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Job Opportunities for Youth Entering the Labor Force: Skill and Training Needs of Employers in the Milwaukee Metro Area

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Job Opportunities for Milwaukee Youth Entering the Labor Force: Skill and Training Needs of Employers in the Milwaukee Metro Area

Prepared by the University of Wisconsin-Milwaukee Employment and Training Institute, October 2006

In May 2006, the UWM Employment and Training Institute conducted a survey of employers in the Milwaukee Region for the Private Industry Council of Milwaukee County to determine job openings available for immediate hire. This paper examines opportunities for young people entering the labor force in the Milwaukee metro area and identifies fields where targeted training offers opportunities for career building, long-term employment, and family-sustaining jobs.

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I. Data Sources

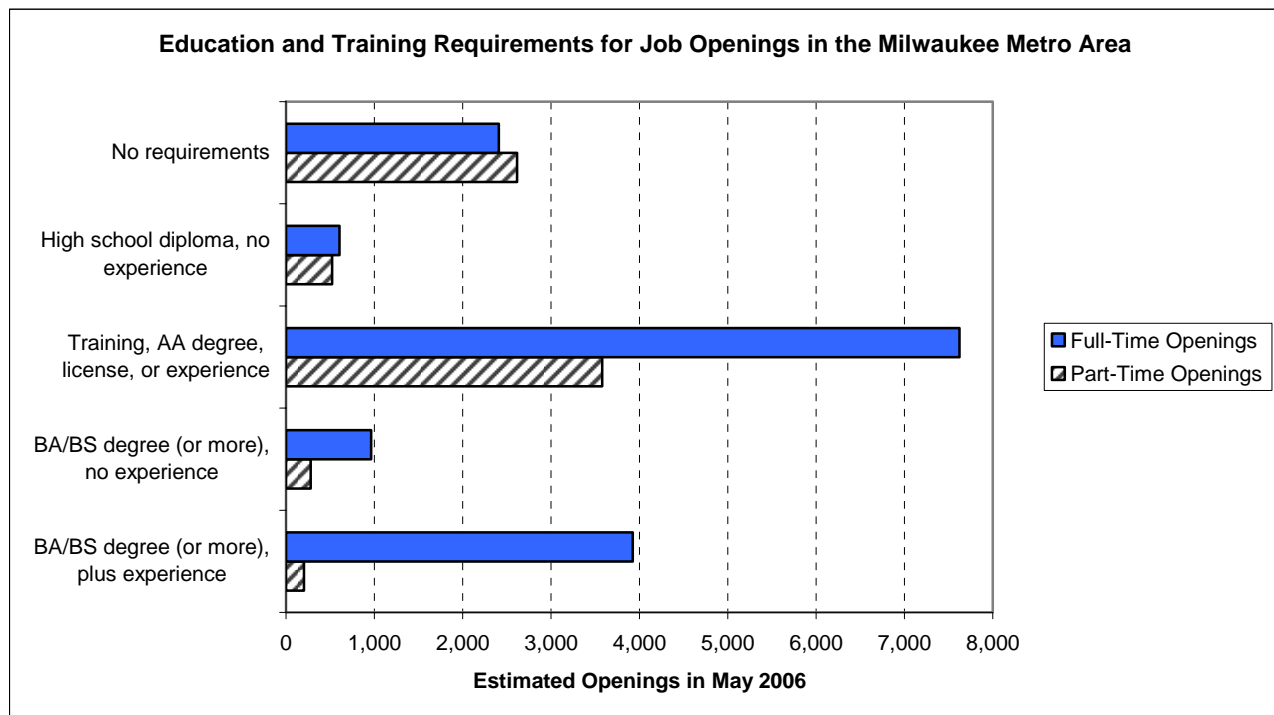
The job openings survey is conducted annually by the Employment and Training Institute for the Private Industry Council of Milwaukee County. Milwaukee is the first major city in the nation to regularly study job openings in order to assess the number and type of jobs available and the level of skill training employers need to fill openings. The survey design was developed in the early 1990s by the Institute at the request of the City of Milwaukee and has been endorsed by the U.S. Department of Labor as a national model for analyzing workforce investment act priorities. The federal Employment and Training Administration (ETA) actively promotes use of the Milwaukee job vacancy model as a workforce development tool. Job openings surveys using the UWM Employment and Training Institute methodology are now used by at least 15 states, major metropolitan areas (including Denver, Pittsburgh, San Francisco, St. Louis, and Minneapolis-St. Paul), and scores of urban and rural counties.

The job openings survey is based on a stratified sample of employers, with 100 percent sampling of the largest companies. Employers are asked to provide information on each job opening they had available the week of May 24, 2006, including the job title; education, training and experience requirements; ZIP code of the worksite; and wage or salary offered. A total of 3,312 employers in the region participated in the May 2006 survey, for a response rate of 55 percent. Three reports on the survey findings have been prepared for the Private Industry Council and are posted on the ETI website at www.eti.uwm.edu.

- **Survey of Job Openings in the Milwaukee Metropolitan Area: Week of May 24, 2006** analyzes job demand and offers detailed information by industry and occupational area with trend lines for full-time and part-time openings in the four-county area (Milwaukee, Ozaukee, Washington, and Waukesha counties) from 1993 to present.
- **An Analysis of Job Openings in the Milwaukee Region: Job Supply and Demand** provides a first-time examination of job needs and demand in the entire seven-county Milwaukee Region, including the labor markets in Kenosha, Racine and Walworth counties.
- **Occupational Drill Down of Training Needs in the Milwaukee Metro Area** focuses on technical training needs identified for specific occupations and job titles in high demand.

II. Employment Challenges and Opportunities

The May 2006 job openings survey showed very few full-time job openings for persons who have not completed high school and who lack job experience. The majority (80%) of full-time openings in the Milwaukee metro area require post-secondary education, training, and and/or occupation-specific work experience.



A. Entry-Level Jobs

An estimated 2,408 full-time and 2,615 part-time jobs were available to entry-level workers. Large numbers of **part-time openings** were seen for sales workers, food service/preparation workers, cleaning staff, handlers and helpers, but these jobs are not easily leveraged into full-time employment.

