# Real-Time Jobs Intelligence Report





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#### INTRODUCTION

The data from the Real-Time Jobs Intelligence Report comes from Jobs EQ, a service that provides access to labor market data down to the zip code. Update to this report is a snapshot of the Anchorage job market in the second quarter of 2021.

In this report, readers will find information on the types of jobs, education levels, certificates and hard and soft skills that are more sought-after in Anchorage. Readers will also find which jobs are more prevalent in Anchorage compared to anywhere else in the country with the detailed Job Posting Location Quotient data.

This information helps to inform important business decisions, from tech schools using hard data to determine which certification programs are most crucial, businesses using ad duration periods to identify which jobs are easiest to fill, to prospective employees deciding top certificates in which to invest their time and resources.

The appendix provides additional information to supplement this at-a-glance report. For more information, please reach out to Director of Strategic Initiatives Emma Irish at <a href="mailto:eirish@aedcweb.com">eirish@aedcweb.com</a> or 907-334-1210.



# Total online job postings

in the second quarter of 2021

10,980 job titles posted

2,951 employers posting jobs

598 different occupations represented

338 different certifications sought



# Top 10 openings by occupation

- Registered Nurses
- Retail Salespersons
- Stockers and Order Fillers
- **Customer Services Representatives**
- First-Line Supervisors of Retail Sales Workers
- Fast Food and Counter Workers
- First-Line Supervisors of Food Preparation and Serving Workers
- Sales Representatives of Services (except legal, medical and executive)
- Software Developers
- 10. Heavy and Tractor-Trailer Truck Drivers





# Top 10 employers in Anchorage

Employers with the highest number of job openings

- Providence Health & Services
- Alaska Native Tribal Health Consortium
- 3. Humana
- 4. Anchorage School District
- 5. Kroger
- 6. Southcentral Foundation
- 7. Alaska Teacher Placement
- Municipality of Anchorage
- 9. HCA
- 10. State of Alaska



# Top 10 sought-after certificates

Most frequently requested certificates in job postings

- 1. Driver's license
- Basic Life Support (BLS) 2.
- Registered Nurse (RN)
- Advanced Cardiac Life Support Certification (ACLS)
- Certification in cardiopulmonary resuscitation (CPR) 5.
- First Aid Certification
- Pediatric Advanced Life Support (PALS)
- Certified Nursing Assistant (CNA)
- Commercial Driver's License (CDL)
- 10. Neonatal Resuscitation Program (NRP)

For complete list, see Appendix C, page 16



# Top 10 sought-after hard skills

Most frequently requested hard skills in job postings

- Microsoft Excel
- 2. Microsoft Office
- 3. Ability to Lift 41-51 Pounds
- Personal Computers (PC)
- 5. English
- **6.** Microsoft Outlook
- 7. Ability to Lift 51-100 lbs.
- 8. Microsoft Word
- Health/Wellness
- 10. Teaching/Training, Job





# Top 10 sought-after soft skills

- Communications (Verbal and Written)
- **Customer Service**
- Cooperative/Team Player
- Self-Motivated/Ability to Work Independently/Self Leadership
- Organization
- Detail Orientated/Meticulous
- Supervision/Management
- Accountable/Responsible/Reliable/Dependable/Trustworthy
- Adaptability/Flexibility/Tolerance of Change and Uncertainty
- 10. Problem solving

For complete list, see Appendix E, page 18



# Top 10 openings by job titles

- 1. Customer Service Representative
- 2. Administrative Assistant
- 3. Delivery Driver
- 4. Crew Member
- 5. Cashier
- 6. Receptionist
- 7. Delivery Driver No experience needed
- 8. Dishwasher
- 9. Assistant Manager
- 10. Bartender

For complete list, see Appendix F, page 19



# What levels of education do Anchorage employers look for?

Number of total ad postings by minimum education requirements

3,180 High School Diploma or Equivalent

1,528

Bachelor's degree

420

Associate's Degree

335

Master's Degree

Doctoral or professional degree

4,014

Unspecified/other



# **Educational programs appearing** in the most job ads

- 1. Nursing
- Business
- 3. Business Administration
- 4. Psychology
- 5. Accounting
- 6. Social Work
- 7. Computer Science
- 8. Engineering
- 9. Finance
- 10. Human Services



# Top 10 positions by location quotient

This metric reveals how a given occupation in a certain region compares to that occupation on the national level. An LQ greater than, less than, or equal to 1.0 represents an occupation whose jobs are locally more than, less than, or equally prevalent to the national average, respectively. These top 10 positions are far more sought-after in Anchorage than anywhere else in the nation.

