Talent Needs of America’s Large Employers

A Snapshot of Jobs in WeHireAmerica.jobs

March 2013
Foreword

This report is part of HR Policy Association’s effort to create an ongoing dialogue among job seekers, educators, and employers that will result in: 1) job seekers being better prepared to enter and succeed in the workforce, 2) educators having a better understanding of employers’ skill needs; and 3) employers having a more skilled workforce. HR Policy Association is an organization of the Chief Human Resource Officers of more than 330 of the largest employers in America.

The most commonly requested information from our education partners has been reliable information on the short term and long term skill needs of employers. To provide the most reliable and accurate information on the real jobs that are available today, we commissioned Burning Glass International, a preeminent company in the field of labor market analysis to provide this snapshot of the skills in demand by 300 large employers based on the job listings on our Association’s job board, WeHireAmerica.jobs. The analysis is based on the jobs posted during January 2013.

Although the findings are similar to what one would find in a Bureau of Labor Statistics report on the types of occupations with the largest number of openings, the analysis raises certain practical questions for consideration by employers, educators and job seekers:

- With 63 percent of job postings requiring a four-year degree or more, how can employers and educators work together to provide more work-based learning opportunities that will enable existing employees to complete degrees that allow them to advance in their careers?
- With 75 percent of the postings requiring a four-year degree also requiring three or more years of experience, how can employers and education institutions work together to provide students more work-based opportunities such as internships?
- Are employers requiring work experience in addition to degrees because new graduates lack elements that enable them to be successful in the workplace? If so, can these elements be identified and added to degree programs?
- Is “years of experience” a substitute or complement to specific skill requirements in a job posting? Should employers rely less on years of experience and more on what specific skill requirements potential candidates may have?
- Is the fact that recruiters have more postings in manufacturing and production occupations an indication that employers in manufacturing are having more difficulty finding qualified employees than employers in other industries?

The member companies of HR Policy Association and our Workforce Development Roundtable look forward to exploring these important issues with our education partners at the Education Commission of the States, the Auto Communities Consortium of Community Colleges, and others who value the voice of employers.

It is important for us to also acknowledge our incredible partners at Direct Employers Association who built and manage WeHireAmerica.jobs. Executive Director Bill Warren and his staff have been amazing as we have worked together to launch and promote the site. We can’t thank you enough Bill. Our appreciation and respect for what you do grows every day.

Thank you,

Jaime Fall
Vice President, Workforce and Talent Development Policy
HR Policy Association
Table of Contents

• Executive Summary ----------------------------------------------- 2
• Overview of All Industries ---------------------------------------- 3
• Retail Trade Postings -------------------------------------------- 9
• Manufacturing Postings ------------------------------------------ 17
• Finance and Insurance Postings ---------------------------------- 25
• Industry Comparisons -------------------------------------------- 33
• Overview of Recruiter Postings ---------------------------------- 37

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Executive Summary

- Presents a snapshot of company postings and recruiter postings on January 31, 2013.
- Three industries account for 57 percent of WeHireAmerica.jobs postings:
  - Retail Trade (25%)
  - Finance and Insurance (17%)
  - Manufacturing (15%)
- Five occupations account for 62 percent of WeHireAmerica.jobs postings:
  - Sales and Related (21%)
  - Office and Administrative Support (13%)
  - Computer and Mathematical (10%)
  - Management (9%)
  - Business and Financial Operations (9%)
- 63% of postings require a four-year college degree or more.
- 75% of postings that require a four-year degree also require three or more years of experience.
- Recruiters have more postings in manufacturing and production occupations which suggests that manufacturing employers are having more difficulty finding qualified workers than employers in other industries.
- Data not seasonally adjusted so it is reflective of hiring by large retailers for the spring season.

