1995,” Ross said. “Now, we have 31 employees. That’s doubled in the last two years.”

Allied handles both home plumbing repairs and new construction. The company employs both journeymen and apprentice plumbers. A journeyman is a skilled worker who has completed an official apprenticeship.

“Most of our journeymen have started here as apprentices and worked their way up,” Ross said. “We’ve had a lot of apprentices working here and been successful in training them.”

Apprentices make $10 to $15 per hour and journeymen can make $18 to $28 per hour.

Will Jarnagan, an apprentice with Allied, is working on his journeyman license. He prefers working on plumbing in new buildings.

“I like construction jobs. It was a hit with me,” Jarnagan said. “I like being outdoors instead of being indoors.”

Before leaving for a job in North Dakota in the oil fields, Jarnagan worked a year and a half for the city of Fayetteville’s water department. He started with Allied when he returned to the area. “You’ve got to like fixing leaks if you work for the city,” he said.

To earn a journeyman’s certification, you have to go to an evening class each week for four years while you are working as an apprentice plumber, Ross explained. You then take and pass a test. Apprentices can take the class at Northwest Arkansas Community College, he said.

“You could have a journeyman license at 24,” said Beth Patterson, head of finances for Allied Plumbing. “There are not a lot of jobs where you can advance that quickly.”

The plumbing jobs vary at Allied, with a few workers specializing in certain areas. Jobs outside of the usual water and gas lines include work on septic systems and on medical gas lines.

The company is also changing the way people look at plumbers. Allied wants its workers to look like professionals, Patterson said.



Career Opportunities

Apprentice Plumbers
Journeymen Plumbers

Pay Scale

Apprentice: $10-$15 per hour
Journeyman: $18-$28 per hour

Preferred Skills

Familiar with Excavation Equipment
Ability to Read Blueprints
Professional Demeanor
Willingness to Learn
Math Skills

“We care about our appearance,” Patterson added. “We take pride in it.”

“People are not going to let just anyone into their homes,” Ross said. “Allied workers need to communicate and present a higher standard.”

The company tries to get as much customer feedback as it can.“We have some customers ask for a certain employee,” Ross said. “It’s about building relationships with our customers.”

The technology in the business is also becoming more high-tech, Ross said. There are different energy standards than there were just a few years ago.

“We have more energy efficient water heaters, and we are seeing a lot of tankless water heaters on the commercial side,” Ross said. “We use iPads for dispatching calls. We might have to use leak locators responding to those desperation calls.”

With a growing company, Allied hires people who fit what it needs.

“We don’t have a lot of turnover,” Patterson said. “We do need to add some apprentices.”

The low unemployment rate in the area leaves the company with a shortage of quality applicants.

“It’s not something that is unusual,” Patterson said. “It’s ongoing all over Northwest Arkansas.”

An applicant would need math skills and the ability to read blueprints and take measurements.

“We want someone who is willing to learn,” Patterson said.

“We want someone not scared to work and not scared to mess up,” Ross added.

The ability to run equipment used in excavations would also help.

Prospective employees can fill out an application online at www.alliedplumbingnwa.com.

Benefits at Allied include a 401(k) retirement savings program, paid timeoff, vacation, holidays and health, life, dental and vision insurance.

The job leads to the feeling of pride and satisfaction with completed projects, Jarnagan said.

“It’s cool that after everything is done you know what plumbing is in the floor,” Jarnagan said. “You helped put it in.”

To Apply
alliedplumbingnwa.com



Mister Sparky offers technology, training, and top pay for new electricians.

"We like to stay on the cutting edge," said Matt Carlton, Operating Manager of Mister Sparky, an electrical service and repair company. "We want to improve ourselves and the company."

Being on the cutting edge means the company uses as much computer technology as possible in its training and day-to-day procedures. All electricians have iPads that can be used to download the latest information and standards.

"We have 20 trucks in three locations - Northwest Arkansas, Oklahoma City and Tulsa," said Aaron Hagan, Owner. "We found our niche in residential electrical work."

Out of 200 Mister Sparky franchises, Hagan owns the third largest Mister Sparky franchise in the country. The Springdale location handles all service and dispatching for the area, as well as Tulsa and Oklahoma City. Altogether, the company employs 40 people.

"The difficult part is getting quality people," Hagan said. "The ones we have are high quality. I have six master electricians on the job. They have a strong technical skill set."

The company trains its electricians from the ground up. Two apprentices are working their way up to becoming certified electricians. Twins Will and Wyatt Whatley have been working for Mister Sparky for about a year.

"We went to college after high school, but it wasn't for us," Will said.

"College is expensive and it's not for everybody," Wyatt said.

"There are other ways to be successful in life."

The twins are working to earn their residential electrician licenses and journeyman licenses. Earning a journeyman license involves taking apprenticeship classes and on-the-job training while working full time with an electrical company. At the end of the classes, an apprentice must pass a test to become a journeyman electrician.

