



Financial and Professional Services Industry

REAL TIME LABOR MARKET SUMMARY

December 2017

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 7.9% of total job postings.

Top Job Postings		% of Online Job Postings
SOC code	Occupation	
Now Occupations		
43-4051	Customer Service Representatives	7.9%
41-4012	Sales Representatives, Wholesale and Manufacturing	4.2%
43-3071	Tellers	3.2%
41-3021	Insurance Sales Agents	2.5%
27-1026	Merchandise Displayers and Window Trimmers	1.2%
43-6014	Secretaries and Administrative Assistants	1.2%
41-3099	Sales Representatives, Services, All Other	1.1%
43-4131	Loan Interviewers and Clerks	0.6%
13-2082	Tax Preparers	0.6%
41-9011	Demonstrators and Product Promoters	0.5%
Next Occupations		
23-2011	Paralegals and Legal Assistants	1.1%
43-1011	First-Line Supervisors of Office and Admin. Support Workers	1.0%
15-1151	Computer User Support Specialists	0.8%
43-3031	Bookkeeping, Accounting, and Auditing Clerks	0.7%
15-1134	Web Developers	0.6%
29-2071	Medical Records and Health Information Technicians	0.6%
13-1031	Claims Examiners, Property and Casualty Insurance	0.5%
13-1031	Insurance Adjusters, Examiners, and Investigators	0.5%
43-6011	Executive Secretaries and Executive Administrative Assistants	0.2%
15-1152	Computer Network Support Specialists	0.2%
Later Occupations		
15-1132	Software Developers, Applications	4.8%
13-1111	Management Analysts	4.5%
41-3031	Sales Agents, Financial Services	3.2%
11-9199	Managers, All Other	3.1%
11-3031	Financial Managers, Branch or Department	2.8%
13-2051	Financial Analysts	2.2%
15-1199	Information Technology Project Managers	2.2%
13-2072	Loan Officers	2.1%
15-1121	Computer Systems Analysts	2.0%
11-2022	Sales Managers	2.0%

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 (62%) 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 June 2017 – November 2017 were:

- Accenture
- U.S. Bancorp
- Wells Fargo
- Express Scripts
- Centene Corporation

Financial and Professional Services Industry Skills and Certificates

Top 10 Basic Skills	
Description	Rank
Communication Skills	1
Writing	2
Problem Solving	3
Team Work/ Collaboration	4
Planning	5
Detail-Oriented	6
Research	7
Organizational Skills	8
Building Effective Relationships	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
Budgeting	7
Microsoft Word	8
Microsoft Powerpoint	9
Information Systems	10

Basic skills are the most numerous, 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 (44%) of the job postings. Customer service and Microsoft Office programs were among the top requested specialized skills.

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

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

Both knowledge of Microsoft programs and programming skills ranked in the top requested software skills. The top requested certificate was Certified Public Accountant, followed by Series 7 and Project Management (PMP).

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.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner

