

**FINANCIAL SERVICES WORKFORCE INITIATIVE (FSWI)
CENTER FOR COMPETITIVE WORKFORCE DEVELOPMENT
INSTITUTE FOR ECONOMIC TRANSFORMATION
JOHN F. DONAHUE GRADUATE SCHOOL OF BUSINESS**

Pittsburgh and Southwest PA Financial Services

JOB VACANCY SURVEY REPORT

Issue 1

July 2005

The Financial Services Job Vacancy Survey completed by the Center for Competitive Workforce Development (CCWD) at Duquesne University in the Spring of 2005 indicated a total of 4,814 projected job openings in the financial services for the Pittsburgh and Southwest Pennsylvania region.

This is the first job vacancy survey conducted by CCWD among financial services companies in the Pittsburgh and SWPA region in 2005. CCWD is the research arm of Duquesne University's Institute for Economic Transformation, a division of the John F. Donahue Graduate School of Business at Duquesne University.

This is the first edition of the Financial Services Job Vacancy Survey report. The report estimates the number of job vacancies in the financial services sector and identifies the most-in-demand occupations among regional employers. It also provides information on wages and benefits, education and experience requirements, and methods of recruitment and advertising for reported job vacancies.

This information can be used by businesses, policy makers and employment training agencies to address the workforce development needs of our region, including:

- Assisting workforce training agencies and educational institutions by providing up-to-date information relating to in-demand occupations and positions for which employers are having difficulty finding workers;
- Helping to highlight key human resource trends in specific occupations in areas such as wages, benefits, and the educational and training qualifications required of job applicants;

- Providing up-to-date information on financial services trends and employment opportunities for use by career and educational counseling programs.

The CCWD generally conducts this survey once a year in order to monitor the workforce needs of the financial services sector on an ongoing basis. The next survey will take place next Spring. CCWD urges all finance companies to participate in this important project

SPRING 2005 SURVEY HIGHLIGHTS

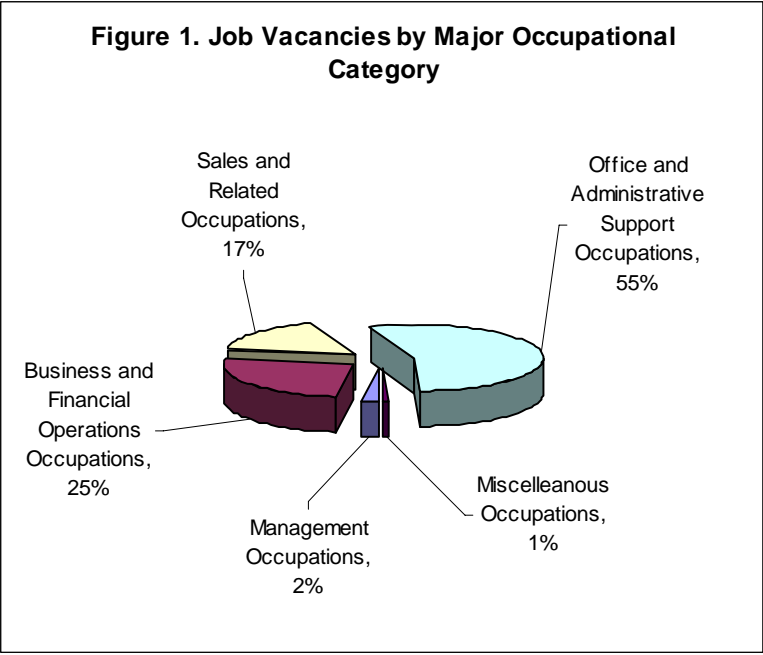
- The survey found 4,814 projected job vacancies, mostly for full-time positions.
- Most vacancies are in Office and Administrative Support occupations, with strong demand for entry-level workers. Business and Financial Operations occupations have the second highest openings with strong demand for skilled workers.
- The average wage for all vacancies is \$15.61 per hour. Vacancies in Office and Administrative Support occupations have an average wage of \$9.48 per hour. Wages for in-demand skilled positions-including Management, Business and Financial Operations positions-are significantly higher ranging from \$16.75 per hour to \$34.15 per hour. Most vacancies featured benefits, mostly paid vacation and retirement benefits.
- Employers are seeking workers with a high school level of education or less and general work experience for unskilled positions. However, for better paying skilled positions, employers seek workers with four year college or more along with prior work experience.
- Overall, employers reported that 99% of positions are filled “externally” and only 11% are filled by internal promotion.
- Employers rely primarily on employee referral and word-of-mouth to locate new workers. However, usage of internet advertising as a recruiting method plays an important role to recruit workers. Employers also report that they attend job fairs in colleges to attract workers for 28% of all estimated job vacancies.
- Employers report that company growth is a factor behind most vacancies – they identified growth as at least one of the reasons behind 73% of the estimated vacancies. Additionally, 64% of projected job vacancies are due to turnover.