The largest concentrations of **full-time entry-level jobs** are for **laborers** (e.g., warehouse workers, packers, crew trainees) and **food preparation and service workers** (e.g., food service aides, dish washers, counter positions, cooks, wait staff). Many of these jobs have non-daytime hours and varying work schedules.

Other entry-level jobs are available in manufacturing for **assemblers and machine operators** (including bindery workers, abrasive operators, press operators). These positions have the potential of advancement, particularly if coupled with additional technical training. Since youth will be competing with older workers for these openings, training will be a definite employment asset.

Another category of available full-time entry-level work centers around **administrative support** jobs – often combining clerical work, customer service, and receptionist-type duties, frequently in a hospital setting. Here, acquisition of computer skills and familiarity with medical terms and settings are essential training assets.

B. Full-Time Openings for High School Graduates

About 604 full-time jobs (4% of all full-time jobs) and 523 part-time openings (7% of all part-time openings) are available for entry-level work where a high school diploma but no experience is required.

Practices vary by employer, with some companies requiring high school completion, particularly for full-time **administrative support work** (e.g., administrative assistants, file clerks, receptionists, health information clerks), **sales workers** (e.g., cashiers, sales clerks, pharmacy service clerks, sales associates), and **health service occupations** (e.g., health aides, nursing assistants).

IV Jobs Requiring Technical Education, Occupation-Specific Experience, Licensing or Certification

Almost half of job openings (49% of full-time openings and 50% of part-time openings) require technical training or work experience beyond high school (but less than a four-year college degree). These include an estimated 7,624 full-time and 3,579 part-time openings in the Milwaukee metro area. The sections below examine opportunities in five of the key occupational area with high demand in the Milwaukee area: health services, manufacturing, computer specialists, clerking and administrative support jobs, and selected service occupations.

1. Health Services

Nursing assistants -- Local hospitals, clinics, nursing homes, and other health care providers report job openings for an estimated 446 nursing assistants – 124 for full-time jobs and 322 part-time jobs. These include positions for certified nursing assistants, patient care assistants, patient care technicians, and behavioral health technicians. In most cases, workers are sought with CNA (certified nursing assistant) certification, but prior experience in the field is not required. Usually high school graduation is required.

Health aides – Health care facilities also reported need for over 500 health aides (178 full-time and 324 part-time). These included openings for trained and certified workers, including medical assistants, occupational therapy assistants, phlebotomists, and physical therapy assistants, as well as nursing students. Other positions typically required a year or less of technical training in areas such as chiropractic assistants, patient access representatives, rehab technicians, and sterile processing technicians, while positions for dietary assistants and lab assistants often had no requirements other than high school completion.

Health technicians and technologists -- In May 2006, employers reported need for about 383 health technicians and technologists, (e.g., CT specialists, dental hygienists, echocardiography technologists, mammography technicians, medical technologists, pharmacy technician, polysomnographic technologists, radiologic technologists, sonographers, surgical technologists, ultrasound technologists). Two-thirds of these positions were for full-time work.

Licensed practical nurses (LPNs) -- Far lower demand is seen for licensed practical nurses than for RNs. In May 2006 employers reported full-time openings for an about 78 LPNs compared to openings for 766 RNs. Employers reported part-time openings for 50 LPNs compared to openings for 550 RNs. About half of full-time openings and a third of part-time openings for LPNs required prior nursing experience.

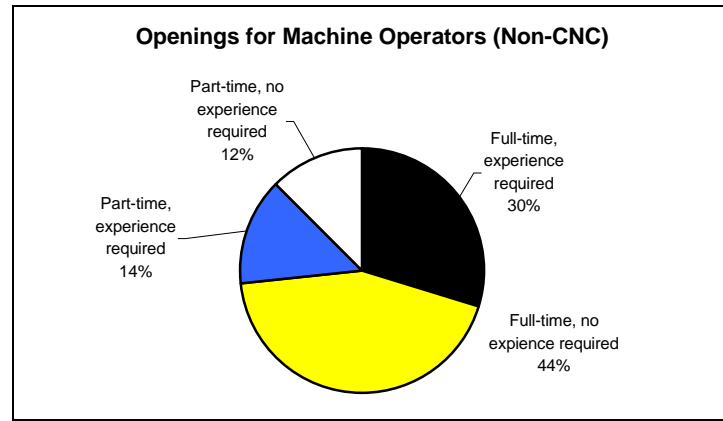
Registered nurses (RNs) – Health care providers reported full-time openings for 766 registered nurses, including 400 with (non-BSN) RN credentials, where no experience was required. Another 153 full-time openings were available for RNs with experience, and about 215 openings were available for nurses with bachelor of science (BSN) degrees (or more).

2. Manufacturing Openings

In May 2006 the manufacturing sector showed an all-time high in full-time openings (4,495 vacancies) for the last decade. Full-time jobs in manufacturing were at their second highest level since the Employment and Training Institute job openings surveys began in 1993.

CNC operators -- Employers reported 275 openings (including 238 full-time jobs) computer numerical control (CNC) machine operators with wages ranging from \$11.00 to \$23.42 an hour. However, nearly two-thirds of the full-time positions required at least 2 to 5 years of on-the-job experience.

Machine operators -- Openings were reported for an additional 1,025 machine operators. Three-fourths (74%) of these openings were for full-time work, and over half were available to workers where prior machine operator experience was preferred but not required.

