



# JOBS REPORT

GREATER SAN ANTONIO REGION  
TARGET INDUSTRY UPDATE

Q4 2020



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# INTRODUCTION

## DEAR READER,

At no other time has our community's strength and resourcefulness been tested as deeply or intensely than the past eight months as a result of the pandemic.

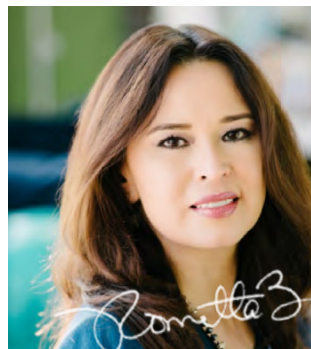
Across our region there were a little over 312,000 unique unemployment claims from the end of February to mid-October. At the peak of the pandemic, in March and April, unemployment claims were hovering at approximately 32,000 per week with a drastic decline in the months of September and October to just under 8,200 claimants per week.

The data is compelling. The individuals most deeply impacted are those with lower educational attainment with 83% having some college or less and almost 63% having a high school equivalency diploma or less. And of these, the proportion of individuals 34 years old and younger account for almost half of all claimants at 47.8%, with females most heavily impacted. The pandemic heightened the need to upskill low-wage workers in order for them to access pathways into better paying and more sustainable jobs of tomorrow.

In response to the economic challenges and hardships faced by our community, our philanthropic community, private sector, and city and county governments quickly mobilized and deployed existing and new resources in support of the most vulnerable. Both the City of San Antonio and Bexar County launched their respective workforce programs – "Train for Jobs SA," a \$75 million investment, and "Bexar County Strong," an \$18 million investment - to assist city and county residents whose employment had been negatively impacted in connecting to support services, jobs, work experience and training programs. Both the City and the County looked to trusted organizations with known expertise to lead the community triage and, we can proudly say-SA Works was one of those key organizations that was tapped directly to work with local employers and industry to identify training and hiring needs with the goal of having these employers provide on-the-job training to dislocated individuals in high-demand, high-wage jobs. In addition, our SAEDF Business Development team led coordination efforts funded by the City in support of microbusinesses to ensure they were informed of grants and other resources in partnership with key community organizations such as Centro, SAGE, Southside First and the Westside Development Center, among others, serving as business hubs.

Furthermore, in the midst of a contentious political year, San Antonians responded to this now or never moment with the voter-approved passage of the SA: Ready to Work proposition that would reallocate sales tax revenue to extend and expand the workforce recovery program into 2025. This bold policy and funding move garnered a credit positive response from Moody's Investor Service, stating that the "increased employment and higher salaries will boost residents' purchasing power and ultimately lift sales tax revenue, one of the city's largest revenue sources."

Earlier this month, the Census Bureau's American Community Survey 5-year estimates show a slight decline from 20.2% between 2010 and 2014, among San Antonians living in poverty, to 17.8% between 2015 and 2019. This indicates that our focus on socioeconomic equity and investments in building human capital across the continuum from early childhood to the workforce are the type of inclusive and systemic investments we need to nurture our community's resiliency.



Romanita Matta-Barrera  
Executive Director, SA Works  
EVP Workforce, SAEDF

Mary C. Daly, president and CEO of the Federal Reserve Bank of San Francisco, recently said, "we need to become evidence-based optimists [and] feed hope with intentionality."

This resonated with me, as we at the SAEDF and SA Works, continue to work alongside chambers, non-profits, education, private and public sector partners to bring both **HOPE** and **HELP** to our community.

## OUTLOOK & RESPONSE

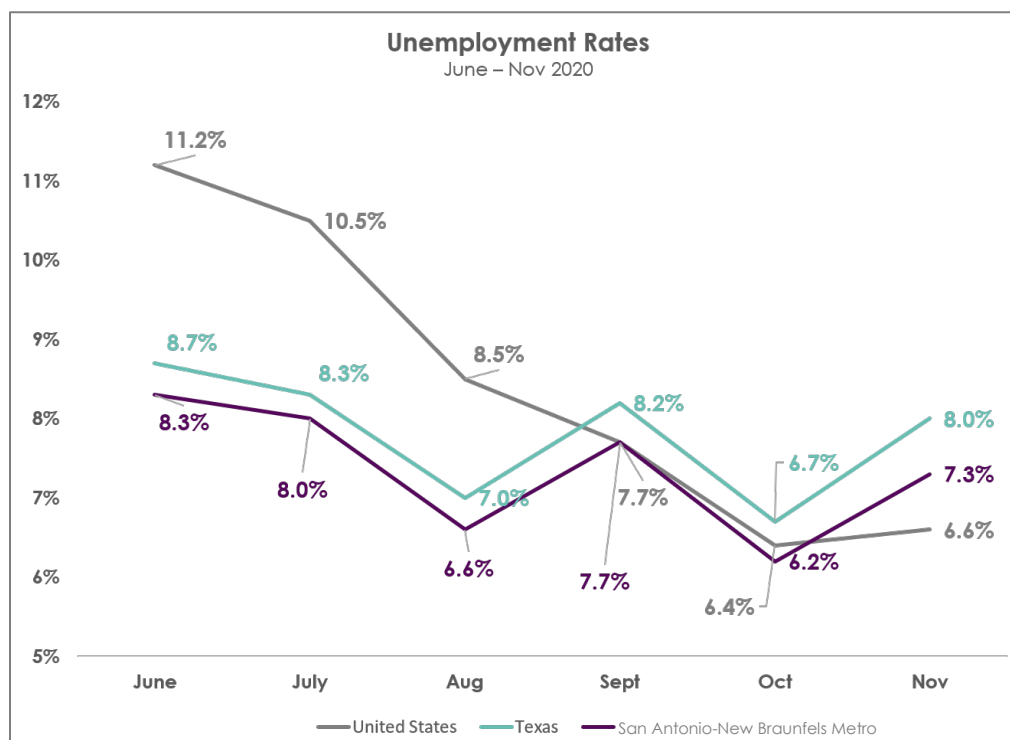
The pandemic changed the unemployment landscape in the greater San Antonio region on a monthly basis. The benefits of the Paycheck Protection Program (PPP) offset some initial layoffs and reductions in force (RIFs). When PPP funds neared depletion, the labor market slowed once again. While never reaching the peak claims observed in the spring, new RIF announcements in hospitality, restaurants, and retail increased.

Our discussions with employers highlighted the need to find experienced workforce to fill vacancies or expanding roles. Across industries, employers communicated that staff who left or were laid off in the early months of the pandemic often did not return to their jobs. Some individuals relied on increased unemployment benefits, while others were forced to pause careers in order to care for their homebound school-aged children or tend to their family's health. According to a Labor Department report, an astonishing 865,000 women over 20 left the workforce in September, compared to 216,000 men in the same age group. The factors impacting women's departure from the workforce include: household composition with single mother's affected disproportionately, working in non-critical/essential jobs and whether the nature of their work allows for telecommuting.

### Regional Jobs & Employment

According to the *San Antonio Economic Indicators* newsletter published by the Federal Reserve Bank of Dallas on December 1st, the net job growth in San Antonio was positive in October and increased an annualized 5.2% or by 12,785 jobs in the three months ending in October. The leisure and hospitality sector saw the strongest gains over the three-month period with 4,770 jobs, most of which had been lost in the summer months at what otherwise would have been the height of leisure and convention travel. Following the leisure and hospitality sector, manufacturing also saw a growth in jobs by 15.3% or 1,780 jobs. According to the *San Antonio Economic Indicators* newsletter, "while job gains have been broad based since May, they have not been large enough to offset the losses in March and April."

The tables below and on the subsequent page provide a snapshot of the San Antonio-New Braunfels MSA unemployment rates, as well as job gains and losses by industry since our last Jobs Report was published in June.



