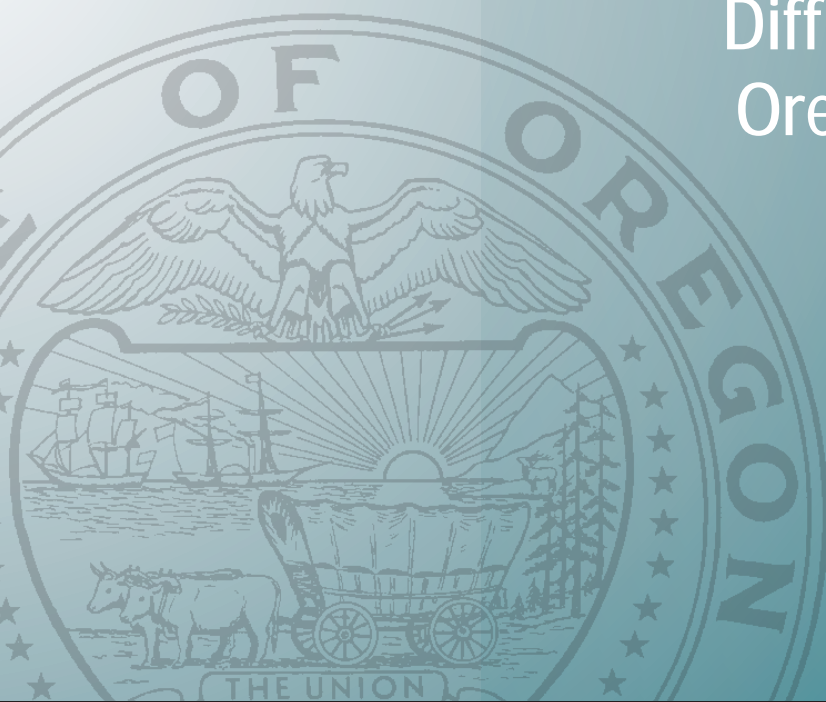


# Oregon's Current Workforce Gaps



Difficult-to-Fill Job Openings  
Oregon Job Vacancy Survey  
June 2018





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...and the 5,100 Oregon businesses who responded to our survey.

**Thank you!**

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# Identifying Current Workforce Gaps

Oregon has enjoyed solid job growth over the past few years, adding jobs faster than the nation and frequently ranking among the fastest-growing states. Oregon's unemployment rate is at a record low and is essentially the same as the nation as a whole. This solid job growth and record low unemployment are signs of a tight labor market. There is a relative abundance of job opportunities and a relative scarcity of job applicants. It's not surprising that vacancies have become increasingly difficult to fill for businesses in Oregon.

Oregon's annual Job Vacancy Survey is designed to identify employers' vacancies, which ones they have a difficult time filling, and to get a business perspective on why these jobs may be going unfilled. The Employment Department surveyed 13,600 private-sector employers over the course of the year and received responses from 5,100. Their responses were used to create estimates of job vacancies at Oregon businesses. The heart of this report was written by the Oregon businesses that took the time to respond to our surveys.

The findings of this report offer valuable information to job seekers, businesses, and workforce developers. Job seekers will be able to identify the types of jobs with the most vacancies and help prepare themselves for the expectations employers have of their applicants. Employers will be able to identify the common struggles they collectively face when trying to fill their vacancies, and how to make their recruitments attractive to today's job seekers. Workforce developers will be able to identify gaps both overall and in specific areas of the workforce, helping to inform their efforts to close gaps and help Oregon's economy grow.

## What Do We Mean by a Vacancy?

The number of job vacancies used in this report is an estimate of the number of vacancies "at any given time" in 2017. Surveys are collected quarterly from a sample of businesses with two or more employees. Responses were pooled to create the annual figure of 60,700 vacancies.

Job vacancies are seasonal, with the number and types of jobs available changing during the course of a year. The estimated number of total vacancies by season in 2017 were:

Quarter	Vacancies	Percent
		Difficult to Fill
Winter	50,500	62%
Spring	62,600	68%
Summer	66,600	69%
Fall	54,300	62%

Seasonal Job Vacancy Survey reports are available at:

[QualityInfo.org/pubs](http://QualityInfo.org/pubs)

# Key Findings

The majority of Oregon’s current job vacancies are difficult to fill. Businesses reported 60,700 job vacancies at any given time in 2017. Of these vacancies, 38,700 job openings (64%) were reported as difficult to fill by employers. This is the largest number of vacancies and difficult-to-fill vacancies recorded since the current form of Oregon’s Job Vacancy Survey began in 2013.

- The occupations with the largest number of difficult-to-fill vacancies were heavy and tractor-trailer truck drivers, carpenters, personal care aides, construction laborers, farmworkers and laborers, and restaurant cooks. These occupations top the list of 354 occupations with difficult-to-fill vacancies.
- Vacancies were difficult to fill in all areas of Oregon. The highest shares of difficult-to-fill job openings occurred in Southwestern Oregon (74%) and in Clackamas and Northwest Oregon (73% in each). In Portland-Metro, 51 percent of vacancies were difficult to fill. While that represented the lowest share in any region, Portland-Metro had the highest number of difficult-to-fill vacancies with 7,900.
- A lack of applicants was the most common reason given for difficulty filling vacancies. That reflects the tight labor market. Still, there are thousands of job seekers in Oregon at any one time. These vacancies may not have been attractive enough to potential applicants, or potential applicants may not have known these job opportunities existed and therefore did not apply.
- Employers reported that 29 percent of vacancies required education beyond high school, and the share was the same for both difficult-to-fill vacancies and non-difficult vacancies. Vacancies with higher educational requirements were more likely to be difficult to fill due to a lack of qualified candidates. Those with lower educational requirements were more likely to report unfavorable working conditions or low wages.
- Difficult-to-fill vacancies were more likely to require previous work experience. Sixty-seven percent of difficult-to-fill vacancies required previous work experience, while just 40 percent of vacancies filled without difficulty required previous experience.
- Difficult-to-fill vacancies offered higher average wages than non-difficult vacancies. The average offered wage was \$18.28 per hour for difficult-to-fill vacancies and \$16.62 for non-difficult vacancies. By comparison, the median wage of already filled jobs in Oregon was \$18.59 per hour in 2017.

**Snapshot of Oregon's Job Vacancies, 2017**

	<b>Vacancies</b>	<b>Difficult to Fill</b>	<b>Not Difficult to Fill</b>
Vacancies	60,718	38,691	22,027
Average wage	\$17.82	\$18.28	\$16.62
Full time	77%	77%	75%
Permanent	88%	85%	92%
Require education beyond high school	29%	29%	29%
Require previous experience	57%	67%	40%
Difficult to fill	64%	100%	0%

# The Most Difficult-to-Fill Occupations

Oregon businesses faced challenges filling vacancies in a variety of occupations in 2017. Occupations can be considered difficult to fill based on either the number or the share of job openings in that occupation that are difficult to fill. For example, retail salespersons is the largest occupation in Oregon (and the nation). There were a large number of vacancies for retail salespersons (1,896), and many vacancies for retail salespersons were difficult to fill (765). The share of difficult-to-fill vacancies for retail salespersons was a relatively low 40 percent, so these vacancies were relatively easier to fill than vacancies for other occupations.

Additional information about these jobs helps to show why vacancies for specific occupations are relatively difficult to fill or relatively easy to fill. Staying with the example of retail salespersons, 55 percent of all vacancies were full time, so there were full-time or part-time options available. Ninety percent of all retail salespersons vacancies were for permanent positions, making the job attractive to job seekers looking for job stability. There are low barriers to entry for retail salesperson vacancies; just 2 percent of vacancies required education beyond high school, and 47 percent of vacancies required previous experience.

## By Number of Difficult-to-Fill Vacancies

The occupations with the largest number of difficult-to-fill vacancies were heavy and tractor-trailer truck drivers (1,538), carpenters (1,454), personal care aides (1,422), construction laborers (1,051), farmworkers and laborers (950), and restaurant cooks (921).



