



Spotlight on Service

JUNE: BEHAVIORAL INTERVIEWING & THE HIDDEN COST OF HIRING

**When interviewing, how can you tell a performer from a pretender?
What does it really cost my organization if I hire the wrong person?
Is this worth 180 minutes of your time?**

Studies show that an \$8.00 an hour employee who does not succeed with your organization costs you an average of \$5000. WorkSource can show you how to separate performers from pretenders in your interviews. Behavioral Interviewing skills enable you to determine demonstrated skill sets in your applicants. What does that mean? Well, think of it this way. Almost everyone knows how to lose weight – portion control and exercise. But what percentages of people actually DO IT? The same is true of many of today's job seekers. They have read and understand what employers want to hear. The question is can they DO what they say?



Our three hour seminar gives you the tools you need. You will be able to successfully implement the Behavioral Interviewing techniques used by the nation's largest companies and formally trained human resource professionals. You will receive professional classroom instruction, valuable reference materials and the opportunity to ask the tough questions with our subject matter expert, Jack Kaplan. Jack was fortunate enough to train directly under the father of Behavioral Interviewing, Dr. Paul Green nearly 30 years ago. Jack has taught NYSE 100 companies how to choose the best qualified candidates. Jack is also certified by ACT as a WorkKeys® Job Profiler.

Call the WorkSource Spokane Business Services Team today for more information on this or other Business Related Services:

WorkSource Business Services Team
130 South Arthur Street
Spokane, WA 99202-2291
509.532.3186
businessoutreach@esd.wa.gov



Regional Industry Information at a Glance

Industry Sector: Energy, Green Jobs, Construction, Apprenticeships

Date: 07/11/12

Business Services Consultant: Brad Johnson, (509) 532-3152 or bhjohnson@esd.wa.gov

New Opportunities

- Job order WA2293590 Skilled Carpenter/Foreman, Wage \$23.00-\$27.00 HR, DOE
- Job order WA2277244 Remodel Carpenter, Wage DOE
- Job order WA2289491 Painting Lead, Wage \$40,000-\$75,000 YR, DOE
- Job order WA2281134 Labor-Farmhand, Wage \$18 HR
- Job order WA2287253 HVAC Installer, Wage \$14 HR
- Job order WS408905239 Avista Corp, Temporary Gas Crewman, Wage 14.98-22.49 HR
- Job order WS407558418 Avista Corp, Security Engineer (Compliance), Wage DOQ

For Employers

Want to reduce your hiring and training costs? Use WorkSource's on the job training reimbursement program to help train the right person. When you make a hiring decision, let me screen your new hire before he/she starts work. If the new hire is eligible for WIA, Worksource will reimburse 50% of the wage for the first 240 hours. WorkSource also will provide WorkKeys' testing to assess your future employee's math, reading and location information skills at no cost to you. Please call Brad at 532-3152.

Industry Employment Trends & Observations

- LMEA information from Employment and Economy shows construction employment in Spokane County down 200 jobs from May 2011 to May 2012.

Featured Company Modern Construction & Consulting Services LLC

Modern Construction & Consulting Services, LLC (MCCS) is a Pacific Northwest general contractor headquartered in Spokane, WA. This company offers clients the services needed to complete all phases of the construction process. They have three separate divisions to assist your facilities' department and construction divisions with the services required on your next project.

Their skilled team has consistently met the goals and objectives of their clients within their scheduled guidelines. MCCS also prides itself in implementing any owner modifications without affecting the scheduled completion date.

Collectively, their resources provide MCCS clients with an umbrella of services to meet their construction needs. MCCS becomes the gatekeeper that ensures the project's intent is not lost during the design phase and is reflective in the final construction product.

MCCS is looking for a Skilled Carpenter/Foreman willing to travel to complete commercial remodels. See job order # WA2293590

Other Noteworthy News



Regional Industry Information at a Glance

Palouse Wind, on Naff Ridge between the town of Oakesdale and Route 195, will be the next progression in collecting a new regional crop: the wind. Wind power from the project will interconnect to the Avista 230kV Benewah-to-Shawnee transmission line. Palouse Wind will harness enough wind to generate up to 100 MW of capacity for Whitman County and much of the Northwest — enough to provide clean energy to as many as 25,000 homes. See First Wind's website for careers <http://www.firstwind.com/about/careers>

***Attn: Hiring Managers ***

If you wish to list a job opening with WorkSource, please call: (509) 532-3186; Fax: (509) 532-3066; or E-mail: BusinessOutreach@esd.wa.gov

If you wish to post your own opening, go to: www.go2worksource.com and click on "Employer Log In Here". Other helpful employer information is available within this section of the website, plus on our local website at www.workspokane.org click on Employer.

