

# Chattanooga Regional Wage & Benefits Survey

*The Chattanooga Regional Wage & Benefits Survey collected data regarding wage and benefit practices from companies operating in the Chattanooga Region. This report of survey findings can be used as a strategic tool for benchmarking company practices.*



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# About the Survey

**What is the Chattanooga Regional Wage & Benefits Survey?** The Chattanooga Regional Manufacturers Association (CRMA) and Southeast Industrial Development Association (SEIDA) partnered to relaunch a regional Wage & Benefits Survey. This survey collected data regarding wage and benefit practices from companies operating in the Chattanooga region. This report of survey findings can be used as a strategic tool for benchmarking company practices.

**Who are the survey partners?** CRMA ([www.cma1902.com](http://www.cma1902.com)) works to enable cooperation, competitiveness, and profitable growth for all Chattanooga region manufacturers to create an enriched economic future for all. SEIDA ([www.seida.info](http://www.seida.info)) is a regional economic development association funded by TVA power distributors to facilitate the creation of jobs, capital investment, and additional power load.

**Who completed the survey and how?** CRMA members and companies known to operate in the SEIDA footprint were contacted regarding the opportunity to participate in the survey. A Wage & Benefits Survey Worksheet was available for use when gathering the information requested by the survey. An online survey was used by participating companies to enter responses.

**When was the survey administered?** The Wage & Benefits survey launched in March 2019 and closed in July 2019. The survey period was extended to allow additional companies an opportunity to participate or complete their survey response.

**Who administered the survey?** The survey was administered by Solution Scholars, a consultancy in partnership with the University of Tennessee at Chattanooga Gary W. Rollins College of Business and the Tennessee Small Business Development Center. All data collected remains confidential and is anonymized and only shared in aggregate with other responses in the final report.

**What is important to know about the data in this report?** This report reflects the wage and benefits practices of a relatively small number of regional companies. Companies were invited to participate because a) they were a CRMA member or b) because SEIDA identified the company as one that operates in the region. Approximately 400 companies were invited to participate. Fifty-nine (59) companies completed a survey response. While the aggregated wage and benefit practices of these companies may or may not be indicators of average or common practices, the summary data provides a benchmarking tool for companies to use when evaluating their own wage and benefits practices.

Many of the questions in the survey were optional and not all questions were relevant to all responding companies. Therefore, the number of responses by question varies. The number of responses is noted for each question and/or the number of companies “not reporting” a response for the question is included.

**Will this survey be administered again in the future?** It is anticipated that this survey will be administered again, likely on a biannual basis. CRMA and SEIDA seek to increase awareness of the survey and encourage greater local company participation the future.

**Who do I contact if I have questions?** If you have any further questions about the survey partners, please contact CRMA President & CEO, Megan King at [mking@tennam.com](mailto:mking@tennam.com) or SEIDA Program Manager, Stephanie Watkins at [swatkins@sedev.org](mailto:swatkins@sedev.org). If you have questions about the survey or information in this report, please contact Solution Scholars Program Manager, Liza Soydan at [liza.soydan@insighttoinform.com](mailto:liza.soydan@insighttoinform.com).

**What other information may be useful for company benchmarking?** The U.S. Department of Labor’s Bureau of Labor Statistics (BLS) releases occupation and wage analysis for the Chattanooga Metropolitan Statistical Area. The most recent BLS data for the region (May 2018) was released on June 25, 2019. It can be found [here](#).

# Survey Respondents

Fifty-nine (59) companies completed survey responses. Relevant characteristics of these companies are included below.

## Industry

Q: Based on its products/services, please select your company's primary NAICS code.		
Response	Percent	Count
Manufacturing	78%	46
Non-Manufacturing (Wholesale Trade; Transportation & Warehousing; Utilities; Mining, Quarrying, & Oil/Gas Extraction; Finance & Insurance; Other Services; Public Administration)	22%	13
<b>Total</b>	<b>100%</b>	<b>59</b>

## Location & Regional Status

Sixty-one percent (61%) of respondents operate in the region's most populous counties, Hamilton and/or Bradley county. Forty-three percent (43%) of respondents operate in one or more regional counties other than Hamilton or Bradley county.

Q: Please select the county or counties in which your company's local operations are located. Select all that apply. (59 Responses)		
Response	Percentage	Count
Hamilton County, TN	41%	24
Bradley County, TN	20%	12
McMinn County, TN	9%	5
Catoosa County, GA	9%	5
Whitfield County, GA	9%	5
Marion County, TN	7%	4
Chattooga County, GA	5%	3
Murray County, GA	3%	2
Rhea County, TN	3%	2
Walker County, GA	3%	2
Clay County, NC	3%	2
Gordon County, GA	3%	2
Meigs County, TN	2%	1
Sequatchie County, TN	2%	1
Floyd County, GA	2%	1
Cherokee County, NC	2%	1

Q: Please select all that apply regarding your company in the Chattanooga Region. (58 Respondents)	
Responses	Percent
One Stand-Alone Location	41%
One of Multiple Domestic (U.S.) Locations	29%
Multiple Locations in the Region	29%
One of Multiple Locations Globally	16%
Corporate Headquarters	12%

## Employment Levels

Respondents vary in employee size. Similarly, total gross annual local payroll varies by respondent.

Responding Companies, Total Number of Employees		
Response	Percent	Count
Greater than 500	6	10%
Between 250 - 500	11	19%
Between 100 - 250	14	24%
Between 50 -100	14	24%
Less than 50	13	22%
Not Reported	1	2%
Total	59	100%

Number of Employees   Total All Responding Companies	
Category	Total All Respondents
All Full-time Employees	14,014
<i>Full-time Exempt</i>	2,862
<i>Full-time Non-Exempt Hourly</i>	10,208
<i>Full-time Non-Exempt Salary</i>	944
Part-time Regular	485
Contract or Temporary	745
Other	17
<b>Total All Employees</b>	<b>15,261</b>

## Annual Payroll

Q: Please indicate your company's approximate total gross annual local payroll in the Chattanooga Region.

Response	Percent	Count
>\$20,000,000	15%	9
\$10,000,000-19,999,999	19%	11
\$5,000,000-9,999,999	14%	8
\$2,000,000-4,999,999	22%	13
\$1,000,000-1,999,999	20%	12
\$250,000-999,999	5%	3
Not Reported	5%	3
Totals	100%	59

## Operational Schedules

Forty-seven percent (47%) of respondents operate 6 or 7 days a week, and 56% operate 3 or 4 shifts. Of respondents that operate more than one shift, 24% have rotating shifts.

Q. How many days does your company typically operate per week?

Response	Percent	Count
5 days	44%	26
7 days	27%	16
6 days	20%	12
Other	9%	5
Total	100%	59

Other responses include: 4 days and varied weekly schedules.

Q. How many shifts does your company typically operate?

Response	Percent	Count
3 shifts	41%	24
1 shift	22%	13
2 shifts	22%	13
4 shifts	15%	9
Totals	100%	59

Q. If your company operates more than one shift, do you have rotating shifts?

Response	Percent	Count
No	76.10%	35
Yes	23.90%	11
Totals	100.00%	46



# Benefit Practices

## Benefits Offered | Full-time Employees

All respondents that reported the benefits provided to full-time employees provide a 401K or related plan, and nearly all (97%) provide health care insurance.

Q. Please select the benefits which your company offers to full-time employees. Select all that apply. (58 Respondents)		
Response	Percent	Count
401K or related plan	100%	58
Health care insurance	97%	56
Dental Insurance	95%	55
Life insurance	95%	55
Vision care insurance	93%	54
Short term disability	90%	52
Accidental death/dismemberment	88%	51
Prescription drug coverage	88%	51
Long term disability	83%	48
Employee Assistance Program	74%	43
Tuition Reimbursement	67%	39
Health Savings Account	66%	38
Flexible spending accounts	62%	36
Fitness / Wellness Incentives	59%	34
Cancer Insurance	47%	27
Employee discount program	45%	26
Health reimbursement account	28%	16
Long term care insurance	26%	15
Other retirement / pension plan	24%	14
Legal coverage/ Prepaid legal	16%	9
Stock purchase plans	10%	6
Adoption assistance	9%	5
Education Savings Plan	9%	5
Hearing care insurance	9%	5
Other - Write In (Required)	9%	5
ESOP (Employee stock ownership plan)	5%	3
Stock option plans	5%	3
Daycare/ Daycare assistance	3%	2
Others Identified: Identity protection; Telemedicine; and Critical Illness Coverage		

## Benefits Offered | Part-time Employees

Q. Please select the benefits which your company offers to part-time employees (less than 30 hours a week). Select all that apply. (15 Respondents)		
Response	Percent	Count
401K or related plan	67%	10
Employee Assistance Program	33%	5
Other - Write In (Required)	33%	5
Employee discount program	27%	4
Health care insurance	27%	4
Prescription drug coverage	20%	3
Accidental death/dismemberment	13%	2
Dental Insurance	13%	2
Flexible spending accounts	13%	2
Health Savings Account	13%	2
Life insurance	13%	2
Long term disability	13%	2
Short term disability	13%	2
Vision care insurance	13%	2
ESOP (Employee stock ownership plan)	7%	1
Fitness / Wellness Incentives	7%	1
Health reimbursement account	7%	1
Hearing care insurance	7%	1
Legal coverage/ Prepaid legal	7%	1
Tuition Reimbursement	7%	1
Others identified: Use of onsite wellness facility; Critical Illness/Accident Policy		

## Benefit Waiting Periods

Waiting periods for employees to qualify for benefits vary between respondents. The most common response was a 90-day waiting period, yet that only represents 20% of the responses.