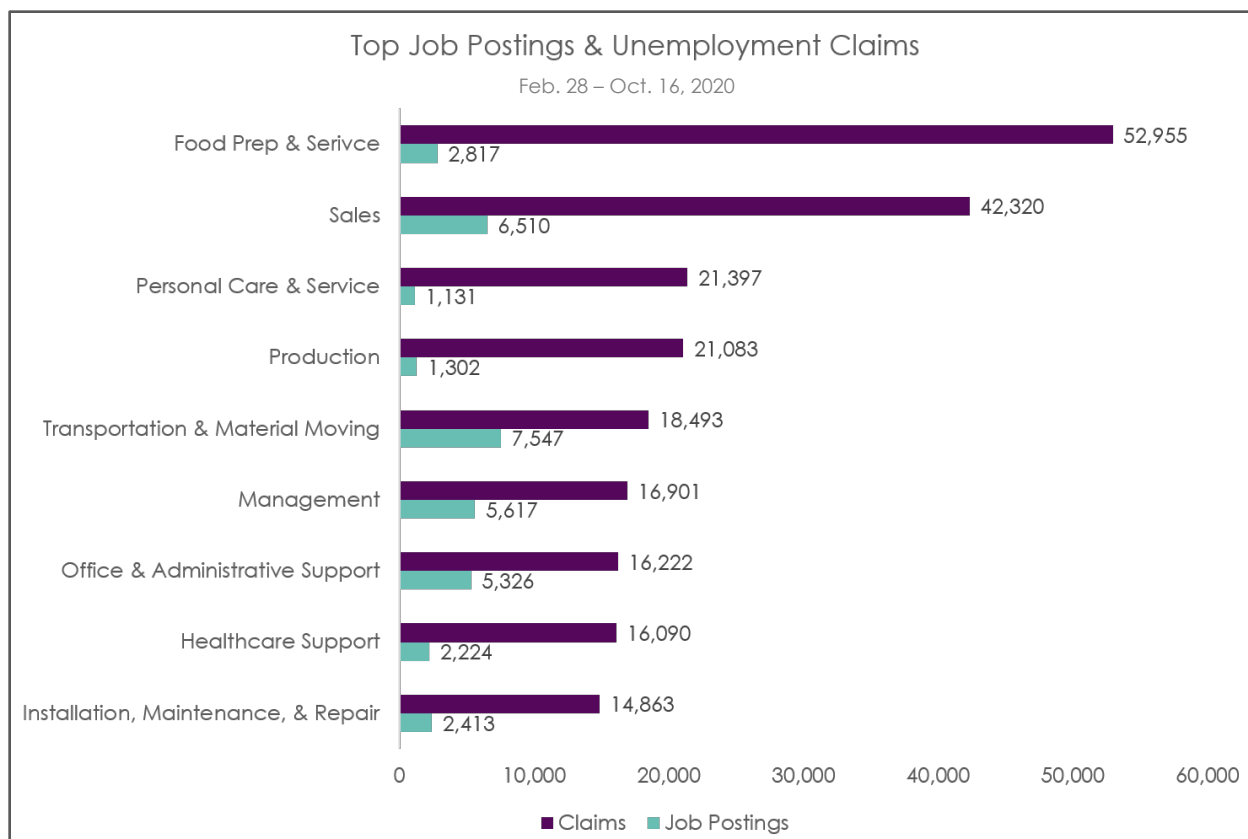
Source: Texas Workforce Commission - Labor Market and Career Information

Job Gains by Industry						
Industries	June	July	Aug	Sept	Oct	Nov
Mining and Logging				100 (1.2%)	100 (1.1%)	
Manufacturing			500 (1%)		2,600 (7.6%)	
Construction			800 (1.4%)	1,100 (1.9%)		
Trade, Transportation, Utilities	5,800 (3.3%)		3,702 (2.1%)		1,600 (0.9%)	2,900 (1.6%)
Information	200 (1.1%)		100 (0.5%)		300 (1.6%)	100 (.5%)
Financial Activities		400 (0.4%)			1,000 (1.1%)	700 (.76%)
Professional and Business Services	1,400 (1%)		1,300 (1%)		4,900 (3.7%)	200 (.15%)
Educational and Health Services		3,300 (2.1%)	1,100 (0.7%)	400 (0.2%)	2,800 (1.8%)	
Leisure and Hospitality Services	22,600 (21.3%)			1,000 (0.8%)	2,100 (1.7%)	1,700 (1.35%)
Government			3,200 (2.3%)		500 (0.3%)	700 (.41%)
Other Services	2,400 (6.9%)		700 (1.9%)		600 (1.6%)	400 (1.07%)

Source: Texas Workforce Commission - Labor Market and Career Information

Job Losses by Industry						
Industries	June	July	Aug	Sept	Oct	Nov
Mining and Logging	-100 (-1.1%)	-100 (-1.1%)	-100 (-1.1%)			-200 (-0.3%)
Manufacturing	-200 (-0.4%)	-300 (-0.6%)		-300 (-0.6%)		-400 (-.78%)
Construction		-300 (-0.5%)			-600 (-1%)	
Trade, Transportation, Utilities		-2,200 (-1.2%)		-300 (-0.2%)		
Information		-100 (-0.5%)		-100 (-0.5%)		
Financial Activities	-800 (-0.9%)		-600 (-0.7%)			
Professional and Business Services		-700 (-0.5)		-800 (-0.6%)		
Educational and Health Services	-1,300 (-8%)					-1,700 (1.05%)
Leisure and Hospitality Services		-6,700 (-5.2%)	-500 (-0.4%)			
Government	-3,400 (-2%)	-3,300 (-2%)		-100 (-0.06%)		
Other Services		-300 (-0.8%)		-200 (0.5%)		

Source: Texas Workforce Commission - Labor Market and Career Information



Source: Workforce Solutions Alamo. Job Postings data October 2020. Claims data February 28 – October 16, 2020 (most recent available as of publication of Jobs Report).

## Coordinated Efforts

The “Bexar County Strong” program and the City of San Antonio’s “Train for Jobs SA” prioritized workforce development in response to COVID-19. The programs used Federal CARES Act and general funds to provide financial support to displaced individuals. In collaboration with Workforce Solutions Alamo (WSA) Family Service, Restore Education, Quest, Alamo Colleges, among others, the City and County aimed to assist and place 10,000 job seekers into training and jobs over the course of a year.

Each program also allocated funds for On-the-Job Training (OJT) stipends to assist employers and COVID-19 displaced job seekers. SA Works serves as the lead employer engagement entity, regularly convening sector-driven collaborative meetings, developing marketing outreach and awareness campaigns for growing sectors, and advancing creative ways to reach job seekers in partnership with Workforce Solutions Alamo and area case management organizations. OJT stipends seek to move individuals from pandemic-vulnerable jobs by developing new skills and filling vacancies in resilient and stable industries like Manufacturing, Aerospace, IT/Tech and Cybersecurity.

SA Works identified a cross-section of regional employers among high-demand sectors. The team engaged these companies over three months to identify open jobs, skills gaps, training needs, effectiveness of training and degree programs, COVID-19 impact on operations, and to gather additional intelligence that would strengthen our workforce programs. SA Works also partnered with WSA to offer virtual job fairs and led recruitment efforts—ensuring each event connected job seekers with quality employers in growing industries.

In addition, SA Works also brought together key higher education leaders from Texas A&M University San Antonio, UTSA, Alamo Colleges and the University of the Incarnate Word (UIW) to benchmark best practices for

distance learning, understand the impact of the pandemic on their enrollment and coordinate course offerings and resources.

All of these institutions responded to the pandemic by expanding continuing education courses, distance learning and accelerated training at low cost and, even at no cost, to meet the upskilling needs of dislocated workers.

The graphic below illustrates the combined results of our employer engagement tactics including the employer collaboratives, cross-training of BRE partners, virtual job fairs participation and on-the-job employer recruitment and referrals.



*Data covers employer engagement activities from late July to mid-November 2020.*



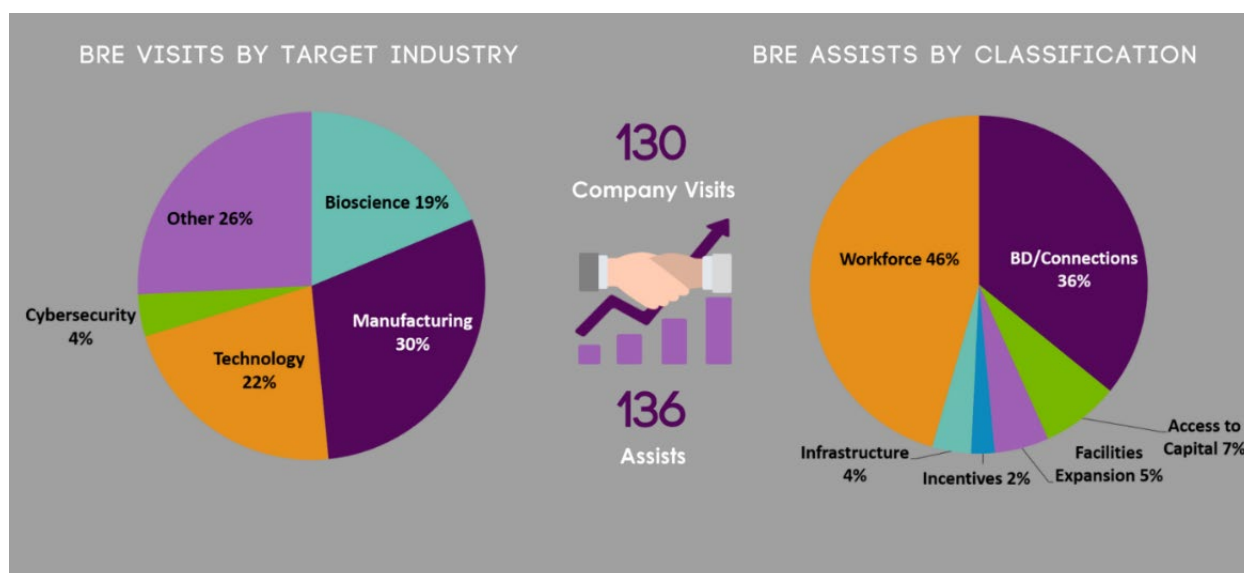
## Enhanced Business Retention and Expansion

COVID-19 also affected how the San Antonio Economic Development Foundation (SAEDF) reaches out and assists employers. Site visit limitations changed the process for the organization's relationship-based approach. Travel restrictions dramatically changed the Business Development (BD) team's domestic and international outreach, while Business Retention & Expansion (BRE) hyper-focused on assisting our regional employers. Both BD and BRE refocused efforts and found new, virtual ways to assist our highest-need employers across all industries.