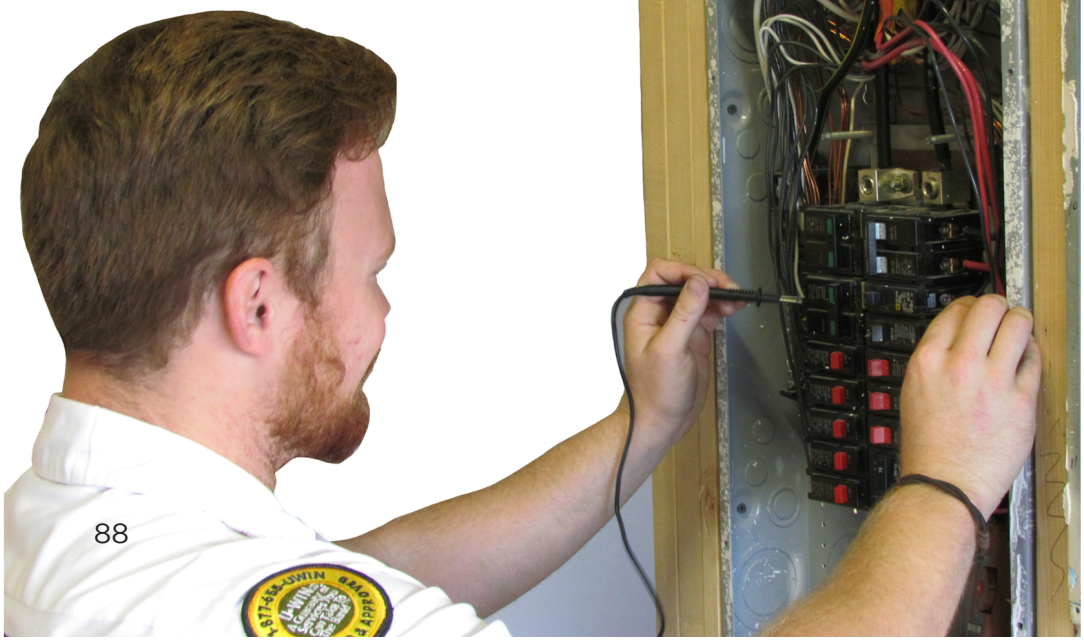
"You can learn more on the job than in a lot of classes you take," Wyatt said. "I'm better with hands-on learning. In that style, you go straight from books to the job. It's easier to learn that way and makes more sense."

Apprentices can get experience, schooling and be certified at Mister Sparky.

"You can be 21 or 22 and on your way to earning $60,000 year," Hagan said. "You have to be competitive about achieving your goals. You have to be mentally driven."

After earning a journeyman license, an electrician can progress to master electrician. Each step requires passing a test. Some require additional classes.

Rachel Caffrey also worked as an apprentice at Mister Sparky after she graduated from the University of Central Arkansas.



To Apply
mistersparkywa.com/electrician-careers



Career Opportunities
Apprentice Electricians
Journeyman Electricians
Client Care Representatives
Master Electricians
Accountants
Dispatchers

Preferred Qualifications
Communication Skills
Commitment to Safety
Clean Driving Record
No Criminal History

Caffrey later switched to an accounting job with the company but put what she learned as an apprentice to work, catching an error on a vendor bill by knowing a part didn't cost as much as the company was being charged.

"You can put knowledge to use," Caffrey said. "You can solve problems. I learned a lot real fast."

In addition to helping employees build technical skills, Mister Sparky focuses on teaching them how to communicate with customers.

Hagan started what he calls Sparky University, where all three locations meet twice a week by video conferencing. In the meetings, employees go over how to talk to people, how to maintain a professional appearance, how to provide good customer service and how to inform clients of any needed updates to their home's electrical system.

At a recent meeting, a discussion focused on how to tell customers that electricians could not work on a certain brand of breaker box now banned because of safety reasons.

"We have to educate people about the safety of their home," Carlton said. "We are not just doing what we are called to do. We want to stop problems before they happen. We want to make the house safer when we leave than when we came."

The company also wants its employees to follow procedures that will ensure their safety in what can be a dangerous profession.

"We preach safety," Carlton said. "We want them to make their home safe."

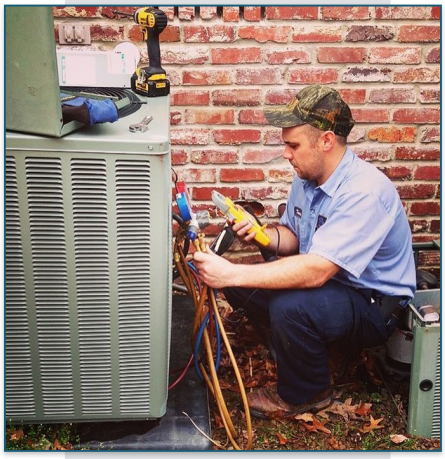
The company needs employees with technical skills, communication skills and a dedication to safety.

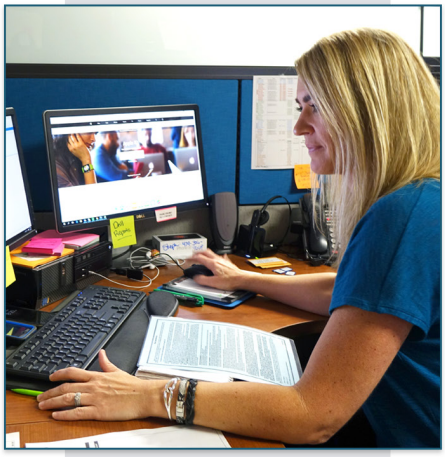
"We have a recruiting budget for employees," Hagan said. "We have to find the right fit." Hagan said he would like to continue hiring apprentices.

"If I could find the right kids, I'd hire two or three of them now," Hagan said. "You can have a solid life as an electrician."

