



Financial and Professional Services Industry

REAL TIME LABOR MARKET SUMMARY

June 2017 ■ Statewide

Financial and Professional Services Industry Labor Analysis across the state during the last 6 months.

A sampling of the Financial and Professional Services industry for the 6 month period showed over 20,000 job postings for top demand jobs. The top occupation was Customer Service Representative, making up 9.4% of total job postings.

Top Job Postings		% of
SOC code	Occupation	Online Job Postings
Now Occupations		
43-4051	Customer Service Representatives	9.4%
41-4012	Sales Representatives, Wholesale and Manufacturing	8.0%
41-3021	Insurance Sales Agents	3.1%
43-3071	Tellers	2.3%
43-6014	Secretaries and Administrative Assistants	1.3%
43-9041	Insurance Claims Clerks	0.9%
41-3099	Sales Representatives, Services, All Other	0.9%
27-1026	Merchandise Displayers and Window Trimmers	0.5%
43-4131	Loan Interviewers and Clerks	0.5%
13-2082	Tax Preparers	0.5%
Next Occupations		
15-1151	Computer User Support Specialists	1.2%
43-1011	First-Line Supervisors of Office and Admin. Support Workers	1.2%
15-1134	Web Developers	1.1%
23-2011	Paralegals and Legal Assistants	1.1%
43-3031	Bookkeeping, Accounting, and Auditing Clerks	0.8%
29-2071	Medical Records and Health Information Technicians	0.5%
13-1031	Insurance Adjusters, Examiners, and Investigators	0.4%
41-1012	First-Line Supervisors of Non-Retail Sales Workers	0.3%
13-1031	Claims Examiners, Property and Casualty Insurance	0.3%
49-9071	Maintenance and Repair Workers, General	0.2%
Later Occupations		
15-1132	Software Developers, Applications	3.8%
13-1111	Management Analysts	3.6%
11-9199	Managers, All Other	2.8%
41-3031	Sales Agents, Financial Services	2.8%
13-2051	Financial Analysts	2.3%
11-3031	Financial Managers, Branch or Department	2.2%
13-2072	Loan Officers	2.0%
11-2022	Sales Managers	1.7%
15-1121	Computer Systems Analysts	1.7%
11-1021	General and Operations Managers	1.7%

Occupations are divided into Now, Next and Later categories based on the typical training and education required. Now occupations usually require 1-12 months of on-the-job training. Next occupations usually require more than one year of on-the-job training and can additionally need specific work experience. These occupations often require an associate's degree or vocational certificate. Later occupations usually require a bachelor's degree or higher and may need specific work experience.

Although Customer Service Representative was the top occupation, the Later category made up over one-half (55%) of total job postings, indicating this is an industry that demands technical and skilled labor.

The top 5 employers for the 6 month time period were Accenture, Wells Fargo, U.S. Bancorp, Centene Corporation and Express Scripts.



Financial and Professional Services Industry Skills and Certificates

Top 10 Basic Skills	
Description	Rank
Communication Skills	1
Writing	2
Problem Solving	3
Detail-Oriented	4
Team Work/ Collaboration	5
Research	6
Organizational Skills	7
Computer Skills	8
Planning	9
Creativity	10

Top 10 Specialized Skills	
Description	Rank
Customer Service	1
Microsoft Excel	2
Microsoft Office	3
Sales	4
Project Management	5
Customer Contact	6
Microsoft Word	7
Budgeting	8
Microsoft Powerpoint	9
Scheduling	10

Basic skills are the most numerous, being found in the majority of job advertisements. Several soft skills such as communication, writing, and problem solving ranked in the top 10. Communication skills were requested in over two-fifths (41%) of the job postings. Customer service was the top requested specialized skill, found in nearly one-fourth (24%) of online job postings.

Top 10 Software Skills	
Description	Rank
Microsoft Excel	1
Microsoft Office	2
Microsoft Word	3
Microsoft Powerpoint	4
SQL	5
JAVA	6
Oracle	7
JavaScript	8
SAP	9
Microsoft Outlook	10

Top 10 Certificates	
Description	Rank
Certified Public Accountant (CPA)	1
Registered Nurse	2
Series 7	3
Insurance License	4
Project Management Certification (E.G. PMP)	5
Security Clearance	6
Certified Information Systems Security Professional (CISSP)	7
Certified Information Systems Auditor (CISA)	8
Investment Advisor	9
Certified Financial Planner	10

Both knowledge of Microsoft products and programming skills ranked in the top requested software skills. The top requested certificate was Certified Public Accountant, followed by Registered Nurse and Series 7.

Notes:

Data for this analysis has been extracted using Burning Glass Technologies Labor/Insight™ tool which collects information from over 35,000 web sources, including job boards, newspapers, and employer websites. While this analysis presents a broad picture of hiring activity and serves as a measure of labor demand, it does not capture openings that are filled through other networks.

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