

AI & THE FUTURE OF WORK

Jobs in the Age of AI

Which careers are at highest risk, which are built to last, and how artificial intelligence is reshaping opportunity across every sector.

92M

ROLES
DISPLACED

170M

ROLES
CREATED

+78M

NET JOB
GAIN

The New Shape of Work

Artificial intelligence is no longer a distant threat hovering over the labor market — it is an active force reshaping how work gets done, task by task, across nearly every industry. This report distills current research from Anthropic's Economic Index, Microsoft Research's Copilot usage study, the World Economic Forum's Future of Jobs Report 2025, McKinsey Global Institute, the U.S. Bureau of Labor Statistics, and multiple labor-market analytics firms into two clear rankings: the ten occupations facing the highest exposure to AI-driven disruption, and the twenty occupations that remain the most structurally resistant. It closes with an in-depth look at how AI is shaping opportunity sector by sector.

The headline number is reassuring —

but it obscures a messier story: the jobs being lost and the jobs being gained are rarely the same jobs, held by the same people, in the same places.

10 Jobs at Highest Risk from AI

1

TEL

Telemarketers

Fully scripted, phone-based, high-volume outreach. Task analyses put automation exposure above 95% — among the single highest of any occupation.

2

DEC

Data Entry Clerks

Purely digital, rules-based input and validation work that OCR and AI ingestion tools now handle end-to-end.

3

CSR

Customer Service Reps (Tier 1)

AI chat and voice agents already resolve the majority of routine, scripted support queries drawn from knowledge bases.

4

IAT

Interpreters and Translators

Ranked highest on Microsoft's real-world AI-usage study; large language models translate fluently across dozens of languages instantly.

5

BTA

Bank Tellers and Related Clerks

Named a fastest-declining role by the World Economic Forum as digital banking and AI-assisted transactions replace routine counter work.

10 Jobs at Highest Risk from AI (cont'd)

6

PSC

Postal Service Clerks

Routine sorting, processing and counter transactions are highly standardized and increasingly automated end-to-end.

7

BAA

Bookkeeping and Accounting Clerks

Reconciliation, categorization and basic reporting are now largely automated by AI-linked accounting software.

8

PAD

Paralegals and Document Reviewers

Contract review, discovery, and legal research support have measurably softened as AI drafting and review tools mature.

9

CAJ

Copywriters and Junior Content Writers

Generative AI produces drafts, variations and marketing copy instantly, compressing demand for entry-level writing roles.

10

MRA

Market Research and Junior Analysts

Dashboarding, anomaly-flagging and first-draft reporting are increasingly generated automatically, shrinking the entry tier.

20 Jobs at Lowest Risk from AI

1

NAX

Nurse Anesthetist

Licensed, high-stakes clinical judgment during surgery; tops resistance indices with a median salary above \$195,000.

2

SUR

Surgeon

Requires physical dexterity, split-second adaptation and legal accountability that cannot be delegated to software.

3

ERP

Emergency Room Physician

Unpredictable, high-consequence decisions under time pressure with direct human accountability.

4

PSY

Psychiatrist

Diagnoses and prescribes for complex mood and psychotic disorders — licensed judgment plus deep human trust.

5

JUD

Judge

Combines legal authority, ethical reasoning and public accountability that society requires a human to hold.

20 Jobs at Lowest Risk from AI (cont'd)

6

APX

Airline Pilot

Real-time environmental adaptation and safety accountability keep aviation roles human-led despite cockpit automation.

7

FFS

Firefighter / Fire Supervisor

Physically demanding, unpredictable emergency response requiring split-second on-site judgment.

8

ELE

Electrician

Hands-on diagnostic work in unpredictable physical environments; near-zero automation risk per BLS/O*NET-based indices.

9

PLU

Plumber

Every job site differs; diagnosing hidden faults demands physical dexterity AI cannot replicate remotely.

10

HTX

HVAC Technician

On-site troubleshooting of physical systems in varied real-world conditions resists remote automation.

20 Jobs at Lowest Risk from AI (cont'd)

11

PHL

Phlebotomist

Hands-on patient contact and fine motor skill place it among the lowest-overlap roles in Microsoft's Copilot usage study.

