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

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<thead>
<tr>
<th>COMMUNICATION</th>
<th>RELIABILITY AND TIME MANAGEMENT</th>
<th>LEADERSHIP</th>
<th>PROBLEM SOLVING</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Interpersonal</td>
<td>• Management</td>
<td>• Critical Thinking</td>
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<td>• Reading and Writing</td>
<td>• Team Work/</td>
<td>• Analytical</td>
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<td>• Phone Etiquette</td>
<td>Team Participation</td>
<td>• Research</td>
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<td>• Customer Service</td>
<td>• Initiative</td>
<td>• Troubleshooting</td>
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<td>• Sales</td>
<td>• Motivation</td>
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<td>• Active Listening</td>
<td>• Entrepreneurial/</td>
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<tr>
<td>• Following Directions</td>
<td>Business Ideas</td>
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Communication gaps were reported in all industries, yet specific skills varied:
- Construction – Following Directions
- Business Services – Interpersonal Skills
- Trade, Transportation and Utilities – Customer Service

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MEMO

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RELIABILITY AND TIME MANAGEMENT

LEADERSHIP

PROBLEM SOLVING

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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

Education and Health Services: 60,843 jobs
Leisure and Hospitality: 51,772 jobs
Trade, Transportation and Utilities: 51,027 jobs
Professional and Business Services: 37,490 jobs
Financial Activities: 14,103 jobs
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

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Gap Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Technology/Research</td>
<td>21,603</td>
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<tr>
<td>Workplace</td>
<td>16,050</td>
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<tr>
<td>Math</td>
<td>14,584</td>
</tr>
<tr>
<td>Other</td>
<td>7,945</td>
</tr>
</tbody>
</table>

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

- Retail Salespersons: 16,025
- Registered Nurses: 14,657
- Food Preparation and Serving Workers: 10,260
- Cashiers: 9,580
- Nursing Assistants: 7,190
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.
- 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.

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.