Q: How long of a waiting period, if any, is there for your employees before they qualify for benefits? Select one.		
Response	Percent	Count
90 days	20%	12
No waiting period	19%	11
60 days	19%	11
30 days	15%	9
First month after hire	14%	8
First of month following 30 days	5%	3
First of month after 59 or 60 days	5%	3
Other Identified: Differing periods for medical vs. dental and vision	2%	1
Not Reported	2%	1
Total	100%	59

## Health Care Insurance

The majority of respondents offer employees health care insurance via a PPO plan.

Q. Which type of health care insurance do you offer? Select all that apply. (58 Respondents)		
Response	Percent	Count
PPO	81%	47
HDHP	45%	26
CDHP	7%	4
POS	7%	4
HRA	5%	3
EPO	3%	2
HSA	3%	2
HMO, Indemnity	2%	1
MEC	2%	1

## Premium Coverage

Eighty percent (80%) of respondents subsidize or cover the cost of medical insurance for their employee.

Q. Please indicate which benefits, if any, that your company subsidizes or covers the costs of premiums (or claims, if self-insured) for each employee's profile presented.

(59 Respondents)

Employee Profile	Employee Only		Employee plus one		Employee plus children		Employee plus family	
	Count	%	Count	%	Count	%	Count	%
Medical	47	80%	38	64%	35	59%	43	73%
Dental	37	63%	33	56%	31	53%	38	64%
Vision	27	46%	24	41%	22	37%	27	46%
Life	44	75%	20	34%	18	31%	20	34%
Other	10	17%	2	3%	2	3%	3	5%

The average percentage of medical insurance premiums paid by a company for an employee only is 72% and 66% for employees and their dependents.

Average Percentage of Insurance Premiums Company Paid (or % of claims company-paid if self-insured), if any Percentage Paid by Company

Insurance Type	Employee Only	# of Companies	Employee + Dependents	# of Companies
Medical	72%	46	66%	37
Dental	62%	32	55%	28
Vision	70%	21	63%	17
Life	97%	33	91%	9

## Compensation Costs & Fringe Benefits

37% of respondents reported that fringe benefits make up between 21-30% of their company's total annual compensation costs.

Q. What percentage of your company's total annual compensation costs are fringe benefits?		
Response	Percent	Count
21-30%	37%	22
31-40%	32%	19
11-20%	9%	5
41-50%	3%	2
0-10%	2%	1
>50%	2%	1
Not Reported	15%	9
Total	100%	59

(To calculate: Total Compensation = Fringe Benefits + Payroll. Fringe Benefits include health and life insurance, leave & holiday pay, short & long-term disability, 401K match, tuition reimbursement, payroll taxes, workers comp., unemployment insurance, and any other employee paid benefit.)

# Vacation & Paid Leave

## Paid Vacation

All (100%) of respondents offer full-time employees paid vacation days. Only 8% of respondents reported offering part-time employees paid vacation days.

Q. Does your company provide full-time employees with paid vacation days?		
Response	Percent	Count
Yes	100%	59

Q. Does your company provide part-time employees with paid vacation days?		
Response	Percent	Count
No	86%	51
Yes	8%	5
Not Reported	5%	3
Totals	100%	59

Q. How many days of paid vacation per year does your company offer to a full-time employee after the following terms of service?														
Response	No employees		1-5 days		6-10 days		11-15 days		16-20 days		>20 days		Not Reported	
	%	#	%	#	%	#	%	#	%	#	%	#	%	#
6 months of service	31%	18	31%	18	24%	14	5%	3	2%	1	2%	1	7%	4
1 Year	0%	0	31%	18	46%	27	14%	8	3%	2	2%	1	5%	3
3 Years	2%	1	2%	1	61%	36	20%	12	2%	1	3%	2	10%	6
5 Years	0%	0	0%	0	36%	21	41%	24	12%	7	5%	3	7%	4
10 Years	2%	1	0%	0	12%	7	39%	23	29%	17	10%	6	8%	5
15 Years	0%	0	0%	0	10%	6	20%	12	39%	23	19%	11	12%	7
20+ Years	2%	1	0%	0	10%	6	8%	5	31%	18	36%	21	14%	8

## Paid Holidays

Forty-one percent (41%) of respondents offer employees 10 or more paid holidays each year.

Q. How many paid holidays, including floating days, does your company provide employees each year?		
Response	Percent	Count
10+ days	41%	24
7-9 days	34%	20
4-6 days	19%	11
0 days	3%	2
Not Reported	3%	2
Totals	100%	59

## Maternity & Paternity Leave

Fifteen percent (15%) of respondents offer employees paid maternity leave, and 10% offer paid paternity leave.

Q. Does your company provide paid maternity leave (beyond any existing medical disability or employee-accrued leave) to employees?		
Response	Percent	Count
No	85%	50
Yes	15%	9
Totals	100%	59
Amount of paid maternity leave reported varies, from 3 days to 6 weeks		

Q. Does your company provide paid paternity leave (beyond any existing medical disability or employee-accrued leave) to employees?		
Response	Percent	Count
No	90%	53
Yes	10%	6
Totals	100%	59
Amount of paid paternity leave reported varies, from 2 days to 6 weeks		



## Other Paid Leave

Q. Not including any paid holiday or vacation days, how many paid days of the following types does your firm offer to employees annually?												
Number of Paid Days	0 days		1-3 days		4-6 days		7-9 days		10+ days		Not Reported	
Type of Leave	%	#	%	#	%	#	%	#	%	#	%	#
Sick Leave	64%	38	3%	2	19%	11	3%	2	3%	2	7%	4
Community Service / Volunteering	75%	44	14%	8	2%	1	0%	0	0%	0	10%	6
PTO (Paid or Personal Time Off)	66%	39	15%	9	8%	5	0%	0	7%	4	3%	2

Other types of paid leave reported include: bereavement leave, jury duty, employee birthday, wellness days, employee appreciation days, and earned time for perfect attendance.

## Policies for Unused Paid Leave

Q. If an employee does not use all his or her earned paid leave within the year, what happens to the paid leave?		
Response	Percent	Count
Loses it	41%	24
Some or all carries over to the next year	27%	16
Gets paid for unused leave	17%	10
Other	14%	8
Not Reported	2%	1
Totals	100%	59

Other responses include varied policies for hourly vs. salaried employees and combinations of buy back and carry over policies.

# Wages & Pay

## Pay Increases

### Last Fiscal Year | All Respondents

The average pay increase for full-time employees for companies reporting an increase in their last fiscal year was 3.48%.

Q. What is the average percentage pay increase, if any, per employee budgeted during your company's last fiscal year?		
Employee Type	Average Percentage Pay Increase, Budgeted Current Fiscal Year	Number of Responding Companies
Full-time	3.48%	50
Part-time	3.06%	17

### Projected Current Fiscal Year | All Respondents

The average pay increase for full-time employees for companies reporting a budgeted increase in their current fiscal year is 3.18%.

Q. What is the average percentage pay increase, if any, per employee budgeted for your company's current fiscal year?		
Employee Type	Average Percentage Pay Increase, Budgeted Current Fiscal Year	Number of Responding Companies
Full-time	3.18%	45
Part-time	2.71%	14

## Last Fiscal Year | By Industry

Q. What is the average percentage pay increase, if any, per employee budgeted during your company's last fiscal year?			
Category	Employee Type	Average Percentage Pay Increase, Last Fiscal Year	Number of Responding Companies
Manufacturers	Full-time	3.57%	35
	Part-time	2.96%	12
Non-Manufacturers	Full-time	3.51%	10
	Part-time	3.02%	5

## Current Fiscal Year | By Industry

Q. What is the average percentage pay increase, if any, per full-time employee budgeted for your company's current fiscal year?			
Category	Employee Type	Average Percentage Pay Increase, Budgeted Current Fiscal Year	Number of Responding Companies
Manufacturers	Full-time	2.99%	36
	Part-time	2.64%	10
Non-Manufacturers	Full-time	3.63%	9
	Part-time	2.63%	4

## Last Fiscal Year | By County Grouping

Q. What is the average percentage pay increase, if any, per employee budgeted during your company's last fiscal year?			
Category	Employee Type	Average Percentage Pay Increase, Last Fiscal Year	Number of Responding Companies
Bradley & Hamilton Counties	Full-time	2.94%	31
	Part-time	3.12%	14
Other Counties	Full-time	4.16%	19
	Part-time	2.50%	4

## Projected Current Fiscal Year | By County Grouping

Q. What is the average percentage pay increase, if any, per full-time employee budgeted for your company's current fiscal year?			
Category	Employee Type	Average Percentage Pay Increase, Budgeted Current Fiscal Year	Number of Responding Companies
Bradley & Hamilton Counties	Full-time	2.94%	27
	Part-time	2.67%	12
Other Counties	Full-time	3.62%	17
	Part-time	2.45%	2

## Primary Basis for Pay Increases

The most common basis for pay increases is based on merit or employee performance.

Q. What is your company's primary basis for pay increases? Select all that apply. (58 Respondents)		
Response	Percent	Count
Merit Based / Employee Performance	83%	48
Company Performance	43%	25
Cost of Living	36%	21
Other	24%	14
Production	12%	7
Seniority	3%	2
Other responses include: varied policy by employee category; market adjustments; skill-based criteria, and promotions.		

## Pay Structure Review

Q. How often is your company's base pay structure reviewed? Select one.		
Response	Percent	Count
Annually	71%	42
As needed	17%	10
Every 2 years	5%	3
As new employees are hired	3%	2
Every 5 years	2%	1
Other	2%	1
Totals	100%	59

## Bonuses & Incentives

Forty-six percent (46%) of respondents reporting their bonus and incentive offering report that general bonuses are offered to non-executive employees.