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Overview of All Industries

• Job requirements and characteristics in postings by employers

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Job Postings by Industry

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Job Postings by Occupation

- Sales and Related: 21%
- Office and Administrative Support: 13%
- Computer and Mathematical Management: 10%
- Business and Financial Operations: 9%
- Healthcare Practitioners and Technical: 9%
- Food Preparation and Serving Related: 8%
- Production: 6%
- Transportation and Material Moving: 4%
- Installation, Maintenance, and Repair: 3%
- Architecture and Engineering: 3%
- Arts, Design, Entertainment, Sports, and Media: 2%
- Life, Physical, and Social Science: 1%
- Healthcare Support: 1%
- Personal Care and Service: 1%
- Building and Grounds Cleaning and Maintenance: 1%
- Protective Service: 1%
- Construction and Extraction: 1%
- Military: 1%
- Education, Training, and Library: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Number of Job Postings by Location

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Job Postings by Educational Attainment

- Graduate/Professional Degree: 6%
- Bachelor's Degree: 56%
- Post-Secondary/Some College: 5%
- High School Diploma: 33%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Job Postings by Education and Experience

Graduate/Professional Degree

Bachelor's Degree

Post-Secondary/Some College

High School Diploma

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Retail Trade Job Postings

- Job posting requirements and characteristics in retail trade
- Job postings by:
  - Detailed Retail Trade Industries
  - Occupations
  - Locations
  - College Major of Study Requirements
  - Certification Requirements
  - Specialized Skill Requirements
  - Foundational Skill Requirements

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Retail Trade Job Postings by Detailed Industry

- Building Material Dealers: 58%
- General Merchandise Stores: 17%
- Pharmacies and Drug Stores: 9%
- Motor Vehicle and Parts Dealers: 6%
- Office Supplies and Stationery Stores: 4%
- Supermarkets and Other Grocery Stores: 2%
- Family Clothing Stores: 2%
- Electronics Stores: 1%
- Pet and Pet Supplies Stores: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
### Retail Trade Job Postings by Occupation

- **Retail Salespersons**: 34%
- **First-Line Supervisors of Retail Sales Workers**: 12%
- **Cashiers**: 5%
- **Counter and Rental Clerks**: 3%
- **Pharmacists**: 2%
- **Stock Clerks- Stockroom, Warehouse, or Storage Yard**: 2%
- **Shipping, Receiving, and Traffic Clerks**: 2%
- **Laborers and Freight, Stock, and Material Movers, Hand**: 2%
- **Sales Managers**: 2%
- **Maintenance and Repair Workers, General**: 2%
- **Sales Representatives, Wholesale and Manufacturing**: 1%
- **Customer Service Representatives**: 1%
- **Assemblers and Fabricators, All Other**: 1%
- **Stock Clerks, Sales Floor**: 1%
- **Retail Loss Prevention Specialists**: 1%
- **Automotive Service Technicians and Mechanics**: 1%
- **Light Truck or Delivery Services Drivers**: 1%
- **Heavy and Tractor-Trailer Truck Drivers**: 1%
- **Tour Guides and Escorts**: 1%
- **Installation, Maintenance, and Repair Workers, All Other**: 1%

*Source: Burning Glass, WeHireAmerica.jobs, January 2013*
Retail Trade Job Postings by College Major

- Business Administration And Management, General: 30%
- Pharmacy: 29%
- Accounting: 8%
- Computer Science: 4%
- Marketing/Marketing Management, General: 4%
- Engineering: 2%
- Operations Management And Supervision: 2%
- Human Resources Mgt/Personnel Administration: 2%
- Occupational Safety And Health Technology/Technician: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Retail Trade Job Postings by Certification Requirement

- Commercial Driver's License: 27%
- Forklift Operator Certification: 23%
- Automotive Service Excellence (ASE) Certification: 10%
- First Aid CPR AED: 8%
- Certified Pharmacy Technician: 6%
- Project Management Certification (E.G. PMP): 4%
- Certified Quality Auditor: 2%
- Pharmacist: 2%
- Refrigeration Technician Certification (E.G. CFC TYPE 2): 2%
- Certified Information Systems Security Prof. (CISSP): 1%
- Licensed Physician: 1%
- Six Sigma Certification: 1%
- Nurse Practitioner: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Retail Trade Postings by Foundational Skill Requirement

- Customer Service: 48%
- Organizational Skills: 17%
- Communication Skills: 14%
- Problem Solving: 13%
- Leadership: 12%
- Management: 10%
- Writing: 10%
- Detail-Oriented: 8%
- Supervisory Skills: 5%
- Budgeting: 5%
- Microsoft Office: 4%
- Planning: 4%
- Computer Skills: 3%
- Team Work: 3%
- Time Management: 3%
- Project Management: 3%
- Presentation Skills: 2%
- Creativity: 2%
- Research: 2%
- Troubleshooting: 2%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
## Retail Trade Postings by Specialized Skill Requirement

<table>
<thead>
<tr>
<th>Skill Requirement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description and Demonstration of Products</td>
<td>31%</td>
</tr>
<tr>
<td>Merchandising</td>
<td>17%</td>
</tr>
<tr>
<td>Sales</td>
<td>13%</td>
</tr>
<tr>
<td>Cash Register Operation</td>
<td>8%</td>
</tr>
<tr>
<td>Scheduling</td>
<td>7%</td>
</tr>
<tr>
<td>Loss Prevention</td>
<td>7%</td>
</tr>
<tr>
<td>Payment Processing</td>
<td>6%</td>
</tr>
<tr>
<td>Store Management</td>
<td>5%</td>
</tr>
<tr>
<td>Repair</td>
<td>5%</td>
</tr>
<tr>
<td>Forklift</td>
<td>4%</td>
</tr>
<tr>
<td>Processing Item Returns</td>
<td>4%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>4%</td>
</tr>
<tr>
<td>Inspection</td>
<td>4%</td>
</tr>
<tr>
<td>Product Sale and Delivery</td>
<td>3%</td>
</tr>
<tr>
<td>Inventory Management</td>
<td>3%</td>
</tr>
<tr>
<td>Plumbing</td>
<td>2%</td>
</tr>
<tr>
<td>Food Service Experience</td>
<td>2%</td>
</tr>
<tr>
<td>Inventory Maintenance</td>
<td>2%</td>
</tr>
<tr>
<td>Product and Equipment Pricing Information</td>
<td>2%</td>
</tr>
<tr>
<td>Software Support</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Source: Burning Glass, WeHire America.jobs, January 2013*
Manufacturing Job Postings

- Job posting requirements and characteristics in manufacturing
- Job postings by:
  - Detailed Manufacturing Industries
  - Occupations
  - Locations
  - College Major of Study Requirements
  - Certification Requirements
  - Specialized Skill Requirements
  - Foundational Skill Requirements

Source: Burning Glass, WeHireAmerica.jobs, January 2013
## Manufacturing Job Postings by Detailed Industry

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft Manufacturing</td>
<td>17%</td>
</tr>
<tr>
<td>Household Cooking Appliance Manufacturing</td>
<td>6%</td>
</tr>
<tr>
<td>Guided Missle, Space Vehicle Propulsion and Propulsion Manu.</td>
<td>6%</td>
</tr>
<tr>
<td>Military Armored Vehicle and Tank Manufacturing</td>
<td>5%</td>
</tr>
<tr>
<td>Electronic Computer Manufacturing</td>
<td>5%</td>
</tr>
<tr>
<td>Pharmaceutical Preparation Manufacturing</td>
<td>4%</td>
</tr>
<tr>
<td>Soft Drink Manufacturing</td>
<td>4%</td>
</tr>
<tr>
<td>Search, Navigation, Aeronautical, and Nautical System Manu.</td>
<td>4%</td>
</tr>
<tr>
<td>Soap and Other Detergent Manufacturing</td>
<td>4%</td>
</tr>
<tr>
<td>Photographic and Photocopying Equipment Manu.</td>
<td>4%</td>
</tr>
<tr>
<td>Breakfast Cereal Manufacturing</td>
<td>3%</td>
</tr>
<tr>
<td>Medicinal and Botanical Manufacturing</td>
<td>3%</td>
</tr>
<tr>
<td>Electromedical and Electrotherapeutic Apparatus Manu.</td>
<td>2%</td>
</tr>
<tr>
<td>Books Printing</td>
<td>2%</td>
</tr>
<tr>
<td>Paper (except Newsprint) Mills</td>
<td>2%</td>
</tr>
<tr>
<td>Storage Battery Manufacturing</td>
<td>2%</td>
</tr>
<tr>
<td>All Other Miscellaneous Food Manufacturing</td>
<td>2%</td>
</tr>
<tr>
<td>All Other Misc. General Purpose Machinery Manu.</td>
<td>2%</td>
</tr>
<tr>
<td>Surgical Appliance and Supplies Manufacturing</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Source: Burning Glass, WeHireAmerica.jobs, January 2013*
Manufacturing Job Postings by Occupation