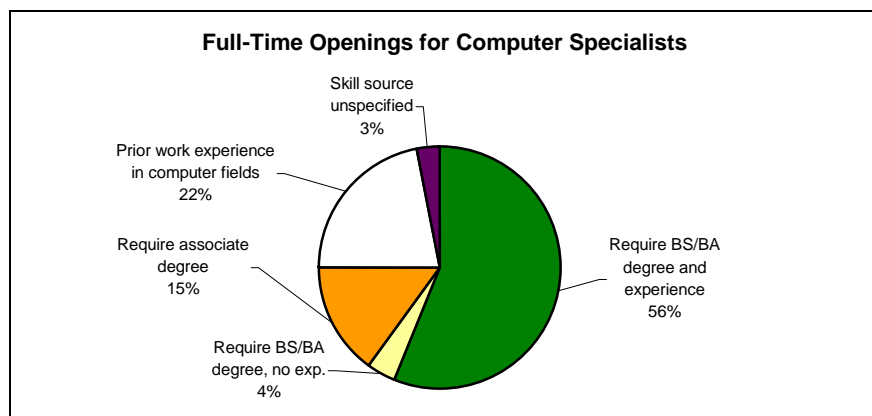


Assemblers -- An estimated 382 openings were reported in May 2006 for assemblers, with over 90% of the openings for full-time work. Wages started at \$8.25 an hour for positions with no education (including high school graduation) or training required and paid over \$20 an hour for experienced heavy mechanical assemblers.

Welders – Employers reported an estimated 351 full-time openings for welders. All of the openings reported were for **experienced** welders.

3. Computer Specialists

Demand for computer specialists has escalated with over 1,200 full-time jobs available in computer fields. Two trends have emerged. First, the high demand for computer specialists, which had lessened somewhat in the early 2000s, has reemerged. Employers are advertising for openings for computer specialists, particularly for experienced professionals with bachelor and associate degrees in computer science or engineering fields. Secondly, a growing number of occupations in all fields, including entry level jobs, are expecting computer literacy as a prerequisite for daily work.



Specialists with associate degrees – Almost 200 openings for computer specialists required technical college degrees. These included positions for data network specialists, IT associates, network operations analysts, PBX operators, software trainers, web technicians, etc. Over half of these jobs also required prior years of on-the-job experience in specific computer fields.

Other computer jobs – Evidence of the rapid growth of the computer field and various ways workers acquire computer skills is shown in the significant number of openings where specific on-the-job experience is required but no college degree or coursework is mandated. About a fifth of the high-skill computer jobs fell in this category. Types of openings included computer operators, database analysts, graphic designers, IT consultants, systems developers, web programmers, etc. Often working knowledge of specific software applications is identified, e.g., relational databases, DB2 Z/OS database administration, CISCO, SQL, COBOL, Oracle, PeopleSoft, C/C++, MS Office Suite, LAN, Java.

Non-computer jobs where computer literacy is expected

Since the computer has permeated nearly every occupational area, workers who are comfortable using the computer and learning new software applications are at a distinct advantage in the labor market. Nearly all youth will benefit from computer skill instruction and experience.

The chart below provides examples of job openings specifying need for computer literacy.

Examples of Job Openings Requiring Computer Skills

<u>Job Title</u>	<u>Summary of Education and Training Requirements</u>
Reservations sales rep	HS grad, 18+ yrs old, computer skills
Receptionist	Computer skills
Data integrity specialist	Medical record and terminology exp, basic computer skills
Distribution rep	High school or equivalent, 6 months exp in data entry
Purchasing asst	Math skills, computer proficiency
Training specialist	Training exp, computer proficiency
Unit clerk	Exp with computers and telephone, medical terminology
Clerk III radiology	HS grad, computer literate
Customer service/billing	Computer skills, exp with MS excel and other apps
Patient acct rep	Health care billing exp, computer skills
Police dispatcher	Computer skills, pass various exams
Packaging specialist	Computer a plus
Customer service rep (teller)	HS diploma or Sr. Co-op, cash handling, computer skills
Office help	Computer knowledge
Medical assistant-dermatology	MS program, 1 yr exp, computer skills, CPR certification
Equipment installer	High school and computer experience
Online sorter operator	Ability to lift 20 lbs, PC skills
Material handler – inventory	Forklift and computer exp
Paper warehouse material handler	Math and computer skills
Shipping clerk	Computer experience, shipping and receiving

4. Selected Service Occupations

Food service workers – The majority of food service positions currently open require neither high school graduation nor prior food service employment experience. Among jobs with large numbers of openings were 283 full-time jobs in food preparation and kitchen work (non-cooks), including jobs for food service assistants (for hospitals and nursing homes), cook assistants, sandwich makers, cake decorators, and dishwashers. Most of the 167 full-time openings for cooks did not require high school graduation but did require evidence of prior cooking experience or training.

Child care workers – Employers reported openings for child care and family care workers (165 full-time openings and 56 part-time openings). In non-school settings the typical requirement for child care workers is completion of 40 hours of early childhood and development coursework.

Bilingual workers – Over 100 (mostly full-time) bilingual workers are now sought in a number of occupations, particularly for health care providers. Job openings for bilingual workers include positions for medical interpreters, language service specialists, clerical assistants, counselors, and sales staff. Most openings are for Spanish-speaking staff, although hospitals are also hiring part-time interpreters speaking Russian and Hmong.

5. Clerking and Administrative Support Jobs

The processing of data and records creates a continuing demand for clerical workers with high school degrees, computer skills, and some college coursework. Over 1,100 full-time openings were reported for persons involved in information processing.

Receptionists and patient access specialists – Almost 100 full-time openings and 76 part-time openings were for receptionists, patient access specialists, and patient access assistants. Some receptionist jobs were available for high school graduates without experience, but typically 1-2 years of work experience and post-secondary education were required or preferred.

Order, billing and records clerks -- About 283 full-time openings were reported for order, traffic, shipping and billing clerks. These jobs usually require a high school diploma or equivalency degree or related work experience. Demand was shown for 123 full-time records clerks, where college coursework and specialized training was often required, particularly in medical facilities.

Information clerks and other administrative support workers – Several hundred jobs were reported for office assistants, health information assistants, processing technicians, data specialists, patient services representatives, and patient registrar schedulers. High school completion was usually required and technical college coursework was also expected.

Bank tellers and customer service representatives – Positions are consistently reported for bank tellers (often requiring only high school graduation) and customer service representatives (typically also requiring 1-3 years of clerical experience). In May 2006, over 100 positions were reported for full-time workers and 50 for part-time workers.

