

The Demand for Skilled Talent

2021: A year of recovery and rebuilding



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The Pandemic Has Redefined Work

The unemployment rate is at 6.0%, more than a 50% improvement since May 2020.*

More opportunities
(February 2021):

- Job openings: 7.4 million
- Quit level: 3.4 million



* <https://tradingeconomics.com/united-states/unemployment-rate>

Employer Confidence

Business leaders are feeling cautious:



are unsure employees can take on strategic projects.



lack confidence that employees can tackle unexpected projects.

Employer Confidence

Hiring plans in the first six months:



of leaders will add new jobs.



plan to staff vacated roles.



will move forward with raises.



Positions In Demand: Finance

Q1 2021 unemployment rates for select positions are shown in bold.

0.5% Credit counselors and loan officers

0.6% Budget analysts

1.0% Financial and investment analysts

2.6% Accountants and auditors

2.6% Financial managers

3.2% Compliance officers

4.9% Bookkeeping, accounting, and auditing clerks

Additional positions in demand:

- Accounts receivable/accounts payable specialists
- Controllers
- Payroll managers

Positions In Demand: Finance

What finance executives say:



will hire for new in the first six months of 2021.



are hiring for vacated roles or bringing back furloughed employees.



are concerned about losing top performers to other job opportunities in the next 12 months.



Positions In Demand: Admin

Q1 2021 unemployment rates for select positions are shown in bold.

- 2.0%** File clerks
- 2.5%** Order entry specialists
- 3.8%** Customer service managers
- 4.7%** Administrative assistants

Additional positions in demand:

- Call center representatives
- Claims processors
- HR benefits specialists/coordinators
- Patient services specialists
- Receptionists

Positions In Demand: Admin

What senior managers in administrative support say:



hired new employees remotely during the COVID-19 pandemic.



said the administrative support hiring process was streamlined and shortened last year.



said the biggest recruiting-related challenge is adapting to a completely remote hiring process.



Positions In Demand: Technology

Q1 2021 unemployment rates for select positions are shown in bold.

1.4% Security professionals (cloud, data, information, network, systems)

2.1% Data administrators and architects

2.8% Help desk and desktop support professionals

2.9% Systems analysts

3.0% Computer and information systems managers

3.5% Computer programmers

Additional positions in demand:

- Business intelligence analysts
- Network/cloud architects and engineers
- Web and mobile developers

Positions In Demand: Technology

What IT leaders say:



54%

are expanding their team and hiring for new roles.



73%

plan to grow the number of contract IT employees – both interim and project-focused.



91%

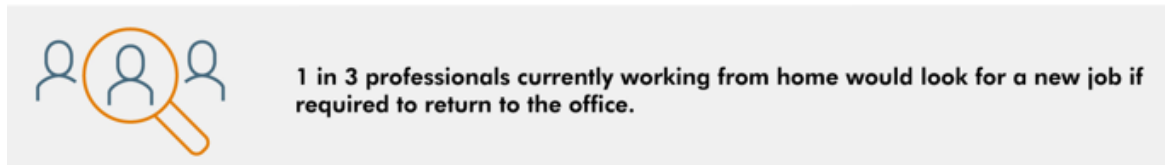
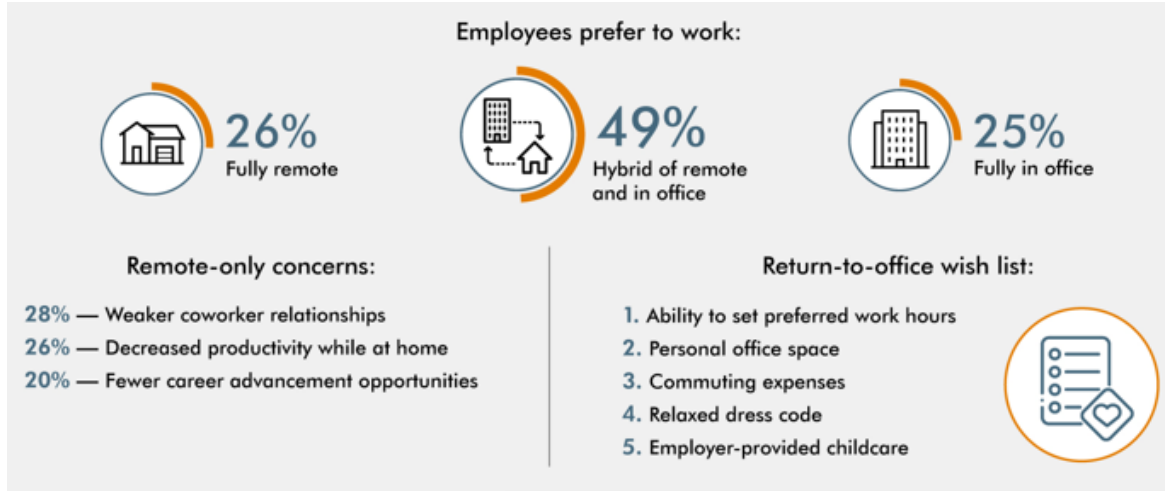
are worried about losing top IT employees to other opportunities in the next year.



Soft Skills

- Initiative
- Adaptability
- Problem solving
- Excellent communication
- Virtual collaboration
- Time management
- Empathy
- Maturity

Returning to the Office



Employee Fatigue

34% report greater burnout.

38% are tired of videoconferencing meetings.

40% want to emphasize their personal lives over work.

68% work on weekends.

77% of working parents tend to put in even more weekend hours.

45% work more than 8 hours daily.



Relocate or Stay? Employee Viewpoints



51% may consider moving to a new city.



37% want a change of scenery or lifestyle.



75% will not take a pay cut if they relocate.

Relocation: Employer Viewpoints



allow relocation but only temporarily.



allow permanent relocation.



do not permit relocation.

Relocation: Salary Adjustments



base salaries on location of the company, not that of the employee.



base salaries on where the employee lives and works.



are unsure.

5 Ways to Support Your Team

#1

Promote virtual training and learning



5 Ways to Support Your Team

#2

Enhance work-life balance



5 Ways to Support Your Team

#3

Foster well-being and mental health



5 Ways to Support Your Team

#4

Take interest in your employees' career goals



5 Ways to Support Your Team

#5

Give employees workload relief





Q&A

Any Questions?

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