THE RIGHT SKILLS FOR THE RIGHT JOB

WHAT EMPLOYERS DON’T KNOW ABOUT JOB SKILLS COULD COST THEM—BIG TIME.

SKILLS GAPS
are the rift between the skills needed for a job and those possessed by the individual hired to do that job.

Skill shortages affect:
- Productivity
- Turnover
- Training costs
- Diminished career paths
- US unemployment/underemployment rates

Those gaps are money-wasting, time-wasting BARRIERS to effective hiring and training.

SKILLS GAPS BY INDUSTRY

MANUFACTURING
Less than 2/3 of highly educated US examinees met skill levels required by manufacturers in high-level jobs

ENERGY
Less than 1/3 of US examinees with a middle level of education met graphical literacy skills required by employers

CONSTRUCTION
Only half of US examinees with a low level of education met or exceeded math and reading skills required by employers

Source: A Better Measure of Skills Gaps, ACT, 2011

45% of small businesses report an inability to find qualified applicants to fill job openings

CEOS REPORT SHORTAGES IN:

- NURSING
- CONSTRUCTION
- ENERGY
- TECHNOLOGY
- INSURANCE
- WEB DEVELOPMENT
- COMPUTER NETWORKING
- EQUIPMENT OPERATION
- AUTOMOTIVE
- TRANSPORTATION

Source: Bloomberg.com
ECONOMIC COST of US UNFILLED JOBS
$160 BILLION per year
Source: indeed.com

64% of employers think skills gaps will result in less investment in US companies
Source: Adecco

75% of businesses use job profiling—analyzing the basic work skills (reading, math, graphic literacy, etc.) needed to perform job tasks—in their recruiting and hiring practices.

JOB PROFILING
Job profiling is the process of breaking down job tasks into the skills needed to perform them. Here’s how it works:

1. A focus group of subject matter experts (current employees, leaders/managers) creates a list of tasks
2. The group uses task analysis to rate each task by importance and time spent
3. Skill analysis links each task to skills and skill levels
4. Skill benchmarks are defined for each job, creating a job profile

Once the job profile is created, businesses can use skill assessments to measure job applicants against the defined skill benchmarks, recognizing applicants with the right skill for the right job.

CASE STUDIES

PHIFER INC. (AL) needed to develop a talent pipeline to fill entry-level to senior-level jobs. Using job profiling and assessments:

$2 Million reduction in training costs
• 25% reduction in training time
• Turnover reduction from 14% to 7%
• Orientation time and testing dropped by 33%

LEXINGTON COUNTY 911 COMMUNICATIONS CENTER (SC) had a 30% turnover in dispatchers, costing $7,000 to train each operator for 6 to 12 months. After using job profiling and assessment to close skills gaps:

• 50% reduction in turnover and training costs

SUBARU OF INDIANA AUTOMOTIVE filled 1,100 new jobs (out of 22,300 applications) in record time using job profiling and assessment:

• 25% reduction in turnover

GLEN RAVEN CUSTOM FABRICS (SC) transformed its hiring practices to focus on employee fit. Using job profiling and assessments:

• 98% training success rate
• 300 positions filled

See how companies and communities have implemented ACT WorkKeys solutions to close the skills gap and build a productive workforce. Learn more at act.org/workforcesuccess

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