Q: Does your company offer any of the following to non-executive employees? Select all that apply. (56 Respondents)

Response	Percent	Count
General bonuses	46%	26
Incentive bonuses	36%	20
Employee profit sharing	23%	13
Sign-on bonuses when hiring	16%	9
Other	16%	9
None	14%	8
Retention Bonuses	11%	6
Company stock or stock options	7%	4
Safety Bonuses	7%	4

## Pay Shift Differentials

Sixty-three percent (63%) of respondents pay shift differentials for non-traditional work hours.

Q. Does your firm pay shift differentials for non-traditional work hours?		
Response	Percent	Count
Yes	63%	37
No	37%	22
Totals	100%	59

Q. What is your company's standard pay formula for non-exempt employees in the following situations?										
Pay Formula	Time & 1/2		Double-Time		Regular Base Rate		Other		Not Reported	
Situation	%	#	%	#	%	#	%	#	%	#
>8 hrs / day	14%	8	0%	0	69%	41	0%	0	17%	10
>40 hrs / week	90%	53	0%	0	7%	4	0%	0	3%	2
Hours worked on a holiday	15%	9	37%	22	27%	16	14%	8	7%	4
Hours worked on a Sunday	7%	4	31%	18	39%	23	10%	6	14%	8
Call-In	17%	10	0%	0	29%	17	25%	15	29%	17
On-Call	7%	4	2%	1	25%	15	25%	15	41%	24

## Entry Level Wages

<b>What is your company's current entry level hourly wage for each of the general positions listed below?</b>									
Position	Accounting			Clerical/Administrative			Customer Service		
Category	Avg.	Median	# of Responses	Avg.	Median	# of Responses	Avg.	Median	# of Responses
All Respondents	\$ 18.34	\$ 18.00	38	\$ 14.62	\$ 14.50	45	\$ 15.10	\$ 15.00	32
Non-Manufacturers	\$ 16.33	\$ 16.00	7	\$ 14.46	\$ 13.50	9	\$ 14.72	\$ 14.40	9
Manufacturers	\$ 18.79	\$ 18.00	31	\$ 14.66	\$ 14.75	36	\$ 15.25	\$ 15.00	23
Hamilton & Bradley Counties	\$ 20.02	\$ 18.51	23	\$ 15.85	\$ 15.00	24	\$ 16.01	\$ 16.00	18
Other Counties Grouping	\$ 15.76	\$ 14.00	15	\$ 13.22	\$ 13.50	21	\$ 13.94	\$ 13.75	14

<b>What is your company's current entry level hourly wage for each of the general positions listed below?</b>									
Position	Laborer			Production/Operator			Warehouse		
Category	Avg.	Median	# of Responses	Avg.	Median	# of Responses	Avg.	Median	# of Responses
All Respondents	\$ 13.45	\$ 13.00	46	\$ 14.64	\$ 14.00	49	\$ 13.84	\$ 13.35	44
Non-Manufacturers	\$ 13.55	\$ 13.00	7	\$ 13.66	\$ 13.47	6	\$ 14.64	\$ 13.00	7
Manufacturers	\$ 13.43	\$ 13.00	39	\$ 14.77	\$ 14.00	43	\$ 13.68	\$ 13.70	37
Hamilton & Bradley Counties	\$ 14.72	\$ 14.87	27	\$ 16.16	\$ 16.00	27	\$ 14.79	\$ 14.71	24
Other Counties Grouping	\$ 11.65	\$ 11.00	19	\$ 12.76	\$ 12.00	22	\$ 12.70	\$ 12.00	20



## Wages by Occupation

<b>Occupation</b> <small>*An N/A in this table indicates that there were no or too few responses to report.</small>		<i>Employees</i>	<i>Wage Range Reporting: Respondents were asked to report the wage range (lowest and highest wage) paid for each occupation.</i>				<i>Wage Average Reporting: Respondents were asked to report the average wage paid for each occupation.</i>			
Occupation Code	Occupation	Number of Reported Employees	Number of Responses Providing a Wage Rate Range	Average Minimum (as an Hourly Rate)	Average Maximum (as an Hourly Rate)	<i>Difference between Highest and Lowest Wage Rate Reported</i>	Number of Responses Reporting an Average Rate	Average Hourly Rate Average	Average Hourly Rate Median	
11-1021	General & Operations Manager	48	26	\$49.12	\$66.37	\$120.76	24	\$64.81	\$60.58	
11-2021	Marketing Manager	19	13	\$31.84	\$60.44	\$41.21	11	\$37.24	\$35.10	
11-2022	Sales Manager	80	20	\$42.55	\$59.39	\$69.13	18	\$51.77	\$51.37	
11-2031	Public Relations Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
11-3011	Administrative Services Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
11-3021	Computer & Information System Manager	15	12	\$42.17	\$52.86	\$60.58	11	\$46.51	\$48.22	
11-3031	Financial Managers	40	24	\$41.35	\$51.70	\$62.43	21	\$48.33	\$48.08	
11-3501	Industrial Production Manager	73	26	\$37.45	\$48.36	\$55.29	20	\$41.16	\$40.14	
11-3061	Purchasing Manager	20	17	\$36.06	\$46.44	\$66.81	14	\$41.56	\$40.55	
11-3071	Transportation, Storage, & Distribution Manager	40	16	\$33.10	\$42.27	\$42.07	12	\$38.49	\$40.16	
11-3111	Compensation & Benefits Manager	7	7	\$28.27	\$38.23	\$59.34	6	\$37.14	\$30.23	
11-3121	Human Resources Manager	33	29	\$35.32	\$46.33	\$60.05	23	\$40.14	\$38.46	
11-3131	Training & Development Manager	5	6	\$35.76	\$42.74	\$20.78	5	\$39.32	\$41.78	
13-1020	Buyers & Purchasing Agents	48	20	\$24.24	\$31.35	\$36.56	16	\$27.72	\$27.37	
13-1071	Human Resources Specialist	37	17	\$22.30	\$31.44	\$26.35	12	\$26.90	\$27.22	
13-1075	Labor Relations Specialist	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
13-1081	Logisticians	13	7	\$27.01	\$32.80	\$39.51	4	\$36.14	\$39.38	

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13-1151	Training & Development Specialist	12	7	\$22.64	\$27.48	\$23.59	7	\$25.11	\$25.12
13-1161	Market Research Analysis & Marketing Specialists	9	6	\$20.99	\$26.63	\$36.56	6	\$23.12	\$23.41
13-2011	Accountant	41	26	\$27.83	\$44.17	\$201.92	21	\$29.29	\$26.78
13-2050	Financial Analyst	19	10	\$30.70	\$36.18	\$31.62	8	\$32.77	\$31.25
14-2041	Chemical Engineer	16	6	\$30.86	\$44.48	\$44.50	5	\$36.24	\$40.87
15-1121	Computer Systems Analyst	18	11	\$30.01	\$40.55	\$46.35	10	\$35.95	\$36.06
15-1131	Computer Programmers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15-1132	Software Developers, Applications	27	7	\$30.57	\$44.68	\$47.32	6	\$36.62	\$40.95
15-1133	Software Developers, Systems Software	19	4	\$31.35	\$47.41	\$47.32	4	\$36.84	\$42.02
15-1141	Database Administrators	12	8	\$33.95	\$43.93	\$46.36	7	\$38.90	\$40.87
15-1142	Network & Computer System Analysts	12	6	\$32.21	\$36.93	\$26.08	4	\$35.42	\$36.83
15-1151	Computer User Support Specialist	47	10	\$16.91	\$21.57	\$23.65	7	\$18.86	\$17.97
15-1152	Computer Network Support Specialist	18	7	\$21.00	\$32.77	\$52.14	7	\$27.09	\$24.04
17-2051	Civil Engineer	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17-2071	Electrical Engineer	46	11	\$36.47	\$44.09	\$40.62	6	\$40.42	\$42.05
17-2081	Environmental Engineer	7	5	\$44.73	\$51.83	\$26.25	5	\$48.02	\$48.19
17-2112	Industrial Engineer	21	12	\$33.89	\$42.71	\$40.87	6	\$35.09	\$33.77
17-2131	Materials Engineer	15	5	\$31.73	\$44.58	\$23.29	5	\$35.80	\$36.06
17-2141	Mechanical Engineer	146	20	\$33.64	\$44.41	\$51.27	17	\$37.49	\$36.54
17-3011	Architectural & Civil Drafters	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17-3012	Electrical & Electronics Drafter	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17-3013	Mechanical Drafter	36	6	\$21.83	\$29.36	\$26.50	5	\$23.70	\$22.17

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17-3023	Electrical & Electronics Engineering Technicians	27	N/A	N/A	N/A	N/A	7	\$28.08	\$26.96
17-3024	Electro-Mechanical Technician	51	4	\$22.77	\$28.86	\$18.09	N/A	N/A	N/A
17-3025	Environmental Engineering Technician	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17-3026	Industrial Engineering Technician	11	4	\$26.19	\$34.66	\$29.17	N/A	N/A	N/A
17-3027	Mechanical Engineering Technician	51	7	\$2,917.00	\$35.46	\$32.48	5	\$29.49	\$25.76
27-1024	Graphic Designer	13	7	\$25.15	\$26.86	\$28.55	6	\$27.35	\$26.00
27-3031	Public Relations Specialist	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
33-9032	Security Guard	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
37-1011	First Line Supervisors of Housekeeping & Janitorial Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
37-1012	First Line Supervisors of Landscaping, Lawn Service, & Grounds keeping Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
37-2011	Janitors & Cleaners	28	13	\$13.38	\$16.14	\$20.97	10	\$14.71	\$13.10
37-3011	Landscaping & Grounds keeping Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	57	8	\$30.01	\$48.84	\$65.96	7	\$41.65	\$33.17
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	50	11	\$31.60	\$48.76	\$53.29	11	\$40.71	\$42.31

