

## NWLA EMPLOYER WORKFORCE NEEDS 2016

### MANUFACTURER'S SECTOR:

- There is a Skills' Gap between what the applicant's skills/experience are versus the company's requirements/needs.
- Needed: Hourly Machinist and Electrician. Salary EHS Specialist (Environmental, Health, and Safety Specialist).
- Skilled trades are always a challenge. Comment: "**Electrician Technicians** are the hourly positions we have the most difficult time finding. There are a few other challenging ones as well however; we have been able to find them."
- Needing people with **Automation experience and training**. Comment: "We are looking for **PLC, Seimens** preferred but will take **Allen Bradley or AB**. They need to know **how to program PLC's and HMI's in a manufacturing setting.**"
- Need Mechanically-inclined or mechanically-experienced workers
- Need Math Skills (read a tape measure, work with fractions/decimals, basic computations)
- Need Experienced/Qualified Trades' people: Electricians, Maintenance Mechanics, Electronic Technicians, Welders, Machinists, etc.
- Need applicants who can adjust to a shift schedule, especially one that rotates (day shift to evening shift to night shift)
- Needed: **AutoCAD trained** workers
- Needed: Mechanics for Diesel and Gas vehicles, plus HazMat trailers, pumps and piping.
- CDL drivers for Transport trucks, with Hazmat and Trailer endorsement.
- Some companies are concerned that any new company will siphon off some of their good work force and the pickings to replace those workers will be a challenge

### HEALTH CARE SECTOR:

- Good, experienced Medical Coders
- RNs and LPNs – the need is not as "critical" as it was many years ago during the 'nursing shortage', but there is still a need and the demand for good, experienced RNs with a couple of years' experience is still great.
- CNAs or Nursing Assistants – are needed. Turnover is an issue. Work Ethic is a challenge.
- It is a constant struggle to keep CNAs/Nursing Assistants in the job since it is tempting for many to just stay home and depend on the many government programs to take care of their basic needs
- Local Training Schools are doing a pretty good job.
- Applicants (all categories: CNA, LPN, RN) are lacking in multi-tasking skills, and many lack initiative.

## SERVICE SECTOR:

- Need applicants with Good Customer Service Skills
- I have experienced some really great relationships between colleges and employers (specifically LA Tech and ULM) – For Sales/Management Trainees
- Comment: “The biggest challenge that I see from our employees is that they feel empowered by their college degree and feel like they are better than starting at an entry level position. They seem to want to come in at a managerial level right out of graduation.”
- Need applicants with better Communication Skills (look people in the eye, good handshake, communicate verbally NOT thru electronic devices, when communicate via electronic means, SPELL words correctly and fully: write YOU instead of “u”)
- Need trained cooks that have the basic commercial kitchen skills and food safety certification.
- Need Kitchen manager to manage staff, costs, and quality control.
- Able to pass a Drug Test
- Able to pass a Criminal Background Check
- We need articulate, extroverted applicants who know how to dress for success.
- An abundance of Tattoos and Body Piercings are an issue
- Good Soft Skills/Work Ethic are sorely needed
- In the Casino Industry their job applications drop dramatically (some from 1,500 applications per month to 300 per month) from December thru March. Reason: Tax Refunds/Earned Income Tax Credit Refund. Applicants will stop looking for work (some actually quit their job) until that money runs out.
- “We (financial institution) often interview for entry-level positions, and it is surprising how many college graduates are extremely unprepared for the interview process. While some of them are comfortable and have prepared well, many others just really don’t know how to conduct themselves in that setting. It’s clear that it’s an intimidating process for them.”
- “We (financial institution) also find that many recent college graduates are not able to properly communicate via email. That could be a result of the use of short texts and social media.”
- “We (financial institution) find that many recent college graduates are not trained to use Word or Excel, which are both utilized throughout the bank.”

## TRAINING SCHOOLS:

- **Healthcare:** We hire LPN's from LTC on a regular basis and they are great.
- **Manufacturing:** I am really impressed with **BPCC's new Siemens training** and look forward to recruiting the top talent from this program.
- Local Training Schools are not meeting our needs for Diesel & Gasoline Mechanics. One of our managers did make a trip to speak at the local LTC about a driving career since we also need CDL drivers.
- Our restaurant's particular need is trained cooks that have the basic commercial kitchen skills and food safety certification. To date we have employed La Tech students and trained them. This has worked well, but I would like the ability to hire someone to take over as kitchen manager to manage staff, costs, and quality control. I understand that BPCC has a program. That could have potential for the future.
- I have experienced some really great relationships between colleges and employers (specifically LA Tech and ULM) – For Sales/Management Trainees

## The common factor in all Sectors visited so far:

- Lack of Soft Skills (communication skills, verbal communication skills, how to get along with fellow co-workers, coming to work at all, coming to work late, dress properly for an interview, lack of a good work ethic, lack of looking someone in the eye when talking or listening)
- Ability to pass a Drug Test
- Skills Gap
- Basic Math Skills are lacking
- Too many Tattoos or Visible Tattoos
- Their Smart Phone is surgically attached to their body – if not there are 'Separation Issues'
- Lack of understanding of the overarching need to help the company succeed; help the company make money & profit, therefore, ensuring a job for themselves. Too focused on their needs – the 'selfie' mentality. Need to expand their "vision" of their world/universe.