## By Share of Difficult-to-Fill Vacancies

The occupations with at least 500 difficult-to-fill vacancies and the largest share of difficult-to-fill vacancies included security guards (98% difficult to fill), carpenters (94%), janitors and cleaners (87%), painters (86%), heavy and tractor-trailer truck drivers (85%), electricians (85%), and maids and housekeepers (80%).

**Top 20 Occupations with Difficult-to-Fill Job Vacancies in Oregon, 2017**

<b>Occupation Title</b>	<b>Vacancies</b>	<b>Not Difficult to Fill</b>	<b>Difficult to Fill</b>	<b>Percent Difficult to Fill</b>
Heavy and Tractor-Trailer Truck Drivers	1,799	261	<b>1,538</b>	85%
Carpenters	1,540	86	<b>1,454</b>	94%
Personal Care Aides	2,327	905	<b>1,422</b>	61%
Construction Laborers	1,406	355	<b>1,051</b>	75%
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,392	442	<b>950</b>	68%
Cooks, Restaurant	1,174	253	<b>921</b>	78%
Maids and Housekeeping Cleaners	983	198	<b>785</b>	80%
Retail Salespersons	1,896	1,131	<b>765</b>	40%
Registered Nurses	1,130	403	<b>727</b>	64%
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	797	106	<b>691</b>	87%
Nursing Assistants	951	310	<b>641</b>	67%
Painters, Construction and Maintenance	671	92	<b>579</b>	86%
Laborers and Freight, Stock, and Material Movers, Hand	896	359	<b>537</b>	60%
Electricians	627	94	<b>533</b>	85%
Security Guards	515	11	<b>504</b>	98%
Production Workers, All Other	803	334	<b>469</b>	58%
Maintenance and Repair Workers, General	611	166	<b>445</b>	73%
Stock Clerks and Order Fillers	775	370	<b>405</b>	52%
Light Truck or Delivery Services Drivers	727	324	<b>403</b>	55%
Landscaping and Groundskeeping Workers	522	124	<b>398</b>	76%

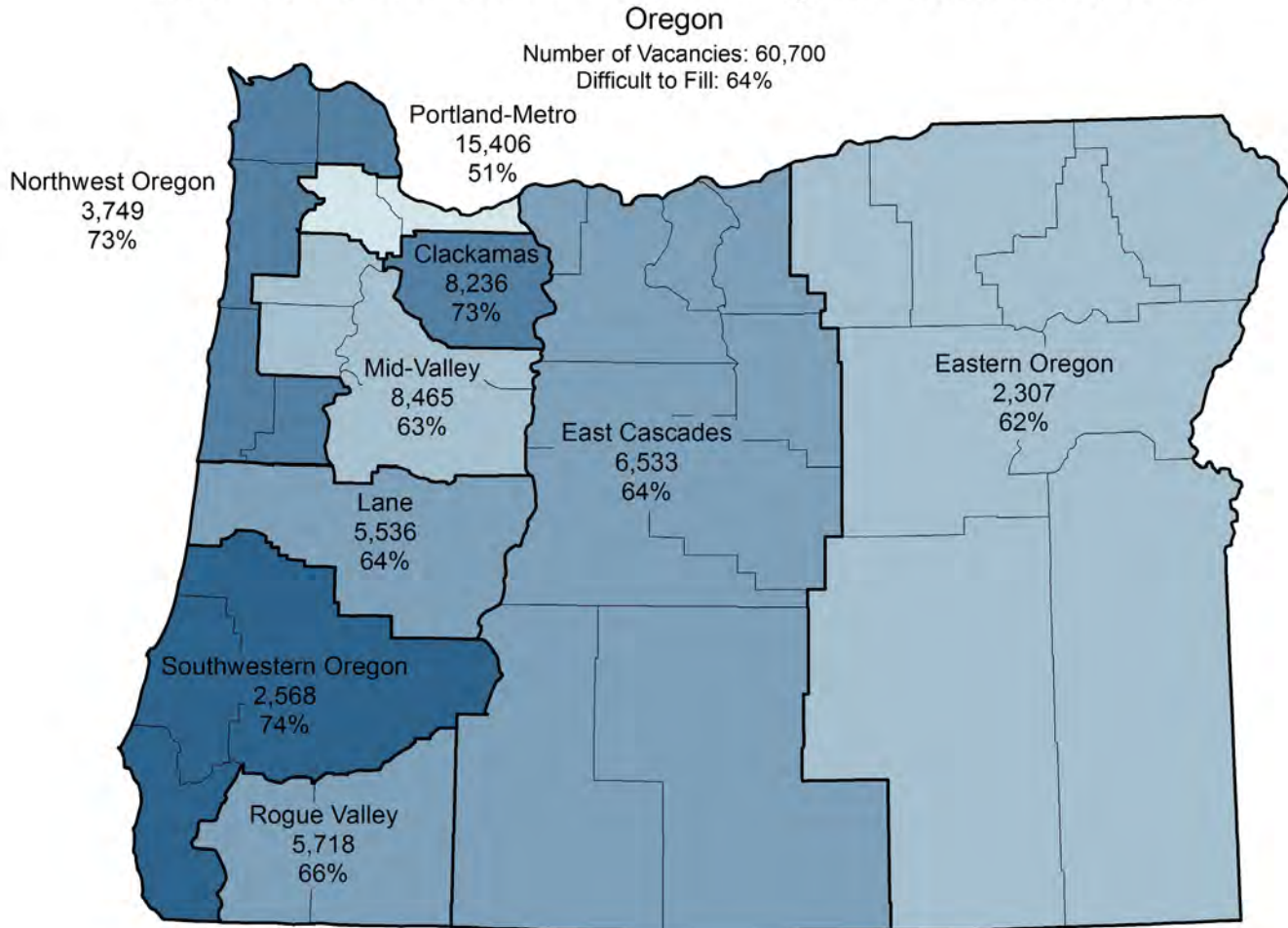
## Businesses Across Oregon Have Difficulty Filling Vacancies

Vacancies are difficult to fill in all areas of Oregon. Businesses reported the highest shares of difficult-to-fill jobs in Southwestern Oregon (74%) and in Clackamas and Northwest Oregon (73% in each). The Portland-Metro area had the lowest share in any region, with 51 percent of vacancies reported as difficult to fill.

The Portland-Metro area had the most job vacancies. Even though the Portland-Metro area had a smaller share of difficult-to-fill vacancies than other areas, the large number of overall vacancies means it still had the highest number of difficult-to-fill job openings with 7,900.

Job vacancy survey data is available by local workforce areas, which often include combinations of rural and urban counties. This does not allow for a strict rural and urban discussion of difficult-to-fill vacancies, but it's clear that businesses in both rural and urban areas are having difficulty filling the majority of vacancies.

### Vacancies and Share Difficult to Fill by Workforce Area, 2017



The average wage of difficult-to-fill vacancies was highest in the Portland-Metro area at \$22.96 per hour. Difficult-to-fill vacancies were more likely to be for full-time positions in Clackamas and Mid-Valley (83% each) and Rogue Valley (81%) than in other areas. Difficult-to-fill vacancies were more likely to be for permanent positions in Lane (97%) and Portland-Metro (95%).

The Portland-Metro area also had a higher share of difficult-to-fill vacancies that required education beyond high school (45%) or required previous experience (82%).

Northwest Oregon had one of the highest shares of difficult-to-fill vacancies. These vacancies had the lowest average offered wage for difficult-to-fill vacancies in any area (\$15.39), the smallest share that were for full-time positions (64%), and the smallest share for permanent positions (75%). Just 21 percent required education beyond high school and 52 percent required previous experience. This profile of difficult-to-fill vacancies in Northwest Oregon reflects the relative concentration of the travel and tourism industry. Leisure and hospitality and retail made up two-fifths of difficult-to-fill job openings in the region, compared with one-fifth statewide.