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43-1011	First-Line Supervisors of Office and Administrative Support Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
43-3021	Billing & Posting Clerks	52	18	\$18.64	\$22.98	\$24.10	16	\$20.27	\$18.80
43-3031	Bookkeeping, Accounting, and Auditing Clerks	70	19	\$18.11	\$22.68	\$31.23	19	\$20.87	\$19.85
43-3051	Payroll & Timekeeping Clerks	30	14	\$20.91	\$24.34	\$25.63	11	\$21.39	\$21.16
43-3061	Procurement Clerk	4	4	\$17.52	\$20.72	\$10.17	4	\$19.47	\$19.25
43-4051	Customer Service Representative	625	23	\$17.20	\$22.93	\$34.82	21	\$18.93	\$18.27
43-4161	Human Resource Assistants	26	17	\$18.29	\$22.10	\$20.00	13	\$19.13	\$18.51
43-4171	Receptionist & Information Clerks	17	11	\$12.71	\$16.47	\$14.38	10	\$15.25	\$15.83
43-5061	Production, Planning, & Expedition Clerks	35	11	\$23.22	\$28.77	\$20.47	9	\$25.55	\$26.44
43-5071	Shipping, Receiving, & Traffic Clerks	121	34	\$16.79	\$20.26	\$34.52	27	\$18.23	\$16.71
43-5081	Stock Clerks & Order Fillers	54	10	\$13.93	\$17.11	\$12.88	8	\$16.13	\$16.59
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
43-6011	Executive Secretaries & Executive Administrative Assistants	15	9	\$24.51	\$31.51	\$29.33	9	\$29.10	\$23.44
43-6014	Secretaries & Administrative Assistants	28	13	\$16.45	\$22.10	\$31.68	12	\$18.77	\$16.88
43-9061	Office Clerks, General	39	8	\$12.38	\$16.46	\$22.50	9	\$13.69	\$13.00
51-1011	First-Line Supervisors of Production and Operating Workers	502	37	\$23.87	\$31.14	\$36.56	33	\$26.67	\$26.76

Occupation Code	Occupation	Number of Reported Employees	Number of Responses Providing a Wage Rate Range	Average Minimum (as an Hourly Rate)	Average Maximum (as an Hourly Rate)	<i>Difference between Highest and Lowest Wage Rate Reported</i>	Number of Responses Reporting an Average Rate	Average Hourly Rate Average	Average Hourly Rate Median
51-2028	Electrical, Electronic, and Electromechanical Assemblers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-2041	Structural Metal Fabricators & Fitters	277	4	\$20.66	\$25.78	\$8.80	N/A	N/A	N/A
51-2098	Assemblers and Fabricators, All Other, Including Team Assemblers	1674	18	\$15.32	\$19.38	\$19.71	14	\$17.96	\$16.27
51-3092	Food Batchmakers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	170	11	\$16.34	\$20.25	\$16.56	11	\$17.94	\$18.00
51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	76	4	\$14.97	\$20.05	\$11.45	N/A	N/A	N/A
51-4022	Forging Machine Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	297	12	\$15.73	\$19.36	\$15.09	9	\$17.43	\$16.74
51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	127	5	\$15.50	\$19.11	\$15.09	6	\$17.66	\$16.70
51-4041	Machinists	257	13	\$17.30	\$23.95	\$27.00	12	\$19.70	\$20.00
51-4061	Model Makers, Metal and Plastic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	115	N/A	N/A	N/A	N/A	4	16.87	17.43
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-4111	Tool and Die Makers	100	7	\$19.76	\$26.95	\$23.50	6	\$20.87	\$19.85
51-4121	Welders, Cutters, Solderers, and Brazers	370	14	\$16.47	\$21.27	\$14.00	12	\$18.52	\$18.51
51-4192	Layout Workers, Metal and Plastic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-4199	Metal Workers and Plastic Workers, All Other	N/A	4	\$ 16.97	\$ 18.80	\$ 16.56	N/A	N/A	N/A
51-5111	Prepress Technicians & Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-5112	Printing Press Operators	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-5113	Print Binding and Finishing Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-6021	Pressers, Textile, Garment, and Related Materials	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-6031	Sewing Machine Operators	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-6061	Textile Bleaching and Dyeing Machine Operators and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-6062	Textile Cutting Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-6063	Textile Knitting and Weaving Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-7011	Cabinetmakers and Bench Carpenters	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-8021	Stationary Engineers & Boiler Operators	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-8031	Waste Water Treatment Plant and System Operators	38	4	\$20.24	\$25.63	\$16.57	N/A	N/A	N/A
51-9011	Chemical Equipment Operators and Tenders	98	6	\$17.30	\$24.25	\$19.00	6	\$18.94	\$19.00
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9021	Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	18	4	\$16.25	\$19.89	\$15.56	N/A	N/A	N/A
51-9031	Cutters and Trimmers, Hand	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9032	Cutting and Slicing Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	615	21	\$17.27	\$22.84	\$51.29	18	\$17.95	\$17.27

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51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	56	7	\$18.96	\$20.79	\$15.72	5	\$19.48	\$20.00
51-9122	Painters, Transportation Equipment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9196	Paper Goods Machine Setters, Operators, and Tenders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
51-9198	Helpers--Production Workers	324	13	\$14.21	\$18.07	\$14.74	11	\$16.05	\$16.13
53-1048	First-Line Supervisors of Transportation and Material Moving Workers	95	21	\$22.79	\$29.03	\$35.09	18	\$24.33	\$23.34
53-3032	Heavy and Tractor-Trailer Truck Drivers	669	12	\$17.11	\$25.76	\$43.37	11	\$20.74	\$17.54
53-7051	Industrial Truck and Tractor Operators	134	14	\$15.21	\$18.17	\$13.00	9	\$16.91	\$17.00
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	167	17	\$13.54	\$17.24	\$16.02	10	\$13.79	\$13.36
53-7063	Machine Feeders and Offbearers	151	4	\$11.93	\$16.65	\$8.61	N/A	N/A	N/A
53-7064	Packers and Packagers, Hand	55	4	\$11.60	\$13.85	\$5.41	N/A	N/A	N/A



# Recruiting, Hiring, Outsourcing, & Policies

## Recruiting Tools

Referrals are the most common recruiting tool reported by respondents (83%), followed by the use of company websites (73%) and online job websites (70%).

Q. Which of the following recruiting tools does your company use? Select all that apply. (59 Respondents)		
Response	Percent	Count
Referrals	83%	49
Company Website	73%	43
Advertising using job-posting websites (e.g. careerbuilder.com or monster.com)	70%	41
Online Social Media	61%	36
Community Job Fairs	58%	34
Staffing Firm	58%	34
Internship programs	44%	26
School Campus recruiting	44%	26
Other internet-based recruiting	41%	24
Newspaper Ads	39%	23
Local Workforce Developer	25%	15
Apprenticeship programs	22%	13
Virtual Job Fairs	5%	3
None	3%	2
Other - Write In - Unemployment Office	2%	1

## Recruiting Tools | By Industry

Q. Which of the following recruiting tools does your company use? Select all that apply. (Percentages are of the category.)							
Category	Response	%	#	Category	Response	%	#
Non-Manufacturers	Referrals	100%	13	Manufacturers	Referrals	78%	36
	Company Website	69%	9		Company Website	74%	34
	Online Social Media	54%	7		Online Social Media	63%	29
	Advertising using job-posting websites (e.g. careerbuilder.com or monster.com)	54%	7		Advertising using job-posting websites (e.g. careerbuilder.com or monster.com)	74%	34
	Other internet-based recruiting	54%	7		Other internet-based recruiting	37%	17
	Internship programs	46%	6		Internship programs	44%	20
	Staffing Firm	46%	6		Staffing Firm	61%	28
	Community Job Fairs	39%	5		Community Job Fairs	63%	29
	School Campus recruiting	39%	5		School Campus recruiting	46%	21
	Newspaper Ads	23%	3		Newspaper Ads	44%	20
	Apprenticeship programs	15%	2		Apprenticeship programs	24%	11
	Local Workforce Developer	15%	2		Local Workforce Developer	28%	13
						Virtual Job Fairs	7%
				None	4%	2	
				Other	2%	1	

## Recruiting Tools | By County Grouping

Q. Which of the following recruiting tools does your company use? Select all that apply. (Percentages are of the category.)							
Category	Value	%	#	Category	Value	%	#
Includes Bradley + Hamilton	Referrals	85%	29	Other Counties	Referrals	80%	20
	Company Website	82%	28		Company Website	60%	15
	Advertising using job-posting websites (e.g. careerbuilder.com or monster.com)	82%	28		Online Social Media	56%	14
	Online Social Media	65%	22		Staffing Firm	56%	14
	Community Job Fairs	62%	21		Advertising using job-posting websites (e.g. careerbuilder.com or monster.com)	52%	13
	Staffing Firm	59%	20		Community Job Fairs	52%	13
	School Campus recruiting	53%	18		Internship programs	40%	10
	Internship programs	47%	16		Other internet-based recruiting	40%	10
	Other internet-based recruiting	41%	14		Newspaper Ads	40%	10
	Newspaper Ads	38%	13		School Campus recruiting	32%	8
	Local Workforce Developer	24%	8		Apprenticeship programs	32%	8
	Apprenticeship programs	15%	5		Local Workforce Developer	28%	7
	Virtual Job Fairs	9%	3		None	8%	2
					Other	4%	1

## Pre-employment Evaluation

Nearly all (97%) of respondents use interviewing as a pre-employment evaluation method, and 88% employ pre-employment drug testing.