- Critical Care Nurses (2.45)
- Speech Language Pathologists (2.16)
- Recreation Workers (2.15)
- Middle School Teachers, Except Special and Career/Technical Education (1.86)
- Customer Service Representatives (1.75)
- Securities, Commodities and Financial Service Sales Agents (1.75)
- Mental Health and Substance Abuse Social Workers (1.75)
- Computer User Support Specialists (1.58)
- Bookkeeping, Accounting, and Auditing Clerks (1.58)
- **10.** Software Developers (1.57)



#### Data Notes

Job ads data are online job posts from the Real-Time Intelligence (RTI) data set, produced wholly by Chmura and gleaned from over 40,000 websites. Data are subject to revision. Data in this report reflect ads meeting criteria in the Query Definition, including being active during the Query Definition time-frame and being advertised for any Zip Code Tabulation Area in or intersecting with the Query Definition region(s).

Historical volume is revised as additional data are made available and processed. Since many extraneous factors can affect short-term volume of online job postings, time-series data can be volatile and should be used with caution.

All ad counts represent deduplicated figures. It is not always possible to conclusively identify duplicate ads with the information provided. Characteristics that impact this determination are the wording of the ads, volume of information provided, the timing of the ads, and the sites where the ads appear. Roughly two-thirds of ad volume is removed through this process.

RTI wages are extracted from job postings as given and are analyzed and converted into hourly or annual formats. When wages provided are hourly, the conversion to annual wages assumes full-time, year-long employment. When a wage is given as a range, a single wage is selected within that range based upon our analysis of the "most likely" wage given those circumstances. Displayed wages in RTI may not include commissions or overtime, depending upon how the source ads present those wages. After all analysis and cleaning, roughly 12% of all job postings provide a usable wage.

Approximately 4% of jobs are omitted from the RTI duration data due to quality reasons. For example, ads open for an inordinately long period—indicating that it is likely being left up not for one, but for multiple openings—are excluded from the duration data. These ads are also excluded from the count of "Ads Closed."

#### **FAQ**

#### How does the time period work?

Online job postings included in this report are those that meet the Query Definition parameters (shown above) and that were active at any point in the specified time frame preceding the date this report is generated. As such, this report may include some ads that were closed as of the date of this report; in addition, this report may include some ads that were first posted prior to the specified time frame referred to above.

#### What are "active" and "closed" ads?

An "active" ad refers to an online job posting that was still posted online when Chmura's web crawler last viewed that page, which occurs at least once a week. An ad is considered "closed" if Chmura's web crawler no longer sees the ad listed or if the ad is specifically designated on the site as no longer being active.

#### Is every online-job-ad website included in these data?

We make every attempt to catch all of the significant job-posting websites across the United States, but we cannot guarantee complete, 100% coverage. If you have any questions about a particular website, please don't hesitate to ask.

#### About This Report

This report and all data herein were produced by JobsEQ®, a product of Chmura Economics & Analytics. The information contained herein was obtained from sources we believe to be reliable. However, we cannot guarantee its accuracy and completeness