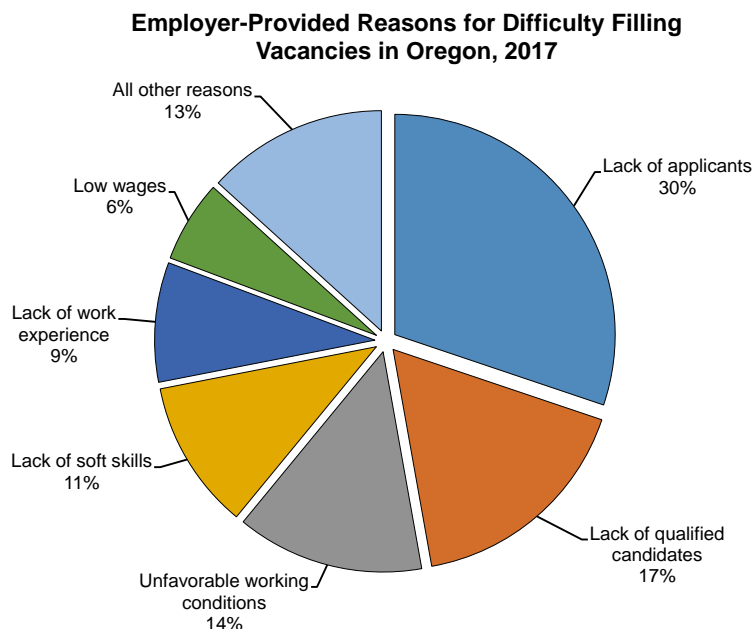
### Difficult-to-Fill Vacancies by Region, 2017

Region	Difficult-to-Fill Vacancies	Average Wage	Full time	Permanent	Require Education Beyond HS	Require Previous Experience
<b>Oregon</b>	<b>38,691</b>	\$18.28	77%	85%	29%	67%
Portland-Metro	7,922	\$22.96	79%	95%	45%	82%
Clackamas	6,037	\$17.67	83%	92%	18%	72%
Mid-Valley	5,317	\$17.08	83%	81%	26%	66%
East Cascades	4,184	\$16.50	68%	66%	22%	52%
Rogue Valley	3,782	\$17.83	81%	82%	32%	66%
Lane	3,568	\$16.48	79%	97%	35%	60%
Northwest Oregon	2,748	\$15.39	64%	75%	21%	52%
Southwestern Oregon	1,907	\$15.76	70%	86%	32%	58%
Eastern Oregon	1,424	\$17.84	72%	85%	37%	63%
Multi-area or unknown	1,802	\$19.22	79%	79%	12%	68%

## Reasons Employers Have Difficulty Filling Vacancies

Vacancies are difficult to fill for many reasons. For each of their difficult-to-fill vacancies, employers offered open-ended responses to identify what they thought was the primary reason for the unfilled opening. These responses were sorted into six main categories and a catch-all group for all other reasons.

The reasons given most often for employers' difficulties filling vacancies were a lack of applicants (30%), a lack of qualified candidates (17%), unfavorable working conditions (14%), a lack of soft skills (11%), a lack of work experience (9%), and low wages (6%). Other reasons given for the remaining 13 percent of difficult-to-fill vacancies included a lack of technical skills, the job location, a lack of training or certification, and an inability to find a candidate who's the "right fit" for the job.



A closer look at the main reasons employers struggle to fill vacancies will help job seekers prepare themselves to meet the expectations, it will help employers who struggle to fill vacancies improve their recruitment efforts, and it will inform the efforts of workforce developers preparing our current workforce with the skills they need to help Oregon’s economy grow.

**Characteristics of Difficult-to-Fill Vacancies in Oregon by Primary Reason, 2017**

Primary Reason	Vacancies	Average Wage	Full time	Permanent	Require Education Beyond HS	Require Previous Experience
<b>All Reasons</b>	<b>38,691</b>	<b>\$18.28</b>	<b>77%</b>	<b>85%</b>	<b>29%</b>	<b>67%</b>
Lack of applicants	10,891	\$17.31	82%	91%	28%	67%
Lack of qualified candidates	6,142	\$24.90	84%	94%	56%	88%
Unfavorable working conditions	4,969	\$15.22	61%	74%	10%	43%
Lack of soft skills	3,962	\$14.10	83%	79%	6%	54%
Lack of work experience	3,169	\$21.62	81%	90%	36%	90%
Low wages	2,170	\$12.13	75%	74%	11%	36%
All other reasons	4,792	\$20.54	80%	86%	41%	81%
No reason provided	2,596	\$16.34	56%	76%	29%	52%

**Lack of Applicants**

A lack of applicants was the most common reason businesses gave for difficulty filling vacancies. It was the primary reason given for 10,900 vacancies in 2017. Nearly one out of every three (30%) difficult-to-fill job vacancies had an insufficient number of applicants or no applicants at all. It’s not surprising there are not enough applicants in a fast-growing economy with unemployment rates at a record low. The point was made clear by the construction business that was having difficulty hiring heating, air conditioning, and refrigeration mechanics and installers because, “The heating industry is busy and anyone who has experience is already working elsewhere.”



Heavy and tractor-trailer truck drivers was the occupation with the most vacancies that were difficult to fill due to a lack of applicants (562 vacancies). Some employers also mentioned a shortage of truck drivers and the high demand for drivers with a commercial driver’s license. While truck drivers were found across many industries, Oregon’s fast-growing construction and health care sectors were represented by carpenters (505) and personal care aides (393). Occupations with the highest share of vacancies that were difficult to fill due to a lack of applicants were registered nurses (44%), heavy and tractor-trailer truck drivers (39%), and construction laborers (38%).

Areas of the state with the most vacancies that were difficult-to-fill due to a lack of applicants were Clackamas (2,378 vacancies), the Mid-Valley (1,847), and Portland-Metro (1,716). Areas with the highest share of vacancies that were difficult-

to-fill due to a lack of applicants included Northwest Oregon (42%), Clackamas (41%), and the Mid-Valley (36%). Some employers listed being in a “small town” or “lack of talent in area” as the reason their vacancies had too few applicants.

Knowing which occupations and areas commonly deal with a lack of job applicants can help a job seeker steer their search efforts toward jobs with less competition from other job seekers. One grocery store said they have had no applicants for more than six months! The lack of applicants can be a sign that opportunities are not being noticed by other job seekers. This makes it easier for the applicant who takes a chance on a nondescript help wanted ad that is passed over by others, or who contacts businesses directly because they might be hiring but not advertising their vacancies effectively. One manufacturer struggling to hire production workers expressed frustration that some “applicants don’t return calls,” or don’t show up for interviews or call when they’re not going to make it. Good communication skills will help a job seeker get noticed for a vacancy with few applicants.

Businesses hiring for occupations where the lack of job applicants is common, or businesses located in areas with a relatively high share of vacancies with a lack of applicants, will need to compete to find more applicants. Some employers see this clearly, such as the health care provider in Northwest Oregon who noted that “lots of competition with other types of work in the medical field” was the reason for the lack of applicants. Others report they “can’t figure it out” because they “advertise and recruit and offer multiple benefits and higher salary than competitors” but still do not have enough applicants for their personal care aide vacancies.

Workforce development programs that make it easier for job seekers to connect with employers who have vacancies can help close this gap. Some businesses provided thoughts related to their lack of applicants that seemed particularly aimed at workforce developers. One manufacturer



reported the demand for millwrights exceeded the supply and suggested promotion of trades positions and to “have training programs in college.” A veterinarian noted the lack of applicants for veterinary technologists and technicians was because there were more open positions statewide than there were graduates.

## **Lack of Qualified Candidates**

A lack of qualified candidates was the second most common reason given by businesses for their difficulty filling vacancies. It was the primary reason given for 6,100 vacancies and represented 17 percent of all difficult-to-fill vacancies. Some cited a mix of education, skills, and experience that could be attained through education or training. Others referenced very specific qualifications or specialized knowledge within a particular occupation and specific setting, such as the bank with a difficult-to-fill loan officer vacancy that mentioned, “Mortgage underwriting with government loan experience is rare and in high demand.”