The right kind of employee cannot have an arrest record. He or she must pass a drug test and random drug screenings after they are hired, Hagan said. Also, it is important to have a clean driving record.









You can have a career that helps people and offers opportunities to advance at Paschal Heat, Air and Geothermal.

The company provides heating, air conditioning and geothermal systems to Northwest Arkansas. Services include HVAC repair, new installations, planned maintenance and 24-hour, 7-days-a-week emergency calls.

Customer service is the company's top priority, said Jay Cockerham, Installation Manager. "I want to solve the customer's problems so they feel good when our company is at the door."

Hayden Williams, 24, is one of the company's technicians. He finds helping customers rewarding. "It makes them happy and it's enjoyable to me. It's all problem solving," he said.

Randall Paschal started Paschal in 1968, said Charley Boyce, President of Paschal.

"It's had a good reputation in Springdale for over 48 years and it's a trend we want to continue," Boyce said.

Boyce purchased in the company in 2012 when it had 20 to 25 employees. That number has grown to about 65 employees.

"We've added 40 in the last four years," Boyce said. "We've had rapid growth and we are making sure the growth is sustainable."

Boyce got started in the heating, ventilation and air conditioning, or HVAC, business at an early age. Both his father and grandfather were in the business. He came to Arkansas to play baseball for the Razorbacks and stayed after falling in love with Northwest Arkansas.

"When I got out of college, jobs were available in heating and air," Boyce said. "I went to work. I showed up every day and built a career."

Paschal offers a variety of career opportunities including HVAC installation and service, marketing, accounting, customer service, human resources and office administration positions.

The company helps its employees build their careers by continuing to invest in training.

"Finding quality people is a big concern," Boyce said. "We look for intangibles first: integrity, morals and work ethic. Our model is to hire for character, train for skill. We can always teach the HVAC industry, but we can't teach you to be a good person. That has to be owner supplied."

There is always room for employees to grow at Paschal. Kaitlyn Vogt, Company Sales Coordinator, knows that from experience. She started as a customer service representative, and then became the sales coordinator in charge of scheduling calls for the company's energy specialists.

"This place is fantastic," Vogt said. "There are opportunities like crazy."

Landon Burkart, 26, is another employee who recognized the opportunities at Paschal. He went to college for a year before

discovering it wasn't for him. A year of training in heating and air conditioning led to jobs in the field. Now, he is a Senior Lead Installer at Paschal.

"This is a good place to be with opportunities to advance," Burkart said. "You just need a good work ethic."

Boyce said learning a trade, like HVAC, can be a good opportunity for new graduates because there is a shortage of skilled workers, due to Baby Boomers retiring and fewer young workers entering the trades.

"College isn't for everyone,"Boyce said. "A lot of people go to college for four to five years and get a degree. They also usually end up with $20,000 to $30,000 in debt and fighting for a highly competitive $30,000 to $40,000 job that may have nothing to do with their degree."

"Or, you can enter the trades and start making money immediately. You can make a great living in HVAC, earning anywhere from $30,000, $40,000, or up to $100,000 a year while also receiving full health, dental, vision, and retirement benefits, which is something young people don't think about but is very important. Enter the trades," Boyce added.

The company will continue to add more workers and keep growing. "We would like to hire 10 to 20 tomorrow if we could find them," Boyce said. "We are always looking to hire young people with drive and training them to be successful."

Paschal is not only dedicated to its customers. The company also cares about its workers. Paschal offers a positive, family atmosphere for employees that includes multiple employee appreciation events, team building activities and after-hours get-togethers.

Also, the company is focused on giving back to the community. Paschal has sponsored the American Heart Association's Heart Walk and the St. Jude Walk/ Run to End Childhood Cancer with employees taking part in both events.

If you are interested in joining the Paschal family, team members have some advice to help you be successful.

Career Opportunities
Administrative & Clerical Support
HVAC Maintenance & Repairs
HVAC Installation
Customer Service
Human Resources
Accounting
Marketing

Skills & Qualities
Basic Math & Geometry Skills
Problem Solving Skills
Communication Skills
Good Work Ethic
Strong Character

"You need basic math skills and maybe some geometry," Burkart said. "Geometry helps you visualize how the ducts will go through all the tight spaces. It takes a while for that skill to develop."

High school classes including speech, civics and anything with an ethical element can also help develop customer service and communication skills.

"You need to learn communication skills," Williams said. "Being able to listen and talk to people will get you a long way. It can make customers happy which in turn leads to repeat business."

Employees also recommend taking any classes that teach problem solving skills.

Those interested in working at Paschal can apply at paschalcorp.com/about/careers.

The job gives you satisfaction at the end of the day, Cockerham said. "You can see smiles on people's faces," he added. "You've made people's lives better. You're the guy that saved the day. It's a good feeling being sort of a hero."

To Apply: Visit paschalcorp.com/about/careers



SPRINGDALE

Winnelson™

COMPANY



Career Opportunities
Warehouse Workers
Delivery Drivers
Counter Sales
Outside Sales

Benefits
Health Insurance
Vacation Time
Opportunities to Own Stock

Apply In Person
1002 Sterwin Street
Springdale 72762



A path to promotion and the opportunity to earn excellent pay waits for those who work at Springdale Winnelson.

"If one of your goals is to build personal wealth, here is a place where you can make that come true," said President John Coulter.

Winnelson employees can work up through the ranks, Coulter said. The company supplies wholesale parts to plumbing, heating and ventilating and air conditioning companies. The business has two branches in Springdale.