Secretaries and administrative assistants – An estimated 186 full-time openings were reported for higher skilled clerical staff to work as secretaries, administrative assistants, executive assistants, etc. These positions require high school completion, usually 2 years of college or an associate degree, and several years of on-the-job experience. This employment area may offer opportunity to workers who have been successful at receptionist and clerking jobs and who have completed technical college coursework.

III. Jobs Requiring a Valid Driver's License or Commercial Driver's License

A serious impediment to employment for many Milwaukee County workers is the absence of a valid driver's license and access to a car for transportation to jobs throughout the metro area. An estimated 1,882 jobs (1,169 full-time positions and 713 part-time positions) specifically identified possession of a valid state driver's license as a job requirement. In many cases a commercial driver's license (CDL) was also required.

Sales and other delivery drivers – A total of 678 full-time and 365 part-time jobs were reported for sales-drivers, delivery drivers, labor and van drivers. All required a valid driver's license and most required a good driving record. A commercial driver's license was required in some cases.

Truck drivers – Employers reported a need for 183 truck drivers (138 full-time and 45 part-time). These positions required a commercial driver's license.

Bus drivers – The openings for bus drivers in May 2006 were nearly all for part-time work, with 168 part-time positions open.

In addition, a number of jobs in various fields require possession of a valid driver's license as a prerequisite for employment. The table below provides examples of some of those positions.

Examples of Job Openings Requiring Driver's License

<u>Job Title</u>	<u>Summary of Education and Training Requirements</u>
Residential counselor	18, 2 yr exp, driver's license
Service technician-lead	Driver's license
Marketing associate	HS grad, driver's license
Service sales rep	Valid driver's license
Technical service rep	5 yrs mechanical exp, valid motorcycle license
Supervisor - a/c groomer	Driver's license, ability to lift 70 lbs
Installer, broadband	HS grad, driver's license
Patron services manager	Valid driver's license, written and verbal communication skills
Support specialist/unit secretary	Age 18, driver's license
Buyer 2	HS grad, 2 yrs exp, driver's license
Stock selector	Some education, driver's license
Security officer	Driver's license, HS grad diploma or equivalent
Nutrition site manager	Driver's license
Phlebotomist/donor specialist	HS grad, training in phlebotomy, driver's license
Parent educator	6 months exp, driver's license
Psychiatric technician	CNA, driver's license

Facility maintenance engineer I	Driver's license, 3 yrs exp
Housekeeper	HS grad, driver's license
Facility attendant II	1 yr exp, commercial driver's license
Cleaning associate	English speaking, GED, valid driver's license
General services assistant	6 months maintenance exp, driver's license
Head ice arena attendant	Age 18, driver's license
Groundskeeper assistant	Drivers license, 3 yrs of high school education
Highway/park workers	HS grad, driver's license
Truck mechanics mobile	HS grad, job training in diesel or heavy truck is a must
Carpenter	Remodel experience, tools, driver's license
Carpenter helper	Basic skills, driver's license
Painter	Must be willing to learn to the trade, driver's license, own vehicle
Shingler	Driver's license, 5 years experience, drug free
Sheetmetal apprentice svc	HS grad, driver's license
Equipment operator	1-3 yrs of exp, CDL
Recycling landfill attendant	18+ years, driver's license
Aircraft groomer	HS grad, driver's license

IV The Driver's License: A Critical Employment Competency

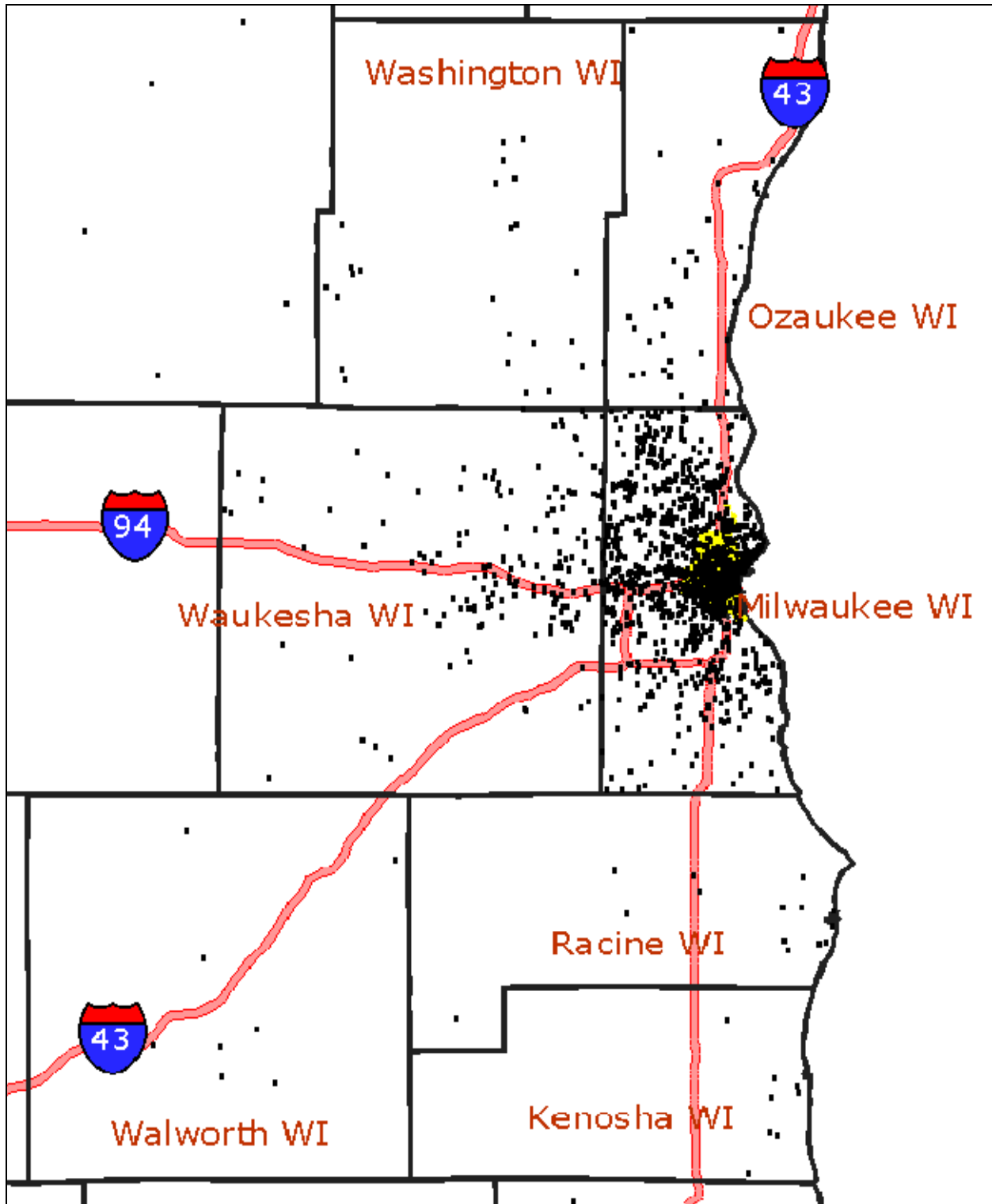
Because one of the most important employment issues facing central city workers is access to a valid driver's license, the UWM Employment and Training Institute has conducted considerable research on driver's license suspension and revocation issues for Milwaukee adults and teenagers and explored the impacts of past and current state policies suspending licenses for failure to pay fines and forfeitures.¹