### Appendix A - Occupations in Anchorage

#### Occupations

soc	Occupation	Median Duration	Ads Closed	Median Wage	JPLQ	Total Ads	
29-1141.00	Registered Nurses	21	507	\$72,800	1.36	857	
41-2031.00	Retail Salespersons	33	414	\$27,407	0.75	800	
53-7065.00	Stockers and Order Fillers	48	337	\$31,200	1.25	631	
21-1093.00	Social and Human Service Assistants	41	253	\$37,440	1.21	480	
43-4051.00	Customer Service Representatives	50	208	\$33,158	1.70	398	
41- 1011.00	First-Line Supervisors of Retail Sales Workers	43	180	\$33,280	0.84	387	
43-6014.00	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	48	214	\$36,461	1.65	358	
43-6013.00	Medical Secretaries and Administrative Assistants	48	214	\$35,360	0.84	331	
49-9071.00	Maintenance and Repair Workers, General	48	183	\$38,883	1.03	313	
11-9111.00	Medical and Health Services Managers	22	178	\$66,700	1.05	293	
35-1012.00	First-Line Supervisors of Food Preparation and Serving Workers	51	116	\$33,351	0.87	257	
35-3023.00	Fast Food and Counter Workers	52	105	\$26,000	0.75	248	
15-1232.00	Computer User Support Specialists	43	134	\$45,074	1.60	242	
37-2011.00	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	52	114	\$29,465	0.96	225	
13-2011.00	Accountants and Auditors	49	131	\$62,520	1.29	212	
41-3091.00	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	48	100	\$49,920	1.23	194	-
31-1131.00	Nursing Assistants	20	92	\$33,158	1.26	166	
41-3031.00	Securities, Commodities, and Financial Services Sales Agents	36	92	\$41,080	1.63	165	
31-9092.00	Medical Assistants	52	95	\$35,727	0.79	164	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	49	95	\$42,693	1.62	164	
13-1071.00	Human Resources Specialists	22	89	\$44,845	1.21	160	
53-7062.00	Laborers and Freight, Stock, and Material Movers, Hand	38	103	\$34,331	0.96	157	
15-1244.00	Network and Computer Systems Administrators	25	91	\$56,723	0.95	157	
53-3031.00	Driver/Sales Workers	48	83	\$31,567	0.98	145	
13-1199.00	Business Operations Specialists, All Other	44	93	\$66,606	1.09	142	
53-3033.00	Light Truck Drivers	48	67	\$32,301	1.14	134	







### Appendix A - Occupations in Anchorage

#### Occupations

soc	Occupation	Median Duration	Ads Closed	Median Wage	JPLQ	Total Ads	
43- 1011.00	First-Line Supervisors of Office and Administrative Support Workers	51	75	\$52,065	1.13	132	
13- 1111.00	Management Analysts	31	69	\$44,720	1.38	131	
37-2012.00	Maids and Housekeeping Cleaners	43	72	\$26,428	1.08	128	
35- 2014.00	Cooks, Restaurant	54	55	\$26,474	0.68	117	
15- 1252.00	Software Developers	25	56	n/a	1.53	113	
43-4171.00	Receptionists and Information Clerks	56	66	\$31,200	1.11	113	
41- 2011.00	Cashiers	27	57	\$26,061	1.08	112	
11-9041.00	Architectural and Engineering Managers	20	69	\$78,908	1.04	112	
49-3023.00	Automotive Service Technicians and Mechanics	51	63	\$40,347	0.94	106	
31- 1122.00	Personal Care Aides	48	52	\$29,854	1.13	105	
33-9032.00	Security Guards	39	52	\$24,960	0.82	104	
29- 2052.00	Pharmacy Technicians	28	48	\$45,808	1.36	88	
11-3031.00	Financial Managers	22	45	\$65,900	0.77	78	
11- 2022.00	Sales Managers	50	41	\$59,810	1.38	75	
15- 1299.08	Computer Systems Engineers/Architects	43	32	n/a	0.76	70	
35-3031.00	Waiters and Waitresses	54	24	\$21,509	0.74	69	
15-1212.00	Information Security Analysts	19	43	\$89,921	1.39	69	
53-3032.00	Heavy and Tractor-Trailer Truck Drivers	22	33	\$53,539	0.19	59	
25-2011.00	Preschool Teachers, Except Special Education	52	33	\$29,120	0.64	57	
11- 2021.00	Marketing Managers	36	28	\$52,000	0.54	50	
29- 2061.00	Licensed Practical and Licensed Vocational Nurses	22	30	\$45,836	1.24	49	
35-2021.00	Food Preparation Workers	22	19	\$25,694	0.26	49	
51- 1011.00	First-Line Supervisors of Production and Operating Workers	27	19	\$42,640	0.80	38	
51-9199.00	Production Workers, All Other	50	12	\$31,200	0.49	22	