"I started as a delivery driver," Coulter said. "I've worked my way up to President. For people who want a career, we offer so many opportunities."

Coulter also worked as a plumber's helper before moving up to the warehouse, then counter sales, and finally outside sales where he worked to bring in new business.

"It's a progression," Coulter said. "The right person could skip stages."

Austin Goodwin and Cody Luper are attempting to work their way up through the ranks now, splitting time between warehouse work and delivery.

"I can see that I can advance," Goodwin said. "I just need to work hard and take advantage."

John Coulter's son, Michael Coulter, is also trying to follow the path to more responsibilities and better pay. He began working at Winnelson six years ago while in high school.

"I started here as a summer job," Coulter said. "Now it's a career." Coming up through the ranks helps employees learn about the business, Coulter added.

"You learn about the customers and the product. You see the products in action. That's important," he said.

Michael Coulter holds a degree in supply chain management, but a degree is not an absolute must for working at the company, he said.

"A business economics class can teach you supply and demand," he said. "You can learn fiscal responsibility from that."

The Springdale company has grown tremendously since John Coulter started. The business started in a section of the warehouse but took over the entire building as it grew. The company's most recent expansion was to take over a warehouse next door and move the heating and air conditioning business there.

"When the economy went bad, we were faced with cutting back," Coulter said. "Instead, we went out, found more customers and grew."

The company's sales careers provide opportunities for those interested in business.

Finding more customers is the key to personal income for the sales force, Coulter said.

Applicants need to have basic computer skills, be dependable, have a sense of pride and be able to work in a team atmosphere, Coulter said.

Being involved in school clubs and activities could give you an edge.

"We look closely at applicants who participated in extra-curricular activities," Coulter said. "That shows they can work with other people. We also want people who can take instruction and can handle being pushed to learn and taking more responsibilities."

Prospective employees should have discipline, a good work ethic, a drive to succeed and a desire to make it, he said. You must also have a good driving record and pass a background check and a drug test.

"We're sending the drivers out in a $60,000 truck," Coulter said. "We want them to drive safe and make a good impression on the customers. The customers see the delivery driver all the time."



"We look closely at applicants who participated in extra-curricular activities. That shows they can work with other people."

Employees need to develop a sense of ownership in the company, which can lead to financial ownership, Coulter said.

"We have people working here who own stock in the company," he added.

Also, the company offers its employees health insurance and vacation time.

Springdale Winnelson belongs to a 580-company nationwide network. That gives employees who move to another part of the country a leg up on a job with Winnelson in that area, Coulter said.

"We can't guarantee them a job, but they can get an interview," Coulter said.

"People coming out of here usually will be hired, he said. We train our employees very well."

"If you're working here, you need to be setting goals, filling your goals and setting new ones," Coulter added.

Prospective employees can apply at the company office at 1002 Sterwin Street in Springdale.



STAR MECHANICAL SUPPLY

New employees can join the family at Star Mechanical and also find a career.

The family owned-business, which began in 1980, distributes plumbing supplies. The company delivers products for projects ranging from houses to processing plants, said Bryan Taylor, President and Store Manager.

"Our employees work for a locally owned business where everything stays in the community," Taylor said. "We take pride in being at the top of the pay scale among our competitors."

New employees start their jobs delivering materials and advance through hard work and learning the business, said Carolyn Fincher, Chief Financial Officer.

Jon Farquharson, 23, made that journey after starting at Star Mechanical five years ago. He handles orders that come in online, over the phone and from customers who visit the Springdale location.

The knowledge Farquharson gained from working his way up helps him every day with his sales, he said.

"I'm more efficient by knowing how things work," Farquharson said. "I know our products and I know how the system works in the warehouse. I know how to make it easier for them."

Farquharson worked at other jobs before starting at the company, but didn't make any plans for his future, he said.

"After I was here for a while, I realized I could make a career of this," he explained. "I started pursuing it and trying to learn as much as I could."

Pay

Delivery
$20,000-$50,000
Clerical Staff
$20,000-$60,000
Sales
$20,000-$100,000

Qualifications

Clean Driving Record
Good Work Ethic
Desire to Learn
Good Attitude
Keyboarding

To Apply

122 W. Randall
Wobbe
Springdale 72764

The company recently started hiring some college graduates, but a degree is not required, Taylor said.

Those working in material handling and delivery can earn from $20,000 to $50,000 per year, Fincher said. The office clerical staff can earn from $20,000 to $60,000 per year, with sales representatives making $20,000 to $100,000 per year, she added.

Starting as a delivery driver allows workers to learn the products and the customers, Taylor said. The company does not load a truck and run a route. Orders are delivered as they are placed, he said.

“We’ve gone to the same construction site two or three times a day,” Taylor said. “We want our customers to have whatever product they need, when they need it.”

Moving up to working in the warehouse allows employees to learn even more about the products, how the materials come in and how they are shipped.

“I worked shipping and receiving, learning how to check products in and send them out,” Farquharson said. “I learned what we had in our inventory and how it was stored.”

Star Mechanical has a large inventory, Taylor said.

“Stocking just in time to ship it out doesn’t work for us. When our customers need something, we want to have it on hand to ship that day.”

Another warehouse is being built to let Star Mechanical store more products, including those bought by customers when prices are low and held for delivery until needed.

Sales is a challenging job, Farquharson said. “Good keyboarding skills help,” he said. “Also, the ability for multitasking.”

“We want people who have goals in life. People can advance faster with a desire to learn.”





Star doesn’t try to poach employees from competitors, but workers with experience in distribution do seek them out, Taylor said.

If you are interested in a career at Star Mechanical, you need a clean driving record, and you might consider taking agriculture classes, Taylor said. An agricultural background is helpful but not required. The most important quality is initiative, he added.

“We want people who have goals in life,” Taylor said. “People can advance faster with a desire to learn. They can reach their goals and add to them.”

“Keep an open mind,” Farquharson said. “When someone is talking, listen. Be ready to apply the knowledge you’ve learned to whatever task you are given.”

The attitude of employees is important, Farquharson said.

“Stay humble, work hard,” he added. “Dedication is worth a lot.”

One company will train you for one of the highest paying and most in-demand careers in Northwest Arkansas.

MHC in Springdale sells Kenworth and Volvo trucks, and services all types of semis and other diesel equipment, said Jacob Ott, Store Manager.

The company needs more diesel mechanics to serve customers, which include some of the largest truck fleets in the country, Ott said.

“There is a shortage in this field,” he explained. “I’d add eight employees if I could find them.”

Nationally, there is expected to be a huge demand for diesel mechanics over the next 10 years. The job of a diesel mechanic is changing, Ott said.

“It’s not changing tires and oil. With computers and radar being added, the work is what you put into it, what you invest in it,” he said.

That investment could pay off in a big way.

“A good mechanic could be making $60,000 by the time they are 26 years old,” Ott said.

Today’s trucks have all the bells and whistles advertised for new cars and more. Ethan Evans, a road service mechanic, said sometimes he is as much an information technology specialist as a mechanic.

Newer trucks have a network system and radar. A truck can read speed limit signs and detect obstacles in the road. It can even apply 75 percent of the braking power of the truck.

Evans didn’t work on those types of tasks when he first got out of Northwest Technical Institute, where he studied diesel mechanics.

“I try to learn as much as I can,” Evans said. “Now, I can work on everything from road graders to backhoes. I like trying to work on a broad range of vehicles in my job.”

MHC needs more workers like Evans, but qualified people are hard to hire, Ott said.

Ott said he thinks it is because of the misleading perception that a job in the trades, like a diesel mechanic, isn’t a good career.

In reality, working as a diesel mechanic is a good-paying, technologically advanced job. In some cases, mechanics can earn as much, if not more, than workers in other fields that require a college degree.

The company sends its new diesel mechanics to master more skills and invests heavily in training, Ott said.



MHC Locations
100 locations in 16 states
Arkansas, Colorado Georgia, Illinois, Iowa, Kansas, Mississippi, Missouri, Nebraska, New Mexico, North Carolina, Ohio, Oklahoma, Tennesee, Texas, Wyoming

“We’ve spent $50,000 on training in the shop alone. We will spend $100,000 on training for the entire dealership by the end of the year. It’s an investment for the company to get our workers to master tech level. They will go to schools across the country,” Ott said.

With the educational opportunities, someone can move through the apprentice, technical and journeyman stages. A journeyman is a skilled worker who has completed an official apprenticeship.

“More than that would be up to you,” Ott said. “You would receive pay increases as you move up to the next category.”

The company doesn’t give raises for time on the job, Ott said. Raises are for how employees apply themselves. The company is looking for good attitude and aptitude.

“The best applicants come in with a good attitude but might not have much on the technical side,” Ott said. “If they have an aptitude for mechanical work, they can learn.”

MHC started in the trucking industry in 1975 in Springfield, Mo., as the Murphy-Hoffman Company. It now has 100 locations in the central and southeast regions of the United States with more than 3,100 employees.

The company’s Springdale location has 61 total employees, with 25 mechanics in the shop working three shifts. The body shop includes eight mechanics working two shifts. Ott said he would like to add a second road service mechanic.



The company also employs truck and parts sales representatives and office staff.

MHC prides itself in providing employees with a safe working environment, supporting team effort and treating workers with courtesy and respect. In return, the company expects quality work and customer service.

Those wishing to apply for a career at MHC can do so by going to mhc.com/careers/find-jobs.

Evans’ goal for his career is clear. “I plan to keep working here and see where it leads me,” he said. “I think I can go as far as I want to.”

Benefits
Medical & Dental Insurance
Tuition Reimbursement
Health Savings Account
401(k) Savings Plan
Profit Sharing
Paid Time Off

To Apply
mhc.com/careers/find-jobs



Riggs CAT







Money for school and a stable career are just the beginning of the benefits of working at Riggs CAT.

Riggs CAT holds the Arkansas dealership rights to Caterpillar equipment and generators. The company offers parts, sales, service and rental, said Richard Meshell, Vice President of Employee Development for Riggs.

Riggs started in 1927 as a family owned business. The fifth generation is now involved in running the company. Riggs CAT has 400 employees and eight locations throughout the state.

The company has highly qualified people that are the best of the best, said Les Swank, Northwest Regional Manager. Those people include sales representatives, parts representatives and mechanics, also called technicians.

“We have people that come in as a technician and move to other spots,” Meshell said. “They move to rental, product support, sales.”

Those mechanics need special training. “We work only on Caterpillar equipment and generators,” Swank explained.

Finding mechanics has become more difficult as the company grows. In the last four years, the Springdale office has grown from 23 to 39 employees.

“We struggle with trying to reach out to market and find the person with the skills we are looking for,” Swank said. “We need to grow our own.”

