



## Personal care and service workers

This occupational group includes animal care and service workers, entertainment attendants, funeral service workers, personal appearance workers, baggage portages, bellhops, and concierges, tour and travel guides, childcare workers, personal care aides, recreation and fitness workers, and residential advisors.

## Cognitive and mental requirements

The qualifications that workers need to use judgment, make decisions, interact with others, and adapt to changes in jobs.

In 2023, verbal interactions were required constantly (every few minutes) for 54.1 percent of personal care and service workers, and were required not constantly, but more than once per hour for 39.8 percent.

**Table 1. Percentage of personal care and service workers with cognitive and mental requirements, 2023**

Requirement	Yes	No
<b>Pace: Pause control</b>	35.0	65.0
<b>Interaction with general public</b>	98.6	1.4
<b>Working around crowds</b>	9.5	90.5
<b>Telework</b>	0.6	99.4
<b>Work review: Supervising others</b>	11.4	88.6
<b>Work review: Presence of supervisor</b>	65.3	34.7

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

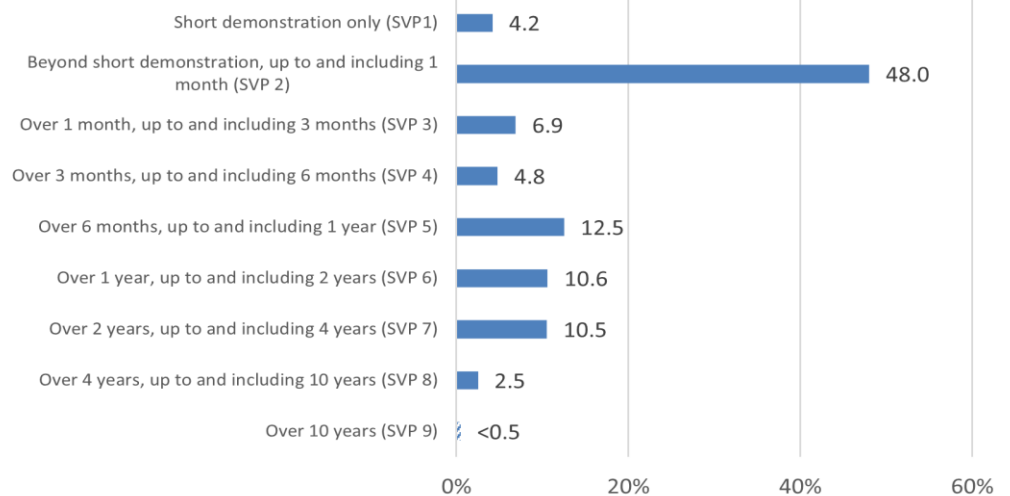
## Education, training, and experience requirements

The minimum level of formal education required, credentials necessary, on-the-job training, and prior work experience necessary for average performance in jobs.

In 2023, credentials were required for 50.4 percent of personal care and service workers. Prior work experience was required for 26.4 percent and on-the-job training was required for 87.4 percent.

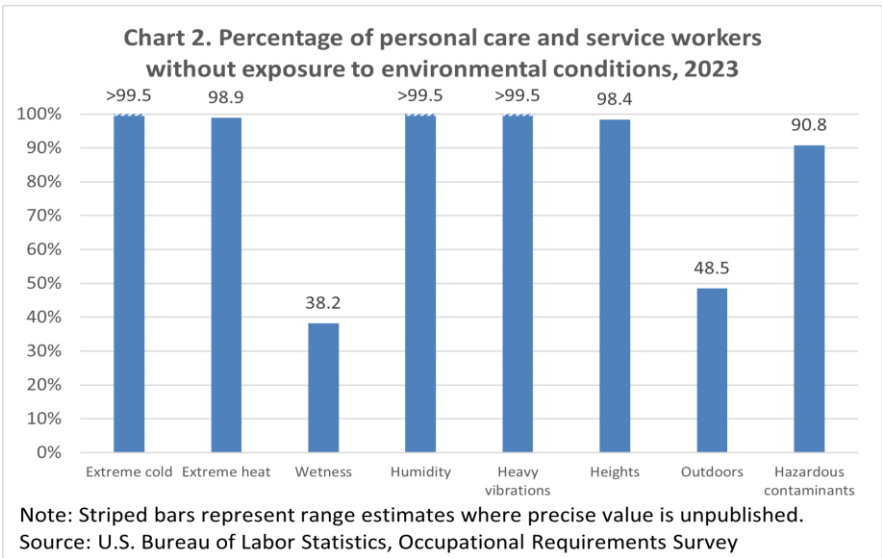
No minimum education was required for 32.0 percent of personal care and service workers and a high school diploma was required for 60.7 percent.

