



COLTON REDLANDS YUCAIPA
REGIONAL OCCUPATIONAL PROGRAM
Inspiring Possibilities

2016-2017
Career Planning & Management



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2016-2017 Career Planning and Management (10/20/2016)



The Career Planning and Management Advisory was held at CRY-ROP's main campus in Redlands. Representatives from several industries were present to provide feedback on the curriculum, discuss community classroom opportunities and answer the advisory questions for this course. While each industry has some specific requirements for their industry, many skills and qualifications that were identified were similar across all industries.

Question 1

What does your hiring process look like?

Question 2

What interpersonal skills are lacking in today's workforce?

Question 3

What foundational/technical skills are necessary for entry level positions within your industry?

Question 4

What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

Question 5

What skills have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

Question 6

What types of training, education, certifications, or credentials are desirable for entry level positions in your field?

Industry Advisors

Corinne H., Lindsey Financial, Quality Assurance Specialist

Melody G., TJ Maxx, Manger

Ross V., Farmers Insurance, Owner

Sue A., San Bernardino County Dept. of Behavioral Health, Volunteer Services Coordinator



Career Planning & Management

Question 1: What does your hiring process look like?

There were several commonalities in hiring practices between the different industries represented at this advisory, such as:

- Application online or paper
- Resume
- Interview one on one or group and a second interview depending on the position being applied for
- Customer services or scenarios based questions used in the interview

The finance industry stated that they have started using strength and personality tests in their hiring process and assigning a short project to the applicant as part of the interview.

The medical facility stated it takes up to 6 weeks to complete the application process due to required background check, TB testing, HIPPA training, and orientation. This is for volunteer placement with the Department of Behavioral Health.

Question 2: What interpersonal skills are lacking in today's workforce?

- Integrity and what it means
- Compassion and empathy
- Conflict resolution
- Understanding and acceptance of Cultural diversity
- Internal drive and motivation
- Work ethic
- Self-discipline

Question 3: What foundational/technical skills are necessary for entry level positions within your industry?

Common technical skills needed for all industries represented were:

- Communication: written, verbal and body language
- Computer literacy
- Customer service
- Phone etiquette

Insurance wanted more complex computer skills such as using windows explorer to find and manage files and folders. While the financial representative stated that use of word, outlook and excel were necessary.

Question 4: What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

With increased use of technology across all industries there have been several measures put in place in an attempt to secure data such as file encryption, HIPPA training, FCC regulations on communications, and restrictions on telemarketing.

This increase in rules and regulations that employees need to follow has increased the amount of training employers need provide to ensure compliance.

Question 5: What skills have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

Faxing is not around as much as it used to be, although it is probably more secure than some forms of electronic communications. Escrow and title companies are attempting to go paperless and using E-signatures.

Question 6: What types of training, education, certifications, or credentials are desirable for entry level positions in your field?

In mental health to be an Office Assistant a high school diploma is required, however all hires are encouraged to continue their education. In the insurance industry to sell insurance one would need a state insurance license, which requires an examination. There are tests for each type of insurance someone wishes to sell. To gain entry level employment in finance there is no prior experience required, however a high school diploma and related experience is helpful. Once hired one could take the Certified Para Planner course for \$250.00, and sometimes the employer will pay for this. Lastly, in retail there are no requirements to get an entry level position, however a good attitude an outgoing personality and great work ethic can get you far in the industry. Being bilingual is a plus in any industry because of geographical location and the number of customers who speak languages other than English.

Labor Market Information: Career Planning and Management

Employment Development Department		2014-2024 Industry Employment Projections Riverside-San Bernardino-Ontario Metropolitan Statistical Area (Riverside and San Bernardino Counties)		
Labor Market Information Division				
Published: January 2017				
Industry title	Estimated Employment 2014	Projected Employment 2024	Numeric Change 2014-2024	Percent Change 2014-2024
Total Employment	1,386,300	1,636,600	250,300	18.1%
Self-Employment (A)	81,500	97,600	16,100	19.8%
Total Nonfarm	1,289,300	1,522,300	233,000	18.1%
Construction	77,600	110,900	33,300	42.9%
Manufacturing	91,300	94,300	3,000	3.3%
Trade, Transportation, and Utilities	314,900	368,900	54,000	17.1%
Information	11,300	11,700	400	3.5%
Financial Activities	42,300	46,000	3,700	8.7%
Professional and Business Services	139,300	163,100	23,800	17.1%
Educational Services (Private), Health Care, and Social Assistance	194,800	243,400	48,600	24.9%
Health Care and Social Assistance	177,600	222,900	45,300	25.5%
Leisure and Hospitality	144,800	184,700	39,900	27.6%
Other Services (excludes 814-Private Household Workers)	43,000	47,200	4,200	9.8%
Government	228,800	251,100	22,300	9.7%

<http://www.labormarketinfo.edd.ca.gov/data/employment-projections.html> (accessed 5/2017)