Heavy and tractor-trailer truck drivers (531 vacancies) was the occupation with the most vacancies that were difficult to fill in 2017 because of a lack of qualified applicants. A commercial driver’s license is a necessary qualification for these vacancies. Other occupations where a lack of qualified candidates made vacancies difficult to fill included surveyors (256) and registered nurses (202). Other occupations with a large number of vacancies, and where a lack of qualified candidates was the most common reason given were marketing managers (73%), mental health counselors (73%), wholesale and manufacturing sales representatives (58%), operating engineers and other construction equipment operators (55%), bus and truck mechanics and diesel engine specialists (53%), and physical therapists (53%).

Portland-Metro led among areas of the state with the largest number of hard-to-fill vacancies due to a lack of qualified applicants, with 2,068. That was quite a bit more than the next highest areas of the Mid-Valley (785) and Rogue Valley (734). Areas with the highest share of difficult-to-fill vacancies because of the lack of qualified candidates were Portland-Metro (27%) and the Rogue Valley (20%).

Results from the Job Vacancy Survey can help job seekers see the value of making their qualifications known when applying for a job. Job seekers can also use this information to see where gaining education, training, and relevant experience will give them an advantage when applying for positions where employers report a lack of qualified candidates. Some job seekers may notice the lack of qualified applicants for some types of jobs and decide to look into these opportunities. One construction company trying to hire an earth driller noted, “This is a very specialized job, not a lot of interest or qualified individuals.” Knowing these types of jobs are going unfilled could generate more interest from job seekers.

Maybe it's the challenge of filling jobs with rare or unique position requirements, but businesses seem to be looking for a sweet spot of qualifications when it comes to filling some vacancies. An example is the accounting firm who noted that applicants for bookkeeping vacancies were either underqualified for the position, or so overqualified they continued to interview at other businesses even after they were offered the job. A few businesses mentioned looking for candidates from out of state because of a lack of qualified applicants locally, such as the construction company looking to hire wallpaper hangers, and the health care office looking to hire a physical therapist.

A lack of qualified applicants provides a clear signal that workforce developers can use to target education and training programs to the needs of local businesses. Employers often offer specific needs when vacancies are difficult-to-fill due to qualifications. A private school mentioned that it's "very difficult to find qualified Spanish teachers" to fill their vacancies. One plumbing company said, "There is a significant lack of qualified candidates (licensed journeyman plumbers) in the region." These are a few examples where businesses specifically mention the qualification that not enough of their candidates have.

## Educational Requirements

Educational attainment is essential for many jobs. Businesses with vacancies that had higher educational requirements were more likely to face a lack of qualified applicants. It was the primary reason behind 17 percent of all difficult-to-fill vacancies, the reason for 31 percent of difficult-to-fill vacancies with an educational requirement of postsecondary or associate degree, and the reason for 38 percent of vacancies requiring a bachelor's or advanced degree.

Difficult-to-fill vacancies with higher education requirements tend to pay more. The average wage offered for difficult-to-fill vacancies with postsecondary or associate degree requirements was \$22.60 per hour, and employers offered \$35.43 per hour for difficult-to-fill vacancies requiring a bachelor's or advanced degree.

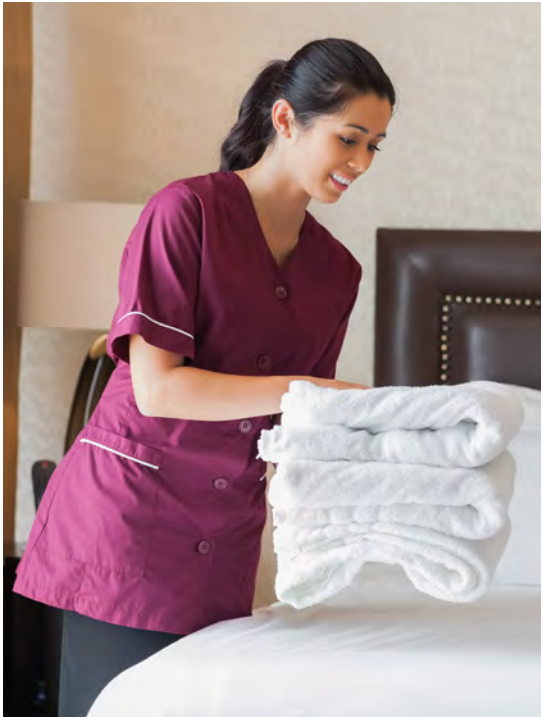
**Characteristics of Difficult-to-Fill Vacancies by Education Level Requirement, 2017**

	Difficult-to-Fill Vacancies	Average Wage	Full time	Permanent	Require Previous Experience
<b>All Education Levels</b>	<b>38,691</b>	<b>\$18.28</b>	<b>77%</b>	<b>85%</b>	<b>67%</b>
No requirement	12,889	\$14.57	73%	76%	49%
High school or equivalent	13,850	\$15.30	78%	86%	69%
Postsecondary or associate	7,644	\$22.60	82%	98%	84%
Bachelor's or advanced degree	3,411	\$35.43	85%	94%	94%
Unknown	897	\$20.49	59%	64%	38%

## Unfavorable Working Conditions

Unfavorable working conditions was the main reason businesses reported difficulty filling nearly 5,000 vacancies, and represented 14 percent of all hard-to-fill vacancies. These vacancies were

for jobs that employers candidly reported were not the best working conditions for most people because they had inconsistent shifts, part-time only shifts, or were physically demanding jobs. Examples included a vacancy for a demonstrator and product promoter in Eastern Oregon that was only a “couple days a month so not enough hours” and the Mid-Valley farm where the job was physically demanding and the workers “must be comfortable working with chickens, around manure, etc.”



A lot of jobs are physically demanding or require working unusual hours. A few of the occupations where unfavorable working conditions were the main reason vacancies were difficult to fill were maids and housekeeping cleaners (292), nursing assistants (243), forest and conservation workers (242), and security guards (229). Other occupations with a large share of vacancies difficult-to-fill because of unfavorable working conditions included firefighters (100%), fallers (79%), and sewing machine operators (66%).

Unfavorable working conditions tend to be related to the occupation or specific demands of a particular job, so there is not a lot of variation in share of difficult-to-fill vacancies by area. Northwest Oregon had a slightly higher share, with 18 percent of difficult-to-fill vacancies caused by unfavorable working conditions. This seemed to be due to vacancies that were difficult to fill because they were seasonal jobs.

A lot of vacancies are difficult to fill because job seekers prefer or need full-time jobs working regular hours. This can provide an advantage to job seekers who are able and willing to work non-traditional shifts. The willingness to work nights, weekends, or holidays could be one way for a job seeker to get their foot in the door with a business that is struggling to fill vacancies.

Some employers readily acknowledged that less-than-ideal working conditions made their vacancies difficult to fill. A wage premium or other compensating differential may be needed to attract the right job applicants. This is common for shift work and holidays, but a wage premium may not be enough under such tight labor market conditions. Sometimes unfavorable conditions just seem to go along with the job. One business struggling to fill vacancies for loggers and fallers noted that it’s “very hard physical labor and much of the work is in remote locations.” A different business, struggling to hire for a marketing sales worker position, simply noted the vacancy is for a “boring job.”

Tough, dirty jobs and working the night shift are essential to keep Oregon’s businesses growing, but there is a workforce gap between these jobs and the people willing to work them. Jobs with unfavorable working conditions often don’t require a lot of training or experience. Workforce development can continue to help job seekers who don’t mind the physical nature of these jobs, or prefer alternative work schedules, connect with businesses struggling to fill these vacancies. In

many cases, job seekers in such jobs may need some job specific training or experience to show they can handle the working conditions.

## Lack of Soft Skills

Businesses said the lack of soft skills among applicants was the primary reason for difficulty filling nearly 4,000 vacancies, which was 11 percent of all difficult-to-fill vacancies. Soft skills include professional competencies required for a job, such as communication, interpersonal, and social skills. In the Job Vacancy Survey it included employer responses related to subjective traits such as honesty, reliability, and motivation. It also included more quantifiable traits such as having a valid driver's license and clean driving record, passing a background check, and passing a drug screen.