SA Works and the BRE team deployed an "enhanced" BRE strategy in support of SAEDF's workforce deliverables. The approach consisted of cross-training community partners from chamber and industry association representatives:

The San Antonio Chamber of Commerce, North Chamber of Commerce, Hispanic Chamber of Commerce, South San Antonio Chamber, EPICenter, San Antonio Manufacturers Association, BioMedSA, CPS Energy, CyberSecurity San Antonio (CSSA), SAGE, Southside First and Westside Development Corp.

Our united approach helped identify employers with hiring needs and able to participate in the OJT program.



*Data covers employer engagement activities from late July to mid-November 2020.*

Combined with regional data, SA Works Employer Collaborative meetings and general BRE outreach provided deeper insight into hiring needs. Identifying trends and uncovering distinct employer needs was key to SA Works and its partners identifying relevant solutions for employers.

It is this combination of regional data and employer insights that are contained within this quarter's Jobs Report and that power SAEDF's ability to continue improving the outlook for regional business.



APR. 2018 TO NOV. 2020	MANUFACTURING	IT & CYBER	BIOSCIENCE & HEALTHCARE
JOB POSTINGS	Total: 85,574 Unique: 18,900 Intensity: 5:1	Total: 491,553 Unique: 81,164 Intensity: 6:1	Total: 780,651 Unique: 123,211 Intensity: 6:1
AVG. MONTHLY HIRES	3,430	1,518	6,899
TOP HIRING EMPLOYERS	Boeing HEB SwRI	USAA Oracle Accenture	Christus Health HCA Holdings United Health Inc.
TOP OCCUPATIONS	Frontline Supervisors Helpers; Production Inspectors, Testers, etc.	Software Developers Computer Occupations, All Other Computer User Support Specialists	Registered Nurses Home Health and Personal Care Aides Medical & Health Svcs. Mgrs.
TOP SKILLS	Warehousing Quality Control Packaging & Labeling	Agile Software Development SQL Computer Science	Nursing Basic Life Support CPR
TOP PROGRAMS	TX FAME Alamo Colleges UTSA	UTSA TAMUSA OLLU	UT Health SA UTSA St. Mary's University
NOTEWORTHY	<ul style="list-style-type: none"> <li>UTSA's Cybersecurity Manufacturing Innovation Institute</li> </ul>	<ul style="list-style-type: none"> <li>UTSA's AI lab and data science program – first in TX.</li> <li>As of 2020 SA's concentration of IT pros is 150% above the U.S. average.</li> </ul>	<ul style="list-style-type: none"> <li>SA Partnership for Precision Therapeutics (SAPPT) was formed, putting SA at the forefront of precision therapies.</li> </ul>

Source: Emsi and SA Works intel. Data as of November 15, 2020

## DEMAND OCCUPATIONS & SKILLS TRANSFER

The following section includes data from June through November 2020 and highlights important information used by the regional workforce development community. For the purposes of this report, we collected data for occupations across SA Works key industries: Manufacturing and Aerospace, Construction and Skilled Trades, Bioscience and Healthcare, Financial and Professional Services, and Tech and Cyber.

164.3K

UNIQUE JOB POSTINGS<sup>1</sup>

### Top 5 Posted Occupations<sup>2</sup>

1. Registered Nurses
2. Truck Drivers
3. Software Developers
4. Customer Service Reps.
5. Retail Salespersons

67.7K

AVERAGE MONTHLY HIRES<sup>3</sup>

### Breakdown by Industry

The following section breaks down job postings, hires, skills, education options, and hiring employers for each of the SAEDF target industries as well as those industries experiencing hiring surges such as construction and skilled trades. All data is for the period of June through November 2020 and covers the San Antonio-New Braunfels eight-county metropolitan statistical area.

## MANUFACTURING & AEROSPACE

Manufacturing and Aerospace sectors were generally able to maintain operations and introduce COVID-19 safety protocols. Most employers experienced some initial slowdown in operations during the spring, but moved toward normal capacity in the summer and fall. Employers dependent on certain contracts, such as hospitality and travel, were affected by slower commercial need impacting revenue projections as well as staff production needs. In some cases, the impact of COVID-19 increased operating costs due to the implementation of safety protocols including social distancing and reengineering of the physical work environments.

The major impact in these sectors was employee safety and well-being concerns, along with obligations to care for family needs. Many employers communicated that a number of employees were reluctant to work in-person with large staffs during the height of the spring and summer peaks. Additionally, some employees were responsible for family care including children, elderly, ill and could not balance shift-based schedules.

### Feedback and Recommendations

SA Works Employer Collaborative meetings identified a number of opportunities and concerns for the industry, including:

- Workplace expectations and environments must be clearly outlined for job seekers, especially for those new to the industry to prevent retention issues that may occur.
- Technology-based controls have dramatically changed manufacturing work environments. Technology has improved safety, but also requires a new skillset for employees, including: computer and software aptitude, problem solving, decision making, and increased math skills.
- Hourly rates remain lower for many positions, but area small and family-owned businesses emphasized that “non-cash” benefits packages such as paid time off, sick leave and health insurance should be promoted in job postings.

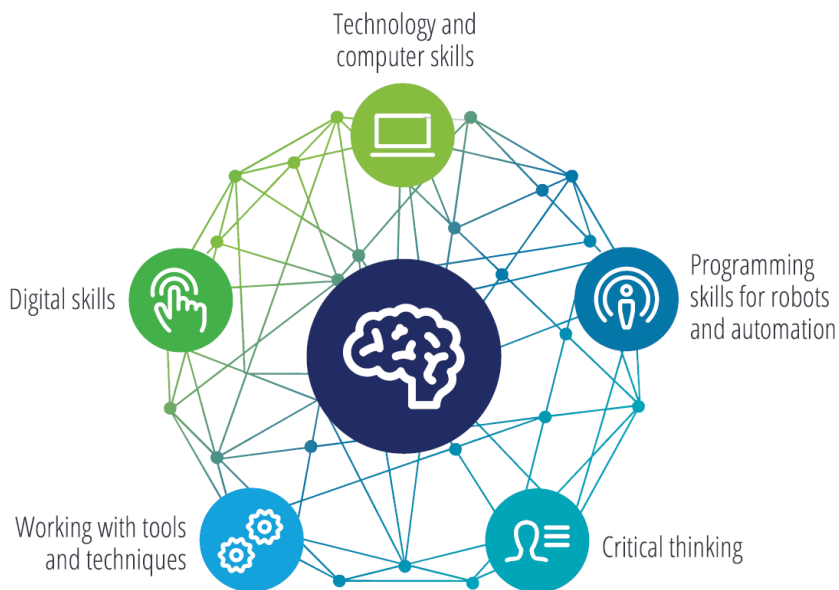
<sup>1</sup> Emsi de-duplicated job posting data in SA Works' key industries, San Antonio-New Braunfels MSA, Jun-Nov. 2020.

<sup>2</sup> Top five occupations posted across all SA Works' key industries, San Antonio-New Braunfels MSA, Jun-Nov. 2020.

<sup>3</sup> Quarterly Workforce Indicators, QCEW, and Emsi's proprietary employment data, San Antonio-New Braunfels MSA, Jun-Nov. 2020.

A recent National Association of Manufacturers (NAM) study outlines the new and continued skills necessary for a technology-adaptive manufacturing career.

### Five key skills are expected to be needed to succeed in the Fourth Industrial Revolution



Source: Deloitte analysis.







Following a sharp drop in previous industry data in April and May 2020, Manufacturing and Aerospace experienced slight increases in unique job postings and monthly hires from June thru November 2020. These both serve as signs that operations are generally remaining stable and slowly returning to pre-pandemic capacity. Below is a snapshot of jobs activity from June thru November 2020 with unique monthly job postings trending higher across all levels of hiring.

**4,041**  
UNIQUE JOB POSTINGS  
(June-November 2020)

- IN-DEMAND OCCUPATIONS**
1. First-Line Supervisors
  2. Helpers, Prod. Workers
  3. Aircraft Mechanics & Service Technicians
  4. Inspectors, Testers, Sorters, Samplers, & Weighers
  5. Production Workers

AVERAGE MONTHLY  
HIRES  
**3,278**

4

	TOP 5 POSTED OCCUPATIONS	UNIQUE POSTINGS (Jun-Nov)	AVG. MONTHLY POSTINGS	AVG. MONTHLY HIRES	AVG. ANNUAL WAGES*	AVG. WAGE S U.S.
MANUFACTURING & AEROSPACE JOBS	First-Line Supervisors of Production and Operating Workers	825	306	133	\$63.1K	\$64.9K
	Helpers—Production Workers	511	163	195	\$28.1K	\$30.5K
	Aircraft Mechanics and Service Technicians	356	133	85	\$55.6K	\$67.0K
	Inspectors, Testers, Sorters, Samplers, and Weighers	300	105	182	\$40.9K	\$43.4K
	Production Workers, All Other	296	107	133	\$34.6K	\$34.3K
TOP POSTED SKILLS	HARD SKILLS 1. Warehousing 2. Mechanics 3. Packaging & Labeling 4. Machine Operation 5. Quality Control		COMMON SKILLS 1. Communication 2. Operations 3. Management 4. Detail Oriented 5. Basic Math			
	TOP POSTING EMPLOYERS <div></div>					
TOP PROGRAM COMPLETIONS	Operations Management, UTSA Airframe Mechanics and Aircraft Maintenance Technology/Technician, St. Phillips College Aircraft Powerplant Technology/Technician, Hallmark Institute  Additional Manufacturing Training Opportunities: TX FAME, Alamo Colleges					
SKILLS TRANSFER	HIGHEST-IMPACT & OPPORTUNITY ROLES First-Line Supervisors; Janitorial & Housekeeping Food Service Managers Assemblers		HIGHEST COMPATIBILITY SCORES** First-Line Supervisors; Production: 92 First-Line Supervisors; Production: 89 Food Production Workers: 96			

<sup>4</sup> All data is from Emsi Occupations, Programs, and Skills Transfer reports, June – November, 2020, SA-NB MSA.