# Appendix B - Openings by Employer

#### **Employers**

Employer Name	Median Duration	Ads Closed	Median Wage	Total Ads	
Providence Health & Services	30	457	n/a	863	
Alaska Native Tribal Health Consortium	17	343	\$91,760	526	
Humana	26	214	n/a	461	
Anchorage School District	37	173	\$33,280	286	
KROGER	138	115	n/a	223	
Southcentral Foundation	37	139	\$40,560	200	
Alaska Teacher Placement	18	82	\$33,280	177	
Municipality of Anchorage	14	92	\$55,348	166	
State of Alaska	51	69	\$48,069	162	
HCA	23	89	n/a	156	
Bath Iron Works	n/a	0	\$42,791	145	
Alaska Executive Search, Inc.	26	75	\$41,600	136	
Department of the Air Force	11	99	\$43,553	130	
PAREXEL	12	120	n/a	128	
The Alaska Club	62	82	\$26,000	121	
LOWES	16	83	\$30,916	115	
University of Alaska	52	57	\$40,227	105	
Army and Air Force Exchange Service (AAFES)	7	71	\$29,494	100	
Cook Inlet Tribal Council	28	58	n/a	100	
Ascensus	37	41	n/a	91	
Builders FirstSource	22	64	n/a	90	
UHS	88	52	n/a	90	
Alaska USA Federal Credit Union	49	54	n/a	87	
Albertsons Companies	57	32	\$21,840	79	
KPMG	6	65	n/a	79	
Bass Pro Shop	32	46	n/a	71	
Mommy Jobs Online	365	14	\$34,851	71	
Lithia Motors	21	44	n/a	68	
Procare Therapy	150	39	n/a	64	





# Appendix B - Openings by Employer

#### **Employers**

Employer Name	Median Duration	Ads Closed	Median Wage	Total Ads	
Matanuska-Susitna Borough	15	22	\$47,237	57	
Kendall Auto Alaska	53	53	\$27,040	55	
AutoZone	63	1	n/a	53	
HomeDepot	n/a	0	n/a	52	
ASRC	42	25	n/a	48	
Conduent	78	35	\$33,509	47	
Department of the Interior	13	37	\$76,858	45	
Walgreens	61	19	n/a	43	
Bering Straits Native Corporation	29	23	n/a	42	
Great Clips	19	28	n/a	42	
Kendall Auto Group	56	13	\$27,224	42	
O'Reilly Auto Parts	78	22	n/a	42	
ASRC Federal	33	26	n/a	39	
Best Buy	15	27	n/a	39	
VCA Inc.	24	21	n/a	39	
Alaska Housing Finance Corporation	19	16	n/a	37	
Department of Veterans Affairs	14	26	\$66,851	37	
Akima, LLC	29	17	n/a	36	
Department of the Army	13	29	\$83,843	36	
Alyeska Resort	105	26	\$24,960	35	
Millennium Hotels - Lakefront Anchorage	34	17	n/a	34	





### Appendix C - Openings by Certifications

#### Certifications

Certificate Name	Median Duration	Ads Closed	Median Wage		
Driver's License	49	504	\$36,845	853	
Basic Life Support (BLS)	26	470	\$55,936	842	
Registered Nurse (RN)	24	283	\$84,835	498	
Advanced Cardiac Life Support Certification (ACLS)	18	174	\$84,120	290	
Certification in Cardiopulmonary Resuscitation (CPR)	50	164	\$33,280	286	
First Aid Certification	48	114	\$33,280	206	
Pediatric Advanced Life Support (PALS)	11	123	\$37,400	176	
Certified Nursing Assistant (CNA)	30	98	\$31,078	172	
Commercial Driver's License (CDL)	19	70	\$45,097	105	
Secret Clearance	15	65	\$70,604	99	



