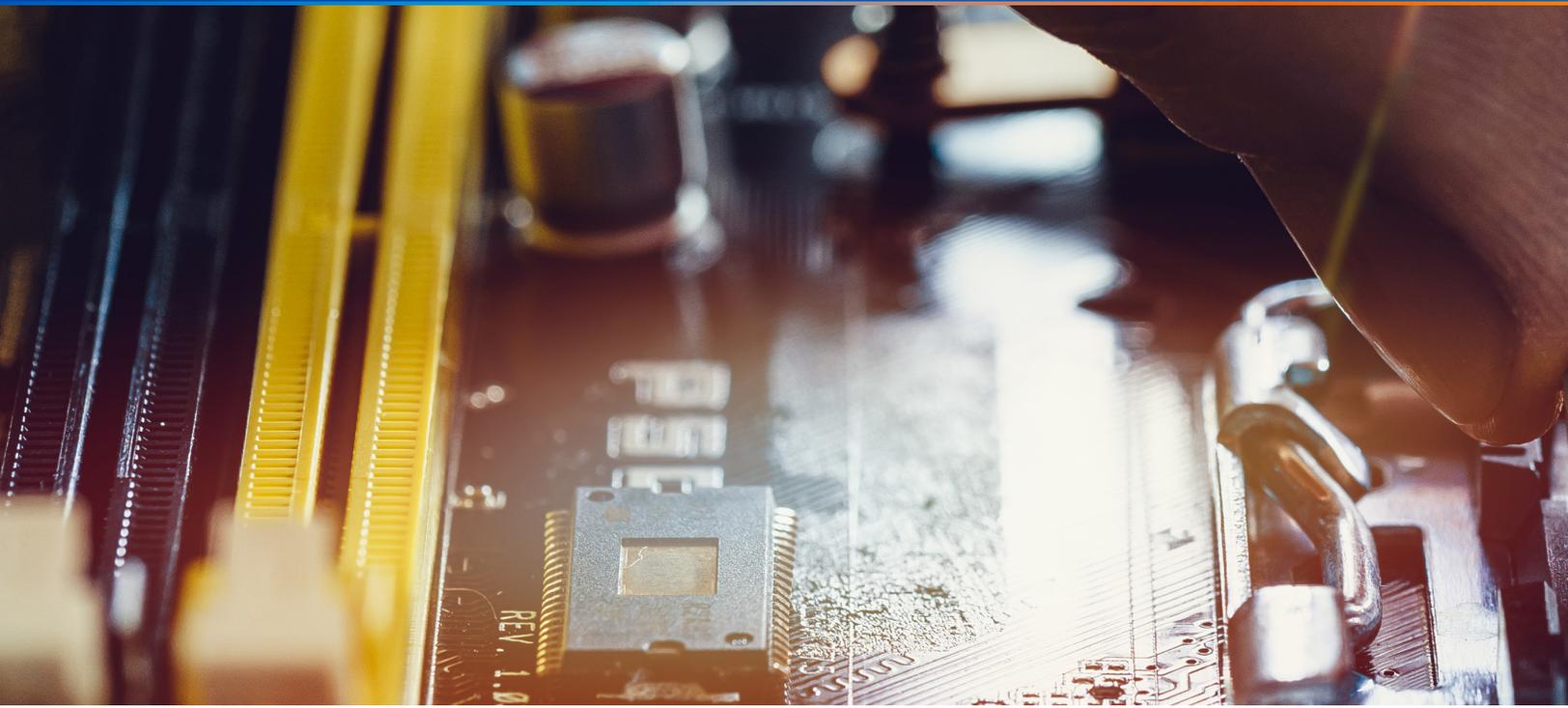


A LOOK AT  
SKILLS GAPS AND JOB  
VACANCIES **IN FLORIDA**  
**2018**





## IDENTIFYING THE CHALLENGE

If Florida is to become the global leader for talent, the state's employers must have ready access to workers with the right skills at the right time for the right industries. That's an increasing challenge as disruptions transform both the present state and the future of work.

