

## **Employer Vacancy and Certification Needs Survey**

Workforce development is essential to employers in their efforts to attract and hire the qualified workers they require. There has been an increasing interest in real-time data regarding certifications that are in demand by employers and current job vacancies that local business are experiencing.

In an attempt to gather this information for the local Workforce Investment Areas, a survey of Industry Partnership (IP) members was conducted by the Center for Workforce Information & Analysis (CWIA) from May to June 2011. The survey included the following questions:

- 1) Which Workforce Investment Area is your business located in?
- 2) Which industry group best describes your company?
- 3) Do any of the jobs in your organization require formal certification?
- 4) Provide the certification name, issuing organization and related occupations for the certifications most in demand by your organization.
- 5) Does your company currently have any vacant positions?
- 6) Are you having any difficulties filling these vacant positions?
- 7) List the five occupations that you are having the most difficulty filling. Indicate the primary reason you feel you are having difficulty filling the job.

The IP network enabled the distribution of the survey to employers of all sizes across all types of industries. Nearly 500 employers responded to the short survey. Sixteen of the 22 WIAs had more than 10 surveys submitted. Responses rates were especially high in the Southwest part of the state. There was also great diversity across all of the industry clusters. The majority of employers (57 percent) aligned themselves with the Advanced Materials and Diversified Manufacturing and Health Care clusters.

The attached data are the results from the survey and are not intended to represent a larger population nor suggest that certificates needed or difficulties in filling positions are found in all companies within a given cluster or partnership. For more information about the survey or for any questions regarding its results, contact Ed Legge from CWIA at (717) 787-8646 or [elegge@pa.gov](mailto:elegge@pa.gov).

**Summary Data for IP Survey on Vacancy and Certification Needs**

|                                 |               |  |                   |
|---------------------------------|---------------|--|-------------------|
| <b>Total Complete Responses</b> | <b>481</b>    |  |                   |
|                                 | <b>By WIA</b> |  | <b>By Cluster</b> |
| Berks                           | 20            | Advanced Materials and Diversified Manufacturing | 141               |
| Bucks                           | 2             | Agriculture and Food Production                  | 27                |
| Central                         | 7             | Bio-Medical                                      | 7                 |
| Chester                         | 41            | Building and Construction                        | 25                |
| Delaware                        | 9             | Business and Financial Services                  | 8                 |
| Lackawanna                      | 8             | Education  | 14                |
| Lancaster                       | 24            | Energy   | 21                |
| Lehigh Valley                   | 23            | Health Care                                      | 134               |
| Luzerne-Schuylkill              | 18            | Information and Communication Services           | 5                 |
| Montgomery                      | 11            | Logistics and Transportation                     | 16                |
| North Central                   | 25            | Lumber, Wood and Paper                           | 3                 |
| Northern Tier                   | 17            | Other  | 72                |
| Northwest                       | 17            |  |                   |
| Philadelphia                    | 17            |  |                   |
| Pocono Counties                 | 1             |  |                   |
| South Central                   | 49            |  |                   |
| Southern Alleghenies            | 2             |  |                   |
| Southwest                       | 13            |  |                   |
| Three Rivers                    | 31            | Difficulty Filling Positions                     | 237               |
| Tri County                      | 90            | Company Finances*                                | 3                 |
| West Central                    | 23            | Geographic Reasons*                              | 17                |
| Westmoreland-Fayette            | 33            | Insufficient Education/Credential*               | 103               |
|                                 |               | Lack of Experience*                              | 115               |
|                                 |               | No Applicants*                                   | 88                |
|                                 |               | Not Sure*  | 32                |
|                                 |               | Personality Mismatch*                            | 8                 |
| <b>Require Certification</b>    | <b>235</b>    | Skills Mismatch*                                 | 54                |
|                                 |               | Wages Offered*                                   | 22                |
| <b>Vacant Positions</b>         | <b>326</b>    | Work Hours*                                      | 22                |