# Appendix D - Openings by Hard Skills

#### **Hard Skills**

Microsoft Excel       47       953       \$40,227       1,659         Microsoft Office       48       946       \$38,174       1,653         Ability to Lift 41-50 lbs.       35       524       \$30,688       934         Personal Computers (PC)       20       496       \$38,725       850         Microsoft Outlook       47       464       \$39,520       805         English       33       444       \$33,280       790         Ability to Lift 51-100 lbs.       48       417       \$33,831       789         Microsoft Word       48       434       \$37,554       727         Health/Wellness       20       427       \$49,629       716         Teaching/Training, Job       16       400       \$65,573       628         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,252       395         Word Processing       41	Skill Name	Median Duration	Ads Closed	Median Wage	Total Ads	
Ability to Lift 41-50 lbs.  35 524 \$30,688 934  Personal Computers (PC)  20 496 \$38,725 850  Microsoft Outlook  47 464 \$39,520 805  English  33 444 \$33,280 790  Ability to Lift 51-100 lbs.  48 417 \$33,831 789  Microsoft Word  48 434 \$37,554 727  Health/Wellness  20 427 \$49,629 716  Teaching/Training, Job  16 400 \$65,573 628  Microsoft PowerPoint  38 311 \$41,600 555  Microsoft PowerPoint  38 311 \$41,600 555  Ability to Lift 21-30 lbs.  26 270 \$33,426 511  Nursing  27 521 \$80,400 403  Mathematics  38 521 \$80,400 403  Mathematics  39 520 \$46,253 395  Word Processing  41 219 \$33,592 393  Retail Sales  48 193 \$26,061 385  Medical Terminology  20 223 \$42,723 341  Teaching/Training, School  32 173 \$33,280 312  Medical Terminology  20 223 \$42,723 341  Teaching/Training, School  31 171 \$40,789 266  Computer Programming/Coding  49 179 \$64,667 274  Ability to Lift 1-20 lbs.  48 171 \$40,789 266  Ability to Lift 1-20 lbs.  48 171 \$40,789 266  Ability to Lift 1-20 lbs.  48 171 \$40,789 266  Ability to Lift 1-10 lbs.  48 171 \$40,789 266  Ability to Lift 1-10 lbs.  48 171 \$40,789 266  Ability to Lift 1-10 lbs.  48 171 \$40,789 266  Ability to Lift 1-10 lbs.  48 171 \$40,789 266  Ability to Lift 1-10 lbs.  49 172 \$40,600 228						
Personal Computers (PC)       20       496       \$38,725       850         Microsoft Outlook       47       464       \$39,520       805         English       33       444       \$33,280       790         Ability to Lift 51-100 lbs.       48       417       \$33,831       789         Microsoft Word       48       434       \$37,554       727         Health/Wellness       20       427       \$49,629       716         Teaching/Training, Job       16       400       \$65,573       628         Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       \$55         Cash Handling       50       231       \$28,141       \$40         Ability to Lift 21-30 lbs.       26       270       \$33,426       \$11         Nursing       25       \$21       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,292       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223 </td <td>Microsoft Office</td> <td>48</td> <td>946</td> <td>\$38,174</td> <td>1,653</td> <td></td>	Microsoft Office	48	946	\$38,174	1,653	
Microsoft Outlook       47       464       \$39,520       805         English       33       444       \$33,280       790         Ability to Lift 51-100 lbs.       48       417       \$33,831       789         Microsoft Word       48       434       \$37,554       727         Health/Wellness       20       427       \$49,629       716         Teaching/Training, Job       16       400       \$65,573       628         Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Nursing       25       \$21,521       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32 <td< td=""><td>Ability to Lift 41-50 lbs.</td><td>35</td><td>524</td><td>\$30,688</td><td>934</td><td></td></td<>	Ability to Lift 41-50 lbs.	35	524	\$30,688	934	
English 33 444 \$33,280 790	Personal Computers (PC)	20	496	\$38,725	850	
Ability to Lift 51-100 lbs.  Ability to Lift 51-100 lbs.  Als 417 \$33,831 789  Microsoft Word  Ability to Lift 51-100 lbs.  Ability to Lift 51-100 lbs.  Ability to Lift 21-30 lbs.  Ability to Lift 31-40 lbs.  Ability Ability Ability Ability Ability Abili	Microsoft Outlook	47	464	\$39,520	805	