- Software Developers, Applications: 5%
- Mechanical Engineers: 4%
- General and Operations Managers: 3%
- Office Clerks, General: 3%
- Software Developers, Systems Software: 3%
- Computer Systems Analysts: 3%
- Sales Representatives, Wholesale and Manufacturing: 2%
- Marketing Managers: 2%
- Financial Analysts: 2%
- Laborers and Freight, Stock, and Material Movers: 2%
- Network and Computer Systems Administrators: 2%
- Logistics Analysts: 2%
- Industrial Production Managers: 2%
- Maintenance and Repair Workers, General: 1%
- Information Technology Project Managers: 1%
- Computer Systems Engineers/Architects: 1%
- Computer Programmers: 1%
- Secretaries and Administrative Assistants: 1%
- Industrial Engineers: 1%
- Sales Managers: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Manufacturing Job Postings by Location

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Manufacturing Job Postings by College Major

- Business Administration And Management, General: 19%
- Computer Science: 15%
- Engineering: 11%
- Accounting: 7%
- Chemistry: 6%
- Electrical And Electronic Eng. Technologies/Technicians, Others: 4%
- Computer Engineering: 4%
- Mechanical Engineering: 3%
- Computer/IT Services Admin. And Mgt, Other: 3%
- Aerospace, Aeronautical And Astronautical Engineering: 2%
- Biology/Biological Sciences, General: 2%
- Chemical Engineering: 2%
- Industrial Technology/Technician: 2%
- Information Technology: 1%
- Mathematics: 1%
- Biological And Biomedical Sciences, Other: 1%
- Electrical And Electronics Engineering: 1%
- Finance, General: 1%
- Manufacturing Engineering: 1%
- Human Resources Mgt/Personnel Admin: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
<table>
<thead>
<tr>
<th>Certification Requirement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Six Sigma Certification</td>
<td>29%</td>
</tr>
<tr>
<td>Project Management Certification (E.G. PMP)</td>
<td>29%</td>
</tr>
<tr>
<td>Security+</td>
<td>13%</td>
</tr>
<tr>
<td>Certified Information Systems Security Prof. (CISSP)</td>
<td>9%</td>
</tr>
<tr>
<td>Commercial Driver’S License</td>
<td>8%</td>
</tr>
<tr>
<td>Certified Quality Engineer</td>
<td>7%</td>
</tr>
<tr>
<td>Microsoft Certified Systems Engineer (MCSE)</td>
<td>5%</td>
</tr>
<tr>
<td>Forklift Operator Certification</td>
<td>5%</td>
</tr>
<tr>
<td>Network+ Certified</td>
<td>5%</td>
</tr>
<tr>
<td>Cisco Certified Network Associate</td>
<td>4%</td>
</tr>
<tr>
<td>American Production and Inventory Control Society</td>
<td>4%</td>
</tr>
<tr>
<td>Certified Public Accountant</td>
<td>4%</td>
</tr>
<tr>
<td>Microsoft Certified Professional (MCP)</td>
<td>4%</td>
</tr>
<tr>
<td>Cisco Certified Network Professional (CCNP)</td>
<td>4%</td>
</tr>
<tr>
<td>Pest Control Applicator</td>
<td>3%</td>
</tr>
<tr>
<td>American Society For Quality (ASQ) Cert.</td>
<td>3%</td>
</tr>
<tr>
<td>IT Infrastructure Library</td>
<td>3%</td>
</tr>
<tr>
<td>Professional Engineer</td>
<td>3%</td>
</tr>
<tr>
<td>Certified Safety Professional</td>
<td>2%</td>
</tr>
<tr>
<td>Certificate in Production and Inventory Management</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: Burning Glass, WeHireAmerica.jobs, January 2013

© 2013 Burning Glass International Inc. – Proprietary and Confidential
Manufacturing Industry Postings by Foundational Skill

- Communication Skills: 50%
- Organizational Skills: 38%
- Leadership: 31%
- Writing: 28%
- Planning: 25%
- Problem Solving: 22%
- Management: 21%
- Microsoft Office: 18%
- Project Management: 18%
- Research: 17%
- Troubleshooting: 16%
- Computer Skills: 11%
- Quality Assurance and Control: 11%
- Customer Service: 10%
- Detail-Oriented: 10%
- Presentation Skills: 7%
- Budgeting: 7%
- Analytical Skills: 7%
- Multi-Tasking: 6%
- Supervisory Skills: 6%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Manufacturing Postings by Specialized Skill Requirement