The job patterns reported by the U.S. Census 2000 for central city residents reflect the spatial mismatches between available workers and available jobs in the Milwaukee metro area. Of the 43,034 workers who live in the Inner City Milwaukee target area (PUMS #2003), only 36 percent work in the area while 15 percent work in Milwaukee's central business district and 34 percent work at jobsites in other areas of Milwaukee County. About 12 percent work outside Milwaukee County: 9 percent work in Waukesha County, 2 percent work in Ozaukee County, and only 1 percent work in the three southeast counties of Racine, Kenosha and Walworth. (See map below)

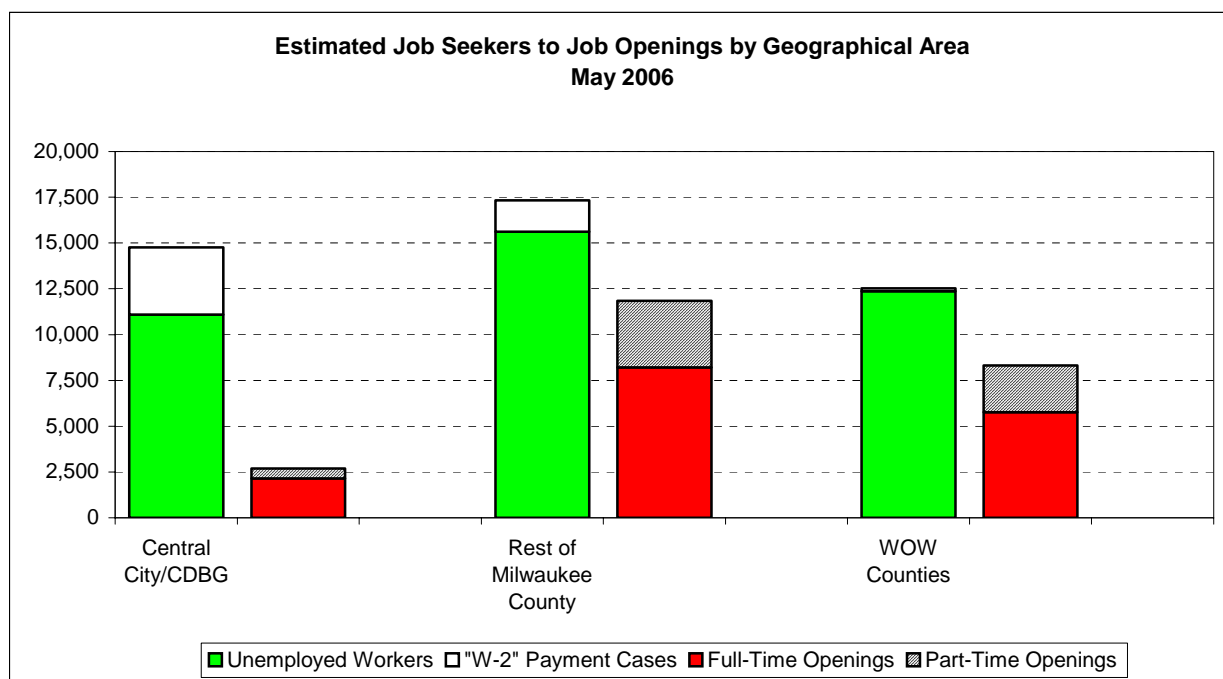
¹ Prior Employment and Training Institute reports have documented the problems of driver's license suspensions and revocations, particularly for teenagers and adults penalized for failing to pay municipal and civil fines and forfeitures. See John Pawasarat, **The Driver License Status of the Voting Age Population in Wisconsin** (University of Wisconsin-Milwaukee Employment and Training Institute, 2005); John Pawasarat, **Removing Transportation Barriers to Employment: The Impact of Driver's License Suspension Policies on Milwaukee County Teens** (UWM Employment and Training Institute, 2000); John Pawasarat and Frank Stetzer, **Removing Transportation Barriers to Employment: Assessing Driver's License and Vehicle Ownership Patterns of Low-Income Populations** (UWM Employment and Training Institute, 1998); and Lois M. Quinn and John Pawasarat, **Neighborhood Indicators Central City Milwaukee: 1992-Present**, all available online at www.eti.uwm.edu.

Where Residents of Milwaukee's Inner City North and South Work

(1 square = 25 workers. Squares are distributed randomly within census tracts and do not show the exact work address of individual workers. Source: 2000 Census)



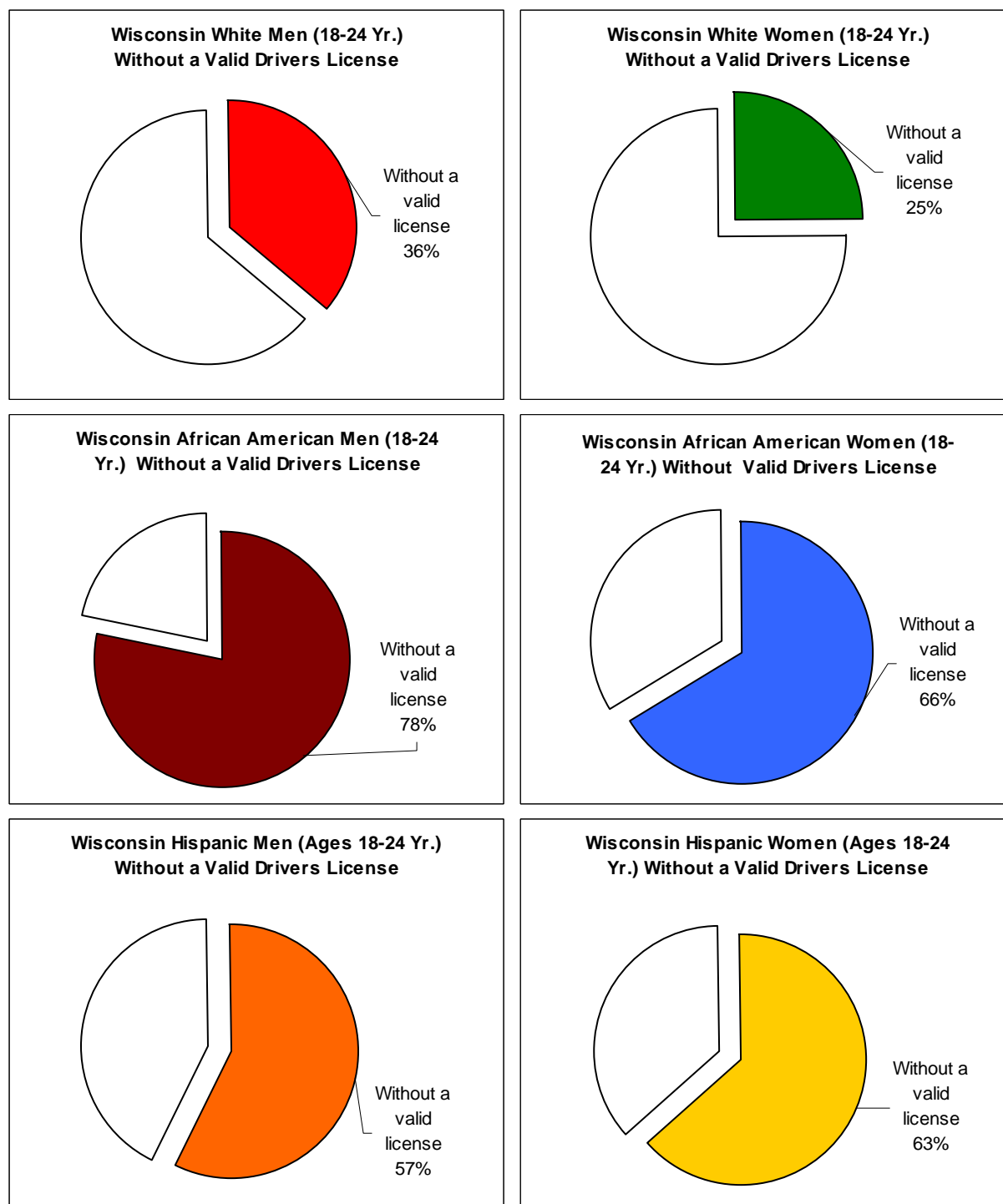
The importance of possessing a valid driver's license cannot be overstated in Milwaukee's job market. The May 2006 employer job survey again found that three-fourths of Milwaukee area job openings were located in Milwaukee County suburbs and the exurban counties of Waukesha, Ozaukee, and Washington counties – usually not easily accessed by public transportation. The job gap between available workers and job openings is most acute in the central city Milwaukee Community Development Block Grant (CDBG) neighborhoods, where job openings (2,143 full-time and 550 part-time) fell far short of the estimated 11,085 unemployed persons considered actively seeking work in May 2006 and 3,670 cases receiving “W-2” welfare payments. The job gap between unemployed job seekers and welfare recipients expected to work and available full-time jobs located in central city neighborhoods was 7 to 1 in May 2006.