Microsoft Word       48       434       \$37,554       727         Health/Wellness       20       427       \$49,629       716         Teaching/Training, Job       16       400       \$65,573       628         Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179 <td>English</td> <td>33</td> <td>444</td> <td>\$33,280</td> <td>790</td> <td></td>	English	33	444	\$33,280	790	
Health/Wellness       20       427       \$49,629       716         Teaching/Training, Job       16       400       \$65,573       628         Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Medical Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 31-40 lbs.       28	Ability to Lift 51-100 lbs.	48	417	\$33,831	789	
Teaching/Training, Job       16       400       \$65,573       628         Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       <	Microsoft Word	48	434	\$37,554	727	
Keyboarding/Typing       48       301       \$35,335       581         Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132	Health/Wellness	20	427	\$49,629	716	
Microsoft PowerPoint       38       311       \$41,600       555         Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41	Teaching/Training, Job	16	400	\$65,573	628	
Cash Handling       50       231       \$28,141       540         Ability to Lift 21-30 lbs.       26       270       \$33,426       511         Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       <	Keyboarding/Typing	48	301	\$35,335	581	
Ability to Lift 21-30 lbs. 26 270 \$33,426 511	Microsoft PowerPoint	38	311	\$41,600	555	
Sales       50       255       \$36,504       511         Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Cash Handling	50	231	\$28,141	540	
Nursing       25       221       \$80,400       403         Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Ability to Lift 21-30 lbs.	26	270	\$33,426	511	
Mathematics       35       210       \$46,253       395         Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Sales	50	255	\$36,504	511	
Word Processing       41       219       \$33,592       393         Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Nursing	25	221	\$80,400	403	
Retail Sales       48       193       \$26,061       385         Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Mathematics	35	210	\$46,253	395	
Medical Terminology       20       223       \$42,723       341         Teaching/Training, School       32       173       \$33,280       312         Home Health Care       30       167       \$31,078       307         Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Word Processing	41	219	\$33,592	393	
Teaching/Training, School 32 173 \$33,280 312  Home Health Care 30 167 \$31,078 307  Computer Programming/Coding 19 179 \$64,667 274  Ability to Lift 11-20 lbs. 18 171 \$40,789 266  Ability to Lift 31-40 lbs. 28 132 \$28,447 245  Presentation 30 123 \$54,944 243  Finance 18 132 \$60,408 241  Plumbing 47 120 \$41,600 228	Retail Sales	48	193	\$26,061	385	
Home Health Care 30 167 \$31,078 307  Computer Programming/Coding 19 179 \$64,667 274  Ability to Lift 11-20 lbs. 18 171 \$40,789 266  Ability to Lift 31-40 lbs. 28 132 \$28,447 245  Presentation 30 123 \$54,944 243  Finance 18 132 \$60,408 241  Plumbing 47 120 \$41,600 228	Medical Terminology	20	223	\$42,723	341	
Computer Programming/Coding       19       179       \$64,667       274         Ability to Lift 11-20 lbs.       18       171       \$40,789       266         Ability to Lift 31-40 lbs.       28       132       \$28,447       245         Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Teaching/Training, School	32	173	\$33,280	312	
Ability to Lift 11-20 lbs.  Ability to Lift 31-40 lbs.  Ability to Lift 31-40 lbs.  Presentation  30 123 \$54,944 243  Finance  18 132 \$60,408 241  Plumbing  47 120 \$41,600 228	Home Health Care	30	167	\$31,078	307	
Ability to Lift 31-40 lbs. 28 132 \$28,447 245  Presentation 30 123 \$54,944 243  Finance 18 132 \$60,408 241  Plumbing 47 120 \$41,600 228	Computer Programming/Coding	19	179	\$64,667	274	
Presentation       30       123       \$54,944       243         Finance       18       132       \$60,408       241         Plumbing       47       120       \$41,600       228	Ability to Lift 11-20 lbs.	18	171	\$40,789	266	
Finance 18 132 \$60,408 241 Plumbing 47 120 \$41,600 228	Ability to Lift 31-40 lbs.	28	132	\$28,447	245	
Plumbing 47 120 \$41,600 228	Presentation	30	123	\$54,944	243	
	Finance	18	132	\$60,408	241	
Merchandising 43 111 \$26,061 225	Plumbing	47	120	\$41,600	228	
	Merchandising	43	111	\$26,061	225	





