



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
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Industry Sector: Energy, Green Jobs, Construction, Apprenticeships

Date: 06/08/12

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

New Opportunities

- Job order WA2270379 Pre-Engineered Steel Building Erectors, Wage \$18.00 DOE
- Job order WA2277244 Remodel Carpenter, Wage DOE
- Job order WA2279490 On-Site Storage Manager, Wage DOE
- Job order WA2281134 Labor-Farmhand, Wage \$18
- Job order WA2281143 Labor-Farmhand Entry level, Wage \$11-\$12 DOE
- Job order WS407413374 Avista Advantage, Utility Invoice Analyst 1, Wage DOE
- Job order WS407472833 Avista, Training & Development Analyst, Wage \$61,500-\$86,233

For Employers

The Spokane Area Workforce Development Council and its partners are seeking business commitments to support unemployed and underemployed veterans in Spokane County. They are asking businesses to sign a letter stating that they will commit to one, or more, of the following:

- Hire a vet participating in the program
- Participate in On-the-Job Training with veterans
- Offer apprenticeship opportunities for veterans
- Become a mentor or allow veterans to job shadow
- Participate in veteran hiring events
- Learn more about the benefits of hiring events

Industry Employment Trends & Observations

Labor market and Economic Analysis (LMEA) information from **Employment and Economy** shows construction employment in Spokane County down 400 jobs from April 2011 to April 2012.

Featured Company Birchcrest Homes

Birchcrest Homes has been building custom homes in the Inland Northwest since 1983. Owner Steve Kowalik started in the building industry at a very early age working with his father building custom homes. Besides custom homes, Birchcrest Homes does remodels, additions and small commercial projects. Erin Mulhern Designs has teamed up with Birchcrest Homes to provide interior design services. Erin Mulhern Designs collaborates with Birchcrest Homes on various projects and also is available to work independently on projects.

Birchcrest Homes is looking for a remodeling carpenter with five or more years of remodeling experience. See job order WA2277244 for more information.

Other Noteworthy News

Explore Your Future was May 15th and 16th. Over one thousand students from Eastern Washington attended the hands on event to learn more about careers in the construction, manufacturing and medical fields. A random survey was conducted with some surprising answers. 27% of 361 students

Regional Industry Information at a Glance

surveyed said they decided on a career in middle school. Another question asked was “Whom will you contact or what will you do to investigate more about a career?” The top 4 answers were; Internet 23%, family 21%, school counselor 15% and job shadow 12%. It looks like job recruitment should start in middle school, using the internet and job shadowing to attract top talent.

The Nuclear Regulatory Commission has extended the license for the Northwest’s only commercial nuclear power plant, for 20 additional years. The plant provides more power than all of Avista’s hydroelectric power combined. The 1,150 megawatt plant provides enough electricity for one million homes, or 10% of the state.



Regional Industry Information at a Glance

Industry Sector: Manufacturing/Aerospace

Date: 6/7/12

Business Services Consultant: Sean Pelfrey (509) 532-3159 spelfrey@esd.wa.gov

New Opportunities

[WA2281664](#) – Account/Sales Manager – 40 Hours a week Competitive wages + Benefits

[WA2281549](#) - Structural Steel Fitter, 40hours a week, Competitive wages plus benefits

Trends

This Spring there's been major movement in advanced manufacturing in the Spokane area. Companies are adding extra shifts and bringing new employees on board to meet demand. The need for welders, fitters, electrical workers and CNC operators remains strong within the manufacturing community. Most new positions are created to fill opportunities on the swing and 3rd shifts; these opportunities are great ways to begin a career with a company.

Wage Information

As additional job seekers come to our attention, it's imperative we share Labor Market Information with them, plus the living wage calculator. (<http://www.livingwage.geog.psu.edu/counties/53063>). This information is imperative as job seekers discuss wages with employers; such gives them a deeper understanding of the wage needed to survive.

Education and Training News

The Spring 2012 education year is coming to an end at the community colleges, and we're seeing new students move into well paying positions within the Manufacturing and Aerospace community. Summer classes are smaller and primarily made up of students who are looking for specialized training. With new programs geared towards regional businesses the upcoming school year will offer many new opportunities for students and business alike.