\*Green indicates salary above the U.S. average for the occupation; Red indicates salary below the U.S. average for the occupation.

\*\* Compatibility scores taken from Emsi Skills Transferability data of top-posting occupations and cross-referenced with WSA unemployment data. Only occupations with compatibility scores of 89 or higher recorded.

## CONSTRUCTION & SKILLED TRADES

Similar to Manufacturing and Aerospace, Construction and Skilled Trades had a resurgence in operations over the summer and fall. As consumer behavior and purchasing increased, transportation and general construction positions saw a steady growth. Some employers used the slower production period to make facility improvements. Shown in the data below, our region continued to have difficulty filling some roles and struggled with retention for labor level positions. Industry leaders called out the need to better promote jobs in these sectors with youth and dislocated workers and accessibility to training including the expansion of apprenticeships.

20,583

UNIQUE JOB POSTINGS  
(June-November 2020)

### IN-DEMAND OCCUPATIONS

1. Heavy Truck Drivers
2. General and Operations Managers
3. Personal Service Managers, All Other
4. Laborers & Freight
5. First-Line Sups. Constr.

### AVERAGE MONTHLY HIRES

8,611

	TOP 5 POSTED OCCUPATIONS	UNIQUE POSTINGS (Jun-Nov)	AVG. MONTHLY POSTINGS	AVG. MONTHLY HIRES	AVG. ANNUAL WAGES	AVG. WAGES U.S.
CONSTRUCTION & TRADES JOBS	Heavy & Tractor Trailer Truck Drivers	10,074	3,282	964	\$44.6K	\$48.1K
	General and Operations Managers	1,380	515	689	\$118.6K	\$122.5K
	Personal Service Managers, All Other	1,261	445	83	\$90.7K	\$96.1K
	Laborers & Freight, Stock, & Material Movers, Hand	897	313	2,096	\$31.0K	\$32.2K
TOP POSTED SKILLS	HARD SKILLS		COMMON SKILLS			
	<ol style="list-style-type: none"> <li>1. Flatbed Truck Operation</li> <li>2. Warehousing</li> <li>3. Dry Van truck Operation</li> <li>4. Over-the-Road Driving</li> <li>5. Reefer Truck Operation</li> </ol>		<ol style="list-style-type: none"> <li>1. Communication</li> <li>2. Management</li> <li>3. Operations</li> <li>4. Good Driving Record</li> <li>5. Leadership</li> </ol>			

<sup>5</sup> All data is from Emsi Occupations, Programs, and Skills Transfer reports, June – November, 2020, SA-NB MSA.

TOP POSTING EMPLOYERS	     	
TOP PROGRAM COMPLETIONS	<p>Construction Engineering, Alamo Colleges, UTSA  Operations Management, UTSA  Construction Management, TAMUSA  Electrician, Lamson Institute  Building, Construction Site Management, Alamo Colleges  Pipefitting, UTSA, Alamo Colleges</p> <p>Additional Apprenticeships &amp; Training Opportunities: UTSA Career Center, all major trade orgs.</p>	
SKILLS TRANSFER	<p><b>HIGHEST-IMPACT &amp; OPPORTUNITY ROLES</b></p> <p>Dining Room &amp; Cafeteria Attendants  Food Prep Workers  First-Line Supervisors of Food Preparation Workers</p>	<p><b>HIGHEST COMPATIBILITY SCORES**</b></p> <p>Laborers &amp; Freight, Stock, &amp; Material Movers: 92  Laborers &amp; Freight, Stock, &amp; Material Movers: 92  First-Line Supervisors of Construction Trades &amp; Extraction Workers: 95</p>

## Feedback and Recommendations for Manufacturing, Aerospace, and Skilled Trades

Across the manufacturing, aerospace, and skilled trades sectors, the feedback was overall similar with continued emphasis that the workplace can be a dramatic change from other environments such as retail and hospitality. Employers emphasized that setting clear expectations is critical to ensure candidate persistence and success in a new industry. Career transitions require enhanced case management and support services and play a critical role when advising and counseling job seekers. Highlights of their feedback include:

- Math, technology aptitude, and interest in new technologies were identified as important skills for all new hires.
- Workplace safety is often a stated concern for job seekers unfamiliar with the industry, but the notion is perceived by employers to be a misperception. Safety is a priority for employers in these sectors and employers have taken precautions to elevate worker physical safety overall.
- Within the current pandemic, employers in this sector also made significant modifications including ensuring availability and use of PPE and safe social distancing measures.
- Case management agencies should also be sharing this information with job seekers to build job seeker confidence in these sectors.

## Industry Marketing and Awareness Campaigns

Targeted marketing and communications are critical to addressing and improving the industry misperceptions. SA Works is specifically addressing these misperceptions via its manufacturing and skilled trades campaign with generous sponsorship from Texas Mutual Insurance. The campaign targets high school-aged youth and displaced adult workers with messaging, in collaboration with the private sector, to elevate the profile of manufacturing and skilled trades.

The campaign kicked off this October in support of Manufacturing Month with collateral highlighting the top occupations and corresponding hourly wages distributed via social media and videos on employers and relevant training programs. The campaign will run through 2021 to include employer testimonials, multimedia ads and enhanced career pathways information on our website. See appendix for marketing samples.

**Special thanks to our partners at Texas Mutual for pioneering SA Works' first-ever manufacturing campaign.**



## BIOSCIENCE & HEALTHCARE

Similar to the start of the pandemic, job postings for nurses and other medical positions started to resurge in the summer and fall. In addition to the ongoing COVID-19 medical related needs, elective surgeries and general medical procedures were once again permitted contributing to the job gains in the latter part of the year. Reintroducing the traditional medical needs required a staffing and hiring focus for professional management services and other health service roles.

As a key BRE partner, we also worked closely with BiomedSA to gather information from their employer members in the healthcare and bioscience industry. The following information was provided by BioMedSA.

### Feedback and Recommendations

- Most healthcare and bioscience employers remained open during shutdowns with a variety of working options to include some in-person staff and other remote. Workers in labs, manufacturing, and with in-office patients were required to work in-person, while those who were able to work from home made that transition. Overall, most employers already had remote work capabilities.
- R&D budgets are determined during the prior year and based on long-term strategic plans therefore budgets did not change significantly. There were several companies that were positioned pre-COVID-19 with products and services that were well suited to address COVID-19 concerns, and these companies have seen exponential growth. In some cases, companies pivoted to add more product lines or services to portfolios based on COVID-19 needs.
- The industry has seen a temporary reduction and delay in FDA review and approval of non-essential studies due to FDA staffing concerns and priorities at the national level.
- Other than assembly workers, the highest job shortages reported are for clinical research assistants – these are people with a clinical background (i.e., LVN and RN) – to support clinical studies. Clinical studies took a significant downturn in Q2, but have picked up in Q3 primarily due to both COVID-19 related trials and other trials resuming.
- Some hospitals experienced an impact to their revenues due to heavy reliance on “elective” surgeries. Revenues have started to trend up with the increase in elective surgeries, but many hospitals reduced administrative staff in Q2 and Q3 to accommodate the economic downturn.



Medical manufacturing employers that were unable to pivot to PPE production were forced to lay off or furlough staff when elective surgeries and procedures were limited. Recent increases in demand for these procedures has increased the staffing needs. Additionally, an increase in clinical studies requires the hiring of more specialized nursing staff with clinical backgrounds also positively contributing to job gains.

29,856

UNIQUE JOB POSTINGS  
June-November 2020)

#### IN-DEMAND OCCUPATIONS

1. Registered Nurses
2. Home Health and Personal Care Aides
3. Licensed Practical and Licensed Vocational Nurses
4. Medical and Health Services Managers
5. Nursing Assistants

#### AVERAGE MONTHLY HIRES


6,703

Our region continues to have a difficult time filling medical roles, specifically, nursing and professional services positions. Increased recruitment and training for these careers would benefit the workforce. Unfortunately, some in-person training programs were limited during the pandemic and a shortage of job seekers is likely to continue into the short-term future. Encouraging and assisting individuals with strong customer service skills from impacted industries such as hospitality, food and beverage to explore medical career paths could reduce the potential staffing shortage.