Carpenters was the occupation with the most vacancies that were difficult to fill due to a lack of soft skills (475 vacancies). Soft skills were a difficulty with other construction occupations too, with construction laborers having the third-most vacancies that were difficult to fill due to a lack of soft skills (222). Employers mentioned a "lack of dependability," "can't pass a drug test," and the lack of transportation to work sites for why these vacancies were difficult to fill. Soft skills are also essential when it comes to caring for others. Personal care aides (267) had the second-most vacancies with difficulty due to a lack of soft skills because the job often required passing a background check and a drug test, and some required a driver's license. These three occupations also had the highest share of vacancies that were difficult to fill due to a lack of soft skills – carpenters (35%), construction laborers (22%), and personal care aides (19%).

Areas of the state with the most vacancies that were difficult to fill due to a lack of soft skills were Portland-Metro (931 vacancies), Clackamas (713), and Rogue Valley (478). Areas with the highest share of vacancies that were difficult to fill due to a lack of soft skills were Southwestern Oregon (17%) and the Rogue Valley (13%). Clackamas and Portland-Metro tied at 12 percent. The types of soft skills businesses reported as lacking did not seem concentrated in any particular region of the state.

## Passing a Drug Test

Employers have increasingly reported that the inability of applicants to pass a drug test was the reason their vacancies were difficult to fill. This was considered a soft skill in the Job Vacancy Survey. The number of responses related to "must pass drug test" was 1 or 2 percent of all vacancies from 2013 through 2016, but increased to 4 percent in 2017.



Knowing what types of soft skills employers find lacking in applicants can help job seekers become more competitive in their job search. Being able to pass a drug test is an obvious advantage for a job seeker. Soft skills related to work ethic, such as reliability and honesty are always in demand. A job seeker who can demonstrate their work ethic to the manufacturer who was looking to hire a janitor but found it “hard to find trustworthy people who can work on their own” has an advantage.

Businesses that are having difficulty filling vacancies for reasons related to soft skills may want to re-evaluate what’s really required from a job candidate. Drug tests and background checks may be absolutely essential for some positions. Other barriers, such as an old criminal record that’s unrelated to the job, may need to come down during a tight labor market. Other screening techniques, such as typos on a résumé, might need to be overlooked in order to fill a position where that’s not an essential skill for the job.

Reports from employers about the lack of applicants with soft skills helps inform workforce development about workforce gaps that exist beyond professional competencies. For example, a construction company looking for a painter who was having difficulty filling vacancies because “The type of work it is brings in all types of people and we have had issues with reliability.”

### Lack of Work Experience

A lack of previous work experience was given by business as the primary cause that 3,200 vacancies were difficult to fill, which totaled 9 percent of all difficult-to-fill vacancies. Most businesses value applicants with previous work experience and it is a big contributor in making vacancies difficult to fill. About two out of three (67%) difficult-to-fill vacancies required previous experience. That’s far more than the 40 percent of vacancies filled without difficulty that required experience.



There are far fewer experienced workers looking for jobs now than a few years ago when the unemployment rate was much higher, and this is making it difficult to fill vacancies across a wide variety of occupations. A lack of work experience was most often mentioned for construction and maintenance painters (279 vacancies), application software developers (172), and restaurant cooks (142). The lack of experienced workers was a big challenge in construction and IT. In addition to application software developers (68%) and painters (48%), other occupations with sizeable shares of hard to fill vacancies included other computer occupations (89%), cement masons and concrete finishers (53%), and construction managers (38%).

Areas of the state where a lack of work experience among candidates caused the largest number of vacancies to be difficult to fill were Portland-Metro (1,160 vacancies) and Mid-Valley (654). This was not just because of the large number of vacancies in these areas. They also had the largest shares of difficult-to-fill vacancies due to lack of work experience, with 13 percent in the Portland-Metro area and 13 percent in the Mid-Valley.



Employers value candidates with previous work experience. Job seekers should take this under consideration when mapping out their education and training goals because experience provides a tremendous advantage. It's not always obvious how to gain the experience required for a job, so it's a good idea to ask someone in the industry for advice. Experience can be gained working at other jobs, as suggested by a property management company who said that, "Finding people with property management experience or experience in a similar field is very difficult." Job seekers should also make sure they are demonstrating their experience they have to employers when applying for a position.

Businesses naturally want candidates that have experience doing the type of work required for a position. Specific experience can be hard to find, such as the health care provider looking for a counselor with "experience in correctional environment and actual licensed mental health provider." During and after the Great Recession, businesses could expect candidates with more work experience, and many job seekers five to seven years ago were experienced workers. If they haven't already, businesses may need to adjust their previous experience expectations in line with the current labor market in order to ease some of their difficulty filling vacancies.

Previous work experience is valued by businesses, and results from the Job Vacancy Survey provide insights on this type of workforce gap. Workforce developers can use this information to help make sure that job seekers understand that employers are looking for experience as well as training. It is one thing to know that there are a lot of job opportunities for mechanics right now, but it is another thing to realize that auto repair shops say their applicants "need proven experience as an automotive technician and must supply [their] own tools." Training to fill workforce gaps caused by a lack of previous work experience requires a component of on-the-job experience.

## Low Wages

Businesses cited low wages for the job as the primary cause that 2,200 vacancies were difficult to fill, which was 6 percent of all difficult-to-fill vacancies. Difficult-to-fill vacancies tend to offer higher average wages than non-difficult vacancies. The average offered wage was \$18.28 per hour for difficult-to-fill vacancies and \$16.62 for non-difficult vacancies. That compared favorably with the wages of workers in filled jobs. The median wage of already filled jobs in Oregon was \$18.59 per hour in 2017.

Occupations with the largest number of vacancies that, according to businesses, were difficult-to-fill because of low wages, tended to be low-wage occupations. Personal care aides topped the list with 392 vacancies that were difficult to fill due to low wages. These were followed by farmworkers and laborers (276 vacancies), maids and housekeeping cleaners (175), and graders and sorters of agricultural products (120).

Low wages are a common reason vacancies were difficult to fill in Lane (568 vacancies), East Cascades (370), and Mid-Valley (362). Eighteen percent of difficult-to-fill vacancies in Lane were due to the low wages being offered. This was the highest for any area and seemed related to vacancies for personal care aides. The next highest was in East Cascades, where 10 percent of difficult-to-fill vacancies were due to low wages.

Job seekers who are early in their careers may look at the types of vacancies offering lower wages as a way to get their foot in the door and gain on-the-job experience. Many businesses struggle with the high turnover rates for low-wage jobs. One business trying to hire cleaners of vehicles and equipment said, “This position is a revolving door. It is very difficult to find an entry level person who wants to work.” The job seeker who will stick around has an advantage when applying for jobs with high turnover.

Many businesses provided candid responses about how the low pay available for their positions made it difficult to fill vacancies. A retailer having difficulty filling a variety of vacancies noted a “tight labor market at this wage,” which seems confirmed by the data. Raising wages to make it easier to fill vacancies seems like an obvious fix, but this is not easy for businesses who are already facing rising costs. Another retailer said, “Our wages cannot escalate any further due to all the other recent labor expenses in a low-margin business.” Similarly, some businesses mentioned their competitors for labor were able to offer higher wages than they could afford to pay.

Workforce developers are equipped with valuable labor market information about wages by occupation, industry, and region. Keeping businesses aware of what is being earned by similar workers in the area can help close the workforce gap caused by offering noncompetitive wages. Results from the Job Vacancy Survey suggest that many employers realize their low wages are making it difficult to fill vacancies. Knowing the going wage for an occupation in the area may help them determine the wage they would need to offer to fill those vacancies.

## All Other Reasons

Not every reason businesses gave for their difficult-to-fill vacancies fit nicely into the six categories previously discussed. All other reasons were behind 4,792 vacancies, which was 13 percent of all difficult-to-fill vacancies. Some reasons were similar to reasons given by other businesses, but were not reported by enough businesses to have a separate category. These smaller categories included a lack of technical skills, location, a lack of certification, a “right fit,” and a lack of training. Some other reasons are truly miscellaneous.