Other Noteworthy News

ATC Manufacturing is a premier manufacturing company specializing in the press forming of thermoplastic composites. ATC Manufacturing provides high quality composite parts primarily to the aerospace industry, but remains interested in all projects relating to their core competencies. ATC Manufacturing was established in April 2004. Since then they've received **ISO9001:2000**, **AS9100**, and **Nadcap** Certifications, and continue to add product lines to their core business. **ATC** Manufacturing is committed to improving the effectiveness of the Quality Management System in order to comply with requirements, and to continually improve processes and provide customer satisfaction.

www.atcmanufacturing.com



Regional Industry Information at a Glance

Industry Sector: Healthcare

Date: 6/8/12

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

New Opportunities

WA2280669	Medical Billing and Coding Specialist	FT \$11.00 - \$17.00/hr
WA2281003	Front Desk/Checkout Person	FT \$11.00 - \$12.00/hr
WA2277777	Development Associate	FT/DOE

Industry Employment Trends & Observations

Target Occupations	Regional Openings (2010)	Median Wage (2011)	Growth (2008-2012)
Pharmacy Technicians (29-2052)	37	\$16.92	9.3%
Pharmacy Aides (31-9095)	3	\$11.10	-1.3%

Wage Information

Spokane | Percentile Wages for Pharmacy Technicians (29-2052)

\$12.71/hr	\$16.92/hr	\$22.40/hr
10th Percentile Wage (2011)	Median Wage (2011)	90th Percentile Wage (2011)

Education and Training News

Institution	Degrees	Certificates	Total Completions
Carrington College-Spokane	0	58	58
Spokane Community College	10	13	23

Other Noteworthy News

On January 3, 2012, the Washington Department of Labor and Industries (“L&I”) adopted the [“Hazardous Drugs Rule”](#) (the “Rule”), which is intended to protect workers from potentially harmful exposure to chemotherapy or other hazardous drugs. Washington is now the first state to require health care employers to take precautions such as installing proper ventilation or using protective equipment to prevent exposure. Without these measures, workers may be at risk for harmful effects such as cancer, reproductive and developmental problems, and allergic reactions. The Rule is consistent with [recommendations](#) from the National Institute of Occupational Safety and Health (“NIOSH”), OSHA, and The Joint Commission.

Who must comply with the Rule?

The Rule applies to all “health care facilities” that have employees with occupational exposure to hazardous drugs, including but not limited to hospitals, clinics, nursing homes, laboratories, and pharmacies.

What is a “hazardous drug”?

A “hazardous drug” is any drug that NIOSH identified as hazardous in its [2010 report](#). Some substances on the list are dangerous cancer-causing agents, while others cause different kinds of irreversible harm to health care workers – even at low exposure levels.

What does the Rule require?

The Rule requires affected employers to develop a hazardous drugs control program that addresses the following elements:

- A written inventory of hazardous drugs in the workplace.
- A current hazard assessment for the hazardous drugs.

Hazardous drugs policies and procedures that cover among other things:

- Engineering controls (equipment use and maintenance)
- Personal protective equipment;
- Safe handling practices for receiving and storage, labeling, preparing, administering, and disposing of hazardous drugs;
- Cleaning, housekeeping, and waste handling;
- Spill control;
- Personnel issues (such as exposure to pregnant workers); and
- Employee training.

When does the Rule take effect?

- By January 1, 2015, employers must complete installation of required ventilated cabinets.

The Rule will go into effect in three stages:

- By January 1, 2014, employers must complete and implement a written hazardous drugs control program.
- By July 1, 2014, employee training must be implemented.
- By January 1, 2015, employers must complete installation of required ventilated cabinets.

What should the employer do now?

L&I has not yet provided much guidance regarding developing and implementing a hazardous drugs control program. It has announced a plan to form a Hazardous Drugs Advisory Committee to develop model programs.

As described [here](#), L&I will host a public meeting on January 29 for those interested in the formation of the Advisory Committee.

In the meantime, employers subject to the Rule should begin initial assessments of their hazardous drug inventory and policies.

If you have questions about the Rule, please contact the Foster Pepper [Employment and Labor Relations Practice Group](#) or the Foster Pepper [Health Care Practice Group](#).



Regional Industry Information at a Glance

Industry Sector: Professional & Technical

Date: 6/07/2012

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

New Opportunities

Selected job posting opportunities:

- WA2270981 Account Executive (wage DOE)
- WA2270024 PT Full Charge Bookkeeper (wage \$14/hr)
- WA2269914 Electrical Engineering Intern (wage DOE)
- WA2269425 Tech Sales Rep (wage \$24k to \$32k/year)
- WA2272179 Indirect Loan Officer / Sales Rep. (Wage DOE)
- WA2274635 Tax Preparer (wage \$2200 to \$3000/month)
- WA2275154 Engineering QA Technician (wage DOE)
- WA2275275 Professional CSR (wage \$11.00 to \$12.50/hr DOE)
- WA2275511 Video Editor (wage DOE)
- WA2275729 Project Scheduler – Boise, ID (wage DOE)
- WA2275738 Sr. Structural Engineer – Boise (wage DOE)
- WA2275757 Project Coordinator. – Boise (wage DOE)
- WA2276716 WAN Engr. / IP Systems Specialist (wage to \$50k/yr DOE)
- WA2277285 Mech. Commercial HVAC / Plumbing CAD Drafter / Designer (wage DOE)
- WA2277284 Mechanical Engineer (wage DOE)
- WA2277283 Structural Bridge Engineer (wage DOE)
- **WA2278251 Implementation Engineer (wage DOE)**
- **WA2278238 Network Engineer (wage \$40k to \$70k/yr DOE)**
- **WA2278189 Natural Language Model Technician (wage \$35k to \$40k/yr DOE)**
- **WA2277778 Senior Software Engineer (wage \$65k to \$75k/yr DOE)**
- **WA2277762 Software Engineer (wage \$55k to \$65k/yr DOE)**
- **WA2277731 Technical Business Analyst (wage is \$40k to \$50k/yr DOE)**
- WA2278288 Payroll Specialist (wage DOE)
- WA2268057 PT-FT House cleaners (wage is \$10.00/hr to start)
- WA2278279 Buyer (wage DOE)
- WA2279447 Spare Parts Assistant – Boise (wage DOE)
- WA2279494 Senior Financial Analyst (wage DOE)
- WA2279768 Lot Attendant (wage \$9.04 to start)
- WA2279782 Lube / Entry level Technician (wage \$11/hr to start DOE)
- WA2280004 Production Worker of Musical Devices (wage is \$9.75/hr to start)
- WA2280521 Sports Newscast Producer (wage DOE)
- WA2281488 Mfg. Assembler (wage DOE)
- WA2281604 IT Analyst (wage \$40k to \$60k/yr DOE)
- WA2282023 Armed Security Guards (wage \$26.00/hr after training)
- WA2282642 Maintenance. Supervisor (wage DOE)

Industry Employment Trends & Observations

NextIT, a software development company creating artificial intelligence software for the call center industry, travel and airline companies, and the US Government was founded in Spokane some 10 years ago. This company currently employs 138 workers, and is adding additional staff. Six positions highlighted in bold above are currently available for referral of

qualified candidates.

Wage Information

OLYMPIA – The Washington State unemployment rate was revised to 7.9% in April (latest estimate) and 8.9% for Spokane County. Locally, for Professional, Technical, and Scientific, there was an increase of 132 jobs (482 new jobs overall) from April 2011 to April 2012. This is the fastest growing sub sector overall with an annual wage of \$49,700 for Spokane county.



Regional Industry Information at a Glance

Industry Sector: Transportation & Warehousing

Date: 5/4/2012

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

New Opportunities

- CDL A Commercial Drivers: Home Nightly – Fast Way Freight System – WA2281577
- Shred Truck Operator Class B – Devries Business Records – WA2280995
- Heavy Equipment Mechanic – Confidential Employer – WA2280150
- Flatbed Driver: Local Home Nightly – Ray Turf Farms - WA2279509
- Delivery Driver Class A or B – Wilmar Industries – WA2279252
- CDL A Commercial Drivers – Trans-System Inc – WA2277268
- Yard Person Full Time (Building Materials) – Confidential Employer – WA227098
- Tanker Truck Driver: Home Daily – Northwest Tank Lines – WA2275673
- Class A CDL – Northwest Driver – Spokane Produce – WA2273832

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 opening. 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 - \$42.75 | • Dispatchers (Not Emergency Vehicles) - \$16.90 |
| • Transit & Railroad Police - \$35.35 | • Industrial Truck & Tractor Operators - \$15.02 |
| • Diesel Mechanic - \$19.51 | |
| • Truck Drivers, Long Distance Full Truckload - \$51,207 annually | |

Noteworthy News

DOT offers ‘Blueprint for Ending Distracted Driving’ - WASHINGTON — U.S. Transportation Secretary Ray LaHood today released a “Blueprint for Ending Distracted Driving” that offers a comprehensive strategy to address the growing and dangerous practice of using handheld cell phones behind the wheel. While unveiling the plan, LaHood also announced \$2.4 million in federal support for California and Delaware that will expand the Department’s “Phone in One Hand, Ticket in the Other” pilot enforcement campaign to reduce distracted driving.

“We know from the success of national efforts like ‘Click It or Ticket’ that combining good laws with effective enforcement and a strong public education campaign can — and does — change unsafe driving behavior,” said NHTSA Administrator David Strickland. “Now, along with two great state partners (California and Delaware) , we’re using this proven formula to help tackle distracted driving.”

In 2010, at least 3,092 people were killed in distraction-affected crashes — accounting for approximately one in every 10 fatalities on the nation’s roadways. Meanwhile, among the findings from NHTSA’s first nationally-representative telephone survey on driver distraction released earlier this year, more than three-quarters of drivers reported that they are willing to answer calls on all, most, or some trips.

Nationwide, 39 states (including Washington), the District of Columbia, the Virgin Islands and Guam ban texting behind the wheel. Ten states (including Washington), the District of Columbia, the Virgin Islands and Guam prohibit all hand-held cell phone use while driving.