BIOSCIENCE & HEALTHCARE JOBS	TOP 5 POSTED OCCUPATIONS	UNIQUE POSTINGS (Jun-Nov)	AVG. MONTHLY POSTINGS	AVG. MONTHLY HIRES	AVG. ANNUAL WAGES	AVG. WAGES U.S.
	Registered Nurses	10,236	3,505	490	\$72.5K	\$77.4K
	Home Health and Personal Care Aides	2,200	697	2,815	\$21.6K	\$26.6K
	Licensed Practical and Licensed Vocational Nurses	1,531	551	298	\$45.8K	\$48.4K
	Medical and Health Services Managers	1,450	565	120	\$114.8K	\$113.9K
	Nursing Assistants	1,325	486	561	\$27.7K	\$30.7K

<sup>6</sup> All data is from Emsi Occupations, Programs, and Skills Transfer reports, June – November, 2020, SA-NB MSA.

\*\* Compatibility scores taken from Emsi Skills Transferability data of top-posting occupations and cross-referenced with WSA unemployment data. Only occupations with compatibility scores of 89 or higher recorded.

TOP POSTED SKILLS	<b>HARD SKILLS</b> <ol style="list-style-type: none"> <li>1. Nursing</li> <li>2. Basic Life Support</li> <li>3. Cardiopulmonary Resuscitation (CPR)</li> <li>4. Advanced Cardiovascular Life Support (ACLS)</li> <li>5. Intensive Care Unit</li> </ol>	<b>COMMON SKILLS</b> <ol style="list-style-type: none"> <li>1. Communication</li> <li>2. Management</li> <li>3. Leadership</li> <li>4. Customer Service</li> <li>5. Compassion</li> </ol>
TOP POSTING EMPLOYERS		
TOP PROGRAM COMPLETIONS	Registered Nursing, UT Health Science Pre-Nursing Studies, Alamo Colleges Public Health, General, UTSA Health Administration, UIW Nursing Assistance, UIW Licensed Practical/Licensed Vocational Nursing, Galen College of Nursing Medicine, UT Health Science	
SKILLS TRANSFER	<b>HIGHEST-IMPACT &amp; OPPORTUNITY ROLES</b> <p>Waiters &amp; Waitresses  First-Line Supervisors of Non-Retail Sales Workers</p>	<b>HIGHEST COMPATIBILITY SCORES**</b> <p>Nursing Assistants: 96  Medical &amp; Health Services Managers: 94</p>

## FINANCIAL & PROFESSIONAL SERVICES

The nature of operations within Financial Services and other Professional Services organizations allowed for an easier transition to remote work than in other industries. The effort to take a workforce to 100 percent remote was a difficult undertaking for companies of all sizes. We know that major San Antonio employers like USAA and H-E-B put a record number of hours and resources behind massive operational shifts to remote work.

Within the professional services sector, a more promising possibility is for workers in administrative jobs (e.g., office clerks and administrative assistants) to upskill into jobs as business operations specialists and earn higher salaries. Workers in low-wage jobs impacted by the pandemic also have realistic pathways into better paying jobs where they can leverage some of their existing skill sets. For example, cashiers and retail salespersons can transition into sales and customer service roles in the financial sector.

In 2021, we will set-up an employer collaborative, similar to the other sectors, to further inform the workforce needs and changes to the financial and professional services sectors.

# 35,737





UNIQUE JOB POSTINGS  
(June-November 2020)

## IN-DEMAND OCCUPATIONS

1. Customer Service Reps
2. Accountants/Auditors
3. First-Line Supervisors
4. Financial Managers
5. Management Analysts

## AVERAGE MONTHLY HIRES

# 12,355

7	TOP 5 POSTED OCCUPATIONS	UNIQUE POSTINGS (Jun-Nov)	AVG. MONTHLY POSTINGS	AVG. MONTHLY HIRES	AVG. ANNUAL WAGES	AVG. WAGES U.S.
FINANCIAL & PROFESSIONAL JOBS	Customer Service Representatives	3,983	1,519	2,078	\$33.1K	\$37.3K
	Accountants & Auditors	2,266	819	385	\$76.9K	\$81.2K
	First-Line Supervisors of Office Administrative & Support Workers	2,054	773	459	\$54.2K	\$60.1K
	Financial Managers	1,914	617	116	\$141.5K	\$146.5K
	Management Analysts	1,893	667	190	\$98.8K	\$106.0K
TOP POSTED SKILLS	HARD SKILLS		COMMON SKILLS			
	1. Accounting 2. Auditing 3. Financial Services 4. Risk Management 5. Selling Techniques		1. Communication 2. Management 3. Sales 4. Customer Service 5. Leadership			
TOP POSTING EMPLOYERS	ORACLE®   UnitedHealth Group   University Health System					
TOP PROGRAM	Business Administration, Alamo Colleges, UTSA, St. Mary's Customer Service Support/Call Center Operations, Alamo Colleges Accounting, UTSA, UIW Organizational Leadership, Alamo Colleges, TAMUSA Finance, General, UTSA, Trinity					

<sup>7</sup> All data is from Emsi Occupations, Programs, and Skills Transfer reports, June – November, 2020, SA-NB MSA.

<sup>\*\*</sup> Compatibility scores taken from Emsi Skills Transferability data of top-posting occupations and cross-referenced with WSA unemployment data. Only occupations with compatibility scores of 89 or higher recorded.

## HIGHEST-IMPACT &amp; OPPORTUNITY ROLES

Hotel Front Desk  
First-Line Supervisors of Non-Retail Sales Workers

## HIGHEST COMPATIBILITY SCORES\*\*

Accounting & Auditing Clerk: 90  
First-Line Managers of Office Admin.: 95

## TECH & CYBERSECURITY

Overall, Tech & Cybersecurity roles in the San Antonio area remained steady and growing. Openings continue to outpace hires, as San Antonio employers find it difficult to fill mid-level and higher roles. Below are the feedback and recommendations gathered from the SA Works' Tech and Cybersecurity employer collaborative. See Appendix for a more detailed list of job postings and corresponding certifications as identified by the employers.

### Feedback and Recommendations

Career growth is dependent on experience that builds on formal certifications or training. Employers and incumbent workers should partner to build career pathway goals and professional development plans. These enhanced incumbent worker opportunities can increase employee retention, amidst a competitive labor market, and aid an employer's talent growth strategy to increase mid-level role projections and preventing a "backlog of young, talented workers."

- San Antonio has an excess of entry-level qualified workforce in the tech sector. Upskilling existing staff, while also providing on-the-job experience and growth opportunities will help build multiple skill sets as staff is cross-trained into more dynamic roles.
- Upskilling allows for cross training and developing a more robust mid-level workforce. If employers upskill existing staff, there are opportunities to build multiple skill sets and cross train. For example, a Project Manager can be trained to fill a Software Development role thereby increasing the transferable skillset of the employee for advancement opportunities.
- Infrastructure and operations made transitions to remote work quicker for the tech sector than in other industries, but high-speed internet access and employee's childcare issues presented a challenge for several tech companies. Some employers loaned equipment or gave service stipends to help normalize operations.

# 18,556

UNIQUE JOB POSTINGS  
(June-November 2020)







## IN-DEMAND OCCUPATIONS

1. Software Dev. App.
2. Computer Occupations
3. Computer User Support Specialists
4. Network and Computer Systems Administrators
5. Information Security Analysts

AVERAGE  
MONTHLY HIRES

# 1,417

8

	TOP 5 POSTED OCCUPATIONS	UNIQUE POSTINGS (Jun-Nov)	AVG. MONTHLY POSTINGS	AVG. MONTHLY HIRES	AVG. ANNUAL WAGES	AVG. WAGES U.S.
TECH & CYBER JOBS	Software Developers & Software QA Analysts & Testers	4,394	1,649	226	\$108.7K	\$111.5K
	Computer Occupations, All Other	2,332	912	100	\$82.5K	\$91.5K
	Computer User Support Specialists	2,007	799	173	\$49.3K	\$56.9K
	Network and Computer Systems Administrators	1,809	749	97	\$81.5K	\$88.1K
	Information Security Analysts	1,710	653	33	\$91.2K	\$104.2K
TOP POSTED SKILLS	HARD SKILLS 1. Agile Software Development 2. Computer Science 3. Python 4. SQL 5. Java		COMMON SKILLS 1. Communication 2. Management 3. Operations 4. Troubleshooting 5. Leadership			
TOP POSTING EMPLOYERS	<div><div> </div><div> </div><div> </div></div>					
TOP PROGRAM COMPLETIONS	Computer Programming, Alamo Colleges, St. Mary's Computer Science, UTSA, St. Mary's Computer Engineering, UTSA Computer & Information Security, UTSA, Alamo Colleges, TAMUSA  Additional Tech & Cyber Training Opportunities: CodeUp, Cloud Academy					
SKILLS TRANSFER	All skills transfer opportunities from the most impacted industries fell outside of the compatibility score** threshold for the top tech and cyber job postings. That said, several sales and hospitality roles can transition into entry-level coding, development, and computer support roles with training. This is a key area of focus for the community.					

<sup>8</sup> All data is from Emsi Occupations, Programs, and Skills Transfer reports, June – November, 2020, SA-NB MSA.

\*\* Compatibility scores taken from Emsi Skills Transferability data of top-posting occupations and cross-referenced with WSA unemployment data. Only occupations with compatibility scores of 89 or higher recorded.

## LOOKING AHEAD

SA Works will continue to prioritize employer engagement in support of dislocated workers as well as deepening our work-based learning programs in anticipation of the disruptions and opportunities that we can jointly build on for a stronger workforce. The diversification of our high-demand industries continues to be a key strength of our region and building up our workforce via the multiple training opportunities available is critical to upskilling our workforce.