One method of growing their own is by sending new high school graduates to a Caterpillar school in Okmulgee, Okla., run by Oklahoma State University.

“It’s for working on CAT equipment only,” Swank said. “We pay a fee to send students there.”

The company looks for high school seniors who are good in math and science and interested in mechanics, Meshell said. The school runs in eight week cycles. You have classes for eight weeks, work at the local dealership for eight weeks, and then go back to classes. It is a two year program.

Technician Colby Willis graduated from the program in 2010. At the end of his schooling, he ended up with an Associate of Applied Science degree and a job. “It gives you a good base of technology,” Willis said.

The program starts in the fall, so students work at the company through the summer after their high school graduation.

The ones that finish the classes come in ready to work at a very good starting wage, Swank added.

Riggs CAT also offers a tuition reimbursement plan for employees in the program. How much money they receive is based on their grade point average.

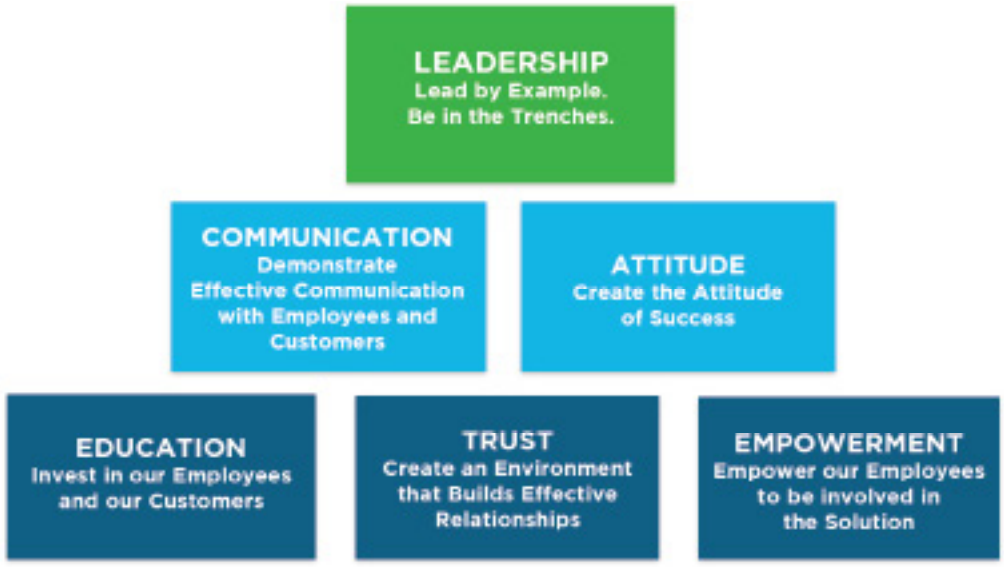
If the student keeps a 3.5 GPA, they would get $1,400 per semester in reimbursement. At a 3.0 grade point, the student would receive $1000 per semester

Career Opportunities
Rental Representatives
Mechanics/Technicians
Sales Representatives
Parts Department

Qualifications
Interest in Mechanics
Good Work Ethic
Teamwork
Science & Math Skills

To Apply
riggscat.com/company/careers

Riggs CAT Pyramid of Success



and $750 at the next level. A student with a GPA at 2.5 or below is removed from the program.

The company has another training option for mechanics that want to join the team, but can't leave for eight weeks at a time because of family obligations or other reasons.

Swank said those applicants are put on a fast-track training program.

"It raises their skills higher," Swank said. "The fast-track program has been successful."

Once hired and trained, top-notch technicians are hard to keep, Swank said. People will go a long way to hire them away, he added.

Many of the company's employees are loyal because they get to work with the best equipment at what the company calls the best dealers. On average, employees stay with the company for 17 years and many are promoted during their time at Riggs CAT. The local service manager and the assistant branch manager both started as technicians and worked their way up, Swank said. The company tends to promote supervisors from within the company, he added.

Riggs CAT is also committed to keeping its workers safe.

"Around here, you are your brother's keeper," Swank said.

"We preach, teach and coach safety," Meshell added. "It's important. If someone comes in and won't do procedures safely, they won't last."

The company is selective when making new hires, Meshell said.

"People have to learn they are not working for their self, or by themselves. They are part of a team. We have hired some people with no experience but felt comfortable they would be a team player and have the ability and aptitude to learn. We've had luck in training those people," he said.

Applicants should have a strong work ethic and the ability to work with a team. The team includes parts, service, rental and sales.

"We have to see if they can get along with the different groups," Meshell said. "We want to be sure they are a fit for the organization."

During the interview process, the company digs deep into the applicant's background, Meshell said.

"We ask them specific questions. We talk to people that know them. We look at their family. That is the way we get the best of the best."

Applications can be submitted at riggscat.com/company/careers.

The company offers employees great benefits, Meshell added.

Benefits include health insurance, bonus opportunities and profit sharing.

"People here stay around," Willis said. "They look at the company as a career."

Hospitality



Some high school students may work a part-time job at a fast food restaurant and not think much of it. But a job like that could get you started on a career in the hospitality industry.

The hospitality industry includes careers in food service, tourism, lodging, gaming, and event planning. Jobs in the hospitality sector are a major part of Northwest Arkansas' tourism economy.

Everyone enjoys a meal out, but running a successful restaurant takes a lot of work. Each restaurant has a front of house and back of house staff. The front of house staff includes the host or hostess and servers we are used to seeing when we dine out.