\* Responses could be included for up to five different occupations. Totals will not add to other numbers

**Top 10 Difficult Positions to Fill**

Nursing Assistants  
 Tool and Die Makers  
 Registered Nurses  
 Maintenance and Repair Workers, General  
 Machinists  
 Licensed Practical and Licensed Vocational Nurses  
 Physical Therapists  
 Computer-Controlled Machine Tool Operators, Metal and Plastic  
 Home Health Aides  
 Welders, Cutters, Solderers, and Brazers

## Summary Data for IP Survey on Vacancy and Certification Needs

### Lehigh Valley WIA

| Cluster  | Responses | Require Certification | Have Vacant Positions | Trouble Filling Them |
|--|-----------|-----------------------|-----------------------|----------------------|
| Advanced Materials and Diversified Manufacturing | 5         | 0                     | 5                     | 5                    |
| Agriculture and Food Production                  | 2         | 1                     | 1                     | 0                    |
| Building and Construction                        | 2         | 1                     | 2                     | 2                    |
| Education  | 1         | 1                     | 1                     | 0                    |
| Energy   | 1         | 1                     | 1                     | 1                    |
| Health Care                                      | 4         | 4                     | 3                     | 3                    |
| Logistics and Transportation                     | 3         | 1                     | 2                     | 0                    |
| Other  | 5         | 1                     | 4                     | 2                    |
| <b>Total</b>                                     | <b>28</b> | <b>10</b>             | <b>19</b>             | <b>13</b>            |

|   |                                    |    |
|---|------------------------------------|----|
| Difficult Positions                     | Difficulty Filling Positions       | 26 |
| Administrator                           | Company Finances*                  | 0  |
| CDL Driver                              | Geographic Reasons*                | 0  |
| Certified Registered Nurse Anesthetists | Insufficient Education/Credential* | 10 |
| CNA                                     | Lack of Experience*                | 5  |
| CNC Machinist                           | No Applicants*                     | 6  |
| Coder                                   | Not Sure*                          | 1  |
| Distribution Project Manager            | Personality Mismatch*              | 1  |
| Division Controller                     | Skills Mismatch*                   | 2  |
| Electrician                             | Wages Offered*                     | 0  |
| Forklift Driver                         | Work Hours*                        | 1  |
| HVAC/R Installer & Service Technicians  |                                    |    |
| Inpatient Pharmacists                   |                                    |    |
| Machinist                               |                                    |    |
| Mechanic                                |                                    |    |
| OAPS Investigator                       |                                    |    |
| Process Engineer                        |                                    |    |
| Product Managers                        |                                    |    |
| Registered Respiratory Therapists       |                                    |    |
| Rehabilitation Therapists               |                                    |    |
| RN                                      |                                    |    |
| Teacher                                 |                                    |    |

\* Responses could be included for up to five different occupations. Totals will not add to other numbers

**Summary Data for IP Survey on Vacancy and Certification Needs**

Lehigh Valley WIA

| Important Certifications                       | Issuing Organization         |
|--|------------------------------|
| CDL  | PennDOT                      |
| Certified Vocational Administrator & Educators | PDE                          |
| CSR Technician                                 |                              |
| Driver Advancement Programs                    |                              |
| EMT  | PA DOH                       |
| Forklift                                       | NWF                          |
| Gas/Oil Service                                | NATE/NORA                    |
| Lead Renovator                                 | EPA                          |
| LO/TO  | NWF                          |
| Long Term Care Ombudsman                       | Commonwealth of Pennsylvania |
| MD   | Specialty and Board Specific |
| Medical Lab Tech.                              | ASCP                         |
| OAPS Investigator                              | Commonwealth of Pennsylvania |
| Paramedic                                      | PA DOH                       |
| Refrigerant Containment                        | EPA                          |
| Registered Nurse                               | Commonwealth of Pennsylvania |
| ServSafe                                       | Commonwealth of Pennsylvania |