Successfully addressing this challenge, which many attribute to a gap in skills sought by employers versus those available among individuals seeking work, is a must for entities that contribute to Florida's talent development pipeline. An effective talent development pipeline must continually ensure Floridians have the skills to compete globally so that workers and employers can seize economic opportunities to achieve prosperity.

## WHAT IS A SKILLS GAP?

*While there is no single definition of a skills gap, a skills gap is generally considered to be a difference in the skills required or desired for a job by an employer and the actual skills and capabilities of the available workforce.*





## MAKING DATA-DRIVEN DECISIONS

The CareerSource Florida Board of Directors funded research by the Florida Department of Economic Opportunity, which conducted a statewide Skills Gap and Job Vacancy Survey of Florida employers. The research was commissioned to better understand the current state of skills gaps in Florida and drive data-informed decisions regarding future workforce development strategies and investment.

Benefits of this research to Florida's workforce development system include opportunities for improvement in:

- Referring job seekers who better meet employers' needs
- Placing applicants who are job-ready
- Assisting job seekers with higher earnings at placement
- Achieving better job placement rates
- Increasing job retention rates

Benefits of this research to Florida's economy and labor market include:

- More efficient labor market exchanges resulting from better matched job seekers
- Increased employer efficiency and competitiveness
- Quicker hiring cycles
- Less turnover

Employers were asked to share information regarding current and recent vacancies including identifying any gaps in the skills they were seeking from applicants to fill their openings. If skills gaps were identified, employers were asked to explain whether applicants were lacking soft skills, also known as foundational skills, or hard skills, often referred to as technical skills.

# ANALYZING THE RESULTS

In the survey, Florida employers offered feedback on the importance and availability of a range of skills needed by their employees to support the success of their enterprises. When gaps were noted by employers, foundational skills gaps were reported twice as often as technical skills gaps. This snapshot offers a high-level summary of key findings and information.

## FOUNDATIONAL SKILLS | Soft Skills



### COMMUNICATION

- Interpersonal
- Reading and Writing
- Phone Etiquette
- Customer Service
- Sales
- Active Listening
- Following Directions



### RELIABILITY AND TIME MANAGEMENT

- Attendance
- Meeting Deadlines
- Dependability



### LEADERSHIP

- Management
- Team Work/ Team Participation
- Initiative
- Motivation
- Entrepreneurial/ Business Ideas



### PROBLEM SOLVING

- Critical Thinking
- Analytical
- Research
- Troubleshooting

### LARGEST FOUNDATIONAL SKILLS GAPS



COMMUNICATION

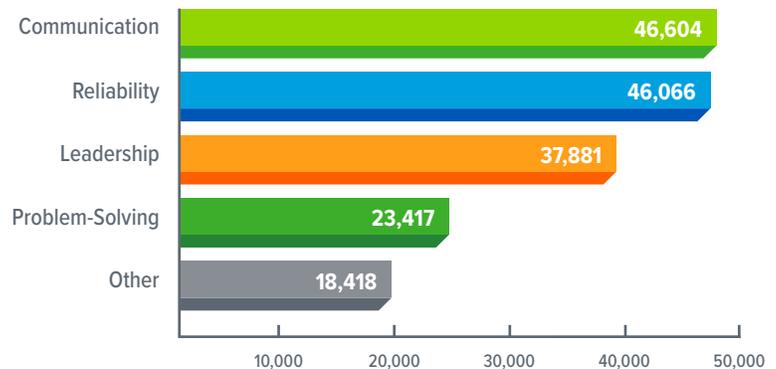


RELIABILITY AND TIME MANAGEMENT

Communication gaps were reported in all industries, yet specific skills varied:

- Construction – Following Directions
- Business Services – Interpersonal Skills
- Trade, Transportation and Utilities – Customer Service

