



# Regional Industry Information at a Glance

Industry Sector: Healthcare

Date: 09/02/2011

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

## New Opportunities

WA2201022	Mobile Phlebotomist	P/T, DOE
WA2200818	Phlebotomist	F/T, DOE
WA2200986	Systems Administrator III	F/T, DOE

## Industry Employment Trends & Observations

Phlebotomist show a short term growth projection of 1.7% with 16 annual average openings and long term projections show a growth rate of 28.1% and 24 average annual openings.

## Wage Information

Medical and Clinical Laboratory Technicians show an average wage of \$17.53/hr with a wage range of \$12.83 - \$24.41 per hour for the Spokane Metropolitan Service Area (MSA).

## Education and Training News

Phlebotomy is an instructional program that provides a combination of lecture, lab and hands-on practical experience, this [10-week course](#) develops skills needed to work in an entry-level position as a phlebotomist (blood drawing) in a health care facility. Coursework includes selecting and preparing the skin puncture site, collecting specimens, adhering to proper health and safety guidelines, patient/technician relationship and clerical duties associated with proper recordkeeping of laboratory tests.

## Other Noteworthy News

[Inland Northwest Blood Center](#) Since 1945, INBC has been committed to serving the patients on the Inland Northwest with state-of-the-art technology and customer service that is second to none. The Inland Northwest Blood Center saves lives by providing blood and services to support transfusion and transplantation medicine in the Inland Northwest.

The Inland Northwest Blood Center has three permanent collection center locations and two mobile hospital-based collection sites from which to choose for whole blood and aphaeresis platelet donations.

See the list below of all locations, contact information and donation options.

[Spokane Center](#)

[Spokane Valley Center](#) at Valley Hospital and Medical Center

[Moses Lake Center](#) at Samaritan Hospital

[Coeur d'Alene Center](#)

[Lewiston Center](#)

[View a list of INBC Center Holiday Hours and Closures](#)

We are **committed to providing excellent customer** service to both our internal and external customers and to our co-workers. We strive to ensure that every individual *feels important and respected* for the part they play in providing important, *live-saving products and services* to the patients of the communities we serve.



# Regional Industry Information at a Glance

**Industry Sector:** Finance, Insurance, and Banking Services

**Date:** 09/02/2011

**Business Services Consultant:** Lynda Evans, (509) 532-3175 or [levans@esd.wa.gov](mailto:levans@esd.wa.gov)

## New Opportunities

Job Orders currently open on: [www.go2worksource.com](http://www.go2worksource.com)

- Underwriter **WA2199269**
- Part-time RN/LPN **WA2201339**
- Part-time Alumni Manager **WA2201180**
- Construction Management Instructor **WA2200623**
- Financial Aid Counselor **WA2200492**

## Employer Profile

**Leadership Spokane** is in its 30th year of offering leadership development programs to the Spokane region. Someone in the Class of 2012 will be the 1000<sup>th</sup> graduate. Its mission is to prepare and encourage a diverse group of community members to assume trustee leader roles for the purpose of building effective communities throughout the greater Spokane area.

The adult program includes 45 to 50 individuals from a variety of professions and backgrounds. Participants attend sessions from September through June and explore topics of relevance to the Spokane area. They are exposed to current issues and a broad spectrum of decision-makers. Through simulations, small-group activities, debates and dialogues, participants discuss specific topics ranging from history and culture to the economy and educational system. They find out what is happening in Spokane and why.

Leadership Spokane graduates have been and are involved in nearly every major project in the Spokane region and have made a huge contribution to the quality of life and business success of our region. Those graduates who have moved away have made equally impressive contributions to their new communities, across the country and internationally. Visit the website at [www.leadershipspokane.com](http://www.leadershipspokane.com) to find out more.

## Current Trends

We work hard to know industry trends and communicate those to our partners, but it's equally important to watch for occupation trends. Occupations cross all industries. We are all watching Healthcare's steady growth in Spokane, and that industry growth will add increases across many occupations.

**Medical school site work to start shortly.** *By Mike McLean, Journal of Business, August 11, 2011.* Site work for Washington State University's planned \$78 million Biomedical and Health Sciences Building on the Riverpoint Campus is expected to start this month. "We probably will start erecting steel by March, enclose the building by next fall, and complete the project around July 2013," says Bob Askins, of Graham Construction & Management Inc. The planned 110,000-square-foot building,...is expected to accommodate a proposed new medical school, as well as WSU's College of Pharmacy.

For additional information on current trends, click on the following link [Workforce Explorer](#) and then click on [Seasonally Adjusted Nonfarm](#).

## Other Noteworthy News

Employers increasingly rely on the Cover Letter to distinguish a serious candidate from the crowd. Is your Cover Letter working for or against you?