<table>
<thead>
<tr>
<th>Skill Requirement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair</td>
<td>11%</td>
</tr>
<tr>
<td>SAP</td>
<td>8%</td>
</tr>
<tr>
<td>Scheduling</td>
<td>8%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>7%</td>
</tr>
<tr>
<td>Inspection</td>
<td>7%</td>
</tr>
<tr>
<td>Process Improvement</td>
<td>6%</td>
</tr>
<tr>
<td>Six Sigma</td>
<td>6%</td>
</tr>
<tr>
<td>Merchandising</td>
<td>6%</td>
</tr>
<tr>
<td>Sales</td>
<td>6%</td>
</tr>
<tr>
<td>Validation</td>
<td>6%</td>
</tr>
<tr>
<td>Extensible Markup Language (XML)</td>
<td>6%</td>
</tr>
<tr>
<td>Product Development</td>
<td>6%</td>
</tr>
<tr>
<td>Procurement</td>
<td>6%</td>
</tr>
<tr>
<td>Information Systems</td>
<td>5%</td>
</tr>
<tr>
<td>Business Process</td>
<td>5%</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>5%</td>
</tr>
<tr>
<td>Accounting</td>
<td>5%</td>
</tr>
<tr>
<td>Business Development</td>
<td>5%</td>
</tr>
<tr>
<td>Systems Engineering</td>
<td>5%</td>
</tr>
<tr>
<td>Chemistry</td>
<td>5%</td>
</tr>
</tbody>
</table>

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Finance and Insurance Job Postings

- Job posting requirements and characteristics in finance and insurance
- Job postings by:
  - Detailed Finance and Insurance Industries
  - Occupations
  - Locations
  - College Major of Study Requirements
  - Certification Requirements
  - Specialized Skill Requirements
  - Foundational Skill Requirements

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Finance and Insurance Job Postings by Detailed Industry

- Commercial Banking: 42%
- Direct Health and Medical Insurance Carriers: 32%
- Investment Advice: 10%
- Direct Life Insurance Carriers: 8%
- Credit Card Issuing: 3%
- Insurance Agencies and Brokerages: 3%
- Financial Transactions Processing, Reserve, and Clearinghouse Activities: 2%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Finance and Insurance Job Postings by Occupation

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tellers</td>
<td>12%</td>
</tr>
<tr>
<td>Personal Financial Advisors</td>
<td>10%</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>4%</td>
</tr>
<tr>
<td>Financial Managers, Branch or Department</td>
<td>3%</td>
</tr>
<tr>
<td>Computer Systems Analysts</td>
<td>3%</td>
</tr>
<tr>
<td>General and Operations Managers</td>
<td>2%</td>
</tr>
<tr>
<td>Loan Officers</td>
<td>2%</td>
</tr>
<tr>
<td>Information Technology Project Managers</td>
<td>2%</td>
</tr>
<tr>
<td>Sales Agents, Financial Services</td>
<td>2%</td>
</tr>
<tr>
<td>Sales Representatives, Wholesale and Manufacturing</td>
<td>2%</td>
</tr>
<tr>
<td>Office Clerks, General</td>
<td>2%</td>
</tr>
<tr>
<td>Financial Analysts</td>
<td>2%</td>
</tr>
<tr>
<td>Management Analysts</td>
<td>2%</td>
</tr>
<tr>
<td>Secretaries and Admin. Assist. (Except Executive)</td>
<td>2%</td>
</tr>
<tr>
<td>Marketing Managers</td>
<td>1%</td>
</tr>
<tr>
<td>Computer Programmers</td>
<td>1%</td>
</tr>
<tr>
<td>Sales Managers</td>
<td>1%</td>
</tr>
<tr>
<td>Secretaries and Admin. Assistants (Executive)</td>
<td>1%</td>
</tr>
<tr>
<td>Insurance Sales Agents</td>
<td>1%</td>
</tr>
<tr>
<td>Software Developers, Applications</td>
<td>1%</td>
</tr>
</tbody>
</table>

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Finance and Insurance Job Postings by Location

Source: Burning Glass, WeHireAmerica.jobs, January 2013

© 2013 Burning Glass International Inc. – Proprietary and Confidential
Finance and Insurance Postings by College Major