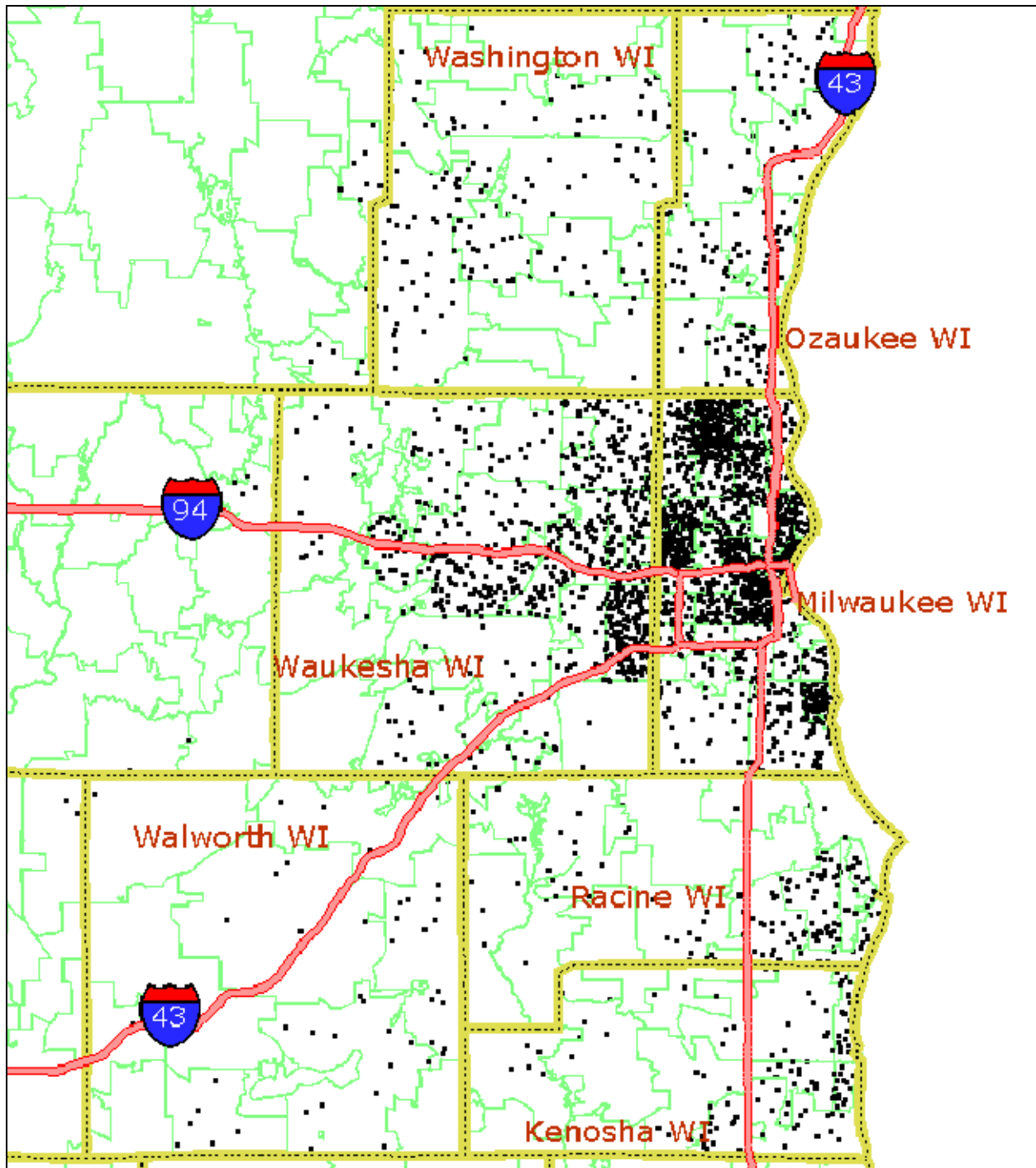
Driver's license problems are particularly serious in Milwaukee given state laws suspending licenses for failure to pay fines and allowing use of the state Department of Transportation as a collection agency for unpaid parking tickets. The vast majority of suspended licenses are for failure to pay municipal and circuit court fines and civil forfeitures (sometimes called “driving while poor”) rather than for traffic offenses or drunk driving. License suspensions for failure to pay fines falls disproportionately upon citizens of color in the state, who are both disproportionately poor and also are more likely to be subject to racial profiling. Additionally, youth are overrepresented in the population failing to pay parking tickets, which may escalate into more serious problems if the youth drives with an expired license plate. Also, driver's license applicants under age 18 are required to show evidence of completing a driver education course before receiving their probationary license – a requirement that presents an economic impediment in lower-income households, as free driver's education may not be available.

The magnitude of the problem can be seen in the number of license suspensions in Milwaukee County. The state driver's license file shows 39,685 individuals in Milwaukee County who have driver's licenses but also recent suspensions or revocations on their licenses. Another 49,804

Milwaukee County residents had a recent suspension/revocation but no current license with the DOT. Racial disparities are also evident. Among county youth (ages 18-24), only 26 percent of African Americans and 34 percent of Hispanics have a valid driver's license.