The back of house staff includes the chef, sous chef and line cooks who prepare your food.

The number of jobs for chefs and head cooks is expected to grow by nine percent nationally, according to the U.S. Bureau of Labor Statistics. Across the country, the median pay is $41,500 per year.

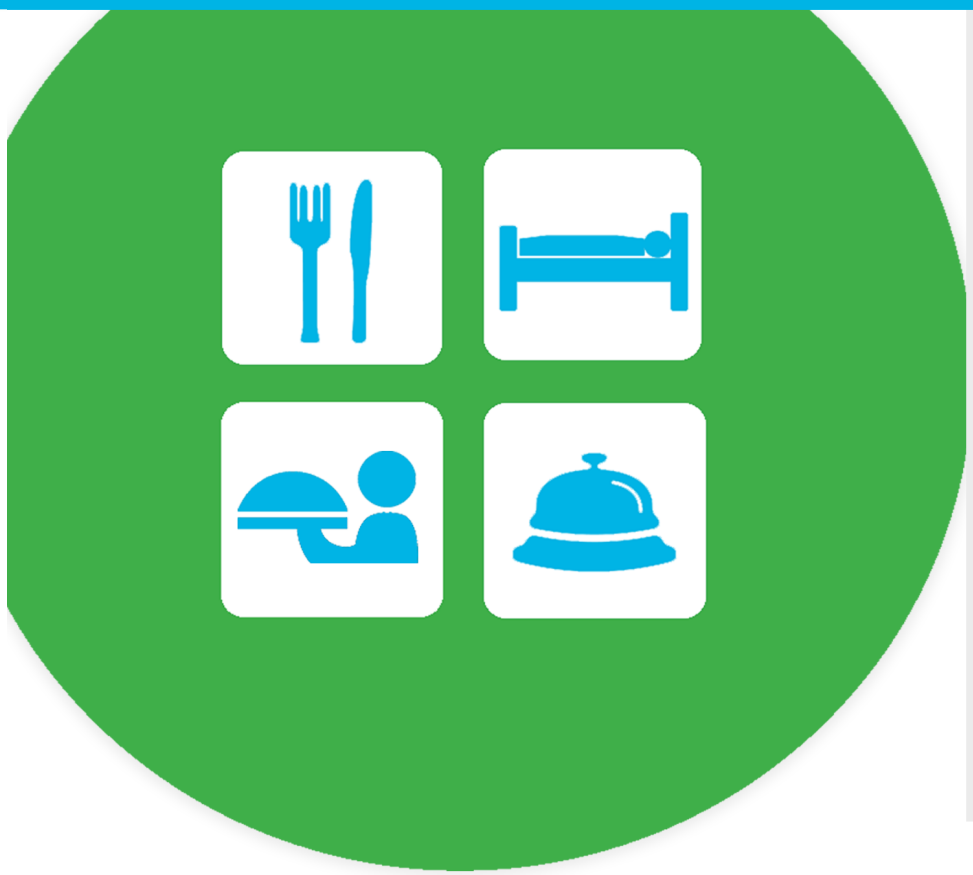
Most chefs learn through on-the-job training or attending a culinary program, like Northwest Arkansas Community College's Brightwater Center which teaches culinary arts as well as hospitality and restaurant management.

Front of house workers can earn promotions into management roles. Food service managers are responsible for the daily operation of restaurants, ensuring customer satisfaction, and making sure the restaurant is profitable. Jobs for food service managers are expected to grow locally by 33 percent in the next 10 years, according to Northwest Arkansas Workforce Connection. Those managers earn an average of $53,000 per year.

The hospitality industry also includes careers that cater to travelers. Hotel, motel and resort desk clerks and lodging managers account for a large number of jobs in the hospitality sector. Jobs for hotel desk clerks are expected to increase by 55 percent in Northwest Arkansas, according to NWA Workforce Connection.

Employees in this entry-level position earn an average of $18,300 per year but could move up to higher-paying positions. Lodging managers can earn much more, with experienced managers making more than $60,000 each year. The number of lodging manager jobs is expected to rise eight percent nationally by 2024.

Travelers also often rely on another type of hospitality worker to find their way around a new city: drivers.



Projected Job Growth Over the Next 10 Years:

184 Food Service Management Jobs

172 Hotel Clerk Jobs



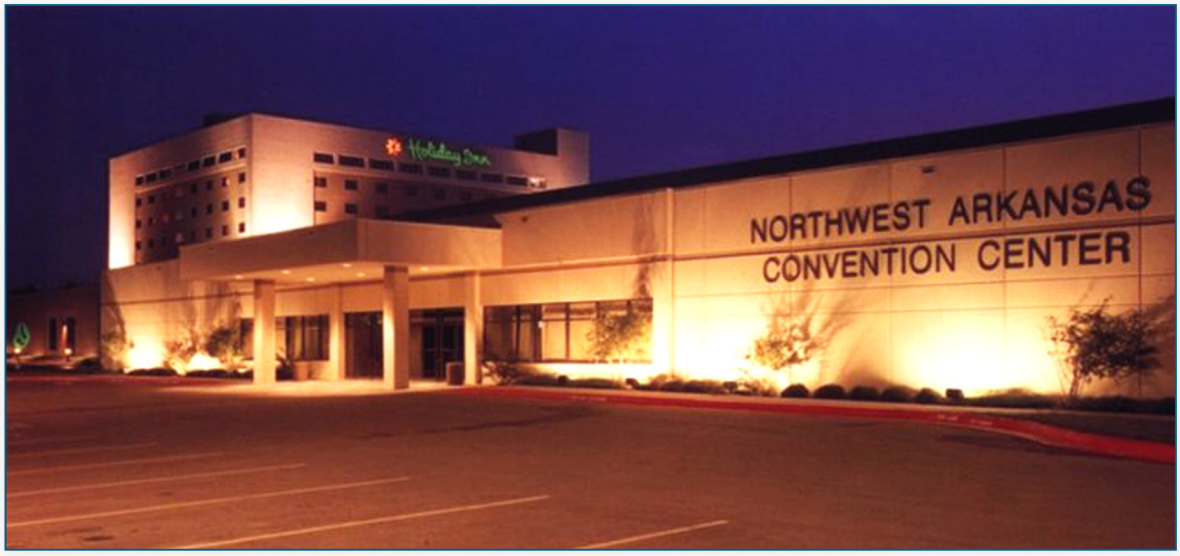
Hospitality

In addition to taxi companies and car services, apps like Uber and Lyft have created more opportunities for drivers to earn a living. Demand for drivers is expected to grow 13 percent nationally, with full-time drivers earning about $23,500 a year.

Travel agents help people plan and book transportation, hotels and activities for trips. While overall demand for travel agents has dropped due to online travel sites, some job growth in this area is expected locally over the next ten years. Average entry-level pay for this career is about $33,000 a year.

Meeting and event planning also plays a large role in the hospitality industry and is a good career choice for organized, detail-oriented people. Event planners coordinate meetings, conventions, galas, weddings and other events, arranging all details from location to transportation to decorations.

Some event planners work at hotels or convention centers while others may work independently and travel to event sites.





Event planners may also work outside of usual business hours depending on the type of events they are organizing.

Demand for event planners is expected to increase by 10 percent nationally in the next decade. Event planners earn an average of $46,840 per year, according to the U.S. Bureau of Labor Statistics, and some are required to have a bachelor's degree.

Recreation workers are also needed in the hospitality industry. This career involves planning and leading activities in a variety of different settings including attractions such as the Naturals, Crystal Bridges, camps, volunteer centers, and assisted living facilities.

Career Opportunities

Food Service Management

Hotel Management

Recreation Workers

Event Planning

Travel Agents

Culinary Arts

Hotel Clerks

Drivers



Demand is projected to rise 10 percent by 2024.

This job is a good fit for people who like to be outside, are physically active and enjoy variety in their work. However, positions for recreation workers may only be part-time which accounts for the average wage of $23,320 nationally.

All of these careers should grow as the population of Northwest Arkansas increases. The Metropolitan Statistical Area, a grouping used by the United State Census Bureau, shows our area is the 23rd fastest growing in the country.

The increase in attractions in the area, such as Crystal Bridges Museum of American Art, the Northwest Arkansas Naturals, and the Bikes, Blues and BBQ motorcycle rally and other festivals should also lead to growth in jobs related to hospitality.

Those interested in these careers should have excellent communication and customer service skills, since jobs in hospitality requiring interacting with people. A professional appearance would also be an advantage for workers in the sector.

Most of the skills needed for a career in hospitality can be learned on the job. There are also educational opportunities in the area, including culinary arts and hospitality and tourism classes offered in high schools as well as NWACC's Brightwater program.

SPRINGDALE
Chamber of Commerce



Who is the Chamber?

The Springdale Chamber of Commerce is an organization of nearly 1,200 businesses devoted to improving the quality of life for our communiuty. The Chamber is the leader in promoting economic growth and job creation for Springdale.

What does the Chamber do?

The Chamber of Commerce works each day to make Springdale a better place to live, work, learn and play. As one of the most respected organizations in the city, the Chamber maintains strong relationships with business, education, community and elected leaders.



WE'RE MAKING IT HAPPEN

How does the Chamber help?

The Chamber of Commerce is an influential voice in our community. Thanks to Chamber involvement, Springdale residents can enjoy new roads, parks, fire stations, schools and even the Northwest Arkansas Naturals.

For more information visit springdale.com or call 479.872.2222



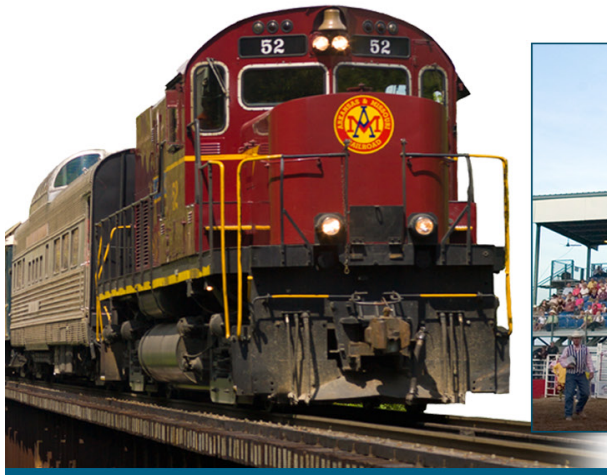
SPRINGDALE



WE'RE MAKING IT HAPPEN









From incredible mountain biking, professional baseball, great arts & entertainment, and the best downtown craft breweries, Springdale has everything you need for the perfect weekend getaway!

Visit ExploreSpringdale.com for more information