Q. What kind of pre-employment evaluation methods does your company use, if any? Select all that apply. (59 Respondents)		
Response	Percent	Count
Interviewing	97%	57
Drug Testing	88%	52
Background checks	73%	43
Reference checks	68%	40
Criminal checks	66%	39
Physical	48%	28
Hire as Temps or Interns first	39%	23
Aptitude or specific skills testing	37%	22
Web-based pre-screening	22%	13
Credit checks	20%	12
Pre-employment training	10%	6

# Performance Reviews

Respondents have varied policies for performance review frequency for new employees. Sixty-nine percent (69%) of respondents conduct performance reviews for existing employees annually.

## Performance Reviews | New Employees

Q. How often does your company conduct formal employee performance reviews for new employees?		
Response	Percent	Count
Annually	25%	15
Every 30 days	22%	13
Every 90 days	17%	10
Company does not conduct formal performance reviews	14%	8
Semi-Annually (twice a year)	10%	6
Other	10%	6
Not Reported	2%	1
Totals	100%	59
Other responses include: 30/60/90-day reviews for new employees and varied policies.		

## Performance Reviews | Existing Employees

Q. How often does your company conduct formal employee performance reviews for existing employees?		
Response	Percent	Count
Annually	69%	41
Company does not conduct formal performance reviews	10%	6
Semi-Annually (twice a year)	10%	6
Other	5%	3
Every 90 days	3%	2
Not Reported	2%	1
Totals	100%	59
Other responses include: policy varied by employee category.		

## Outsourced Roles

Roles outsourced by half or more respondents include: background checks, COBRA administration, janitorial services, and retirement administration.

Q. Which of the following, if any, does your company outsource? Select all that apply. (58 Respondents)		
Response	Percent	Count
Background Check	66%	38
COBRA	62%	36
Janitorial	52%	30
Retirement administration	50%	29
Legal	48%	28
Employment Verification	41%	24
Staffing Services	38%	22
Security	28%	16
Benefits Administration	21%	12
Travel Services	21%	12
Payroll Administration	16%	9
IT	14%	8
Outplacement	10%	6
Logistics / Shipping	9%	5
Maintenance	7%	4
None	7%	4
PR / Marketing	5%	3
Training / Development	5%	3
Copy Services	3%	2
Employee Compensation	3%	2

## Employment Policies

Pre-employment drug testing is a policy for 88% of respondents and post incident drug testing for cause is a policy for 86% of respondents.

Q. Please select the policies your firm currently has in place for employees. Select all that apply. (59 Respondents)		
Response	Percent	Count
Pre-employment drug testing	88%	52
Drug testing for cause (post-incident)	86%	51
Sexual Harassment	81%	48
Workplace Violence	73%	43
Random drug testing	63%	37
Bullying	49%	29
Smoking cessation	42%	25
Online Social Media	41%	24
Health-risk assessments	32%	19
Non-monetary incentives	27%	16
Weight-loss incentives	22%	13
Lean, Six Sigma	19%	11
Flex Time	9%	5
Telecommuting	9%	5
Elder care	2%	1
Other - Write In - Information Security	2%	1
None	2%	1

# Recent & Projected Hiring

## Last Fiscal Year Hiring

Ninety-seven percent (97%) of respondents reported hiring one or more new employees in their last fiscal year.

Company Made One or More New Hires in Last Fiscal Year		
Response	Percent	Count
Yes	97%	57
No	2%	1
Not Reported	2%	1
Totals	100%	59

Q. Approximately, how many new hires for each employee category were made by your company in its last fiscal year? (% of 59 Respondents)		
Hiring 1 or More Employee		
Employee Category	%	#
Full-Time Exempt	69%	41
Full-Time Non-Exempt Exempt Hourly	83%	49
Full-Time Non-Exempt Salaried	24%	14
Part-Time	34%	20
Contract or Temporary	42%	25
Other	3%	2

Q. Approximately, how many new hires for each employee category were made by your company in its last fiscal year?										
Number of Hires	No new employees		1-5 employees		6-20 employees		>20 employees		Not Reported	
	%	#	%	#	%	#	%	#	%	#
Employee Category										
Full-Time Exempt	19%	11	42%	25	24%	14	3%	2	12%	7
Full-Time Non-Exempt Exempt Hourly	8%	5	25%	15	17%	10	41%	24	8%	5
Full-Time Non-Exempt Salaried	47%	28	24%	14	0%	0	0%	0	29%	17
Part-Time	37%	22	24%	14	8%	5	2%	1	29%	17
Contract or Temporary	37%	22	15%	9	8%	5	19%	11	20%	12
Other	51%	30	3%	2	0%	0	0%	0	46%	27



## Projected Current Fiscal Year Hiring

Eighty-six percent (86%) of respondents anticipate hiring one or more new employees in their current fiscal year.

Company Projected to Make One or More New Hires in Current Fiscal Year		
Response	Percent	Count
Yes	86%	51
No	5%	3
Not Reported	8%	5
Totals	100%	59

Q. Approximately, how many new hires for each employee category is your company expected to make in its current fiscal year? (% of 59 Respondents)

Hiring 1 or More Employee		
Employee Category	%	#
Full-Time Exempt	58%	34
Full-Time Non-Exempt Exempt Hourly	69%	41
Full-Time Non-Exempt Salaried	27%	16
Part-Time	20%	12
Contract or Temporary	32%	19
Other	5%	3

Q. Approximately, how many new hires in each employee category is your company expecting to make in its current fiscal year?

Number of Hires	No employees		1-5 employees		6-20 employees		>20 employees		Not Reported	
	%	#	%	#	%	#	%	#	%	#
Employee category										
Full-Time Exempt	29%	17	42%	25	15%	9	3%	2	14%	8
Full-Time Exempt Hourly	14%	8	25%	15	44%	26	25%	15	17%	10
Full-Time Salaried	41%	24	24%	14	3%	2	0%	0	32%	19
Part-Time	46%	27	12%	7	8%	5	2%	1	34%	20
Contract or Temporary	37%	22	8%	5	24%	14	20%	12	31%	18
Other	47%	28	2%	1	3%	2	3%	2	47%	28

# Hiring & Educational Requirements by Occupation

Occupation		<i>Hiring &amp; Ed. Requirement</i> *An N/A in this table indicates that there were no or too few responses to report.		
Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
11-1021	General & Operations Manager	6	6 (12)	Bachelor's Degree
11-2021	Marketing Manager	N/A	6 (10)	Bachelor's Degree
11-2022	Sales Manager	5	6 (12)	Bachelor's Degree
11-2031	Public Relations Manager	N/A	N/A	N/A
11-3011	Administrative Services Manager	N/A	N/A	N/A
11-3021	Computer & Information System Manager	N/A	6 (7)	Bachelor's Degree
11-3031	Financial Managers	3	7 (11)	Bachelor's Degree
11-3501	Industrial Production Manager	N/A	6 (13)	High School / GED
11-3061	Purchasing Manager	3	5 (12)	Bachelor's Degree
11-3071	Transportation, Storage, & Distribution Manager	8	5 (8)	High School / GED
11-3111	Compensation & Benefits Manager	N/A	5 (6)	High School / GED
11-3121	Human Resources Manager	N/A	6 (13)	Bachelor's Degree
11-3131	Training & Development Manager	N/A	5 (4)	High School / GED
13-1020	Buyers & Purchasing Agents	4	5 (9)	High School / GED
13-1071	Human Resources Specialist	N/A	5 (11)	Bachelor's Degree
13-1075	Labor Relations Specialist	N/A	N/A	N/A
13-1081	Logisticians	N/A	N/A	N/A
13-1141	Compensation & Benefits Specialist	N/A	N/A	N/A
13-1151	Training & Development Specialist	N/A	N/A	N/A
13-1161	Market Research Analysis & Marketing Specialists	3	4 (7)	Bachelor's Degree
13-2011	Accountant	N/A	6 (12)	Bachelor's Degree
13-2050	Financial Analyst	3	6 (7)	Bachelor's Degree

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
14-2041	Chemical Engineer	N/A	4 (5)	Bachelor's Degree
15-1121	Computer Systems Analyst	3	6 (8)	Bachelor's Degree
15-1131	Computer Programmers	N/A	N/A	N/A
15-1132	Software Developers, Applications	N/A	5 (4)	High School / GED
15-1133	Software Developers, Systems Software	N/A	6 (4)	Bachelor's Degree
15-1141	Database Administrators	N/A	5 (5)	Bachelor's Degree
15-1142	Network & Computer System Analysts	N/A	6 (4)	Bachelor's Degree
15-1151	Computer User Support Specialist	3	5 (8)	High School / GED
15-1152	Computer Network Support Specialist	N/A	4 (5)	Bachelor's Degree
17-2051	Civil Engineer	N/A	N/A	N/A
17-2071	Electrical Engineer	12	5 (12)	Bachelor's Degree
17-2081	Environmental Engineer	N/A	4 (7)	Bachelor's Degree
17-2112	Industrial Engineer	N/A	5 (7)	Bachelor's Degree
17-2131	Materials Engineer	5	N/A	Bachelor's Degree
17-2141	Mechanical Engineer	10	5 (12)	Bachelor's Degree
17-3011	Architectural & Civil Drafters	N/A	N/A	N/A
17-3012	Electrical & Electronics Drafter	N/A	N/A	N/A
17-3013	Mechanical Drafter	N/A	4 (4)	High School / GED
17-3023	Electrical & Electronics Engineering Technicians	N/A	5 (10)	High School / GED
17-3024	Electro-Mechanical Technician	4	6 (6)	High School / GED
17-3025	Environmental Engineering Technician	N/A	4 (4)	High School / GED
17-3026	Industrial Engineering Technician	N/A	N/A	N/A
17-3027	Mechanical Engineering Technician	N/A	4 (4)	High School / GED
27-1024	Graphic Designer	N/A	5 (7)	High School / GED
27-3031	Public Relations Specialist	N/A	N/A	N/A
33-9032	Security Guard	N/A	N/A	N/A