I. NUMBER OF OPENINGS IN THE FINANCIAL SERVICES INDUSTRY FOR THE PITTSBURGH AND SWPA REGION

This report categorizes detailed occupations by four major occupational categories based on the Standard Occupational Classification (SOC) developed by U.S. Department of Labor, Bureau of Labor Statistics. These categories are Management Occupations, Business and Financial Operations Occupations, Sales and Related Occupations, Office and Administrative Support Occupations. Among our job titles, Branch Manager is the only specific occupation which falls into the *Management Occupations*. *Business and Financial Operations Occupations* include Accountant I, Actuarial Analyst, Analyst I, Auditor, Commercial Lender, Credit Analyst, Financial Consultant, Investment Advisor, Licensed Financial Specialist, Management Trainee, Programmer Analyst, Senior Auditor, Trust Advisor, and Underwriter. *Sales and Related Occupations* include Branch Sales and Service Representative, Call Center Representative, and Lead Call Center Representative. *Office and Administrative Support Occupations* include, Branch Consumer Banking Representative¹, Claims Processor, Collector, Consumer Lending Processor, Data Entry Clerk, Data Processor, Lock Box Clerk, Proof Operator, and Teller¹.

Pittsburgh and SWPA finance companies are estimated to have a total of 4,814 job vacancies in Spring 2005. Of these vacancies, 72% are full-time positions. As shown in Figure 1, Office and Administrative Support Occupations account for 55% of all projected vacancies. Among other major occupational categories the greatest demand for workers are in Business and Financial Operation Occupations (25%).

¹The Standard Occupational Classification (SOC) categories include Tellers and Branch Consumer Banking Representative occupations as Office and Administrative Support and not as Sales and Related Occupations. It should be noted that in most financial services organizations, these occupations have sales responsibilities.



In terms of specific occupations with the most estimated job vacancies, Tellers have the highest estimated number of job openings with a 1,409 jobs; Financial Consultant and Call Center Representative have the second and the third highest number of openings with 784 and 521 jobs, respectively.

II. WAGES AND BENEFITS

Overall, the average wage for estimated job vacancies in the financial service sector² is \$15.61 per hour. About 55% of all vacancies are among Office and Administrative Support Occupations and the group has an average wage of \$9.48 per hour. All specific occupations which fall into this major category have wages below the average wage of the sector (\$15.61 per hour). For the other major groups, Business and Financial Operations Occupations has an average wage of \$19.37 per hour; Management Occupations have an average wage of \$21.64 per hour; and Sales and Related Occupations have an average wage of \$14.94 per hour.

Among specific occupations with 25 or more estimated job vacancies, the highest wages were reported for Business Banking Relationship Manager (\$34.15 per hour). Above average wages are also reported for Branch Manager (\$21.64 per hour), Investment Advisor (\$16.89 per hour) and Credit Analyst (\$16.75). The following table presents the occupations with 25 or more estimated job vacancies and their average hourly wages.

² For purposes of the survey, the financial services sector includes organizations from the following business segments: large and small financial institutions, accounting firms, investment firms, savings and loans, and insurance providers.