12

NAH

Nursing Assistant / Home Health Aide

Direct physical care and companionship; among the fastest-growing occupations in the U.S. through 2032.

13

HMR

Hazardous Materials Removal Worker

Physical, high-risk, site-specific work performed under legal and safety accountability structures.

14

PTX

Physical Therapist

Hands-on assessment and treatment individualized to each patient's movement and recovery.

15

MTX

Massage Therapist

Entirely touch-based, physically delivered service with no viable remote or digital substitute.

20 Jobs at Lowest Risk from AI (cont'd)

16

VET

Veterinarian

Diagnosing and treating animals combines manual dexterity with judgment calls no dataset fully captures.

17

CPT

Clinical Psychologist / Therapist

Therapeutic relationships depend on trust, empathy and lived rapport that clients consistently want from a human.

18

CWE

Childcare Worker / Early Educator

Supervision, safety and developmental nurturing of young children require constant hands-on, adaptive presence.

19

SCT

Skilled Construction Trades

Unstructured physical environments and custom-fit work remain far outside current robotic capability.

20

CSE

CEO / Senior Executive Leadership

Accountability for strategy, culture and stakeholder trust concentrates responsibility that boards require a human to bear.

How Big Is the Shift?

Every wave of general-purpose technology — the steam engine, electrification, the personal computer, the internet — has followed a similar arc: it destroys certain jobs outright, transforms far more of them by automating specific tasks rather than entire roles, and eventually creates categories of work that didn't exist before. Artificial intelligence, and generative AI in particular, is following this same arc, but at a pace and breadth that is unusual even by historical standards. The jobs being lost and the jobs being gained are rarely the same jobs, held by the same people, in the same places. Understanding that mismatch — sector by sector — is the real work of preparing for what's ahead.

ROLES DISPLACED

92M

Existing roles displaced globally by 2030 (WEF)

ROLES CREATED

170M

New roles created globally by 2030 (WEF)

NET JOB GAIN

+78M

Net global employment gain by 2030

SKILLS TRANSFORMED

39%

Of avg. worker's skills reshaped by 2030

Same shift, different distribution —

the World Economic Forum's Future of Jobs Report 2025 draws on a survey of more than 1,000 employers representing 14 million workers across 55 economies to reach these figures.

AI's Impact, Sector by Sector

HEALTHCARE — Augmentation, Not Replacement

Healthcare stands out as the sector where AI's impact is most clearly additive rather than substitutive. AI is already highly effective at reading scans, flagging anomalies in lab results, drafting clinical notes, and summarizing patient histories — tasks that free up clinician time rather than eliminate the clinician. But the actual delivery of care — administering anesthesia, performing surgery, comforting a frightened patient, making a judgment call in an unfolding emergency — remains stubbornly human.

Bottom line —

The more a role depends on touch, trust, and real-time judgment under uncertainty, the more insulated it is.

FINANCE, BANKING & INSURANCE — The Clerical Layer Erodes First

Routine, rules-based, and highly digitized tasks — data entry, reconciliation, basic bookkeeping, first-pass loan or claims processing — are exactly the kind of predictable, computer-native work that large language models excel at. Yet the same sector is simultaneously one of the fastest-growing employers of AI and machine-learning specialists, fintech engineers, and security-management professionals.

Bottom line —

A financial analyst who only produces standard reports is exposed; one who exercises fiduciary judgment is not.

LEGAL SERVICES — Research Compresses, Judgment Endures

Contract review, e-discovery, legal research, and first-draft memo writing have measurably softened as AI drafting and review tools have matured. But judges, senior litigators, and general counsel remain firmly insulated, because the legal system requires a human to bear ultimate responsibility for consequential decisions.

Bottom line —

Wherever a licensing board or professional code requires a named human to be accountable, AI can assist but not substitute.

CREATIVE & MEDIA INDUSTRIES — A Genuinely New Exposure

Translators, writers, editors, technical writers, and — for the first time on a major exposure list — graphic designers rank among the highest-overlap occupations in Microsoft's 200,000-conversation Copilot study. The entry-level, high-volume, commodity end of creative work is contracting fastest, while original creative direction and a distinctive human voice prove more durable.