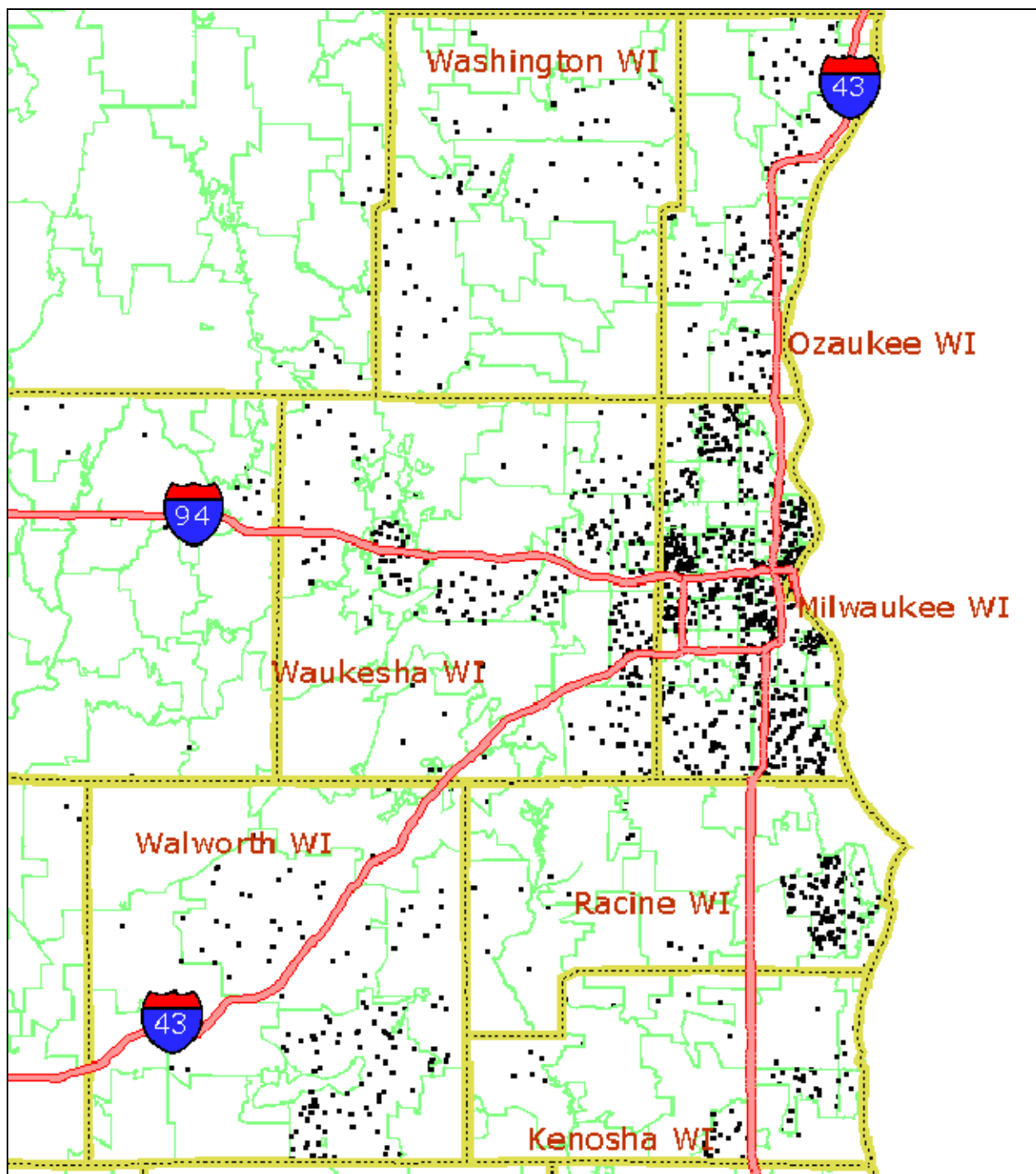


Location of Full-Time Job Openings in the Milwaukee Region: May 2006
(Full-time openings by ZIP Code. One square = 5 full-time openings)



Location of Part-Time Job Openings in the Milwaukee Region: May 2006

(Part-time openings by ZIP Code. One square = 5 part-time openings)



For more information on the job openings survey, see the Employment and Training Institute website at www.eti.uwm.edu. University of Wisconsin-Milwaukee Employment and Training Institute, 161 W. Wisconsin Avenue, Suite 6000, Milwaukee, WI 53203. Phone 414-227-3380. Email eti@uwm.edu.

Skill Requirements for Full-Time Job Openings in the Milwaukee Metro Area: May 2006

OCCUPATION	NO REQUIRE- MENTS	HIGH SCHOOL DIPLOMA, NO EXPERIENCE	TRAINING, AA DEGREE, LICENSE OR EXPERIENCE	BA/BS DEGREE OR MORE		ALL
				DEGREE, NO EXP.	DEGREE + EXPERIENCE	
Executive, Administrative, and Managerial Occupations			24	126	1343	1493
Professional Specialty Occupations		1	825	610	1438	2873
Health Assessment, Diagnosing and Treatment			751	247	306	1304
Teachers			3	247	143	393
Other Specialty Occupations		1	71	116	989	1176
Technical, Sales, and Administrative Support	619	368	2389	197	1092	4665
Technicians and Related Support Occupations		1	526	83	336	945
Sales Representatives	14	30	326	74	581	1026
Sales Workers	203	156	220	6	42	627
Administrative Support Occupations	402	180	1318	34	133	2066
Secretaries, Stenographers, and Typists	2	17	179			197
Information Clerks	57	68	126		6	257
Financial Records Processing Occupations	30	17	240			287
Adjusters and Investigators	1	6	17			24
Other Support Occupations	312	72	756	34	127	1301
Service Occupations	512	135	1244	29	29	1948
Food Preparation and Service Occupations	448	14	344		15	821
Health Service Occupations	5	67	364	22	2	461
Cleaning and Building Services, Not Household	38	15	146			199
Other Service Occupations	21	39	390	7		467
Farming, Forestry, and Fishing Occupations	18		45			63
Precision Production, Craft, and Repair Occupations	123	7	915		21	1067
Mechanics and Repairers	2	3	195		19	219
Construction Trades	119		358			477
Precision Production, Plant and System Occupations	2	4	362		2	370
Operators, Fabricators, and Laborers	1135	93	2183			3412
Machine Operators, Inspectors	322	15	496			833
Fabricators, Assemblers, and Hand Work	216	25	289			531
Transportation and Material Moving Occupations		1	660			661
Laborers	528		107			634
Handlers, Helpers, Cleaners	70	51	631			752
TOTAL	2408	604	7624	962	3923	15520
% of Total	16%	4%	49%	6%	25%	100%

Skill Requirements for Part-Time Job Openings in the Milwaukee Metro Area: May 2006

OCCUPATION	NO REQUIRE- MENTS	HIGH SCHOOL DIPLOMA, NO EXPERIENCE	TRAINING, AA DEGREE, LICENSE, OR EXPERIENCE	BA/BS DEGREE OR MORE		ALL
				DEGREE, NO EXP.	DEGREE + EXPERIENCE	
Executive, Administrative, and Managerial Occupations				2	17	18
Professional Specialty Occupations			726	227	153	1106
Health Assessment, Diagnosing and Treatment			709	136	86	931
Teachers			1	87	31	119
Other Specialty Occupations			16	4	36	56
Technical, Sales, and Administrative Support	1132	276	785	35	33	2261
Technicians and Related Support Occupations		4	256	15	19	294
Sales Representatives	15	18	36	8		78
Sales Workers	706	82	113	1	14	916
Administrative Support Occupations	412	172	379	11		974
Secretaries, Stenographers, and Typists		8	83			91
Information Clerks	21	38	110			170
Financial Records Processing Occupations	12	12	9			32
Adjusters and Investigators		2				2
Other Support Occupations	379	112	177	11		679
Service Occupations	784	211	1333	16		2343
Food Preparation and Service Occupations	570	11	298			879
Health Service Occupations	30	50	637	11		728
Cleaning and Building Services, Not Household	177	40	83			300
Other Service Occupations	7	110	315	5		436
Farming, Forestry, and Fishing Occupations	16		9			25
Precision Production, Craft, and Repair Occupations	68		94			162
Mechanics and Repairers	18		36			54
Construction Trades						
Precision Production, Plant and System Occupations	50		58			108
Operators, Fabricators, and Laborers	615	35	633			1283
Machine Operators, Inspectors	130		154			284
Fabricators, Assemblers, and Hand Work		32				32
Transportation and Material Moving Occupations		1	446			447
Laborers	66					66
Handlers, Helpers, Cleaners	419	2	33			454
TOTAL	2615	523	3579	279	202	7198
% of Total	36%	7%	50%	4%	3%	100%