**The Ten Worst Things to Put in Your Cover Letter**, *by Sindu Sundar, LinkedIn, August 9, 2011*

1. Next to Nothing 2. Criticism of a Prospective Employer 3. Personal Stories 4. Awkward Language 5. Someone Else's Words 6. Irrelevant Experience 7. Arrogance 8. Wrong Company Name/Wrong Cover Letter 9. Cultural Preferences 10. Jokes

**Industry Sector:** Advanced Manufacturing/Aerospace

**Date:** 09/02/2011

**Business Services Consultant:** Sean Pelfrey, (509) 532-3159 or [spelfrey@esd.wa.gov](mailto:spelfrey@esd.wa.gov)

## New Opportunities

- [WA2200632](#) - FT Class A CDL driver, 40+ hours a week, \$14.00 an hour plus Benefits
- [WA2189567](#) - FT Class A CDL driver, 40+ hours a week, \$12.00 an hour plus Benefits.

## Industry Employment Trends & Observations

"For trucking companies, the slow pick-up of the economy has revived an issue left on the back burner during the recession.

There's a shortage of qualified truck drivers. It's a nationwide issue, and local companies say the shortage of qualified drivers has already hit or is coming .... Finding those drivers isn't an easy task for recruiters. They say the industry is still adjusting to stricter regulations from the Federal Motor Carrier Safety Administration for screening a driver's criminal, employment and driving history. The main difference is crash and inspection records will now follow a driver from one job to the next.

"Today, I'd say if you have a truck open you need to fill, it's not that you aren't getting applications to fill that truck, but there's a huge amount of people to exclude," said Bob Costello, chief economist for the American Trucking Association.

This shortage isn't yet as bad as it was in 2005, when the country needed another 10,000 drivers, Costello said, but it could get worse. The industry faces an increasing demand to move freight as it tries to find replacements for the older drivers who are beginning to retire. Trucking companies are also being more selective because they can't afford crashes."

[www.theledger.com](http://www.theledger.com)

## Wage Information

- As more and more job seekers come in, it is imperative that we start sharing with them the LMI and even the living wage calculator. ( <http://www.livingwage.geog.psu.edu/counties/53063>) This information is imperative as job seekers discuss wages with employers and gives them a better understanding of what they need to survive.

## Education and Training News

### **Minimum training requirements: CDL**

Before you can get a commercial driver license (CDL), you must successfully complete a training course approved by the Department of Licensing. The training must include at least the following:

Class of CDL	Minimum training required
Class A	160 total hours, including at least: <ul style="list-style-type: none"><li>• 40 hours of classroom instruction</li><li>• 18 hours of street driving training</li><li>• 16 hours of training in backing maneuvers</li><li>• 16 hours of proficiency development</li><li>• 70 hours of combined lab training, range training and observation</li></ul>
Class B	48 total hours, including at least: <ul style="list-style-type: none"><li>• 20 hours of classroom instruction</li><li>• 14 hours of street driving training</li><li>• 4 hours of training in backing maneuvers</li></ul>

# Regional Industry Information at a Glance

	<ul style="list-style-type: none"> <li>• 4 hours of proficiency development</li> <li>• 6 hours of combined lab training, range training and observation</li> </ul>
Class C	<p>36 total hours, including at least:</p> <ul style="list-style-type: none"> <li>• 20 hours of classroom instruction</li> <li>• 8 hours of street driving training</li> <li>• 2 hours of training in backing maneuvers</li> <li>• 2 hours of proficiency development</li> <li>• 4 hours of combined lab training, range training and observation</li> </ul>

### After you complete the minimum training requirements

The training school will give you a certificate of completion that you must present at a [driver licensing office](#) when you get your CDL. You don't need the training certificate to schedule and take a CDL skills test, but you must present the original certificate at the licensing office after you have passed all your tests and are ready to get your CDL. **You won't be issued a CDL unless you present the original certificate.** Photocopied, faxed, handwritten, or mailed certificates won't be accepted.

### Types of drivers exempt from training requirements

#### Employer-certified drivers

If your employer agrees that you have the skills and training to operate a commercial motor vehicle safely, he or she will complete and sign an employer certification that includes the classes of commercial vehicles you may operate. To be exempt from meeting the minimum training requirements, you must present this typed, signed certification at a [driver licensing office](#) when you are issued your CDL.

To qualify as an "employer," the person or organization who completes the certification must:

- Register with us. (See [Employer registration and certification](#) to learn how to register as an employer.)
- Have hired at least 1 individual to operate a commercial motor vehicle on a regular basis during their normal course of business.
- **Not** have the primary purpose of training commercial vehicle operators.

### Other Noteworthy News

James J Williams was founded in 1926 by Jim Williams' grandfather. JJW was sold in 1961 and it wasn't until 1996 that Trans-System, Inc acquired JJW and brought it back into the Williams family.