If you need wage or Labor Market Information, click on www.esd.wa.gov/employmentdata



Regional Industry Information at a Glance

Industry Sector: Healthcare

Date: 7/6/12

Business Services Consultant: Heather Davis (509) 532-3134 Hdavis@esd.wa.gov

New Opportunities

WA2286567	Vocational Rehabilitation Specialist	FT/DOE
WA2290276	Receptionist	FT/\$9.04 - \$11.00/hr
WA2290863	Appointment Setters	FT/\$9.04/hr

Industry Employment Trends & Observations

280 Jobs (2011) Location Quotient: 1.61	10.4% Growth (2008-2012) National: 14.6%
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Wage Information

Spokane | Percentile Wages for Physical Therapist Assistants (31-2021) and Physical Therapist Aides (31-2022)

Occupation	10th Percentile Wage (2011)	Median Wage (2011)	90th Percentile Wage (2011)
Physical Therapist Assistants (31-2021)	\$19.21	\$24.02	\$28.39
Physical Therapist Aides (31-2022)	\$9.53	\$11.32	\$14.58

Education and Training News

Institution	Degrees	Certificates	Total Completions
Spokane Falls Community College	10	0	10

Other Noteworthy News

Mass layoffs at hospitals double

July 3, 2012 | By [Karen M. Cheung](#)

Hospitals had double the amount of mass layoffs in May, compared to the previous month, according to the [Bureau of Labor Statistics](#). In May, the hospital industry saw 11 mass layoff events (defined as 50 or more workers from one organization) up five from April. Ambulatory healthcare services, including physician offices and home health services, [saw](#) four mass layoffs in May, compared to five in April.

Regional Industry Information at a Glance

Even though month-over-month data suggest bad news for hospital employees, employment in other sectors may be harder hit. Across all sectors, industries took 1,380 mass layoff actions involving 130,191 workers, BLS [said](#). Year-over-year, unemployment in healthcare and social assistance remained steady with 95 layoffs in May 2012, compared to 102 in May 2011, according to the Bureau of Labor Statistics (BLS) [data](#).

Labor demand for healthcare practitioners and technical occupations, however, rose in June, according to research association [Conference Board](#). Jobs in this sector rose 28,800 to 615,800 last month, largely due to advertised vacancies for nurses and physical therapists. In the South, nurses are particularly in high demand, with increased online job postings in Texas and Florida.

The number of advertised vacancies in this category is still favorable with demand outnumbering job-seekers two to one.

However, The Conference Board Vice President June Shelp noted, "Labor demand is only half the story. You also have to look at the number of unemployed seeking jobs in these occupations. For example, the increased number of online advertised vacancies in all categories made the search for jobs easier, but looking for work was still a struggle for many job-seekers."

For more information:

- see the BLS hospital [data](#) and ambulatory [data](#)
- here's the mass layoff [data](#) across industries and [data](#) for hospitals
- here's the Conference Board [statement](#)

Read more: [Mass layoffs at hospitals double - FierceHealthcare](#)

<http://www.fiercehealthcare.com/story/mass-layoffs-hospitals-double/2012-07-03#ixzz1zszL1RhL>

Subscribe: <http://www.fiercehealthcare.com/signup?sourceform=Viral-Tynt-FierceHealthcare-FierceHealthcare>

Industry Sector: Transportation & Warehousing

Date: 6 Jul 2012

Business Services Consultant: Dirk Vastrick – (509) 532-3038 or dvastrick@esd.wa.gov

New Opportunities

- Mobile Mechanic – Eagle Intermodal – WA2291991
- Inside Sales (Industrial) – Brown Bearing Company – WA2291961
- Warehouse Supervisor – Confidential Employer – WA2290434 (\$40-\$45K)
- Dump Truck Operator – Confidential Employer - WA2284269

Trends

This year has seen a slow recovery of jobs in transportation and warehousing. The numbers will also be moving upward shortly due to the opening of the Caterpillar distribution center. Long term employment opportunities remain strong due to projected growth, retirement or disqualification of existing commercial drivers and pilots, and industry “churn.” Churn is the process of some employees leaving a company to accept a “better” job (work conditions, equipment, home time, compensation, etc.).

Wage Information – Current Median Wage for Spokane County

- Airline Pilots, Copilots, & Flight Engineers - \$45.48
- Locomotive Engineer - \$25.57
- Rail Transport Workers - \$22.57
- Cargo and Freight Agents - \$19.97
- Airfield Operations Specialists - \$19.36
- Truck Drivers, Heavy and Tractor Trailer - \$18.99
- Industrial Truck & Tractor Operators - \$15.02
- Flight Attendants - \$14.13

Noteworthy News

FMCSA Announces Results of 2012 Drug and Alcohol Inspection Strike Force

June 25, 2012 WASHINGTON - The U.S. Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) today announced that 287 commercial bus and truck drivers were removed from the roads and more than 128 companies face enforcement actions as a result of the agency's annual drug and alcohol strike force sweep that occurred from April 30 through May 11, 2012.

