



Financial and Professional Services Industry

REAL TIME LABOR MARKET SUMMARY

June 2018

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 8% of total job postings.

Top Job Postings		% of Online Job Postings
SOC code	Occupation	
Now Occupations		
43-4051	Customer Service Representatives	8.0%
41-4012	Sales Representatives, Wholesale and Manufacturing	7.6%
43-3071	Tellers	2.5%
41-3021	Insurance Sales Agents	2.1%
43-6014	Secretaries and Administrative Assistants	1.1%
27-1026	Merchandise Displayers and Window Trimmers	1.0%
41-3099	Sales Representatives, Services, All Other	0.9%
43-4131	Loan Interviewers and Clerks	0.8%
41-9011	Demonstrators and Product Promoters	0.7%
43-9041	Insurance Claims Clerks	0.4%
Next Occupations		
15-1151	Computer User Support Specialists	1.3%
43-1011	First-Line Supervisors of Office & Admin. Support Workers	0.9%
43-3031	Bookkeeping, Accounting, and Auditing Clerks	0.9%
23-2011	Paralegals and Legal Assistants	0.9%
15-1134	Web Developers	0.7%
13-1031	Claims Examiners, Property and Casualty Insurance	0.6%
29-2071	Medical Records and Health Information Technicians	0.3%
13-1031	Insurance Adjusters, Examiners, and Investigators	0.3%
49-9071	Maintenance and Repair Workers, General	0.3%
41-1012	First-Line Supervisors of Non-Retail Sales Workers	0.3%
Later Occupations		
15-1132	Software Developers, Applications	6.5%
11-9199	Managers, All Other	3.5%
13-1111	Management Analysts	3.2%
41-3031	Sales Agents, Financial Services	2.7%
11-3031	Financial Managers, Branch or Department	2.3%
15-1121	Computer Systems Analysts	2.3%
11-2022	Sales Managers	2.2%
15-1199	Information Technology Project Managers	2.1%
13-2072	Loan Officers	1.9%
15-1199	Business Intelligence Analysts	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 nearly two-thirds (61%) of total job postings, indicating this is an industry that demands technical and skilled labor.

The top five employers for the 6-month period of December 01, 2017 - May 31, 2018 were:

- Accenture
- U.S. Bancorp
- Centene Corporation
- Wells Fargo
- Commerce Bank



Financial and Professional Services Industry Skills and Certificates

Top 10 Basic Skills	
Description	Rank
Communication Skills	1
Problem Solving	2
Teamwork / Collaboration	3
Microsoft Excel	4
Planning	5
Creativity	6
Detail-Oriented	7
Microsoft Office	8
Organizational Skills	9
Research	10

Top 10 Specialized Skills	
Description	Rank
Customer Service	1
Sales	2
Project Management	3
Customer Contact	4
Budgeting	5
Scheduling	6
Information Systems	7
SQL	8
Business Development	9
Business Process	10

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, problem solving and teamwork ranked in the top 10. Communication skills were requested in over two-fifths (44%) of the job postings. Top requested specialized skills included customer service and sales.

Top 10 Software Skills	
Description	Rank
Microsoft Excel	1
Microsoft Office	2
Microsoft Word	3
Microsoft Powerpoint	4
SQL	5
Java	6
Oracle	7
Software Development	8
Software Engineering	9
SAP	10

Top 10 Certificates	
Description	Rank
Driver's License	1
Certified Public Accountant (CPA) Series 7	2
Insurance License	3
Project Management Certification	4
Security Clearance	5
Insurance Agent Certification	6
Certified Information Systems Security Professional (CISSP)	7
IT Infrastructure Library (ITIL) Certification	8
Registered Nurse	9
	10

Both knowledge of Microsoft programs and programming skills ranked in the top requested software skills. The top requested certificate was Driver's License, followed by Certified Public Accountant 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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