### Appendix D - Openings by Hard Skills

#### **Hard Skills**

Skill Name	Median Duration	Ads Closed	Median Wage	Total Ads
Bilingual	50	128	\$36,800	201
Forklifts	48	111	\$34,320	191
Structured Query Language (SQL)	31	85	\$72,634	184
Electronic Health Record (EHR)	22	97	\$45,760	172
Food Preparation	51	81	\$29,487	170
Agile	28	83	n/a	165
Microsoft Azure	29	84	\$85,931	164
Cash Registers	52	84	\$26,000	161
Food Service	56	78	\$29,997	161
Patient Care	26	97	\$37,794	156
Accounting	48	89	\$51,550	154
Data Analysis	43	93	\$75,854	151
Statistics	21	93	\$69,992	150
Anatomy	20	91	\$49,400	149
Multi-line Telephone Systems	19	104	\$33,280	149
Physiology	20	92	\$58,969	143
Data Entry	50	82	\$36,951	138
Critical Care	29	68	\$76,026	137
Customer Relationship Management (CRM)	49	70	\$48,504	136
Marketing	52	86	\$40,227	127
Telecommunications	27	77	\$46,699	117





### Appendix E- Openings by Soft Skills

#### Soft Skills

Skill Name	Median Duration	Ads Closed	Median Wage	Total Ads	
Communication (Verbal and written skills)	40	4,565	\$37,870	8,121	
Customer Service	48	2,499	\$33,926	4,570	
Cooperative/Team Player	35	2,478	\$39,408	4,455	
Self-Motivated/Ability to Work Independently/Self Leadership	48	1,564	\$37,440	2,867	
Organization	48	1,405	\$38,288	2,536	
Detail Oriented/Meticulous	49	1,461	\$37,439	2,468	
Supervision/Management	36	1,263	\$42,544	2,236	
Accountable/Responsible/Reliable/Dependable/Trustworthy	34	1,158	\$40,445	1,982	
Adaptability/Flexibility/Tolerance of Change and Uncertainty	48	1,109	\$35,730	1,957	
Problem Solving	47	991	\$40,404	1,711	
Interpersonal Relationships/Maintain Relationships	35	985	\$41,600	1,682	
Ability to Work in a Fast Paced Environment	51	783	\$34,014	1,498	
Prioritize	49	734	\$38,187	1,315	
Good Judgment	37	628	\$45,365	1,138	
Multi-Task	50	648	\$34,748	1,126	
Confidentiality/Information Sensitivity	43	559	\$36,323	1,026	
Punctual	50	516	\$34,871	991	
Analytical	37	539	\$56,430	933	
Enthusiastic/Energetic	50	455	\$31,323	924	
Time Management/Time Utilization	48	512	\$35,401	890	
Listening	36	447	\$35,000	829	
Work Ethic/Hard Working	49	427	\$33,259	784	
Leadership	42	397	\$43,680	776	
Project Management	28	453	\$70,970	746	
Initiative	34	392	\$42,307	692	
Clerical	30	359	\$37,440	628	
Decision Making/Decisiveness	30	283	\$48,516	561	
Coachable/Willingness to Learn	48	325	\$34,320	552	
Negotiation	28	304	\$69,636	511	





### Appendix E- Openings by Soft Skills

#### Soft Skills

Skill Name	Median Duration	Ads Closed	Median Wage	Total Ads
Integrity/Honesty	58		\$47,965	508
Optimism/Positive Attitude	51	242	\$32,301	503
Critical Thinking	26	284	\$48,942	487
Dispute Resolution/Conflict Resolution/Diplomacy/Problem Resolution	48	222	\$47,112	410
Coaching/Mentoring	23	210	\$48,942	382
Outgoing/Extrovert/People Person	59	174	\$32,301	366
Self Confidence	48	178	\$33,280	346
Manual Dexterity	50	178	\$38,174	342
Reasoning	44	146	\$42,334	295
Grammar	48	149	\$40,227	256
Customer Focused	31	116	\$47,882	253
Empathy	38	137	\$47,840	232
Common Sense	43	108	\$33,280	219
Telephone Etiquette	51	111	\$31,934	203
Motivational	28	132	\$44,620	202
Competitiveness	14	126	\$72,545	192
Troubleshooting	34	95	\$45,171	185
Quick Learner	50	116	\$36,094	184
Interviewing	37	107	\$49,754	174
Efficiency	48	77	\$37,563	146
Public Speaking	25	85	\$52,146	141



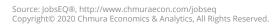


### Appendix F - Openings by Job Titles

#### Job Titles

Job Title	Median Duration	Ads Closed	Median Wage	Total Ads	
Customer Service Representative	49	24	\$28,600	68	
ADMINISTRATIVE ASSISTANT	48	34	\$34,748	62	
Delivery Driver	53	16	\$32,668	37	
Crew Member	55	11	\$21,507	35	
Cashier	54	10	\$28,475	26	
Receptionist	55	18	\$29,854	25	
Delivery Driver - No Experience Needed	19	24	n/a	24	
Dishwasher	73	10	\$24,960	24	
Assistant Manager	9	9	n/a	23	
Customer Service Associate	61	13	\$30,099	22	
Bartender	98	7	\$24,104	21	
Dental Assistant	75	8	\$37,196	20	
Cook	63	6	\$33,036	19	
Customer Service Associate - Temporary	30	12	n/a	19	
Certified Nursing Assistant - CNA	5	15	\$30,711	18	
Apartment Maintenance Technician	53	11	\$37,930	17	
Asset Protection Specialist	107	4	n/a	17	
Delivery Specialist	78	5	n/a	17	
Detailer	20	9	\$24,960	16	
Bakery Clerk	148	6	n/a	14	
Case Manager	57	6	\$40,789	14	
Pharmacy Technician	114	8	n/a	14	
Retail Sales Associate	42	4	\$25,878	14	
Sales Associate	52	8	\$24,716	14	
Warehouse Associate	52	9	\$31,200	14	
CLEANER	72	5	\$27,300	13	
Certified Medical Assistant	49	10	\$38,908	13	
Designer - Kitchen/Bath	9	1	n/a	13	
Housekeeper	53	8	\$25,845	13	







