



WorkFirst Employer Survey

Date: 10/01/2010

Background

In order to assist with the WorkFirst redesign efforts, ECDD Business Services has been charged with gathering feedback from companies engaged with WorkSource and hire entry level employees in the retail, service, construction, and/or healthcare industries. Each of the twelve local business services teams were tasked with asking three to five local employers to complete a short anonymous survey.

Survey Parameters

This survey was not designed to be a statistically valid representation of statewide employer needs; instead, the collected comments will be used as sample feedback from WorkSource employer clients. Employer comments will be considered confidential; although a list of participating employers that have given us permission to disclose their business names has been provided, specific comments are not tied to the participating employer.

The conducted survey only asked for feedback on the skills and attributes related to entry level employees and job candidates, not on the services provided by WorkSource or the WorkFirst program. In order to ensure that the specific priorities and concerns of employers were captured, the answers are free-form; no multiple choice answers were provided. If deemed necessary, a separate effort will be initiated to collect employer feedback on improvements that can be made to the system. This survey should be reviewed in conjunction with the Workforce Training and Education Coordinating Board's 2010 Employer Survey and the semi-annual Job Vacancy Survey produced by the Employment Security Department's Labor Market and Economic Analysis unit.

Employers Surveyed

A full list of participating employers is attached; some participating employers include:

- C&R Tractors (Southwest)
- Exceptional Foresters (Pacific Mountain)
- Link Staffing Services (Seattle-King)
- Nielsen Concessions (Tacoma-Pierce)
- Port Madison Enterprises (Olympic)
- Vern Fonk Insurance (Northwest)
- West Corporation (Benton-Franklin)
- Waste Connection (North Central)

Employer Responses

Please see the attachment for a full list of employer responses to the following three questions;

1. What specific attributes do you expect to find in applicants that apply for entry level positions with your company?
 - Sixty-one employers provided responses.
 - Fifty six employers listed soft skills such as attitude, teamwork, timeliness, honesty, and customer service skills as the most important considerations for selecting entry-level candidates.
 - Twenty of the sixty one listed technical skills or certifications as requirements. These included work experience, literacy, drivers' licenses, ability to pass drug screenings, and two employers responded that specific certifications would be required.

2. What habits and/or qualities of new employees do you see creating barriers to success on the job?
 - The majority of the fifty nine employers that provided responses to question two cited the lack of soft skills as the primary barriers to success on the job.
 - Barriers that were most often listed include unreliability, bad attitude, lack of flexibility, lack of social skills, and lack of work ethic.

3. What skills and/or attributes do you find most important when you are thinking of promoting an employee?
 - Work ethic, attitude, and aptitude, were the skills and abilities most frequently cited by the fifty four employers that provided responses to question three.

CONTACT

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Complete List of Participating Employers

Business Name*	Area*
Goodwill	1
Navy Exchange	1
Port Madison Enterprises	1
Microtel Inn & Suites	2
Exceptional Foresters, Inc.	2
Cascade Concrete	3
Whatcom Family YMCA	3
Harmon Transport	3
Vern Fonk Insurance	3
Bellair Charters Airporter	3
Link Staffing Services	5
Armadillo Consignment	5
Skyride Enterprises Inc	6
Kay's Kitchen	6
Nielsen Concessions	6
The Puyallup Fair – Animal Barns	6
Howards Hitchin Post	6
Heritage Green Apartments (Simpson Property Group)	7
Above Ceiling Cleaning	7
Hilton Hotel	7
TJ's Steakhouse	7
C&R Tractor	7
Perfect Blend	8
Wal-Mart	8
Millionaire Air	8
Waste Connection	8
Super 8 Motel	8
McDonalds, Eastgate Plaza, Walla Walla	10
Bright's Candies, Downtown, Walla Walla	10
Clarette's Restaurant, Downtown, Walla Walla	10
West Corporation	11

* In order to protect confidentiality not all Areas opted to disclose the names of participating businesses