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
37-1011	First Line Supervisors of Housekeeping & Janitorial Workers	N/A	N/A	N/A
37-1012	First Line Supervisors of Landscaping, Lawn Service, & Grounds keeping Workers	N/A	N/A	N/A
37-2011	Janitors & Cleaners	7	3 (8)	High School / GED
37-3011	Landscaping & Grounds keeping Workers	N/A	3 (4)	High School / GED
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	N/A	8 (6)	Bachelor's Degree
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	20	5 (7)	High School / GED
43-1011	First-Line Supervisors of Office and Administrative Support Workers	5	3 (4)	High School / GED
43-3021	Billing & Posting Clerks	6	5 (10)	High School / GED
43-3031	Bookkeeping, Accounting, and Auditing Clerks	3	5 (13)	High School / GED
43-3051	Payroll & Timekeeping Clerks	N/A	6 (6)	Bachelor's Degree
43-3061	Procurement Clerk	N/A	5 (5)	High School / GED
43-4051	Customer Service Representative	40	5 (12)	High School / GED
43-4161	Human Resource Assistants	N/A	5 (12)	High School / GED
43-4171	Receptionist & Information Clerks	6	4 (6)	High School / GED
43-5061	Production, Planning, & Expedition Clerks	N/A	6 (5)	High School / GED
43-5071	Shipping, Receiving, & Traffic Clerks	3	5 (14)	High School / GED
43-5081	Stock Clerks & Order Fillers	N/A	3 (7)	High School / GED
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	N/A	N/A	N/A

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
43-6011	Executive Secretaries & Executive Administrative Assistants	8	5 (7)	Associates Degree
43-6014	Secretaries & Administrative Assistants	3	4 (9)	High School / GED
43-9061	Office Clerks, General	N/A	4 (9)	High School / GED
51-1011	First-Line Supervisors of Production and Operating Workers	18	6 (25)	Associates Degree
51-2028	Electrical, Electronic, and Electromechanical Assemblers	N/A	N/A	N/A
51-2041	Structural Metal Fabricators & Fitters	N/A	N/A	N/A
51-2098	Assemblers and Fabricators, All Other, Including Team Assemblers	45	5 (15)	High School / GED
51-3092	Food Batchmakers	N/A	N/A	N/A
51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	15	8 (9)	High School / GED
51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A
51-4022	Forging Machine Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	4	5 (7)	Highschool / GED
51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	5	4 (5)	Highschool / GED
51-4041	Machinists	23	7 (13)	Highschool / GED
51-4061	Model Makers, Metal and Plastic	N/A	N/A	N/A

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	N/A	N/A	N/A
51-4111	Tool and Die Makers	6	6 (4)	Highschool / GED
51-4121	Welders, Cutters, Solderers, and Brazers	34	6 (8)	Highschool / GED
51-4192	Layout Workers, Metal and Plastic	N/A	N/A	N/A
51-4199	Metal Workers and Plastic Workers, All Other	N/A	5 (4)	Highschool / GED
51-5111	Prepress Technicians & Workers	N/A	N/A	N/A
51-5112	Printing Press Operators	N/A	N/A	N/A
51-5113	Print Binding and Finishing Workers	N/A	N/A	N/A
51-6021	Pressers, Textile, Garment, and Related Materials	N/A	N/A	N/A
51-6031	Sewing Machine Operators	N/A	N/A	N/A
51-6061	Textile Bleaching and Dyeing Machine Operators and Tenders	N/A	N/A	N/A
51-6062	Textile Cutting Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-6063	Textile Knitting and Weaving Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-7011	Cabinetmakers and Bench Carpenters	N/A	N/A	N/A
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	N/A	N/A	N/A

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
51-8021	Stationary Engineers & Boiler Operators	N/A	N/A	N/A
51-8031	Waste Water Treatment Plan and System Operators	N/A	N/A	N/A
51-9011	Chemical Equipment Operators and Tenders	N/A	8 (4)	Highschool / GED
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-9021	Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-9031	Cutters and Trimmers, Hand	N/A	N/A	N/A
51-9032	Cutting and Slicing Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	4	6 (11)	Highschool / GED
51-9111	Packaging and Filling Machine Operators and Tenders	11	6 (5)	Highschool / GED
51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	6	6 (6)	Highschool / GED
51-9122	Painters, Transportation Equipment	N/A	N/A	N/A
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	N/A	N/A	N/A
51-9196	Paper Goods Machine Setters, Operators, and Tenders	N/A	N/A	N/A
51-9198	Helpers--Production Workers	34	3 (12)	Highschool / GED

Occupation Code	Occupation	Number of Open Positions	Average Difficulty (Number of Respondents in Parenthesis) 1 = Very Easy; 10 = Very Difficult	Most Frequent Educational Requirement Reported
53-1048	First-Line Supervisors of Transportation and Material Moving Workers	N/A	5 (13)	Bachelor's Degree
53-3032	Heavy and Tractor-Trailer Truck Drivers	81	7 (9)	Highschool / GED
53-7051	Industrial Truck and Tractor Operators	9	6 (8)	Highschool / GED
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	10	5 (8)	Highschool / GED
53-7063	Machine Feeders and Offbearers	N/A	6 (4)	Highschool / GED
53-7064	Packers and Packagers, Hand	N/A	6 (3)	Highschool / GED



# Workforce Challenges

## Workforce Challenges | All Respondents

More than 40% of respondents reported employee retention, lack of applications, and lack of industry knowledge as top workforce challenges.

Q. What are your firm's top three workforce challenges in the Chattanooga region? Select three options. (58 Respondents)		
Response	Percent	Count
Retention	50%	29
Lack of applicants	47%	27
Industry knowledge	41%	24
Soft skills (punctuality, attitude, teamwork)	38%	22
Technical/hard skills	28%	16
Drug Test results	26%	15
Wage expectation	24%	14
Basic skill (math, reading, etc.)	22%	13
Credentials	12%	7

## Workforce Challenges | By Industry

Q. What are your firm's top three workforce challenges in the Chattanooga region? Select three options. (Percentages are of the category.)							
Category	Response	%	#	Category	Response	%	#
Non-Manufacturers	Industry knowledge	50%	6	Manufacturers	Retention	50%	23
	Lack of applicants	50%	6		Lack of applicants	46%	21
	Retention	50%	6		Soft skills (punctuality, attitude, teamwork)	44%	20
	Credentials	33%	4		Industry knowledge	39%	18
	Wage expectation	33%	4		Technical/hard skills	30%	14
	Drug Test results	17%	2		Drug Test results	28%	13
	Soft skills (punctuality, attitude, teamwork)	17%	2		Basic skill (math, reading, etc.)	28%	13
	Technical/hard skills	17%	2		Wage expectation	22%	10
	Basic skill (math, reading, etc.)	0%	0		Credentials	7%	3

## Workforce Challenges | County Groupings

Q. What are your firm's top three workforce challenges in the Chattanooga region? Select three options. (Percentages are of the category.)							
Category	Response	%	#	Category	Response	%	#
Bradley & Hamilton County	Industry knowledge	52%	17	Other Counties	Retention	52%	13
	Lack of applicants	52%	17		Soft skills (punctuality, attitude, teamwork)	44%	11
	Retention	49%	16		Lack of applicants	40%	10
	Soft skills (punctuality, attitude, teamwork)	33%	11		Drug Test results	36%	9
	Technical/hard skills	30%	10		Basic skill (math, reading, etc.)	36%	9
	Wage expectation	27%	9		Industry knowledge	28%	7
	Drug Test results	18%	6		Technical/hard skills	24%	6
	Credentials	12%	4		Wage expectation	20%	5
	Basic skill (math, reading, etc.)	12%	4		Credentials	12%	3

## Knowledge & Skill Gaps

Manufacturing labor and assembly was the most reported knowledge or skillset respondents find lacking in the local workforce.

Q. What, if any, knowledge or skillset do you find lacking in the local workforce? Select all that apply. (55 Responses)		
Response	Percent	Count
Manufacturing labor and assembly	58%	32
STEM / Engineering (including AutoCAD Training and Surveying)	26%	14
Other	20%	11
Advanced IT (including programming and software development)	15%	8
None	13%	7
Customer Service	11%	6
Sales	6%	3
Other responses include: willingness to work hard; work ethic; soft skills; maintenance skills; welding; mechanical skills; and electrical skills.		

## Difficulty Filling Open Positions | All Respondents

Fifty-nine (59%) of respondents reported their company is currently having a difficulty filling open positions.

Q. Is your company currently having difficulty filling open positions?		
Response	Percent	Count
Yes	59%	35
No	39%	23
Not Reported	2%	1
Totals	100%	59

Respondents report difficulty filling a wide range of positions, including welding; fabrication; assembly; general laborers; CNC machine operators, machinists, and programmers; chemical operators; drivers; knitters, creelers; maintenance; machinists; claims; customer service; skilled labor in advance manufacturing; and sales.

## Difficulty Filling Open Positions | By Industry

Q. Is your company currently having difficulty filling open positions?			
Category	Response	Percent of Category	Count
Non-Manufacturers	Yes	58%	7
	No	42%	5
Manufacturers	Yes	61%	28
	No	39%	18

## Difficulty Filling Open Positions | By County Grouping

Q. Is your company currently having difficulty filling open positions?			
Category	Response	Percent of Category	Count
Bradley & Hamilton Counties	Yes	55%	18
	No	45%	15
Other Counties	Yes	68%	17
	No	32%	8

# Appendix | Occupation Descriptions

Job Code	Job Title	Job Description
11-2021	Marketing Manager	Plan, direct, or coordinate marketing policies and programs, such as determining the demand for products and services offered by a firm and its competitors, and identify potential customers. Develop pricing strategies with the goal of maximizing the firm's profits or share of the market while ensuring the firm's customers are satisfied. Oversee product development or monitor trends that indicate the need for new products and services.
11-2022	Sales Manager	Plan, direct, or coordinate the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.
11-2031	Public Relations Manager	Plan, direct, or coordinate activities designed to create or maintain a favorable public image or raise issue awareness for their organization or client
11-3011	Administrative Services Manager	Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services.
11-3021	Computer & Information System Manager	Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming. Excludes "Computer Occupations" (15-1111 through 15-1199).
11-3031	Financial Managers	Plan, direct, or coordinate accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment.
11-3051	Industrial Production Manager	Plan, direct, or coordinate the work activities and resources necessary for manufacturing products in accordance with cost, quality, and quantity specifications.
11-3061	Purchasing Manager	Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.
11-3071	Transportation, Storage, & Distribution Manager	Plan, direct, or coordinate transportation, storage, or distribution activities in accordance with organizational policies and applicable government laws or regulations. Includes logistics managers.
11-3111	Compensation & Benefits Manager	Plan, direct, or coordinate compensation and benefits activities of an organization. Job analysis and position description managers are included in "Human Resource Managers"
11-3121	Human Resources Manager	Plan, direct, or coordinate human resources activities and staff of an organization. Excludes managers who primarily focus on compensation and benefits (11-3111) and training and development (11-3131).
11-3131	Training & Development Manager	Plan, direct, or coordinate the training and development activities and staff of an organization.
13-1020	Buyers & Purchasing Agents	Purchase goods or services for further processing, resale, or to enable operation of an establishment. May analyze past buying trends, sales records, price, and quality of goods or services. May select, order, and authorize payment according to contractual agreements. May conduct meetings with sales personnel and introduce new products. Includes wholesale and retail buyers and purchasing agents for farm products, equipment, and raw materials.

<b>Job Code</b>	<b>Job Title</b>	<b>Job Description</b>
13-1071	Human Resources Specialist	Perform activities in the human resource area. Includes employment specialists who screen, recruit, interview, and place workers. Excludes "Compensation, Benefits, and Job Analysis Specialists" (13-1141) and "Training and Development Specialists" (13-1151).
13-1075	Labor Relations Specialist	Resolve disputes between workers and managers, negotiate collective bargaining agreements, or coordinate grievance procedures to handle employee complaints. Excludes equal employment opportunity (EEO) officers who are included in "Compliance Officers" (13-1041).
13-1081	Logisticians	Analyze and coordinate the logistical functions of a firm or organization. Responsible for the entire life cycle of a product, including acquisition, distribution, internal allocation, delivery, and final disposal of resources.
13-1141	Compensation & Benefits Specialist	Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and pension programs.
13-1151	Training & Development Specialist	Design and conduct training and development programs to improve individual and organizational performance. May analyze training needs.
13-1161	Market Research Analysis & Marketing Specialists	Research market conditions in local, regional, or national areas, or gather information to determine potential sales of a product or service, or create a marketing campaign. May gather information on competitors, prices, sales, and methods of marketing and distribution.
13-2011	Accountant	Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others. Install or advise on systems of recording costs or other financial and budgetary data.
13-2050	Financial Analyst	Conduct quantitative analyses of information affecting investment programs of public or private institutions.
14-2041	Chemical Engineer	Design chemical plant equipment and devise processes for manufacturing chemicals and products, such as gasoline, synthetic rubber, plastics, detergents, cement, paper, and pulp, by applying principles and technology of chemistry, physics, and engineering.
15-1121	Computer Systems Analyst	Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.
15-1131	Computer Programmers	Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.
15-1132	Software Developers, Applications	Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.

Job Code	Job Title	Job Description
15-1133	Software Developers, Systems Software	Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.
15-1141	Database Administrators	Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.
15-1142	Network & Computer System Analysts	Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists.
15-1151	Computer User Support Specialist	Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems
15-1152	Computer Network Support Specialist	Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.
17-2051	Civil Engineer	Perform engineering duties in planning, designing, and overseeing construction and maintenance of building structures, and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, and water and sewage systems. Includes architectural, structural, traffic, ocean, and geo-technical engineers.
17-2071	Electrical Engineer	Research, design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems for commercial, industrial, military, or scientific use.
17-2081	Environmental Engineer	Research, design, plan, or perform engineering duties in the prevention, control, and remediation of environmental hazards using various engineering disciplines. Work may include waste treatment, site remediation, or pollution control technology.
17-2112	Industrial Engineer	Design, develop, test, and evaluate integrated systems for managing industrial production processes, including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination
17-2131	Materials Engineer	Evaluate materials and develop machinery and processes to manufacture materials for use in products that must meet specialized design and performance specifications. Develop new uses for known materials. Includes those engineers working with composite materials or specializing in one type of material, such as graphite, metal and metal alloys, ceramics and glass, plastics and polymers, and naturally occurring materials. Includes metallurgists and metallurgical engineers, ceramic engineers, and welding engineers.



<b>Job Code</b>	<b>Job Title</b>	<b>Job Description</b>
17-2141	Mechanical Engineer	Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of equipment such as centralized heat, gas, water, and steam systems.
17-3011	Architectural & Civil Drafters	Prepare detailed drawings of architectural and structural features of buildings or drawings and topographical relief maps used in civil engineering projects, such as highways, bridges, and public works. Use knowledge of building materials, engineering practices, and mathematics to complete drawings.
17-3012	Electrical & Electronics Drafter	Prepare wiring diagrams, circuit board assembly diagrams, and layout drawings used for the manufacture, installation, or repair of electrical equipment.
17-3013	Mechanical Drafter	Prepare detailed working diagrams of machinery and mechanical devices, including dimensions, fastening methods, and other engineering information.
17-3023	Electrical & Electronics Engineering Technicians	Apply electrical and electronic theory and related knowledge, usually under the direction of engineering staff, to design, build, repair, calibrate, and modify electrical components, circuitry, controls, and machinery for subsequent evaluation and use by engineering staff in making engineering design decisions.
17-3024	Electro-Mechanical Technician	Operate, test, maintain, or calibrate unmanned, automated, servo-mechanical, or electromechanical equipment. May operate unmanned submarines, aircraft, or other equipment at worksites, such as oil rigs, deep ocean exploration, or hazardous waste removal. May assist engineers in testing and designing robotics equipment.
17-3025	Environmental Engineering Technician	Apply theory and principles of environmental engineering to modify, test, and operate equipment and devices used in the prevention, control, and remediation of environmental problems, including waste treatment and site remediation, under the direction of engineering staff or scientist. May assist in the development of environmental remediation devices
17-3026	Industrial Engineering Technician	Apply engineering theory and principles to problems of industrial layout or manufacturing production, usually under the direction of engineering staff. May perform time and motion studies on worker operations in a variety of industries for purposes such as establishing standard production rates or improving efficiency.
17-3027	Mechanical Engineering Technician	Apply theory and principles of mechanical engineering to modify, develop, test, or calibrate machinery and equipment under direction of engineering staff or physical scientists.
27-1024	Graphic Designer	Design or create graphics to meet specific commercial or promotional needs, such as packaging, displays, or logos. May use a variety of mediums to achieve artistic or decorative effects.
27-3031	Public Relations Specialist	Engage in promoting or creating an intended public image for individuals, groups, or organizations. May write or select material for release to various communications media.
33-9032	Security Guard	Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules. May operate x-ray and metal detector equipment.
37-1011	First Line Supervisors of Housekeeping & Janitorial Workers	Directly supervise and coordinate work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.
37-1012	First Line Supervisors of Landscaping, Lawn Service	Directly supervise and coordinate activities of workers engaged in landscaping or groundskeeping activities.

<b>Job Code</b>	<b>Job Title</b>	<b>Job Description</b>
37-2011	Janitors & Cleaners	Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.
37-3011	Landscaping & Groundskeeping Workers	Landscape or maintain grounds of property using hand or power tools or equipment. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortarless segmental concrete masonry wall units.
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	Sell goods for wholesalers or manufacturers where technical or scientific knowledge is required in such areas as biology, engineering, chemistry, and electronics, normally obtained from at least 2 years of post-secondary education.
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Sell goods for wholesalers or manufacturers to businesses or groups of individuals. Work requires substantial knowledge of items sold.
43-1011	First-Line Supervisors of Office and Administrative Support Workers	Directly supervise and coordinate the activities of clerical and administrative support workers.
43-3021	Billing & Posting Clerks	Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods.
43-3031	Bookkeeping, Accounting, and Auditing Clerks	Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
43-3051	Payroll & Timekeeping Clerks	Compile and record employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions, or prepare paychecks.
43-3061	Procurement Clerk	Compile information and records to draw up purchase orders for procurement of materials and services.
43-4051	Customer Service Representative	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Excludes individuals whose duties are primarily installation, sales, or repair.
43-4161	Human Resource Assistants	Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files and furnish information to authorized persons.