**Chart 1. Percentage of personal care and service workers by specific preparation time (SVP) level, 2023**



Note: Striped bars represent range estimates where precise value is unpublished.

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey



**Environmental conditions**

The various tangible or concrete hazards or difficulties that are in the vicinity of where jobs’ critical tasks are performed.

In 2023, greater than 99.5 percent of personal care and service workers were not exposed to extreme cold, and 98.9 percent were not exposed to extreme heat. Wetness was not present for 38.2 percent, greater than 99.5 percent were not exposed to heavy vibrations, and 48.5 percent were not exposed to the outdoors.

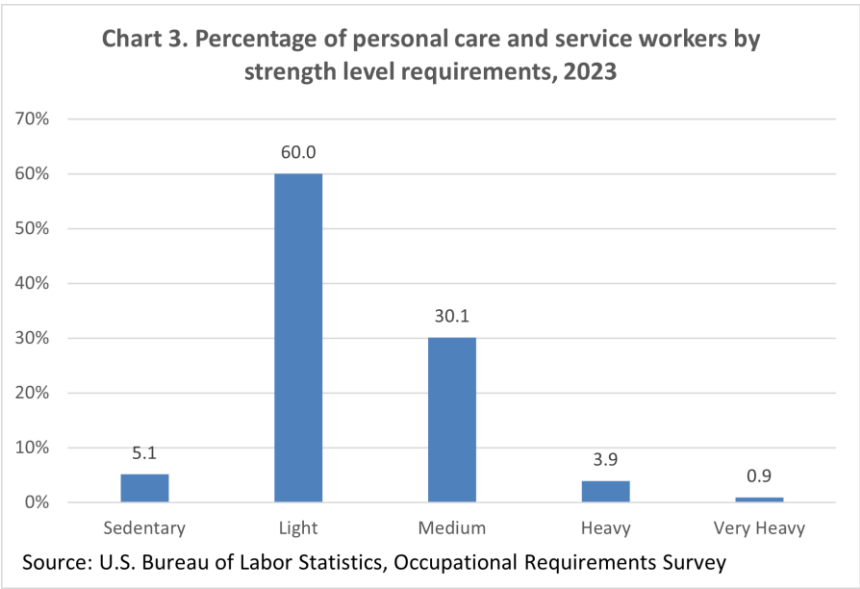
**Physical demands**

Refer to the physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2023, reaching at or below the shoulder was required for 90.2 percent of personal care and service workers and was not required for 9.8 percent. For 11.1 percent of workers, reaching at or below the shoulder was seldom performed, for 60.9 percent reaching at or below the shoulder occurred occasionally, 16.1 percent frequently, and for 2.1 percent reaching at or below the shoulder occurred constantly.

Performing work in low postures was required for 71.8 percent of personal care and service workers and was not required for 28.2 percent.

The choice to sit or stand when performing critical tasks was available to 21.5 percent of personal care and service workers. On average, workers spent 24.3 percent of the workday sitting and 75.7 percent of the workday standing.



**Table 2. Percentage of personal care and service workers with physical demands, 2023**

Requirement	Yes	No
Choice of sitting or standing	21.5	78.5
Driving	13.4	86.6
Climbing structure-related ramps or stairs	19.8	80.2

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey