A Report to the Region

HELP WANTED: A Skilled Workforce

Today, there are more job openings than job seekers

Job openings exceed job seekers by:

- 7% NATIONAL
- 20% MIDWEST

DATA SOURCE: Bureau of Labor Statistics, April 2018

Workforce Opportunity in St. Louis: Information Technology, Financial Services and Health Care

- 3.2% St. Louis unemployment rate as of April 2018
- 61% of IT firms are experiencing a shortage of skilled applicants
- 74% of Financial Services firms are forced to hire less skilled workers and train them
- 54% of Health Care employers plan on increasing employment in the next year

STLCC.edu/STLworkforce
Finding The Right Skills

**Top Basic Skills**
- Communication Skills
- Teamwork/Collaboration
- Problem Solving
- Organizational Skills
- Planning
- Microsoft Excel
- Detail-Oriented
- Microsoft Office
- Research
- Writing

**Technology Top Specialized Skills**
- Customer Service
- Project Management
- Sales
- Budgeting
- Information Systems
- SQL
- Java
- Customer Contact
- Scheduling
- Oracle

**Finance Top Specialized Skills**
- Customer Service
- Sales
- Customer Contact
- Risk Management
- Project Management
- Retail Industry Knowledge
- Cash Handling
- Product Sales
- Scheduling
- Nationwide Mortgage Licensing System (NMLS)

**Health Care Top Specialized Skills**
- Patient Care
- Treatment Planning
- Patient/Family Education and Instruction
- Scheduling
- Customer Service
- Home Care
- Patient Evaluation
- Legal Compliance
- Cardiopulmonary Resuscitation (CPR)
- Medication Administration

**Effective Rate of Skill Shortages in Functional Areas**

**Technology**
- 37% Web Development
- 30% Cybersecurity
- 29% Accounting Finance
- 21% Information Technology
- 21% Software Development
- 19% Customer Service
- 14% Business Management

**Finance**
- 32% Customer Service
- 19% Commercial and Residential Lending
- 16% Business Management
- 15% Information Technology
- 12% Financial Advisement
- 8% Accounting Finance

**Health Care**
- 29% Customer Service
- 25% Therapeutic Care
- 21% Information Technology
- 21% Business Management
- 19% Accounting Finance
- 18% Patient Care
- 16% Diagnostic Services

**Employers with Jobs at Specified Experience Levels**

- **Technology**
  - Minimum of 6 or more years experience: 63%
  - Minimum of 1 to 3 years of experience: 63%
  - Some experience, but less than 1 year: 65%
  - No experience: 75%

- **Finance**
  - Minimum of 6 or more years experience: 59%
  - Minimum of 1 to 3 years of experience: 49%
  - Some experience, but less than 1 year: 44%
  - No experience: 58%

- **Health Care**
  - Minimum of 6 or more years experience: 59%
  - Minimum of 1 to 3 years of experience: 59%
  - Some experience, but less than 1 year: 62%
  - No experience: 63%

**Applicant Shortcomings**

- Poor work habits
- Lack of critical thinking and problem solving skills
- Lack of teamwork or collaboration
- Lack of communication or interpersonal skills
- Inability to interact with different cultures
- Inability to think creatively
- Inability to understand written or graphical info
- Lack of general business or industry knowledge
- Lack of general computer skills
- Lack of basic math skills
- Lack of writing skills
- Lack of willingness and ability to learn
- Lack of technical skills specific to the job
### Methods to Address the Need for New or Increased Skills

<table>
<thead>
<tr>
<th>Method</th>
<th>2018 Technology</th>
<th>2018 Finance</th>
<th>2018 Health Care</th>
<th>2017 All Businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-the-job training</td>
<td>84%</td>
<td>81%</td>
<td>70%</td>
<td>90%</td>
</tr>
<tr>
<td>In-house classroom training</td>
<td>71%</td>
<td>67%</td>
<td>56%</td>
<td>60%</td>
</tr>
<tr>
<td>Flexible schedule for continuing education</td>
<td>75%</td>
<td>42%</td>
<td>37%</td>
<td>49%</td>
</tr>
<tr>
<td>Online courses</td>
<td>62%</td>
<td>49%</td>
<td>38%</td>
<td>44%</td>
</tr>
<tr>
<td>Vendor training</td>
<td>44%</td>
<td>41%</td>
<td>42%</td>
<td>33%</td>
</tr>
<tr>
<td>Tuition Reimbursement</td>
<td>32%</td>
<td>30%</td>
<td>25%</td>
<td>24%</td>
</tr>
<tr>
<td>Community college customized training</td>
<td>23%</td>
<td>21%</td>
<td>23%</td>
<td>21%</td>
</tr>
</tbody>
</table>