### Appendix F - Openings by Job Titles

#### Job Titles

Job Title	Median Duration	Ads Closed	Median Wage	
Team Member	9	5	\$25,314	13
Accountant	53	7	\$66,400	12
Coffee Kiosk Barista	136	7	n/a	12
Contract Specialist	10	9	\$79,328	12
Customer Experience Associate II	71	11	\$33,509	12
Automotive Technician	51	6	\$73,559	11
Bookkeeper	49	7	\$43,436	11
Community Director	24	7	\$42,994	11
Direct Support Professional	70	5	\$31,366	11
Driver	48	5	\$31,346	11
Full Service Shopper (Car Required)	15	11	n/a	11
Associate Veterinarian	35	2	n/a	10
Maintenance Technician	85	8	\$35,116	10
Assistant Store Manager	41	2	n/a	9
Auto Parts Delivery Driver (Full-Time)	n/a	0	n/a	9
Billing Specialist	64	5	\$35,667	9
Civil Engineer	13	3	\$79,748	9
Medical Assistant	50	6	\$37,853	9
Parts Specialist	79	3	\$30,956	9
Sales Representative	48	5	\$46,780	9
Accounting Clerk	60	4	\$38,908	8





# Appendix G - Openings by Education Levels

#### **Education Levels**

Minimum Education Level	Median Duration		Median Wage		
High school diploma or equivalent	48	3,152	\$34,168	5,728	
Bachelor's degree	31	1,526	\$58,323	2,694	
Associate's degree	31	417	\$45,880	699	
Master's degree	37	332	\$64,549	504	
Doctoral or professional degree	15	59	\$78,908	92	
Unspecified/other	33	3,952	\$34,330	7,248	



### Appendix H - Openings by Programs

#### Programs

		Closed	Wage	Ads	
Nursing	24	345	\$72,634	600	
Business	26	262	\$50,000	421	
Business Administration	27	184	\$62,601	331	
Accounting	47	187	\$57,591	319	
Psychology	36	193	\$52,200	311	
Social Work	42	183	\$54,246	304	
Computer Science	31	140	\$72,010	303	
Engineering	23	140	\$76,004	253	
Finance	26	112	\$62,601	188	
Human Services	49	95	\$39,276	150	
Counseling	40	73	\$50,000	125	
Information Technology	48	35	\$110,240	93	
Statistics	18	53	\$58,612	90	
Marketing	48	49	\$50,000	87	
Mathematics	17	45	\$76,678	85	
Health	35	58	\$39,616	79	
Biology	45	53	\$73,520	72	
Pharmacy	25	57	\$113,724	71	
Education	18	44	\$42,307	64	
Civil Engineering	27	34	\$76,295	61	
Human Resources	48	31	\$50,640	60	
Public Health	18	40	\$100,000	60	
Science	13	34	\$79,328	58	
Technical	48	24	\$38,326	53	
Communications	48	33	\$46,551	51	
Economics	48	28	\$66,706	51	
Management	37	22	\$66,706	51	
Public Administration	14	25	\$75,771	50	
Construction Management	32	31	\$82,000	49	





### Appendix H - Openings by Programs

#### Programs

Program Name	Median Duration	Ads Closed	Median Wage	Total Ads
Clinical	15	35	n/a	48
Healthcare Administration	48	29	\$65,600	46
Occupational Therapy	87	26	\$54,454	43
Behavioral Health	7	33	n/a	40
Healthcare	21	27	\$50,960	37
Journalism	52	22	\$57,720	35
Social Science	49	18	\$41,881	35
Speech-Language Pathology	50	21	n/a	35
Geology	36	20	\$76,169	34
Management Information Systems	23	22	\$65,853	34
Environmental Science	36	24	\$78,499	33
Business Management	25	23	\$67,100	31
Information Systems	25	17	\$65,853	31
Criminal Justice	23	14	\$44,429	30
Physical Therapy	20	14	\$64,236	29
Hospitality Management	20	15	\$52,000	28
Counseling Psychology	36	22	\$67,162	27
Sociology	18	16	\$67,453	27
Natural Science	20	19	\$48,090	26
Chemistry	15	14	\$75,099	25
Quantitative	31	11	n/a	25



Customized reports available upon request.



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