**Current Info:** Trans-System, Inc. and its subsidiaries employ over 245 office staff, 70 mechanics and shop personnel. JJW runs 80 late model power units with 115 trailers. They run 13 Western States and 4 Canadian provinces. BC-AB-SK-MB. JJW is also 14001 ISO Certified.

Their customer Service staff has an average of 8.5 years of experience. Operations staff has an average of 11.5 years industry experience, many of which were former drivers.

They have earned a strong reputation for dependable service.

**Where they are going:** With continual investments in technology, equipment, and loyal employees, they are continuing to refine their processes to better serve you. Drivers are the best in the business, they go through their extensive Hazardous Materials training, loading, unloading and driving programs before starting work.

Their drivers are trained in job specific functions of the products that they are transporting.

They try to dedicate drivers to traffic lanes that best fit the customer and the individual drivers schedules.



## Regional Industry Information at a Glance

### **Doing Their Part For the Environment**

James J. Williams is a certified SmartWay<sup>SM</sup> Partner. SmartWay<sup>SM</sup> is an initiative of the U.S. Environmental Protection Agency working to reduce greenhouse gases and other air pollutants and improve fuel efficiency. This voluntary partnership means that JJW is achieving air quality benefits by meeting specific environmental criteria set in the SmartWay<sup>SM</sup> Transport Partnership Agreement.

---

[www.jjwilliams.com](http://www.jjwilliams.com)

**Industry Sector:** Energy, Green Jobs, Construction, Apprenticeships

**Date:** 09/02/2011

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

## New Opportunities

- Job order WS391836303 Claim Processor , Avista, Wage \$35,900 to 49,366 per year
- Job order WA 2201029 Dump Truck Driver WA \$12 to \$14.00 per hour
- Job order WA2199900 Bridge Carpenter, Wage DOE
- Job order WX 023127182 Route Manager, Waste Management, Wage DOE
- Job order WA2189567 Class A Route Truck Driver Wage \$12.00 plus benefits

## Education and Training News

Last chance to enroll in the Sustainable Building Advisor Course which teaches building fundamental principles of sustainability to the built environment. Class attendees have included representatives from Architectural, Engineering, Developers & Contractors, Facilities, Capital Project Managers and Government Agencies. Class size is limited 20 persons. The class will meet every second Friday and Saturday for nine months. The cost is grant sponsored and the registration has started and will end with the limit of 20 persons. For more information about the classes, call Patrick O'Halloran at SCC, 533-7117.

## Other Noteworthy News

Refuse and recyclable material collection remains one of America's most dangerous jobs, according to new data from the U.S. Department of Labor. A total of 26 trash and recyclables collectors lost their lives on the job in 2010 making that profession the seventh most dangerous job in America. Topping the list of most dangerous jobs professions in 2010 were fishermen. Second on the list was logging. Safety is very important to many companies. Many companies start each day with a safety meeting. Job seekers looking for an edge will include safety training and experience on their resumes.

Price of solar panels continues to drop bringing bad news to the manufacturing of solar panels but making the cost of power more in line with natural gas generation of power. U. S solar wafer maker Evergreen Solar Inc and SpectraWatt filed for bankruptcy last week. This week, Solyndra filed for bankruptcy even after receiving a 535 million loan guarantee made to Solyndra by the U.S. Department of Energy in the spring of 2009. Evergreen and other US and European companies cannot compete with their Chinese competitors in the making of solar panels. According to Reuters, we will see more production done overseas. The cost of solar panels has dropped 70% in price in the last year.

In talking to an employer last week, a complaint was voiced that 2 out of the 5 people that they interview were late to the interview. He said at that point there was no chance that the person would be hired. At Marty Nemko's website, ([martynemko.com](http://martynemko.com)) he talks about overcoming chronic lateness. His solution for Chronic Lateness follows:

*Cause:* You underestimate how long things take.

*Cure:* Remember that many things can go wrong. So do what building contractors do: add 25-50% to the time you think a task will take.

*Cause:* You enjoy the adrenaline rush of cutting it close.

*Cure:* Just once, try allowing too much time for a task. For example, if it takes 30 minutes to get to that job interview, allow 45. You'll probably prefer the peace over the frenzy.

*Cause:* Distractability, Attention Deficit Disorder

*Cure:* Allow only the minimum time needed to get the task done. The time pressure will help you resist distractions.

