

THREE OCCUPATIONS IN DEMAND ACROSS MEMPHIS



CUSTOMER SERVICE REPRESENTATIVES

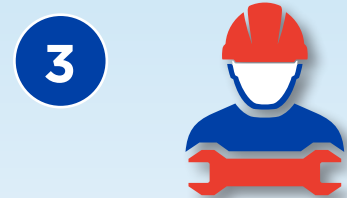
IT, Logistics, Manufacturing and especially Finance & Business Services sectors—all have a critical need for Customer Service Representatives.

Requirement: Good communication skills.



INFORMATION TECHNOLOGY, SKILLED ENTRY LEVEL

Demand is high because it is not just IT companies who need this skill set. It is **in demand across all sectors**, BUT having general computer skills or data entry experience does NOT meet the demand.



MACHINISTS

In Memphis, machinists rock!

The average wage of \$44,865 for a machinist in Memphis is more than 8% higher than the national average.

Machinists are in demand in Medical Device Manufacturing and all of Advanced and General Manufacturing.

FAST FACTS: THE WORKFORCE SURVEY

64.1%

of survey respondents seeking work would need public transportation or ride-sharing to get to work.

62.3%

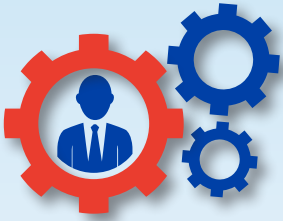
of unemployed respondents seeking work have a smart phone, which they reported as the best way to reach them with job and training information.

77.3%

of unemployed respondents seeking work were not familiar with any program that pays tuition for job training.

The scope of this analysis focused on sectors aligned with the GMACWorkforce L.E.A.P (Labor Education Alignment Program) grant which represents critical workforce needs not recently studied in the Memphis MSA. Additionally, other timely sector reports that have been developed in collaboration with GMACWorkforce can be found in the Appendices and Reports Section.

TOOLS DEVELOPED IN THIS STUDY



TOP 25-30 JOBS IN DEMAND BY SECTOR

These lists show the occupations needed by employers in each sector, the projected job growth and the local and national pay rates.



TOP 20 ENTRY JOBS IN MEMPHIS THAT DO NOT REQUIRE A DEGREE

This list profiles the top 20 jobs in Memphis that are growing over the next five years, pay above \$15 per hour and require a high school equivalent or less than a two-year degree.



BUSINESS RECRUITING INFORMATION

Data that the Greater Memphis Chamber, EDGE and others can use to answer workforce availability questions for existing, expanding and relocating businesses.



ACTION STEPS FOR GMACW AND STRATEGIC PARTNERS

Specific steps to meet specific needs of employers in each.

When given a list of jobs and training that are currently available in Memphis, the most frequently selected types of occupations were:

34.2%

Customer Service



33.3%

Forklift Operation



20.7%

Light Manufacturing / Assembly



18.0%

Communication Skills



Some expressed interest in more than one type of training.

For more information about the study or to review the full report, visit www.gmacworkforce.com.