- Business Administration And Management, General: 30%
- Accounting: 24%
- Computer Science: 12%
- Finance, General: 3%
- Economics: 2%
- Communication, General: 2%
- Social Work: 2%
- Computer/IT Services Admin. And Management, Other: 2%
- Law: 1%
- Actuarial Science: 1%
- Biostatistics: 1%
- Behavioral Sciences: 1%
- Mental Health Counseling/Counselor: 1%
- Clinical, Counseling And Applied Psychology: 1%
- Health Info./Medical Records Administration/Administrator: 1%
- Marketing/Marketing Management, General: 1%
- Mathematics: 1%
- Management Information Systems And Services: 1%
- Human Resources Mgt/Personnel Admin., General: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Finance and Insurance Certification Requirements

- Series 6, 7, 63 & 66: 69%
- Insurance License: 27%
- Project Management Certification (E.G. PMP): 25%
- Certified Case Manager: 20%
- Licensed Mortgage Loan Originator: 17%
- Certified Financial Planner: 17%
- Basic Cardiac Life Support Certification: 14%
- Chartered Financial Analyst (CFA): 13%
- First Aid CPR AED: 11%
- Six Sigma Certification: 9%
- Accident Health and Life (Insurance): 8%
- Management Education: 7%
- American Registry of Radiologic Technologists (ARRT): 6%
- Certified Information Systems Security Prof. (CISSP): 4%
- General Business: 4%
- Certified Public Accountant: 4%
- Social Work License: 4%
- Certified Coding Specialist: 4%
- Registered Health Information Administrator: 4%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
## Finance and Insurance Foundational Skill Requirements

<table>
<thead>
<tr>
<th>Skill</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>35%</td>
</tr>
<tr>
<td>Management</td>
<td>32%</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>32%</td>
</tr>
<tr>
<td>Leadership</td>
<td>31%</td>
</tr>
<tr>
<td>Computer Skills</td>
<td>30%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>27%</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>23%</td>
</tr>
<tr>
<td>Planning</td>
<td>19%</td>
</tr>
<tr>
<td>Detail-Oriented</td>
<td>17%</td>
</tr>
<tr>
<td>Time Management</td>
<td>15%</td>
</tr>
<tr>
<td>Project Management</td>
<td>15%</td>
</tr>
<tr>
<td>Research</td>
<td>14%</td>
</tr>
<tr>
<td>Supervisory Skills</td>
<td>13%</td>
</tr>
<tr>
<td>Microsoft Powerpoint</td>
<td>12%</td>
</tr>
<tr>
<td>Quality Assurance and Control</td>
<td>9%</td>
</tr>
<tr>
<td>Multi-Tasking</td>
<td>9%</td>
</tr>
<tr>
<td>Microsoft Word</td>
<td>8%</td>
</tr>
<tr>
<td>Analytical Skills</td>
<td>7%</td>
</tr>
</tbody>
</table>

Source: Burning Glass, WeHireAmerica.jobs, January 2013

© 2013 Burning Glass International Inc. – Proprietary and Confidential
Finance and Insurance Specialized Skill Requirements

- Sales: 26%
- Cash Handling: 15%
- Product Sale and Delivery: 10%
- Risk Management: 8%
- Financial Consulting: 8%
- Accounting: 8%
- Business Development: 7%
- Financial Advisement: 7%
- Case Management: 7%
- Mathematics: 7%
- Underwriting: 7%
- Process Improvement: 6%
- Scheduling: 5%
- Extensible Markup Language (XML): 5%
- Business Process: 4%
- SQL: 4%
- Investment Management: 4%
- Telemarketing: 4%
- Description and Demonstration of Products: 4%
- Business Management: 4%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Industry Comparisons

• Ranks the frequency a specialized skill appears in job postings
• If the skill is commonly required in a certain industry, the industry is indicated
• Provides a comparison of skill requirements by industry

Source: Burning Glass, WeHireAmerica.jobs, January 2013
## Comparison of Needs Between Major Industries

<table>
<thead>
<tr>
<th>Specialized Skill</th>
<th>Skill Count in Three Industries</th>
<th>High Frequency in Retail Trade Job Postings</th>
<th>High Frequency in Manufacturing Job Postings</th>
<th>High Frequency in Finance and Insurance Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchandising</td>
<td>3261</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Cash Handling</td>
<td>3252</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Business Development</td>
<td>2796</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Accounting</td>
<td>2570</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Payment Processing</td>
<td>1876</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Management</td>
<td>1676</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Validation</td>
<td>1488</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Product Development</td>
<td>1464</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Business Analysis</td>
<td>1342</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Item Returns</td>
<td>1322</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss Prevention</td>
<td>1312</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underwriting</td>
<td>1302</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection</td>
<td>1238</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Procurement</td>
<td>1200</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