### Employer Engagement & Workforce Recovery


SA Works' ability to quickly pivot operations and enter strategic contract agreements played a major role in our community's workforce recovery efforts. SA Works' existing relationships with Bexar County and the City of San Antonio provided the organization the tools to manage On-the-Job Training program outreach, lead employer engagement, identify the changing employer staffing needs, and assist in identifying and validating programs that would support the training of our workforce into more sustainable careers.

Through large convenings, smaller collaboratives, and one-on-one meetings, the SA Works, SAEDF Business Development, and Business Retention & Engagement teams identified employers that could participate in the OJT funding program by offering displaced workers the opportunity to earn-and-learn by gaining work experience.

In 2020, SA Works developed focused plans to inform the public via targeted outreach in support of nationally recognized industry- focused events to include: the Manufacturing Industry (October Manufacturing Month), Apprenticeships (November's National Apprenticeship Week), and the Cybersecurity Industry (November's National Cybersecurity Career Awareness Week). Various digital platform outreach activities allowed us to reach students, educators, and job seekers while not interrupting the delivery of our work-based learning programs. SA Works reached over 4,000 students as part of Manufacturing Month in October and over 2,000 students as part of Cybersecurity Career Awareness in November via online webinars, industry panels and virtual job shadows.

Beyond awareness, information gathering, and data analysis efforts, SA Works focused on the immediate impact opportunities to empower displaced job seekers. Partnering with Workforce Solutions Alamo, SA Works offered four virtual job fairs hosting over 90 employers, offering over 1,500 job opportunities, and reaching over 900 job seekers bringing awareness of the immediate employment opportunities.

REGIONAL VIRTUAL JOB FAIR RESULTS						
	Number of Employers	Registered Job Seekers	Attendees	Resumes Submitted	Total Openings	Unique Jobs
Brooks (Precinct 1 & 4): August 5	28	272	138	315	N/A	N/A
District 2 (Precinct 4): August 11	34	351	N/A	306	874	118
Aerospace: September 29	7	57	22	78	66	16
Manufacturing & Skilled Trades October 29	28	236	97	93	568	89
Totals	97	916	257+	792	1,508+	223+



In addition, while the pandemic impacted the volume of jobs recruited to our region, our extended SAEDF team's relentless pursuit of projects is commendable. As of the first week of December, the SAEDF team, along with our many partners, secured a little over 1,000 new jobs of which 95% are in our targeted industries and 58% of those are high-wage, thereby continuing to diversify jobs that provide economic mobility.

### **SA Works 2021 Focus**

We are committed to continuous improvement and in meeting employers, students, educators and job seekers where they are at. In 2020, the SAEDF and SA Works team pivoted our outreach, company visits, internships, job shadows and other key activities to digital and virtual formats without losing the quality and personalized relationship-building that is critical to our work.

Furthering career pathways development will be an important factor to grow our workforce. Working together to identify the available opportunities and develop next steps for displaced job seekers will allow all of the key organizations to drive towards a unified goal of an equity-based approach to provide socioeconomic mobility via training and employment.

SA Works will look to further its partnerships, ensuring integration and adoption of best practices to strengthen access to education, employment, and upskilling of our region's workforce. We will build on our existing work-based learning pillar by expanding our programs with our higher-education partners to also include supporting the expansion of apprenticeships and pre-apprenticeships.

In late 2021, we look to launch a new initiative, the Alamo Fellows program, which was identified as a key talent retention strategy from our regional strategic planning process. The goal of this new effort is to retain college graduates through a series of community service, industry mentorships and leadership development opportunities that culminate in an "attachment" to our greater San Antonio region.

We will build on and support the commitment of the public sector's investments in support services and reskilling programs, the private sector's collaboration in facilitating safe reemployment, and the deepened training and workforce agency collaboration to strengthen our human capital.



Our region has already shown that we are better together and this provides an optimistic look ahead for 2021 in growing and keeping jobs that provide real and attainable career pathways toward sustainable income and an equitable chance at upward economic mobility.



## ACKNOWLEDGEMENTS

We want to acknowledge the time and invaluable information provided by employers who participated with us over the course of several months on bi-weekly calls. The employers listed below, in addition to industry representatives from our SA Works Industry Advisory Council, provided additional insights that have enhanced the information typically provided in this report. This information included specific skills, trainings and hiring needs with the goal of better informing our public officials, training providers and the public in general as to how our residents can enter or be upskilled into better jobs.

### Employer Collaborative Participants

 <b>Manufacturing, Skilled Trades &amp; Aerospace</b> <ul style="list-style-type: none"><li>• Alterman</li><li>• Association of General Contractors (AGC)</li><li>• Boeing Aerospace</li><li>• CNF Technologies</li><li>• Division Laundry</li><li>• Franks Manufacturing</li><li>• Knight Aerospace</li><li>• San Antonio Manufacturers Association (SAMA)</li><li>• VIP Staffing</li></ul>	 <b>IT/Tech</b> <ul style="list-style-type: none"><li>• Accenture Federal Services</li><li>• DOCUmentation</li><li>• TechBloc</li><li>• VIP Staffing</li></ul>
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We also want to acknowledge the continued data-sharing partnership with Workforce Solutions Alamo. As our local workforce board, WSA has access to critical demographic data as it pertains to individuals claiming unemployment across our region such as age, educational attainment levels, gender and their jobs. These data points have allowed us to look over trends that have subsequently identified the greatest skills gaps, while also informing how best to address both the personal and professional needs of dislocated workers with support from case management, social service and training agencies.



# APPENDIX

## MANUFACTURING

These positions were posted in the Manufacturing and Skilled Trades Job Fair held on October 29th and provide a broad spectrum of the current openings by our regional employers. For the majority of the job postings listed, there were multiple job openings. For example, the 89 job postings translated to approximately 570 job openings. It is important to note that many of these jobs continue to go unfilled and represent an opportunity for training providers, case management agencies and career advisors to inform job seekers about the multitude of middle-skilled jobs across this growing sector.

MANUFACTURING & SKILLED TRADES JOB FAIR: EMPLOYERS AND JOB OPENINGS	
<p>AW Texas Inc. – 43 Openings</p> <ul style="list-style-type: none"> <li>• Maintenance + Kaizen Group Leader</li> <li>• Production Team Lead</li> <li>• Logistics Team Lead</li> <li>• General Affairs Specialist</li> <li>• Quality Assurance Specialist</li> <li>• Production Engineering Specialist</li> <li>• Production Engineering Assistant Manager</li> <li>• Assembly Group Leader</li> </ul> <p>Caterpillar – 30 Openings</p> <ul style="list-style-type: none"> <li>• PRODUCTION TECHNICIAN TEMPORARY - 2ND SHIFT</li> </ul> <p>Crown Staffing Solutions LLC – 50 Openings</p> <ul style="list-style-type: none"> <li>• Consolidation Packers</li> <li>• Forklift Operator</li> <li>• Parts Packager</li> </ul> <p>Futaba Industrial Texas Corp. – 21 Openings</p> <ul style="list-style-type: none"> <li>• Tool and Die Supervisor</li> <li>• Tool and Die Team Member</li> <li>• Maintenance Mechanic</li> <li>• Stamping Team Member</li> <li>• Stamping Supervisor</li> <li>• ISO Management Representative</li> <li>• Quality Engineer</li> </ul> <p>Forma Automotive – 10 Openings</p> <ul style="list-style-type: none"> <li>• Team Member</li> </ul> <p>H-E-B – 13 Openings</p> <ul style="list-style-type: none"> <li>• Fleet Trailer Technician I</li> <li>• Road Forklift Technician III</li> <li>• Assistant Ammonia Technician</li> <li>• Ammonia Technician</li> <li>• Manufacturing Maintenance Technician</li> <li>• Industrial HVAC Technician</li> <li>• Warehouse Forklift Technician III</li> </ul> <p>Integrated Human Capital – 105 Openings</p> <ul style="list-style-type: none"> <li>• Customer Service Reps</li> <li>• Production Assembly Line</li> <li>• Material Handler / Forklift Operators</li> </ul> <p>Joeris General Contractors Ltd. – 5 Openings</p> <ul style="list-style-type: none"> <li>• Project Manager</li> <li>• Project Manager Assistant</li> <li>• Superintendent</li> <li>• Lead Carpenter</li> <li>• Project Manager Assistant</li> </ul> <p>Millennium Steel of Texas, LP – 10 Openings</p> <ul style="list-style-type: none"> <li>• Blanking Line/Warehouse Team Member</li> </ul> <p>NCWORKS – 1 opening</p>	<p>ResourceMFG – 50 Openings</p> <ul style="list-style-type: none"> <li>• Production Team Member</li> </ul> <p>Resource Employment Solutions – 22 Openings</p> <ul style="list-style-type: none"> <li>• Contingent Worker - Ads</li> </ul> <p>StandardAero – 1 Opening</p> <ul style="list-style-type: none"> <li>• Sheet Metal Worker</li> </ul> <p>TDIndustries – 23 Openings</p> <ul style="list-style-type: none"> <li>• 2020-3382 Superintendent</li> <li>• 2020-3575 Senior Job Cost Analyst / Project Accountant</li> <li>• 2020-3554 Summer 2021 Internship - Virtual Design and Construction (VDC)</li> <li>• 2020-3276 Field Construction Manager (Mechanical)</li> <li>• 2020-3613 Service Technician II – HVAC</li> <li>• 2020-3536 Internship - Building Automation/Controls (Summer 2021)</li> <li>• 2020-3399 HVAC Change Out Technician (Installer)</li> <li>• 2020-3612 Commercial Refrigeration Service Technician III</li> <li>• 2020-3579 HVAC Service Supervisor (Chiller Experience)</li> <li>• 2020-3465 Refrigeration Service Technician IV</li> <li>• 2020-3517 Internship - Construction (Austin)</li> <li>• 2020-3619 Foreman I – Plumbing</li> <li>• 2020-3576 HVAC Chiller Technician IV</li> <li>• 2020-3566 Summer 2021 Internship - Virtual Design and Construction (VDC)</li> <li>• 2020-3611 HVAC/R Apprentice</li> <li>• 2020-3570 Start-Up Technician III (Lead)</li> <li>• 2020-3530 Jobsite Safety Manager</li> <li>• 2020-3518 Internship - Engineering (Austin)</li> <li>• 2020-3602 HVAC Service Technician</li> <li>• 2020-3532 Sales Internship</li> </ul> <p>ToyotaMotor Mfg Texas – 25 Openings</p> <ul style="list-style-type: none"> <li>• Skilled Team Member Tool &amp; Die</li> <li>• Skilled Team Member</li> </ul> <p>Toyotetsu Texas, Inc. – 40 Openings</p> <ul style="list-style-type: none"> <li>• Team Member – Direct Hire</li> </ul> <p>VIP Staffing – 108 Openings</p> <ul style="list-style-type: none"> <li>• Apprentice Plumbers</li> <li>• Cabinet Shop Helper</li> <li>• Driver-Non CDL Driver</li> <li>• Packer</li> <li>• Food Production Worker (Machine Operator) 2nd Shift</li> <li>• Concrete Finishers</li> <li>• Stand-up Forklift Operator</li> </ul>