Job Code	Job Title	Job Description
43-4171	Receptionist & Information Clerks	Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.
43-5061	Production, Planning, & Expedition Clerks	Coordinate and expedite the flow of work and materials within or between departments of an establishment according to production schedule. Duties include reviewing and distributing production, work, and shipment schedules; conferring with department supervisors to determine progress of work and completion dates; and compiling reports on progress of work, inventory levels, costs, and production problems.
43-5071	Shipping, Receiving, & Traffic Clerks	Verify and maintain records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.
43-5081	Stock Clerks & Order Fillers	Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders.
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Weigh, measure, and check materials, supplies, and equipment for the purpose of keeping relevant records. Duties are primarily clerical by nature. Includes workers who collect and keep record of samples of products or materials
43-6011	Executive Secretaries & Executive Administrative Assistants	Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.
43-6014	Secretaries & Administrative Assistants	Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.
43-9061	Office Clerks, General	Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.
51-1011	First-Line Supervisors of Production and Operating Workers	Directly supervise and coordinate the activities of production and operating workers, such as inspectors, precision workers, machine setters and operators, assemblers, fabricators, and plant and system operators. Excludes team or work leaders.
51-2028	Electrical, Electronic, and Electromechanical Assemblers	Assemble or modify electrical, electronic, or electromechanical equipment or devices such as computers, electric motors, batteries, servomechanisms, gyros, dynamometers, magnetic drums, brakes, control linkage, and actuators.
51-2041	Structural Metal Fabricators & Fitters	Fabricate, position, align, and fit parts of structural metal products.

Job Code	Job Title	Job Description
51-2098	Assemblers and Fabricators, All Other, Including Team Assemblers	All other assemblers and fabricators not listed separately, including team assemblers who work as part of a team having responsibility for assembling an entire product or component of a product. Team assemblers can perform all tasks conducted by the team in the assembly process and rotate through all or most of them rather than being assigned to a specific task on a permanent basis. May participate in making decisions affecting the work. Includes team leaders who work as part of the team.
51-3092	Food Batchmakers	Set up and operate equipment that mixes or blends ingredients used in the manufacturing of food products.
51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	Operate computer-controlled machines or robots to perform one or more machine functions on metal or plastic work pieces.
51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend machines to extrude or draw thermoplastic or metal materials into tubes, rods, hoses, wire, bars, or structural shapes.
51-4022	Forging Machine Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend forging machines to taper, shape, or form metal or plastic parts.
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend machines to saw, cut, shear, slit, punch, crimp, notch, bend, or straighten metal or plastic material.
51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend grinding and related tools that remove excess material or burrs from surfaces, sharpen edges or corners, or buff, hone, or polish metal or plastic work pieces.
51-4041	Machinists	Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, mathematics, metal properties, layout, and machining procedures.
51-4061	Model Makers, Metal and Plastic	Set up and operate machines, such as lathes, milling and engraving machines, and jig borers to make working models of metal or plastic objects. Includes template makers.

Job Code	Job Title	Job Description
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend metal or plastic molding, casting, or coremaking machines to mold or cast metal or thermoplastic parts or products.
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	Set up, operate, or tend more than one type of cutting or forming machine tool or robot.
51-4111	Tool and Die Makers	Analyze specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinists' hand tools.
51-4121	Welders, Cutters, Solderers, and Brazers	Use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.
51-4192	Layout Workers, Metal and Plastic	Lay out reference points and dimensions on metal or plastic stock or workpieces, such as sheets, plates, tubes, structural shapes, castings, or machine parts, for further processing. Includes shipfitters.
51-4199	Metal Workers and Plastic Workers, All Other	All metal workers and plastic workers not listed separately.
51-5111	Prepress Technicians & Workers	Format and proof text and images submitted by designers and clients into finished pages that can be printed. Includes digital and photo typesetting. May produce printing plates.
51-5112	Printing Press Operators	Set up and operate digital, letterpress, lithographic, flexographic, gravure, or other printing machines. Includes short-run offset printing presses.
51-5113	Print Binding and Finishing Workers	Bind books and other publications or finish printed products by hand or machine. May set up binding and finishing machines.
51-6021	Pressers, Textile, Garment, and Related Materials	Press or shape articles by hand or machine.
51-6031	Sewing Machine Operators	Operate or tend sewing machines to join, reinforce, decorate, or perform related sewing operations in the manufacture of garment or nongarment products.
51-6061	Textile Bleaching and Dyeing Machine Operators and Tenders	Operate or tend machines to bleach, shrink, wash, dye, or finish textiles or synthetic or glass fibers.
51-6062	Textile Cutting Machine Setters, Operators, and Tenders	Set up, operate, or tend machines that cut textiles.
51-6063	Textile Knitting and Weaving Machine Setters, Operators, and Tenders	Set up, operate, or tend machines that knit, loop, weave, or draw in textiles.

Job Code	Job Title	Job Description
51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	Set up, operate, or tend machines that wind or twist textiles; or draw out and combine sliver, such as wool, hemp, or synthetic fibers. Includes slubber machine and drawing frame operators.
51-7011	Cabinetmakers and Bench Carpenters	Cut, shape, and assemble wooden articles or set up and operate a variety of woodworking machines, such as power saws, jointers, and mortisers to surface, cut, or shape lumber or to fabricate parts for wood products.
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	Set up, operate, or tend woodworking machines, such as drill presses, lathes, shapers, routers, sanders, planers, and wood nailing machines. May operate CNC equipment
51-8021	Stationary Engineers & Boiler Operators	Operate or maintain stationary engines, boilers, or other mechanical equipment to provide utilities for buildings or industrial processes. Operate equipment, such as steam engines, generators, motors, turbines, and steam boilers.
51-8031	Waste Water Treatment Plant and System Operators	Operate or control an entire process or system of machines, often through the use of control boards, to transfer or treat water or wastewater.
51-9011	Chemical Equipment Operators and Tenders	Operate or tend equipment to control chemical changes or reactions in the processing of industrial or consumer products. Equipment used includes devulcanizers, steam-jacketed kettles, and reactor vessels.
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	Set up, operate, or tend continuous flow or vat-type equipment; filter presses; shaker screens; centrifuges; condenser tubes; precipitating, fermenting, or evaporating tanks; scrubbing towers; or batch stills. These machines extract, sort, or separate liquids, gases, or solids from other materials to recover a refined product. Includes dairy processing equipment operators.
51-9021	Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	Set up, operate, or tend machines to crush, grind, or polish materials, such as coal, glass, grain, stone, food, or rubber.
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	Set up, operate, or tend machines to mix or blend materials, such as chemicals, tobacco, liquids, color pigments, or explosive ingredients.
51-9031	Cutters and Trimmers, Hand	Use hand tools or hand-held power tools to cut and trim a variety of manufactured items, such as carpet, fabric, stone, glass, or rubber.

<b>Job Code</b>	<b>Job Title</b>	<b>Job Description</b>
51-9032	Cutting and Slicing Machine Setters, Operators & Tenders	Set up, operate, or tend machines that cut or slice materials, such as glass, stone, cork, rubber, tobacco, food, paper, or insulating material
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	Inspect, test, sort, sample, or weigh nonagricultural raw materials or processed, machined, fabricated, or assembled parts or products for defects, wear, and deviations from specifications. May use precision measuring instruments and complex test equipment.
51-9111	Packaging and Filling Machine Operators and Tenders	Operate or tend machines to prepare industrial or consumer products for storage or shipment. Includes cannery workers who pack food products.
51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	Set up, operate, or tend machines to coat or paint any of a wide variety of products including, glassware, cloth, ceramics, metal, plastic, paper, or wood, with lacquer, silver, copper, rubber, varnish, glaze, enamel, oil, or rust-proofing materials.
51-9122	Painters, Transportation Equipment	Operate or tend painting machines to paint surfaces of transportation equipment, such as automobiles, buses, trucks, trains, boats, and airplanes. Includes painters in auto body repair facilities.
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	Mold, shape, form, cast, or carve products such as food products, figurines, tile, pipes, and candles consisting of clay, glass, plaster, concrete, stone, or combinations of materials.
51-9196	Paper Goods Machine Setters, Operators, and Tenders	Set up, operate, or tend paper goods machines that perform a variety of functions, such as converting, sawing, corrugating, banding, wrapping, boxing, stitching, forming, or sealing paper or paperboard sheets into products.
51-9198	Helpers--Production Workers	Help production workers by performing duties requiring less skill. Duties include supplying or holding materials or tools, and cleaning work area and equipment.
53-1048	First-Line Supervisors of Transportation and Material Moving Workers	Directly supervise and coordinate the activities of helpers, laborers, and material movers; or transportation and material-moving machine and vehicle operators and helpers.
53-3032	Heavy and Tractor-Trailer Truck Drivers	Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 pounds Gross Vehicle Weight (GVW). May be required to unload truck. Requires commercial drivers' license.
53-7051	Industrial Truck and Tractor Operators	Operate industrial trucks or tractors equipped to move materials around a warehouse, storage yard, factory, construction site, or similar location.
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	Manually move freight, stock, or other materials or perform other general labor. Includes all manual laborers not elsewhere classified.
53-7063	Machine Feeders and Offbearers	Feed materials into or remove materials from machines or equipment that is automatic or tended by other workers.
53-7064	Packers and Packagers, Hand	Pack or package by hand a wide variety of products and materials.