"Safety is our number one priority. Our message is clear - we will not allow commercial bus and truck drivers operating under the influence of drugs and alcohol to stay on the road," said U.S. Transportation Secretary Ray LaHood. "All drivers and their passengers deserve to be confident that bus and truck drivers are safe and sober."

During the two-week sweep, nearly 200 federal investigators examined the drug and alcohol safety records of commercial drivers employed by bus and truck companies, including school bus drivers, interstate passenger carriers, hazardous material transporters and general freight long-haul trucking companies. Their goals were to identify motor carriers in violation of federal drug and alcohol testing requirements and to remove from the road commercial truck and bus drivers who jump from carrier to carrier to evade federal drug and alcohol testing and reporting requirements.

The 287 commercial drivers identified in the sweep face the prospect of a monetary fine and being barred from operating a commercial motor vehicle for failing to adhere to federal drug and alcohol

Regional Industry Information at a Glance

regulations. Additionally, 128 truck and bus companies face pending enforcement actions for violations, such as using a driver who has tested positive for illegal drugs, and for not instituting a drug and alcohol testing program. Both drivers and carriers will have an opportunity to contest the alleged violations and the amount of the civil penalties.

Industry Cluster: **Professional & Technical**

Date: 7/09/2012

Business Services Consultant: Jeff Miller, (509) 532-3136 or jemiller@esd.wa.gov

New Opportunities

Selected job posting opportunities:

- WA2280521 Sports Newscast Producer (wage DOE)
- WA2281604 Info Systems Analyst (\$40 to \$60k/yr DOE)
- WA2282023 Armed Security Guards (wage \$26/hr)
- WA2282642 Maint. Supervisor (wage DOE)
- WA2283566 Mechanical Engineer (wage DOE)
- WA2284705 Web Programmers (wage \$15/hr + DOE)
- WA2284949 Sales Application Engineer (wage DOE)
- WA2284978 Fabrication Support Coord. – Boise (wage DOE)
- WA2284998 Doc Control Specialist – Boise (wage DOE)
- WA2285499 Shipping Supervisor (wage DOE)
- WA2285517 Design Drafter (wage DOE)
- WA2285537 Reg. Sales Mgr. - Chicago based (wage DOE)
- WA2286604 Account Mgr. (wage DOE)
- WA2286886 Digital Sales Mgr. (wage DOE)
- WA2286922 Promotions Producer (wage DOE)
- WA2287392 Auto Mechanic (wage \$12.50/hr)
- WA2287512 CSR (wage \$10.00/hr)
- WA2288052 Industrial Painter (wage \$16.00 or more DOE)
- WA2288270 Admin Coord. – Reardon (wage \$11.75 to \$13.75 DOE)
- WA2288307 Delivery Services Driver – Davenport (wage \$12.00 to \$14.00 DOE)
- WA2288978 Field Technician (wage \$11.50/hr)
- WA2289011 Professional Tax Debt/Resolution Consultant – Post Fall (wage is \$40k to \$70k/yr DOE)
- WA2289537 Sr. Financial Analyst – Boise (wage DOE)
- WA2289553 A/P Administrator – Boise (wage DOE)
- WA2289586 Outside Sales Mgr. (wage \$45k to \$55k DOE)
- **WA2290511 Marketing Support Specialist (wage DOE)**
- **WA2290430 Product Design Engineer (wage DOE)**
- **WA2290712 Mfg. Engineering Technician (wage DOE)**
- **WA2290765 A/R Clerk (wage DOE)**
- WA2290677 WHSE Janitor (wage \$9.35 to \$10.00 to start DOE)
- WA2290853 WHSE Janitor (wage \$10.00 to start)
- WA2290929 Knife Sharper (wage \$10.00 to start)

Industry Employment Trends & Observations

Hotstart a leading manufacturer of industrial engine preheating systems continues to grow and 4 positions have been listed and are highlighted in bold above.

Education and Training News

Wage Information

OLYMPIA – Washington State unemployment was revised to an estimate of 8.4 unadjusted in May (latest estimate) state wide and 9.1% for Spokane County. Locally for Professional, Technical, and Scientific there was an uptick of jobs year to year from 17,800 in Mat 2011 to 18,600 jobs for May 2012. Most of the increase was in legal, Architecture and Engineering, Scientific, R & D, Biotechnology, and some in Accounting.