A lack of technical skills was the primary reason why 1,152 vacancies were difficult to fill. The occupations where this was most common was for machinists (151 vacancies), carpenters (119), and welders (117).

The location of the job was the primary reason why 747 vacancies were difficult to fill. The largest number of these was for lifeguards, ski patrol, and other recreational protective service workers (180 vacancies). Many of these jobs were located in remote locations that required a significant commute distance.

A lack of certification was specifically mentioned for 693 difficult-to-fill vacancies. This was the primary factor for 129 heavy and tractor-trailer truck driver vacancies. A lack of certification was also frequently the rea-

son that vacancies for automotive service technicians and mechanics, insurance sales agents, and medical assistants were difficult to fill.

Businesses looking for someone with the “right fit” for a position accounted for 667 vacancies that were difficult to fill. It is hard to know what businesses are looking for when they cannot find the right fit, but they know it when they see it.

A lack of training was given as the reason behind 171 difficult-to-fill vacancies. Comments from businesses were counted in this category if they only mentioned the lack of local training for that occupation, or provided a general comment about training related to that occupation. For example, the lack of local training programs was mentioned by businesses trying to hire for a variety of jobs such as hairdressers, solar photovoltaic installers, and surgical technologists. Examples of general comments about training included the business looking to hire insurance sales agents who said, “To take someone through the licensing and training portions takes time and money. Most people are purely development costs for 2 years.” Another business looking to hire automotive service technicians and mechanics said, “The automotive industry is currently in a shortage of good technicians due to the trend of turning graduates to college instead of trade schools.”

## **Putting the Job Vacancy Survey to Work**

Oregon has enjoyed solid job growth and record low unemployment over the past few years. This has led to a tight labor market where it is difficult for businesses to fill their vacancies, creating gaps in the workforce. Oregon businesses had 60,700 job vacancies at any given time in 2017, and 64 percent of these vacancies were described as difficult to fill.

While the headline numbers tell the story of Oregon’s overall workforce gap, the Job Vacancy Survey provides a wealth of specific information about current gaps in the workforce. Job seekers can see the types of jobs with the most vacancies and help prepare themselves for the expectations employers have of their applicants. Employers can see the common struggles they collectively face when trying to fill their vacancies, which can help them adjust their strategy to make them more attractive to today’s job seekers. Workforce developers can see gaps both overall and in specific areas of the workforce and inform their efforts to close gaps and help Oregon’s economy grow.



# Appendix A: Occupations with 100 or More Vacancies

Oregon Job Vacancies by Occupation (with at Least 100 Vacancies), 2017

Occupation Title	Vacancies	Average		Full time	Permanent	Require	Require	Difficult to Fill
		Wage				Beyond High School	Previous Experience	
<b>All Occupations with Vacancies</b>	<b>60,718</b>	<b>\$17.82</b>	<b>77%</b>	<b>88%</b>	<b>29%</b>	<b>57%</b>	<b>64%</b>	
Personal Care Aides	2,327	\$11.46	68%	96%	5%	31%	61%	
Retail Salespersons	1,896	\$12.09	55%	90%	2%	47%	40%	
Heavy and Tractor-Trailer Truck Drivers	1,799	\$20.27	89%	92%	32%	90%	85%	
Carpenters	1,540	\$20.81	100%	97%	1%	97%	94%	
Construction Laborers	1,406	\$14.70	85%	87%	2%	57%	75%	
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,392	\$12.51	71%	21%	4%	22%	68%	
Cooks, Restaurant	1,174	\$12.34	62%	91%	12%	74%	78%	
Registered Nurses	1,130	\$34.37	81%	99%	93%	50%	64%	
Customer Service Representatives	1,105	\$13.51	80%	84%	11%	69%	16%	
Maids and Housekeeping Cleaners	983	\$11.30	54%	69%	0%	23%	80%	
Cashiers	978	\$10.43	42%	98%	3%	13%	40%	
Nursing Assistants	951	\$13.45	72%	100%	61%	27%	67%	
Laborers and Freight, Stock, and Material Movers, Hand	896	\$11.79	82%	76%	0%	31%	60%	
Combined Food Preparation and Serving Workers, Including Fast Food	857	\$10.47	36%	96%	0%	2%	36%	
Automotive Service Technicians and Mechanics	823	\$17.58	94%	100%	57%	48%	45%	
Production Workers, All Other	803	\$12.46	89%	75%	2%	32%	58%	
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	797	\$11.55	53%	98%	0%	15%	87%	
Stock Clerks and Order Fillers	775	\$13.55	69%	81%	1%	62%	52%	
Light Truck or Delivery Services Drivers	727	\$13.26	93%	100%	0%	44%	55%	
Food Preparation Workers	691	\$10.79	48%	94%	0%	13%	38%	
Waiters and Waitresses	676	\$11.21	41%	63%	0%	49%	57%	
Painters, Construction and Maintenance	671	\$15.88	97%	60%	4%	69%	86%	
Electricians	627	\$32.88	100%	100%	95%	92%	85%	
Maintenance and Repair Workers, General	611	\$14.84	91%	89%	12%	60%	73%	
Hairdressers, Hairstylists, and Cosmetologists	588	\$10.85	62%	100%	87%	59%	62%	
Business Operations Specialists, All Other	560	\$25.26	96%	92%	86%	60%	29%	
Landscaping and Groundskeeping Workers	522	\$13.41	84%	68%	0%	44%	76%	
Security Guards	515	\$12.41	55%	77%	24%	28%	98%	
Roofers	495	\$16.46	100%	98%	28%	69%	73%	
Receptionists and Information Clerks	493	\$13.40	58%	92%	22%	55%	26%	
Medical Assistants	459	\$16.45	98%	96%	88%	75%	56%	
Social and Human Service Assistants	455	\$13.31	51%	90%	41%	56%	53%	
Bookkeeping, Accounting, and Auditing Clerks	441	\$16.94	97%	90%	33%	99%	37%	
Machinists	428	\$18.39	100%	100%	14%	100%	90%	
Bus and Truck Mechanics and Diesel Engine Specialists	391	\$25.26	92%	93%	49%	94%	87%	
Dishwashers	379	\$11.12	58%	84%	0%	23%	70%	
Surveyors	365	\$29.18	100%	100%	100%	70%	70%	
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	355	\$25.26	100%	100%	37%	89%	67%	
Forest and Conservation Workers	354	\$17.69	40%	40%	0%	68%	100%	
Office Clerks, General	349	\$12.66	64%	100%	0%	36%	18%	
Bus Drivers, School or Special Client	337	\$14.10	33%	85%	44%	23%	91%	
Parts Salespersons	326	\$14.37	100%	100%	0%	13%	6%	
Graders and Sorters, Agricultural Products	324	\$10.06	56%	19%	0%	6%	81%	
Office and Administrative Support Workers, All Other	324	\$16.76	63%	100%	9%	85%	67%	
Teacher Assistants	316	\$10.93	38%	69%	4%	41%	64%	
Team Assemblers	316	\$14.86	100%	100%	0%	55%	82%	
Managers, All Other	315	\$26.10	91%	100%	70%	91%	56%	
Tellers	306	\$12.40	74%	92%	0%	45%	5%	
Secondary School Teachers, Except Special and Career/Technical Education	301	\$28.13	62%	100%	11%	38%	2%	
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	299	\$21.93	100%	91%	24%	96%	100%	
Preschool Teachers, Except Special Education	284	\$13.19	73%	80%	71%	100%	57%	
Bartenders	282	\$10.69	63%	85%	0%	84%	75%	
Construction Managers	281	\$34.55	100%	95%	67%	100%	81%	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	278	\$14.97	60%	100%	40%	81%	50%	
Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	277	\$11.50	5%	30%	19%	29%	91%	
Sales Managers	273	\$38.93	100%	100%	90%	100%	88%	
Installation, Maintenance, and Repair Workers, All Other	270	\$15.11	80%	91%	0%	68%	84%	
Licensed Practical and Licensed Vocational Nurses	267	\$22.25	75%	96%	100%	66%	84%	
Physical Therapists	262	\$32.99	65%	96%	100%	53%	89%	
Software Developers, Applications	260	\$42.25	100%	100%	100%	100%	98%	
Financial Specialists, All Other	259	\$20.26	100%	100%	44%	34%	15%	
Social and Community Service Managers	250	\$23.89	100%	94%	94%	100%	81%	
Sheet Metal Workers	248	\$21.45	100%	100%	5%	65%	100%	
Helpers--Installation, Maintenance, and Repair Workers	240	\$14.66	93%	100%	3%	42%	40%	
Welders, Cutters, Solderers, and Brazers	238	\$18.47	100%	100%	13%	96%	88%	
General and Operations Managers	238	\$38.15	100%	100%	84%	96%	84%	
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	238	\$10.14	22%	71%	0%	15%	70%	
Sewing Machine Operators	233	\$12.03	87%	100%	0%	30%	94%	
Cleaners of Vehicles and Equipment	228	\$12.03	100%	100%	0%	27%	45%	
First-Line Supervisors of Retail Sales Workers	228	\$13.80	74%	100%	19%	52%	21%	
Cooks, Fast Food	226	\$10.81	22%	100%	0%	15%	74%	
Operating Engineers and Other Construction Equipment Operators	225	\$21.78	100%	81%	10%	95%	82%	