<ul style="list-style-type: none"> <li>• HR Supervisor</li> <li>• Pioneer Flour Mills - 11 Openings</li> <li>• Forklift Operators 2nd and 3rd Shift</li> <li>• Maintenance Mechanic</li> <li>• Sanitation Technician</li> <li>• Custodian</li> <li>• Production Operator 2nd and 3rd Shift</li> <li>• Commercial Mechanical Services - Summer 2021</li> <li>• 2020-3531 Construction Internship - Summer 2021 - Mechanical Engineering and Construction Management</li> <li>• 2020-3258 Account Manager III</li> <li>• 2020-3617 Service Dispatcher</li> </ul>	<ul style="list-style-type: none"> <li>• Production Worker</li> <li>• STAND UP FORKLIFT</li> <li>• Industrial Painter</li> <li>• HVAC Helpers</li> <li>• Auto Manufacturer Supplier-Multiple Positions</li> <li>• Painter/Sandblaster</li> <li>• PACKER</li> <li>• Maintenance Techs</li> <li>• Assembler/Packer</li> <li>• FOOD ASSEMBLY</li> <li>• Sheet Metal Production Worker</li> </ul>
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## CONSTRUCTION & SKILLED TRADES

Additional industry-recognized training programs and the corresponding providers were identified and shared below by the Association of General Contractors (AGC).

Type of Training	Training Provider Info
OSHA 10-Hour and 30-Hour Training	<a href="https://www.osha.gov/training/outreach">https://www.osha.gov/training/outreach</a>
The Basics Program	<a href="https://www.bexar.org/328/The-Basics-Program">https://www.bexar.org/328/The-Basics-Program</a>
Construction Supervision Fundamentals	<a href="https://www.agc.org/learn/education-training/construction-supervision-fundamentals">https://www.agc.org/learn/education-training/construction-supervision-fundamentals</a>
Lean Construction Education Program	<a href="https://www.agc.org/learn/education-training/lean-construction-education-program">https://www.agc.org/learn/education-training/lean-construction-education-program</a>
Project Manager Development Program	<a href="https://www.agc.org/learn/education-training/project-managment/project-manager-development-program">https://www.agc.org/learn/education-training/project-managment/project-manager-development-program</a>
Craft training programs	<a href="https://www.byf.org/">https://www.byf.org/</a>

## Marketing Collateral Samples



**SAWORKS®** **MANUFACTURING IN SAN ANTONIO**

**Key Skills:**

- Warehousing
- Packaging and labeling
- Mechanics
- Food safety
- Quality control

**Types of Positions:**

- First-line supervisor of production and operating workers
- Helpers-production workers
- Inspectors, testers, sorters, samplers, weighers
- Production workers
- Aircraft mechanics and service technicians

**\$10-\$14/hour** Entry Level with High School Diploma  
**\$19-\$30/hour** Experienced and/or Associates Degree

- Rewarding Careers that Provide for Your Family
- Benefits Available

Visit [sanantonioedf.com/workforce](http://sanantonioedf.com/workforce) for more information. **saedf**



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**OCTOBER 29 | 10AM-1PM**

*Make a Career Move!*

**MANUFACTURING & SKILLED TRADES** VIRTUAL JOB FAIR

Companies are ready to hire. If you like hands-on projects, you may be ready to start a new career working in Advanced Manufacturing or at a Skilled Trade. You may be surprised by what a future in "making" can look like.

At our virtual job fair, you'll meet employers and learn about available roles and training programs. Take advantage of this unique experience and "make" a career change today.

Hands-On Experience: Southwest Research Institute employees work in pharmaceutical manufacturing and testing labs.

**These positions (and more) are available today:**

- Production Line
- Shop Floor
- Warehouse & Operations
- Quality Control
- Maintenance Technicians

Register for the virtual job fair at: [bit.ly/RegisterMEGJobFair](http://bit.ly/RegisterMEGJobFair)

**SAWORKS®** **Workforce Solutions**  
AMERICAN COUNCIL ON EDUCATION



Waters Wanted: Manufacturing companies are looking for San Antonians who are ready to create innovative goods and build an exciting career.

**FIND YOUR NEXT GREAT EMPLOYEE!**

**MANUFACTURING & SKILLED TRADES**  
VIRTUAL JOB FAIR

**OCTOBER 29 | 10AM-1PM**

**MEET SAN ANTONIO'S DIVERSE WORKFORCE**

SA Works, in partnership with Workforce Solutions Alamo (WSA) is hosting a virtual Manufacturing and Skilled Trades Job Fair to connect you with talented job seekers in San Antonio. Join us for an opportunity to meet skilled workers and fill available positions to support your organization's needs.

**FOR MORE INFORMATION CONTACT:**  
 Shelley Smith with Workforce Solutions Alamo at [shelley.smith@wsaonline.org](mailto:shelley.smith@wsaonline.org) or 210-582-1511.  
 Or Christopher Williams with SA Works at [chriswilliams@sanantonioedf.com](mailto:chriswilliams@sanantonioedf.com)  
 Employers must register at: [bit.ly/MEGJobFair2020](http://bit.ly/MEGJobFair2020)

**SAWORKS®** **Workforce Solutions**  
WORKFORCE SOLUTIONS ALAMO

## IT / TECH

The table below provides a comprehensive view of the most common job openings and the related skills and industry-specific certifications identified by employers actively recruiting in our region.


IT/TECH EMPLOYER COLLABORATIVE LIST OF POSITIONS AND CERTIFICATIONS	
TYPE OF JOB	RELATED CERTIFICATIONS
HELPDESK/ DESKSIDE SUPPORT	<ul style="list-style-type: none"> <li>• A+ Certification</li> <li>• Help Desk Institute (HDI) HDI Certification reflects the level of knowledge required for specific roles, ranging from Customer Service Representative, help desk representative to Support Center Director.</li> <li>• Microsoft Certified Solutions Associate (MCSA) is intended for people who seek entry-level jobs in an information technology environment. MCSA is a prerequisite for more advanced Microsoft certifications.</li> </ul>
NETWORK ADMIN/ ENGINEER OR SYSTEM ADMIN/ENGINEER	<ul style="list-style-type: none"> <li>• Cisco Certified Network Associate (CCNA) can begin directly with CCNA for network installation, operations and troubleshooting. The program has one certification that covers a broad range of fundamentals for IT careers, with one exam and one training course to help you prepare.</li> <li>• Cisco Certified Network Professional Enterprise (CCNP) proves your skills with enterprise networking solutions</li> <li>• Cisco Certified Architect is the highest level of accreditation achievable and recognizes the architectural expertise of network designers who can support the increasingly complex networks of global organizations and effectively translate business strategies into evolutionary technical strategies.</li> <li>• Red Hat Certified System Administrator (RHCSA) is able to perform the core system administration skills required in Red Hat Enterprise Linux environments.</li> <li>• Server+ (CompTIA)</li> <li>• MCA: Microsoft Exchange Server</li> </ul>
SOFTWARE DEVELOPER	<ul style="list-style-type: none"> <li>• MVC Training Course</li> <li>• MTA Developer</li> <li>• MCSD (Microsoft)</li> <li>• MCPD</li> <li>• Certified Ruby Programmer credential</li> <li>• CLA: C Programming Language Certified Associate</li> <li>• CLP: C Certified Professional Programmer</li> <li>• CPA: C++ Certified Associate Programmer</li> <li>• CPP: C++ Certified Professional Programmer</li> <li>• Certifications in Java, .Net, C#</li> </ul>
Databases	<ul style="list-style-type: none"> <li>• Oracle Database Certification</li> <li>• MCA: Microsoft SQL Server</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Scrum Certification</li> <li>• Certified ScrumMaster (CSM)</li> <li>• Professional Scrum Master (PSM)</li> <li>• Agile Scrum Master (ASM)</li> <li>• PMI Agile Certified Practitioner (PMI-ACP).</li> <li>• PMP</li> </ul>

Information provided by VIP Staffing

## WSA Job Posting Data

The following tables published by WSA in the Career Pathways Bexar County Jobs Report in mid-October provide a snapshot of the sector data from July through September which overlaps with the months captured in this Jobs Report. Of note, is the categorization of jobs ranging from entry-level to very advanced/professional level, thereby providing advisors and job seekers suitable information commensurate to their level of experience as a means to guide a job seeker through their career pathway exploration.