Table 1. Wages and Benefits for Job Vacancies by Specific Occupation						
	Average Hourly Wage	Estimated Number of Job Vacancies	Percent of Health Benefit	Percent of Paid Sick Leave	Percent of Paid Vacation	Percent of Retirement Benefits
All Financial Services Sector Jobs	\$ 15.61	4,814	87%	82%	98%	98%
More than \$15.00 Per Hour						
Business Banking Relationship Manager	\$ 34.15	40	100%	100%	100%	100%
Branch Manager	\$ 21.64	111	100%	100%	100%	100%
Investment Advisor	\$ 16.89	163	100%	98%	98%	100%
Credit Analyst	\$ 16.75	29	100%	100%	100%	100%
\$10.00 to \$15.00 Per Hour						
Accountant I	\$ 14.40	37	100%	100%	100%	100%
Trust Advisor	\$ 12.55	45	100%	100%	100%	100%
Financial Consultant	\$ 11.25	784	100%	99%	99%	100%
Branch Sales and Service Rep	\$ 11.16	301	97%	97%	97%	97%
Branch Consumer Banking Rep	\$ 11.14	58	100%	100%	100%	100%
Call Center Representative	\$ 11.07	521	99%	66%	99%	99%
Claims Processor	\$ 11.06	175	100%	0%	100%	100%
Others*	\$ 10.32	40	70%	62%	70%	70%
Less than \$10.00 Per Hour						
Consumer Lending Processor	\$ 9.11	219	100%	100%	100%	100%
Lock Box Clerk	\$ 9.09	401	100%	100%	100%	100%
Data Entry Clerk	\$ 8.91	50	100%	100%	100%	100%
Teller	\$ 8.77	1,409	66%	75%	96%	96%
Data Processor	\$ 8.34	184	100%	100%	100%	100%
Proof Operator	\$ 7.39	128	22%	22%	100%	100%
* Others category includes Administrative Assistant, Sales Account Executive, Director of Audit Loan Review and Compliance, Marketing Officer and Employment Specialist.						

Most job vacancies are reported to offer benefits packages. Among all job vacancies, 98% offer paid vacation and retirement benefits; 87% offer health insurance; and 82% offer paid sick leave compensation.

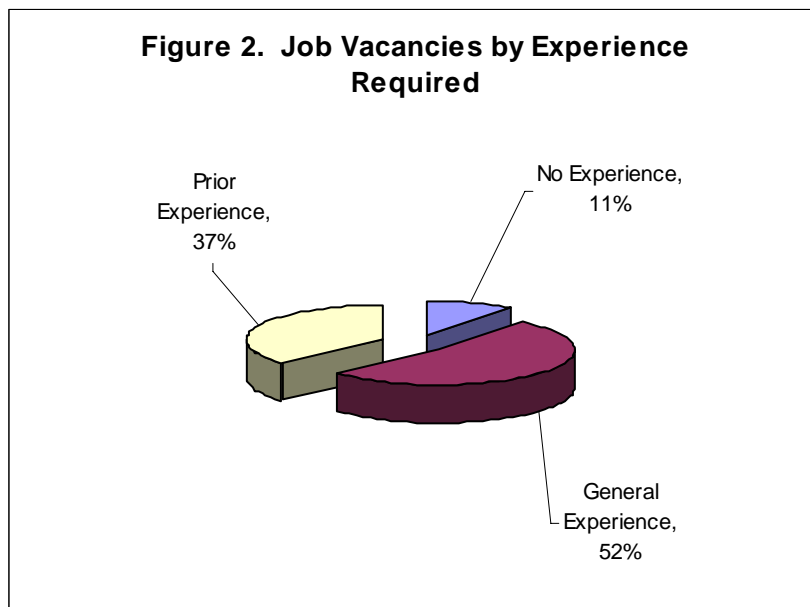
III. EDUCATION AND EXPERIENCE REQUIREMENTS

Overall, job vacancy survey shows that majority of the estimated job vacancies for the financial services industry in the region requires high school education or

less and general level work experience for the majority of openings. Of all estimated job vacancies, 81% are reported to require a high school education or less and 16% are reported to require four year college or more. In terms of work experience, 52% of all estimated vacancies are reported to require general work experience. However, 37% of all vacancies require prior work experience and these positions are generally among skilled or specialized positions.

	High School or GED or Less	Vocational Training or Certificate	Two-year College Degree	Four-year College Degree or More	Don't Know Refused to Answer
Management Jobs	42%	0%	0%	58%	0%
Business and Financial Operations Jobs	44%	0%	2%	54%	1%
Sales and Related Jobs	83%	0%	9%	8%	0%
Office and Administrative Support Jobs	100%	0%	0%	0%	0%

*Responses may not add to 100 percent due to rounding



Following table shows the experience required by major occupational category. Table indicates that high percentage of Management Jobs and Business and Financial Operations Jobs requires previous experience in the same or a similar occupation. These jobs are mostly in high level jobs which require skills and high education requirements. On the other hand, Sales and related jobs and Office and Administrative Support Jobs require general work experience.