Oregon Job Vacancies by Occupation (with at Least 100 Vacancies), 2017 - Continued

Occupation Title	Vacancies	Average		Permanent	Require	Require	Difficult
		Wage	Full time		Beyond High	Previous	
					School	Experience	to Fill
Civil Engineers	224	\$28.58	100%	100%	100%	100%	100%
First-Line Supervisors of Construction Trades and Extraction Workers	221	\$28.88	100%	90%	13%	100%	97%
Claims Adjusters, Examiners, and Investigators	210	\$16.85	100%	100%	0%	18%	0%
Plumbers, Pipefitters, and Steamfitters	210	\$35.34	100%	100%	76%	87%	87%
Rehabilitation Counselors	204	\$11.95	68%	100%	63%	66%	80%
Marketing Managers	202	\$55.85	100%	100%	96%	100%	82%
Automotive and Watercraft Service Attendants	200	\$13.47	100%	100%	0%	55%	65%
Financial Managers	196	\$35.06	97%	100%	93%	88%	34%
Cooks, Institution and Cafeteria	192	\$11.72	81%	83%	0%	74%	82%
Hotel, Motel, and Resort Desk Clerks	190	\$11.16	42%	87%	9%	24%	71%
Logging Workers, All Other	186	\$15.97	100%	68%	0%	58%	97%
Insurance Sales Agents	182	\$18.91	100%	100%	35%	77%	82%
Couriers and Messengers	182	\$12.00	53%	100%	5%	0%	95%
Chefs and Head Cooks	173	\$13.75	100%	100%	28%	100%	94%
Insurance Underwriters	172		100%	100%		0%	0%
Credit Authorizers, Checkers, and Clerks	169	\$15.06	100%	100%	0%	45%	0%
Executive Secretaries and Executive Administrative Assistants	169	\$18.23	33%	100%	69%	91%	37%
Computer-Controlled Machine Tool Operators, Metal and Plastic	167	\$15.35	100%	100%	11%	100%	94%
Food Batchmakers	163	\$10.26	100%	100%	0%	0%	100%
Computer Occupations, All Other	163	\$40.54	100%	100%	94%	100%	67%
Real Estate Brokers	163		100%	100%	100%	100%	0%
First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	160	\$15.18	100%	53%	0%	100%	100%
Dispatchers, Except Police, Fire, and Ambulance	159	\$12.22	97%	100%	0%	70%	87%
Mental Health Counselors	158	\$24.76	96%	100%	100%	96%	92%
Market Research Analysts and Marketing Specialists	154	\$23.44	96%	100%	100%	100%	36%
Fallers	152	\$16.93	100%	21%	0%	100%	100%
Industrial Truck and Tractor Operators	150	\$16.83	85%	90%	7%	79%	97%
Human Resources Specialists	148	\$27.77	100%	100%	81%	96%	18%
Helpers--Production Workers	146	\$11.76	37%	63%	0%	34%	66%
Logging Equipment Operators	145	\$20.84	100%	96%	0%	41%	37%
Ophthalmic Medical Technicians	144	\$18.67	100%	100%	22%	92%	100%
Tire Repairers and Changers	141		100%	100%		0%	0%
Helpers--Carpenters	140	\$15.00	100%	100%	0%	100%	100%
Pharmacy Technicians	139	\$15.02	94%	100%	88%	10%	17%
Cement Masons and Concrete Finishers	137	\$17.21	100%	91%	0%	100%	100%
New Accounts Clerks	136	\$15.88	97%	100%	40%	74%	32%
Public Relations and Fundraising Managers	136	\$26.71	100%	100%	72%	100%	31%
Recreation Workers	136	\$10.67	81%	37%	2%	31%	50%
Interviewers, Except Eligibility and Loan	136	\$14.17	100%	100%	9%	49%	13%
Farmworkers, Farm, Ranch, and Aquacultural Animals	135	\$13.73	100%	100%	0%	56%	100%
Elementary School Teachers, Except Special Education	135	\$13.44	61%	89%	66%	83%	45%
Cabinetmakers and Bench Carpenters	135	\$12.00	100%	100%	0%	11%	33%
Accountants and Auditors	134	\$23.44	100%	89%	100%	88%	82%
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	134	\$11.92	10%	64%	0%	22%	43%
Meat, Poultry, and Fish Cutters and Trimmers	132	\$13.44	79%	100%	0%	32%	100%
Purchasing Agents, Except Wholesale, Retail, and Farm Products	130	\$26.01	100%	100%	71%	100%	37%
First-Line Supervisors of Personal Service Workers	129	\$14.86	100%	100%	9%	82%	74%
First-Line Supervisors of Food Preparation and Serving Workers	129	\$12.51	64%	100%	0%	60%	65%
Computer User Support Specialists	126	\$20.58	100%	100%	40%	32%	5%
Engineering Technicians, Except Drafters, All Other	125	\$16.74	100%	88%	86%	90%	88%
Medical Records and Health Information Technicians	122	\$17.46	89%	100%	44%	87%	38%
Child, Family, and School Social Workers	121	\$17.37	100%	79%	26%	57%	57%
Firefighters	120	\$13.14	0%	0%	0%	0%	100%
Amusement and Recreation Attendants	120	\$10.94	92%	0%	0%	0%	92%
Massage Therapists	120	\$23.27	6%	97%	91%	76%	67%
Driver/Sales Workers	119	\$35.06	82%	100%	29%	38%	76%
Substitute Teachers	116	\$24.66	0%	34%	71%	100%	100%
Billing and Posting Clerks	115	\$15.68	94%	100%	0%	25%	25%
Compliance Officers	114	\$25.40	67%	100%	67%	100%	67%
Health Specialties Teachers, Postsecondary	114	\$40.00	0%	0%	33%	33%	67%
Cooks, All Other	112	\$9.23	100%	100%	0%	0%	100%
Electrical Engineers	111	\$39.98	100%	100%	100%	100%	55%
Tapers	110	\$30.91	100%	100%	67%	86%	100%
Coaches and Scouts	110	\$13.24	0%	91%	85%	100%	100%
Food Servers, Nonrestaurant	110	\$10.35	11%	100%	0%	4%	7%
Fence Erectors	109	\$15.84	100%	100%	0%	100%	100%
Food Service Managers	104	\$17.36	83%	100%	28%	86%	75%
Dining Room and Cafeteria Attendants and Bartender Helpers	104	\$10.46	40%	70%	0%	36%	60%
Drywall and Ceiling Tile Installers	103	\$22.28	100%	100%	41%	71%	100%
Transportation, Storage, and Distribution Managers	100	\$33.90	14%	100%	14%	14%	8%
Childcare Workers	100	\$12.26	86%	100%	6%	68%	68%
Physicians and Surgeons, All Other	100	\$52.85	24%	100%	100%	82%	82%