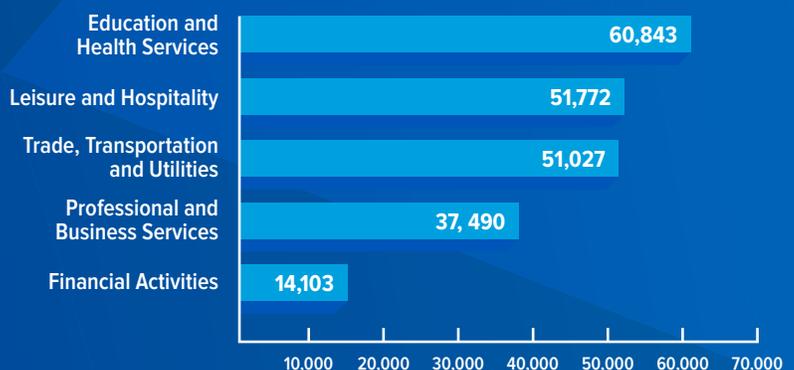
### FOUNDATIONAL SKILLS GAP TOTALS



## JOB VACANCIES BY INDUSTRY

- The top five industries account for 87 percent of all job vacancies
- Education and Health Services accounted for 1 in every 4 job vacancies

### JOB VACANCIES BY INDUSTRY



# TECHNICAL SKILLS | Hard Skills



## INFORMATION TECHNOLOGY OR RESEARCH

- Computer/Information Technology Usage
- System-Specific Job Related Research
- Electrical/Electronic



## WORKPLACE

- Tool Use and Selection
- Safety Skills



## MATH

- Arithmetic
- Accounting/Bookkeeping
- Logic
- Job-Specific Mathematics Requirements

## TECHNICAL SKILLS GAPS REPORTED BY ALL INDUSTRIES



### INFORMATION TECHNOLOGY OR RESEARCH

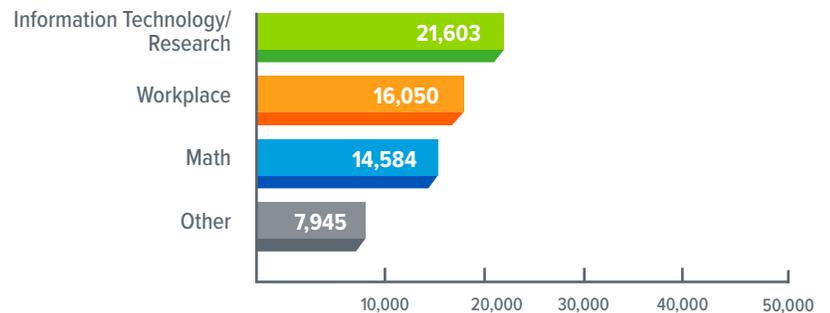
#### Workplace Technical Skills

- Safety skills were among the chief concerns

#### When comparing technical skills gaps to vacancies:

- Construction and Manufacturing have the highest ratio per vacancy
- Leisure and Hospitality have the lowest ratio per vacancy
- Information Technology/Research led gaps across all educational levels

## TECHNICAL SKILLS GAP TOTALS



## JOB VACANCY CHARACTERISTICS

- 90 percent of job vacancies were permanent positions
- 2 out of every 3 job vacancies were considered full time
- 1 out of every 3 job vacancies required a training certificate
- 1 out of 7 job vacancies required more than two years of experience
- 1 out of 7 job vacancies were middle-skill occupations, requiring more than a high school diploma but less than a bachelor's degree

## TOP 5 OCCUPATIONS BY VACANCY





## WANT TO KNOW MORE?

- Commissioned by CareerSource Florida, the Florida Department of Economic Opportunity's full report detailing statewide results—the Skills Gap and Job Vacancy Survey — is available at [careersourceflorida.com](http://careersourceflorida.com).
- For an at-a-glance look at additional statewide skills gap and job vacancy data as well as a breakdown of data for Florida's 24 Local Workforce Development Areas, go to [floridajobs.org](http://floridajobs.org).

Special thanks to the Florida Department of Economic Opportunity's Bureau of Labor Market Statistics for the research highlighted in this summary.





## ABOUT **CAREERSOURCE FLORIDA**

*CareerSource Florida is the statewide workforce policy and investment board of business and government leaders charged with guiding workforce development for the state of Florida. CareerSource Florida provides oversight and policy direction for talent development programs administered by the Florida Department of Economic Opportunity, Florida's 24 local workforce development boards and their 100 career centers. Together, the CareerSource Florida network connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity.*

*Learn more at [careersourceflorida.com](https://careersourceflorida.com).*



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