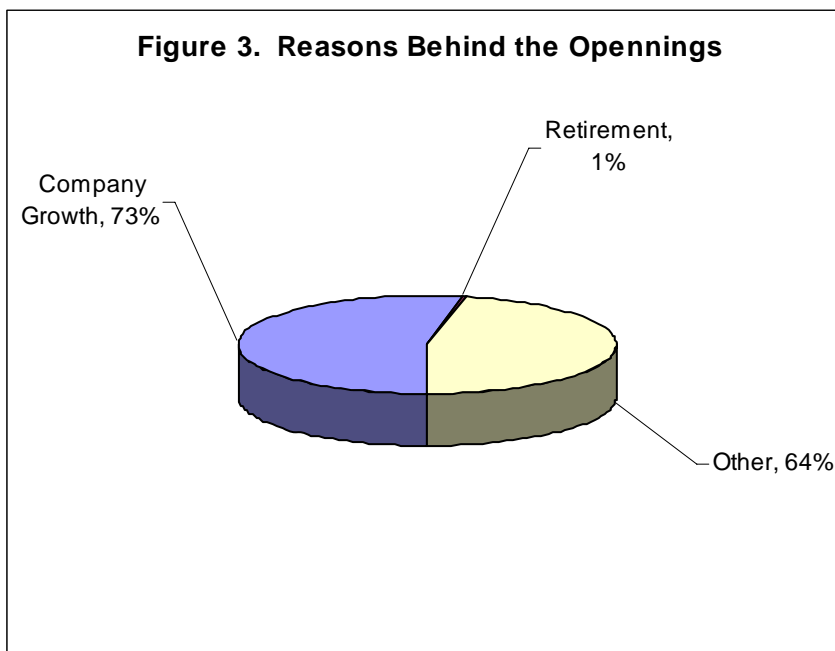
Table 3. Experience Required by Major Occupational Category

	No Experience	General Experience	Prior Experience
Management Jobs	0%	0%	100%
Business and Financial Operations Jobs	13%	4%	83%
Sales and Related Jobs	8%	66%	26%
Office and Administrative Support Jobs	11%	74%	15%

IV. RECRUITMENT AND ADVERTISING

Survey responses show that 99% of estimated job openings are filled through externally and only 11% are filled by internal promotion.

Respondents were asked to provide the reason for each vacancy they reported. The choices were “business growth”, “retirement” and “other”. Many chose multiple reasons. Results indicate strongly that company growth (73%) is the most important source of job vacancies. Respondents are also indicated that 64% of projected job vacancies are due mostly to turnover.



Respondents were also asked to identify advertising and recruitment methods used for filling positions. Employers primarily rely on employee referral or word of mouth (84%), Internet advertising (79%) and Newspaper Advertisement (52%). Only 6% employers use employment agencies or headhunters. The remaining 28% of them use other methods (such as by attending job fairs in area colleges, Pennsylvania Career Link, Regional Internship Center and internal recruitment).

ABOUT THE SURVEY

During February 2005, the Center for Competitive Workforce Development surveyed financial services employers in the Pittsburgh and Southwest Pennsylvania Region, including Allegheny, Armstrong, Beaver, Butler, Fayette, Green, Indiana, Washington and Westmoreland counties. The area surveyed includes approximately 74 employers and 93,960 employees. The survey was conducted among a representative sample of firms. Questions asked referred to various aspects of the industry's demand for workers. The figures presented in this report are estimates derived from generalizing survey results to the total population of firms. In the survey, we employ a stratified sampling approach using firm-size classes³.

The survey questionnaire and all the reports related with financial services job vacancies are available on websites at www.iet.duq.edu/ccwd/ and www.iet.duq.edu/fswj

CONFIDENTIALITY STATEMENT

In order to ensure the confidentiality and continued cooperation of survey participants, please be advised that by agreement with respondents, CCWD cannot under any circumstances release any information identifying the companies participating in this survey.

The Center for Competitive Workforce Development

The Center for Competitive Workforce Development is the research arm of Duquesne University's Institute for Economic Transformation. The Center conducts policy oriented research on workforce development and economic development issues facing Pittsburgh and the Southwest Pennsylvania region. The result of the Job Vacancy Survey and all analysis are the responsibility of the staff of the Center for Competitive Workforce Development.

STAFF

³ The survey uses a sample of 25 responses to extrapolate estimates using a set of firm-size specific weights derived from the ratio of responses to the number of firms in the sample by firm-size. Figures presented in this report are estimates based on this procedure.

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