Bottom line —

Commodity creative work is shrinking fast; original judgment and brand voice remain harder to replace.

CUSTOMER SERVICE & RETAIL — The First Wave, Still Rolling

AI chat and voice agents now resolve the large majority of routine Tier 1 queries. Telemarketing consistently ranks as the single most automatable occupation in the U.S. economy, with some analyses putting task-level exposure above 96%. What's left for humans is disproportionately the hard cases — emotionally charged complaints and relationship-based account management.

Bottom line —

Scripted, structured interactions go first; ambiguous, emotionally charged cases stay human.

MANUFACTURING, LOGISTICS & TRADES — The Physical Moat

Electricians, plumbers, HVAC technicians, welders, and construction workers continue to show near-zero automation risk, because every job site presents unique, unpredictable physical conditions robots still struggle to navigate cost-effectively. Demand in these trades is intensifying, driven by an aging workforce and continued infrastructure investment.

Bottom line —

Physical, improvisational work remains one of the most reliable moats against AI displacement.

EDUCATION — Reshaped, Not Replaced

Lesson planning, grading, and tutoring explanations overlap with what generative AI already does well. But classroom teaching depends on managing groups of children, reading a room, and building long-term relationships — functions that remain deeply human. The realistic trajectory is substantial augmentation, not replacement.

Bottom line —

AI increasingly handles grading and practice material, while teachers focus on mentorship and higher-order instruction.

TECHNOLOGY — Building the Tools That Are Doing the Disrupting

AI coding assistants have compressed demand for the most junior, template-driven software engineering and QA work. At the same time, AI/ML specialists, interpretation-focused data scientists, security engineers, and systems architects are among the fastest-growing occupations anywhere in the world economy.

Bottom line —

The further a technical role moves toward designing and taking responsibility for complex systems, the more secure it becomes.

What the Safest Jobs Have in Common

Pulled together, the research converges on four durable characteristics that separate resilient occupations from exposed ones.

1. Physical Unpredictability

Work performed in constantly changing real-world environments — a surgical suite, a house fire, a client's leaking pipe — resists automation far better than digital, template-based work.

2. Licensed Accountability

Professions where a named human must legally or ethically bear responsibility for high-stakes outcomes — judges, physicians, airline captains, executives — retain a structural human requirement.

3. Relational Trust

Therapy, caregiving, and leadership all depend on a human relationship that clients and colleagues actively prefer to keep human, even when a machine could technically perform parts of the task.

4. Genuine Novelty

Roles requiring original judgment, creative direction, or handling situations with no close precedent in training data remain harder for AI to fully absorb than repeating recognizable patterns.

Preparing for What's Ahead

None of this suggests AI can be ignored, even in the most resistant fields. Nearly every occupation on the low-risk list is being reshaped by AI tools even as the core role endures — electricians use AI-assisted diagnostics, physicians use AI to read scans faster, and executives increasingly rely on AI-generated analysis before making decisions. The more durable strategy for almost any career is not to compete with AI at repetitive, well-specified tasks, but to move toward the parts of the work that involve judgment, physical presence, accountability, and human trust — and to build fluency in directing, auditing, and working alongside AI tools rather than avoiding them.

39% of skills, reshaped —

The World Economic Forum estimates that on average, workers can expect roughly 39% of their existing skill set to be transformed or become outdated between 2025 and 2030 — a figure that applies to people in growing occupations just as much as those in declining ones.

CONCLUSION

The data does not support either extreme of the AI jobs debate. AI is not about to eliminate work wholesale, and it is not a passing distraction either. It is systematically dissolving the routine, predictable, digitally-native slices of nearly every occupation, while leaving — and in many cases strengthening demand for — the parts of work that require physical dexterity in unpredictable settings, licensed human accountability, emotional trust, and original judgment. The clearest path forward is to understand precisely which tasks within a given role sit on which side of that line, and to invest deliberately in the human capabilities that remain irreplaceable.