# Appendix B: Vacancies by Industry

## Oregon Job Vacancies by Industry, 2017

	Vacancies	Average			Require Education	Require Previous	Difficult
		Wage	Full time	Permanent	Beyond High School	Experience	to Fill
<b>All industries</b>	<b>60,718</b>	<b>\$17.82</b>	<b>77%</b>	<b>88%</b>	<b>29%</b>	<b>57%</b>	<b>64%</b>
Health care and social assistance	10,961	\$18.74	72%	96%	52%	56%	59%
Leisure and hospitality	7,469	\$11.94	53%	80%	8%	41%	66%
Construction	6,869	\$21.77	90%	88%	21%	81%	84%
Administrative and waste services	6,863	\$15.96	84%	87%	22%	56%	77%
Retail trade	5,665	\$13.30	68%	95%	16%	37%	43%
Manufacturing	4,419	\$19.84	95%	91%	24%	63%	73%
Natural resources and mining	3,309	\$15.08	73%	43%	7%	47%	80%
Professional and technical services	2,839	\$26.53	80%	91%	70%	76%	58%
Wholesale trade	2,800	\$17.27	92%	90%	23%	64%	48%
Financial activities	2,757	\$19.64	92%	99%	49%	50%	26%
Other services	2,589	\$17.54	79%	99%	44%	66%	58%
Transportation, warehousing, and utilities	2,507	\$18.27	75%	93%	17%	61%	78%
Private educational services	1,227	\$25.70	42%	64%	61%	67%	42%
Information	444	\$23.94	85%	96%	47%	74%	51%

## Difficult-to-Fill Vacancies in Oregon by Industry, 2017

Industry	Difficult-to-Fill	Average			Require Education	Require Previous
	Vacancies	Wage	Full time	Permanent	Beyond High School	Experience
<b>All Industries</b>	<b>38,691</b>	<b>\$18.28</b>	<b>77%</b>	<b>85%</b>	<b>29%</b>	<b>67%</b>
Health care and social assistance	6,465	\$18.76	69%	96%	54%	63%
Construction	5,748	\$22.29	93%	89%	21%	88%
Administrative and waste services	5,291	\$16.18	86%	86%	21%	58%
Leisure and hospitality	4,961	\$12.38	59%	76%	11%	51%
Manufacturing	3,245	\$20.55	96%	90%	25%	67%
Natural resources and mining	2,647	\$15.77	73%	40%	7%	56%
Retail trade	2,454	\$14.05	68%	93%	18%	52%
Transportation, warehousing, and utilities	1,944	\$18.33	75%	95%	14%	60%
Professional and technical services	1,645	\$28.00	78%	91%	77%	92%
Other services	1,499	\$17.79	73%	99%	48%	93%
Wholesale trade	1,342	\$18.01	87%	87%	27%	74%
Financial activities	705	\$20.71	84%	98%	58%	84%
Private educational services	520	\$28.66	30%	52%	70%	75%
Information	225	\$23.33	81%	100%	44%	64%

# Appendix C: Examples of Business Survey Responses

## Categorized Reasons for Difficulty Filling Job Vacancies with

**Lack of applicants:** too few or no applicants for a vacancy

- Competition for limited supply
- Everyone is looking for help
- Narrow candidate pool
- No applicants
- Shortage of workers

**Lack of qualified candidates:** lacking necessary education or specific job requirements

- No well-qualified applicants
- Position with specific industry knowledge needed
- Specialized qualifications required
- Specific background and skill set required
- Unique experience

**Unfavorable working conditions:** inconsistent or part-time shifts, physical job demands

- Hard physical work in a variety of elements
- Night on-call shift
- Seasonal, part-time position
- Travel out of town 90% of the time
- Unable to guarantee hours

**Low wages:** low pay for job requirements or market conditions

- Budgeted pay scale may be too low
- Can't afford to pay a higher salary, so employee pool is small
- Job requirements are often hard to find for the hourly wage
- Offered pay rate is too low
- Want higher hourly wage than we can pay for the level of expertise

**Lack of work experience:** previous experience required

- Can't find anyone with experience
- Few trained applicants
- Finding someone with experience to limit training
- Lack of experienced applicants
- Those that have experience are already employed

**Lack of soft skills:** communication, interpersonal, or social norms for job

- Applicants lack work ethic
- Attention to detail
- Lack of commitment
- Many applicants lack transportation
- Unable to pass drug test



# Illustrative Examples from Business Survey Responses

**Other:** miscellaneous; not able to be categorized elsewhere

- Cost of living
- No affordable housing in our community
- Obscure industry
- New recruitment
- Union only

**Lack of certification:** applicants lack necessary license or certification

- Commercial Driver's License needed
- Insurance certification required
- Not enough licensed people
- Plumber needs to be licensed
- Too few certified workers

**Location:** the geographic area of the job

- Can't compete with Eugene, Portland; not enough activities for spouses and children
- Hard to recruit to rural city
- Location of office in small rural town
- Our clinic is in a remote area of Oregon
- Rural location; few applicants

**Lack of technical skills:** measureable or tangible abilities or knowledge used on the job

- Engineer tech and management skills
- Difficult technical skill set
- Lack of technical skills
- Technical skill set is hard to find
- Unskilled applicants

**Right fit:** specific personality or personal qualities

- Blend of personality and skill set
- Culture, education, and experience
- Experience and team fit
- Not a "fit" for company
- Want the right person

**Lack of training:** few or no educational or vocational programs related to the job

- Lack of training
- Lack of vocationally trained candidates
- No school in area
- Training in this area is sparse
- Very steep learning curve and no local training programs

# Appendix D: Oregon Job Vacancy Survey Form

## CURRENT JOB VACANCIES

JOB TITLES OF VACANT POSITIONS		NUMBER OF CURRENT OPENINGS	LENGTH OF TIME JOB HAS BEEN OPEN	PREVIOUS EXPERIENCE REQUIRED
Reply online at <<ONLINE_URL>> <ul style="list-style-type: none"> <li>List positions for which you are actively recruiting.</li> <li>Include full time, part time, seasonal, temporary, and permanent positions.</li> <li>Exclude consultants, outside contractors, and others not considered employees.</li> <li>Include only vacancies for locations within Oregon.</li> </ul>		Enter number of openings for each position.	Enter one of the following codes: <ol style="list-style-type: none"> <li>&lt;30 days</li> <li>30-59 days</li> <li>60+ days</li> <li>Always Open</li> </ol> If there are multiple openings, report for the oldest one.	Please indicate the previous experience, if any, required for this position. <ol style="list-style-type: none"> <li>No experience required</li> <li>Less than 1 year</li> <li>1 through 5 years</li> <li>More than 5 years</li> </ol>
FULL TIME				
<b>FULL TIME</b>	<b>Example: Registered Nurse</b>	<b>7</b>	<b>4</b>	<b>3</b>
PART TIME				
<b>PART TIME</b>				

If more space is needed, please contact us for another copy or make a photocopy of this page. Oregon Employment Department; 875  
 Questions? Contact our surveys team at: (855) 710-5500; (503) 947-1884; Fax: (503) 947-1210; E-mail: OED\_SURVEYS@OREGON.GOV

EDUCATION LEVEL REQUIRED	STARTING WAGE OR SALARY	SEASONAL OR TEMPORARY	DIFFICULT-TO-FILL POSITIONS	
Enter one of the following codes:  1. None 2. High school diploma or equivalent 3. Postsecondary training 4. Associate's degree 5. Bachelor's degree 6. Graduate degree 7. Other (please specify)	Enter actual wage or wage range.  Please indicate if monthly, hourly, or annual.  If part time, enter hourly wages only.	Is this vacancy for a seasonal or temporary position?  <b>Please indicate with a check mark.</b>	Is this position difficult to fill?  <b>Please indicate with a check mark.</b>	If the position has been difficult to fill, please briefly describe the most important reason why.
<b>5</b>	<b>\$65,000/yr</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Night Shift</b>
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
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		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Union Street NE Salem, OR 97311-0024				



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