Sources: HWOL – Help Wanted Online: Labor Insight Jobs (Burning Glass Technologies) and WIT – WorkInTexas.com

 <b>CAREER PATHWAY – 3 MONTH JOB TREND FOR BEXAR COUNTY</b> <b>WSA INDUSTRY SECTOR SUMMARY JULY-SEPTEMBER 2020</b>		
Sector(s)	HWOL	WIT
Healthcare	7,100	952
IT & Cybersecurity	3,307	403
IT & Cybersecurity/Aerospace	2,784	123
Manufacturing	1,973	268
Construction	1,703	144
Education & Training	1,119	74
Construction/Manufacturing	745	59
Manufacturing/Aerospace	483	51
Aerospace	281	68
Healthcare/Cybersecurity	293	11
Construction/Aerospace	149	9
<b>Grand Total</b>	<b>19,937</b>	<b>2,162</b>
Note: Some occupations are listed in multiple sectors		
Source: HWOL – Help Wanted Online: Labor Insight Jobs (Burning Glass Technologies) WIT – WorkInTexas.com		



## CAREER PATHWAY – 3 MONTH JOB TREND FOR BEXAR COUNTY JULY-SEPTEMBER 2020 MANUFACTURING

Sector(s)	Level	Occupation	HWOL	WIT
Manufacturing	VERY ADVANCED PROFESSIONAL	Industrial Production Managers	125	2
		Electronics Engineers, Except Computer	24	0
	INTERMEDIATE	Automotive Service Technicians and Mechanics	414	27
		Maintenance Workers, Machinery	0	30
	ENTRY	Laborers and Freight, Stock, and Material Movers	742	83
		Stock Clerks and Order Fillers	362	34
		Production Workers, All Other	265	68
		Helpers - Production Workers	38	22
		Multiple Machine Tool Setters, Operators, Tenders	0	1
ADVANCED	Electrical and Electronics Drafters	3	1	
Manufacturing Total			1,973	268
Manufacturing/Aerospace	VERY ADVANCED PROFESSIONAL	Mechanical Engineers	77	2
		Electical Engineers	75	3
		Industrial Engineers	13	3
	INTERMEDIATE	Industrial Machinery Mechanics	51	9
		Industrial Engineering, Technicians	117	2
	ADVANCED	Engineering Technicians, Except Drafters, All Others	86	15
		Electrical and Electronic Engineering Technicians	48	16
Mechanical Engineering Technicians		16	1	
Manufacturing/Aerospace Total			483	51

## CAREER PATHWAY – – 3 MONTH JOB TREND FOR BEXAR COUNTY JULY-SEPTEMBER 2020 AEROSPACE

Sector(s)	Level	Occupation	HWOL	WIT
Aerospace	VERY ADVANCED PROFESSIONAL	Aerospace Engineers	24	0
	INTERMEDIATE	Aircraft Mechanics and Service Technicians	41	3
	ENTRY	Electrical and Electronic Equipment Assembler	3	2
		Electromechanical Equipment Assemblers	0	10
	ADVANCED	Life, Physical & Social Science Technicians/Quality Control	71	44
		Compliance Officer	69	4
		Occupational Health and Safety Specialists	68	4
		Avionics Technicians	5	1
	Aerospace Total			281



## CAREER PATHWAY – 3 MONTH JOB TREND FOR BEXAR COUNTY JULY-SEPTEMBER 2020 CONSTRUCTION

Sector(s)	Level	Occupation	HWOL	WIT
Construction	VERY ADVANCED PROFESSIONAL	Civil Engineer	118	37
		Architect	26	0
			Urban & Regional Planne	11
	Pre-Apprenticeship at Entry Wage	Heating, AC & Refrigeration Mechanics and Installers	189	8
		Roofers	56	0
		Helpers - Installation, Maintenance, and Repair Workers	52	4
		Helpers - Construction Trades, All Other	8	1
		Helpers - Electricians	8	1
		Helpers - Pipelayers, Plumbers, Pipefitters, and Steamfitters	7	2
		Helpers - Brickmasons, Blockmasons, Stonemasons, Tile and Marble Setters	1	0
	INTERMEDIATE	Heavy and Tractor-Trailer Truck Drivers	680	39
		Electricians	146	9
		Plumbers, Pipefitters, and Steamfitters	127	7
		Crane and Tower Operators	5	3
		Brickmasons and Blockmasons	2	0
	ENTRY	Painters, Construction & Maintenance	60	4
		Cement Masons & Concrete Finisher	31	1
		Glaziers	24	0
	ADVANCED	Supervisors of Construction and Extraction Workers	75	5
		Telecommunication Line Installers and Repairers	51	3
		Civil Engineering Technicians	19	7
		Architectural and Civil Drafters	7	10
Construction Total			1,703	144
Construction/Manufacturing	INTERMEDIATE	Maintenance and Repair Workers, General	703	38
		Welders, Cutters, Solderers, and Brazers	31	4
		Machinists	11	17
Construction/Manufacturing Total			745	59
Construction/Aerospace	INTERMEDIATE	Carpenters	100	2
		Sheet Metal Workers	33	6
		Structural Iron and Steel Workers	10	0
Construction/Aerospace Total	ENTRY	Helpers - Carpenters	6	1
			149	9

## CAREER PATHWAY – 3 MONTH JOB TREND FOR BEXAR COUNTY JULY-SEPTEMBER 2020 HEALTHCARE

Sector(s)	Level	Occupation	HWOL	WIT
Healthcare	VERY ADVANCED PROFESSIONAL	Registered Nurses	3,066	596
		Medical and Health Services Managers	649	26
		Physical Therapists	151	3
		Diagnostic Medical Sonographers	51	5
		Physical Therapist Assistants	49	0
		Occupational Therapy Assistants	41	0
		Dental Hygienists	27	0
	INTERMEDIATE	Medical Secretaries	426	19
		Pharmacy Technicians	168	22
		Phlebotomists	121	3
		Dental Assistants	108	2
		Community Health Workers	23	2
	ENTRY	Nursing Assistants	556	85
		Personal Care Aides	374	28
		Pharmacy Aides	12	0
		Detetic Technicians	6	0
		Personal Care and Service Workers	2	2
	ADVANCED	Licensed Practical and Licensed Vocational Nurses	586	53
		Medical and Clinical Laboratory Technicians	187	10
		Dietitians and Nutritionists	131	8
		Respiratory Therapists	104	29
		Cardiovascular Technologists and Technicians	101	19
		Radiologic Technologists	97	21
		Surgical Technologists	64	19
Healthcare Total			7,100	952
Healthcare/Cybersecurity	ADVANCED	Medical Records and Health Information Technicians	293	11
Healthcare/Cybersecurity Total			293	11

## CAREER PATHWAY – 3 MONTH JOB TREND FOR BEXAR COUNTY JULY-SEPTEMBER 2020 IT & CYBERSECURITY

Sector(s)	Level	Occupation	HWOL	WIT
IT & Cybersecurity	VERY ADVANCED PROFESSIONAL	Computer and Information Research Scientists	64	2
		Computer and Information Systems Managers	23	6
		Software Developers, Systems Software	9	4
	INTERMEDIATE	Computer User Support Specialists	428	19
		Computer Operators	5	0
		Computer, Automated Teller, and Office Machine Repairers	4	8
	ENTRY	Customer Service Representatives	1,480	98
		Receptionists and Information Clerks	226	14
		Data Entry Keyers	104	5
		Office Machine Operators, Except Computer	6	0
	ADVANCED	Network and Computer Systems Administrators	249	50
		Operations Research Analysts	229	10
		Database Administrators	207	13
		Computer Programmers	112	9
		Web Developers	107	2
		Computer Network Support Specialists	54	163
IT & Cybersecurity Total			3,307	403
IT & Cybersecurity/Aerospace	VERY ADVANCED PROFESSIONAL	Software Developers, Applications	1,033	36
		Computer Network Architects	90	5
		Computer Hardware Engineers	15	0
	ADVANCED	Computer Occupations, All Other	1,033	60
		Information Security Analysts	328	4
		Computer Systems Analysts	285	18
IT & Cybersecurity/Aerospace Total			2,784	123