**Industry Sector:** Professional & Technical

**Date:** 09/02/2011

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

## New Opportunities

Selected job posting opportunities:

- WA2196193 Customer Service/Sales Rep (wage is \$10/hr + incentives)
- WA2196958 IT Technician (Wage is \$36k to \$48k DOE)
- WA2197057 Network Engineer (Wage is \$40k to \$58k DOE)
- WA2194055 PT Accounting Assistant (wage is \$12)
- WA2199742 ERP Mfg IT Specialist (wage is DOE)
- WA2199741 Import-Export Logistics Analyst (wage DOE)
- WA2199587 LEAN Leader Mfg. (Wage DOE)
- WA2199946 Industrial Seamstress (Wage \$9 to \$12.50 DOE)
- WA2200034 Unarmed Security Officer (Wage is \$9)
- WA2200485 Business Consultant (Wage is \$2k/month + incentives)
- WA2201060 Admin/Accounting Assistant (Wage is \$12 to \$13/hr DOE)

## Industry Employment Trends & Observations

**Engine heating specialist, Hotstart**, a local, leading manufacturer of diesel engine heaters and in business for the past almost 70 years is now expanding further its operations globally including opening an office in Germany and will be looking for bilingual staff fluent in Chinese, Korean, and Japanese.

**Thin Technologies**, a local vendor neutral IT architecture and services organization continues to add to its consulting staff. They will be moving into new offices sometime in October of this year.

**Vision Municipal Solutions**, a local rapidly growing software and IT systems integrator providing turnkey solutions to local governments (regionally) and to the commercial market is again expanding their staff, two IT jobs listed above are a reflection of their growth. They have continued to partner with WorkSource for their staffing needs including internships, OJT opportunities and WorkSource providing training \$'s to their recently hired staff.

## Wage Information

### **Job-growth in July (latest figures)**

**OLYMPIA** – Washington's job increase in July (an estimated increase of 5700 jobs) fails to budge the July unemployment rate. **Locally for Professional, Technical, and Scientific jobs were flat for the month of July 2011 overall, however there was an additional loss of 100 jobs in R & D for the month.**

The seasonally adjusted unemployment rate was estimated at 9.3 for the month, an increase from 9.2

An estimated 311,027 people (not seasonally adjusted) in Washington were unemployed and looking for work in July, and 185,358 people received unemployment benefits. As of August 6<sup>th</sup>, 60,432 workers had run out of all unemployment benefits in the state.

## Other Noteworthy News

### **August 22nd, 2011**

#### **Bias Against Jobless Is Bad for Business**

Employers may be watching to see whether various proposals to ban discrimination against the unemployed in hiring become law. But the political debates shouldn't distract companies from the heart of the issue: **Bias against the jobless is risky business.**

**The risk boils down to lost talent, excessive salaries and tarnished reputations.** Yes, companies have a number of possible reasons for wanting to weed out unemployed candidates. In some fields, skills can become outdated. And out-of-work people may have lost jobs because they were not successful employees. As one commentator in a recent New York Times debate on the issue noted, employers have every right to question people about work history gaps. **But the notion that as a rule those out of work are less competent than their employed counterparts ignores the way companies have axed workers during the Great Recession and the ensuing, tepid recovery. Experts say firms are far from precise and not always fair in deciding whom to lay off.** Jason Averbook, CEO of consulting firm Knowledge Infusion, **estimates that 30 to 40 percent of the employees laid off by firms during the downturn were the wrong choices.** In some cases, **organizations cut whole departments while outsourcing functions. That means top performers in fields such as accounting or information technology were cut despite their professional chops (skills).** And given the ability of workers to polish up old skills or learn new ones on the job, **ruling out some 14 million unemployed people means ignoring a vast pool of potentially productive employees. Bias against the unemployed also can translate to higher labor costs. Workers in these economically uncertain times prize job stability. As a result, luring an already-employed person to a new job often requires a company to pay a steeper salary.** “Unless they are unhappy, employees today are going to demand a premium to move and give up the security of their current positions,” Ravin Jesuthasan, global practice leader for talent management at consulting firm Towers Watson & Co., told me recently. Meanwhile, **unemployed workers desperate for a job might be willing to come on for a lower salary.** There’s yet another downside to putting up ads saying “unemployed persons need not apply.” It has to do with an intangible but precious corporate asset: a company’s good name. In this era of bad news going viral, stories of companies barring the unemployed from job opportunities can quickly give a firm a black eye or worse. Regardless of the reasons for such hiring policies, they smack of corporate callousness—of giving those who have suffered the most in the recession another kick in the shins.

No wonder companies caught seeking already-employed workers in their hiring sometimes reverse themselves on the spot. The New York Times said organizations including the University of Phoenix removed biased job ads once contacted by the newspaper. If you operate in New Jersey, a new law prevents you from excluding unemployed people when you advertise job openings. And you may want to keep track of other states considering such rules, as well as federal legislation along these lines. But you can make things easier on yourself by avoiding bias against the jobless in the first place. That way, you can show you have a heart even as you protect your bottom line.

Posted by Rick Bell on August 22nd, 2011 at 12:51pm in [Discrimination](#), [Ethics](#), [Future Workplace](#), [Management Skills](#), [Workplace Trends](#) | [Permalink](#)