### Are You Experiencing a Shortage of Skilled Applicants?

- **Technology**: 61%
- **Finance**: 38%
- **Health Care**: 35%
- **2017 All**: 31%

### Skill Levels Needed to Meet Functional Skill Shortages

#### Technology
- Web Development: 20%
- Cybersecurity: 21%
- Accounting Finance: 14%
- Information Technology: 12%
- Software Development: 18%
- Business Management: 12%
- Customer Service: 43%

#### Finance
- Customer Service: 40%
- Commercial and Residential Lending: 43%
- Business Management: 27%
- Information Technology: 15%
- Financial Advisement: 35%
- Accounting Finance: 36%
- Business Management: 20%

#### Health Care
- Customer Service: 34%
- Therapeutic Care: 56%
- Information Technology: 38%
- Business Management: 65%
- Accounting Finance: 47%
- Patient Care: 43%
- Diagnostic Services: 47%

### Measures Taken to Address Applicant Skill Shortages

- **Forced to hire less experienced workers and then train them**: 33%
- **Offer increased wages due to shortage of experienced workers**: 47%
- **Hiring contractors**: 32%
- **Hiring from outside the St. Louis Region**: 35%
- **Hiring from outside the United States**: 47%
- **Invest in automation**: 7%
- **Other**: 41%
In 2009, our economy faced 6.6 unemployed workers for every job opening. Fast forward 10 years, and there are now more job openings than unemployed persons. St. Louis Community College’s 10th annual State of the St. Louis Workforce Report focuses on industry sectors critical to the region’s past and future economic resurgence: health care, information technology and financial services. Typically considered high skill sectors, the survey reveals jobs available at every skill and experience level, as well as a significant supply of jobs available through short-term training – opportunities that underscore the importance of STLCC’s strategic commitment to align our educational offerings with employers’ needs. We welcome you to download and read the full report. – Dr. Jeff Pittman, Chancellor

**Future Plans to Change Employment Levels in the Next 12 Months**

- **Increase Significantly**
  - 19%
  - 14%
  - 20%
  - 7%

- **Increase Slightly**
  - 31%
  - 25%
  - 34%
  - 35%

- **Remain the Same as Before**
  - 39%
  - 48%
  - 56%

- **Decrease Slightly**
  - 6%
  - 6%
  - 3%
  - 2%

- **Decrease Significantly**
  - 5%
  - 7%
  - 8%
  - 1%

**50% or more of Technology and Health Care employers are adding jobs in the next 12 months**

**Potential Barriers to Expanding Employment**

- **Shortage of Workers with Knowledge and Skills**
  - Technology: 44%
  - Finance: 31%
  - Health Care: 36%
  - 2017 All: 50%

- **Economic Conditions**
  - Technology: 19%
  - Finance: 12%
  - Health Care: 24%
  - 2017 All: 27%

- **Government Policies or Regulations**
  - Technology: 34%
  - Finance: 15%
  - Health Care: 19%
  - 2017 All: 17%

- **Shortage of Available Training Programs**
  - Technology: 17%
  - Finance: 9%
  - Health Care: 18%
  - 2017 All: 19%

- **Lack of Transportation Access**
  - Technology: 11%
  - Finance: 7%
  - Health Care: 10%
  - 2017 All: 19%

**Percent of Employers with Short-Term Training Jobs**

- **Technology**: 70%
- **Finance**: 77%
- **Health Care**: 84%
- **2017 All Businesses**: 70%

**Percent of Employers with Jobs at Specified Education Levels**

- **High Skill Education**
  - Technology: 84%
  - Finance: 58%
  - Health Care: 42%

- **Middle Skill Education**
  - Technology: 73%
  - Finance: 65%
  - Health Care: 62%

- **Low Skill Education**
  - Technology: 68%
  - Finance: 83%
  - Health Care: 88%
  - 2017 All Businesses: 85%

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The State of the St. Louis Workforce Report is brought to you each year by the Workforce Solutions Group of St. Louis Community College. The Workforce Solutions Group addresses the College’s strategic initiative of Aligning Workforce Needs by offering workforce solutions designed to advance people, businesses and communities. Visit us at [stlcc.edu/workforce](stlcc.edu/workforce).