*Source: Burning Glass, WeHireAmerica.jobs, January 2013*
Comparison of Needs Between Major Industries

<table>
<thead>
<tr>
<th>Specialized Skill</th>
<th>Skill Count in Three Industries</th>
<th>High Frequency in Retail Trade Job Postings</th>
<th>High Frequency in Manufacturing Job Postings</th>
<th>High Frequency in Finance and Insurance Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extensible Markup Language (XML)</td>
<td>1184</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Account Management</td>
<td>1170</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Case Management</td>
<td>1132</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Systems Engineering</td>
<td>1124</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Technical Writing / Editing</td>
<td>1028</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Six Sigma</td>
<td>1000</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Plumbing</td>
<td>944</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Consulting</td>
<td>902</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Store Management</td>
<td>872</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical Engineering</td>
<td>862</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Customer Checkout</td>
<td>852</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Software Engineering</td>
<td>846</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System And Network Configuration</td>
<td>762</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Chemistry</td>
<td>742</td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Source: Burning Glass, WeHireAmerica.jobs, January 2013

© 2013 Burning Glass International Inc. – Proprietary and Confidential
## Comparison of Needs Between Major Industries

<table>
<thead>
<tr>
<th>Specialized Skill</th>
<th>Skill Count in Three Industries</th>
<th>High Frequency in Retail Trade Job Postings</th>
<th>High Frequency in Manufacturing Job Postings</th>
<th>High Frequency in Finance and Insurance Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Training</td>
<td>730</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Food Service Experience</td>
<td>724</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Forecasting</td>
<td>719</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
<td>704</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inventory Maintenance</td>
<td>694</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Manufacturing Processes</td>
<td>690</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Configuration Management</td>
<td>688</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Business Management</td>
<td>686</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>System Architecture</td>
<td>656</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Appointment Setting</td>
<td>648</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sales Planning</td>
<td>630</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Supply Chain Management</td>
<td>630</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Logistics</td>
<td>622</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Medical Coding</td>
<td>616</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

*Source: Burning Glass, WeHireAmerica.jobs, January 2013*
Overview of Recruiter Job Postings

- Job requirements and characteristics in postings by recruiters
- Provides a contrast to the postings by companies
- Recruiter job postings by:
  - Industry
  - Occupation
  - Location
  - Educational and Experience Requirements

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Recruiter Job Postings by Industry

- Professional, Scientific, and Technical Services: 21%
- Manufacturing: 25%
- Admin. and Support and Waste Mgt. and Remediation Services: 10%
- Real Estate and Rental and Leasing: 7%
- Transportation and Warehousing: 6%
- Health Care and Social Assistance: 6%
- Finance and Insurance: 5%
- Construction: 4%
- Retail Trade: 3%
- Educational Services: 3%
- Public Administration: 3%
- Wholesale Trade: 2%
- Accommodation and Food Services: 1%
- Other Services (except Public Administration): 1%
- Information: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Recruiter Job Postings by Occupation

- Office and Administrative Support: 26%
- Production: 14%
- Business and Financial Operations: 10%
- Computer and Mathematical: 9%
- Transportation and Material Moving: 8%
- Architecture and Engineering: 6%
- Installation, Maintenance, and Repair: 5%
- Sales and Related Management: 5%
- Healthcare Practitioners and Technical: 4%
- Arts, Design, Entertainment, Sports, and Media: 3%
- Life, Physical, and Social Science: 2%
- Construction and Extraction: 1%
- Healthcare Support: 1%
- Building and Grounds Cleaning and Maintenance: 1%
- Food Preparation and Serving Related: 1%
- Military Specific: 1%
- Education, Training, and Library: 1%

Source: Burning Glass, WeHireAmerica.jobs, January 2013
Recruiter Job Postings by Location

Source: Burning Glass, WeHireAmerica.jobs, January 2013

© 2013 Burning Glass International Inc. – Proprietary and Confidential
Recruiter Job Postings by Educational Attainment

- **Graduate/Professional Degree**: 2%
- **Bachelor's Degree**: 41%
- **Post-Secondary/Some College**: 10%
- **High School Diploma**: 47%

*Source: Burning Glass, WeHireAmerica.jobs, January 2013*
Recruiter Job Postings by Education and Experience

Source: Burning Glass, WeHireAmerica.jobs, January 2013