

The Buzz

March 2013

The Buzz is a monthly newsletter from Workforce Solutions- Employer Service Division and is issued to provide local labor market information that is timely and meaningful to our partners in the Gulf Coast region.

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Your feed back along with any questions you might have can be directed to leonard.torres@wrksolutions.com

Sustained Concentration and Goal Setting

Champions are famous for concentrating their energy and efforts on what they want and blocking out anything or anyone who threatens that focus.

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Have a perfect candidate.....

.....but unsure of how to market their skills?
Transitioning Occupations may be your answer

As a 51C Structures Specialist (Army - Enlisted) your experience, knowledge, and ability are valuable skills to other industries and occupations and can be used to fill openings such as:

- Installation Technician/ Satellite Dish / Cable / TV
- Construction Inspector/Chief Inspector
- Journeyman Electrician
- Auto Dialer System Specialist
- Electrical & Maintenance Manager

Help your Veteran customers "Rebrand Their Skills" for a new job in an industry that is hiring. Go to

9 out of 10

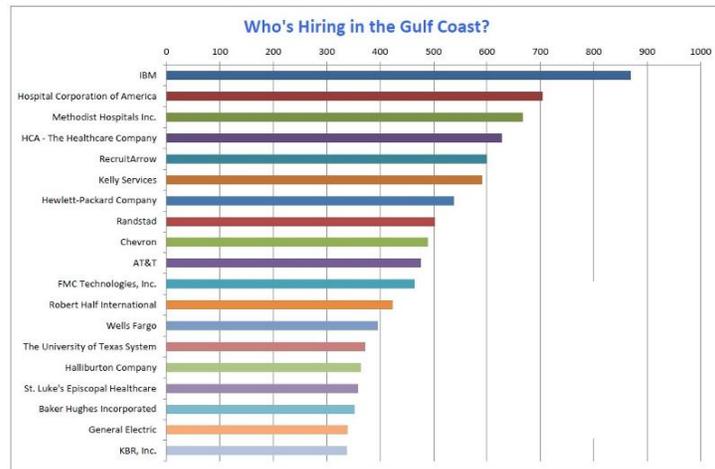
Almost 9 out of 10 U.S. consumers say they would pay more to ensure a superior customer experience.

True customer service should not be all or nothing. Service your customers to make it a Win-Win.

www.wrksolutions.com to find a workshop convenient to your customer.

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Who's Hiring



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Recruiter's Corner

Customer Service - how are you doing at it?

What is customer service? Is it being ultra nice and friendly in communication with the customer? Is it calling the customer back immediately after they have left a message? Is it listening to the customer? While all of these accurately describe characteristics of good customer service, it's possible that you perform these actions and still have an unsatisfied customer. After all, how can you have good customer service if the service never happens? Here are 5 guidelines the experts say you should keep to ensure that your customer not only receives a smile, but also a service.

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Golden Gems

Here is a strategy using data from our system that will help you get the most results for your time. The following chart lists employers that are brand new customers posting a job with Workforce Solutions for the first time, and as such, they present several opportunities we should take advantage of to help give employers what they need and put people to work.

On average, loyal customers are worth up to 10 times as much as their first purchase.

Month	# of 1 st Time Users
October 2012	336
November 2012	330
December 2012	272
January 2012	435
February 2012	547

Some of these companies are:

- SEYMOUR M WEAVER III MD PA
- DR. AFTAB S AHMAD
- CAR BUYER'S ETCETERA
- TGU LLC
- ROAD TO RECOVERY

You can find out who the rest are each day by using the Real Time LMI Trends Report. If you're not familiar with this report check with your local ESD Business Consultant or contact tammlyn.alexander@wrksolutions.com. The new customers are identified on that report for your convenience when you follow up with your customers. Listen to what they want and need, respond with the top qualified candidates they are looking for, Wow them with your customer service, and document your success. Everybody wins!

Houston's Got Talent

Take a Look at the fabulous talent we have in our database. There is definitely an employer looking for them!

Technical analysis and engineering professional with lean six sigma specializing in quantitative analysis, project definition, systems safety and performance. Team and individual work environments experience. Project management skills between internal teams and external customers at all levels. Strong communications skills and desire for growth in professional disciplines. Willing to travel.

The ultimate promotion of any of our services is fulfillment





[Click here for more talent](#)

Here is more talent from our database. If we find employers what they're looking for, it puts people to work!

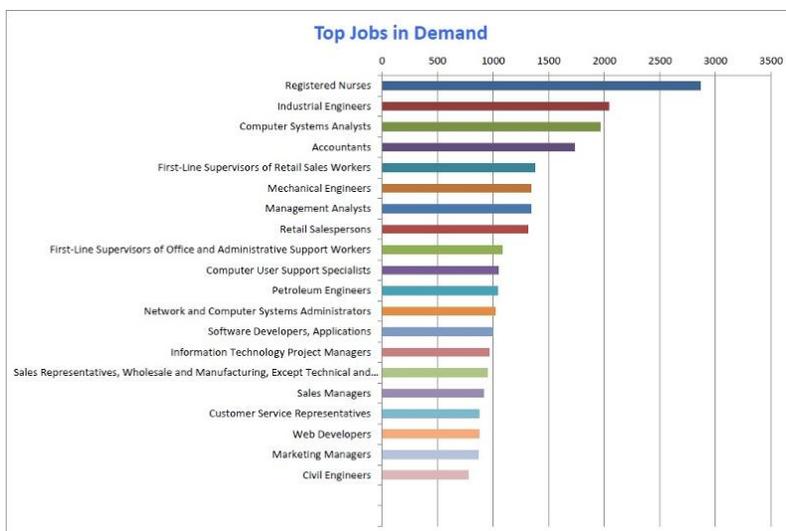
High-Achieving **Administrative Assistant** acknowledged for excellent customer service, written and verbal skills, ability to multi-task, and problem solving. This self-starter with a "can-do" attitude is proficient with Microsoft Office, Excel, Word, Outlook, Microsoft Works, Word Perfect, 10-Key touch, Postage Meter machine, copier, scanners, and facsimile. Skilled in proprietary database management programs. Recognized for the ability to do various administrative tasks and work with diverse personalities at all levels of the organization. Entered medical and hospital claims data into software systems such as AS400, CAPSIL, and FACETS while maintaining company quality and productions standards 95% of the time. Assisted with inquiries regarding claim disposition and researched pending claims for review and release which resulted in quick resolution and increased customer satisfaction. Contact Jason at Jason.Steele@wrksolutions.com and ask about employee code FCJL 52

Every Customer, every time;

- WIT Registration/update
- Job Lead or Job Referral
- Job Development

[There is more click here](#)

What The Labor Market Wants....



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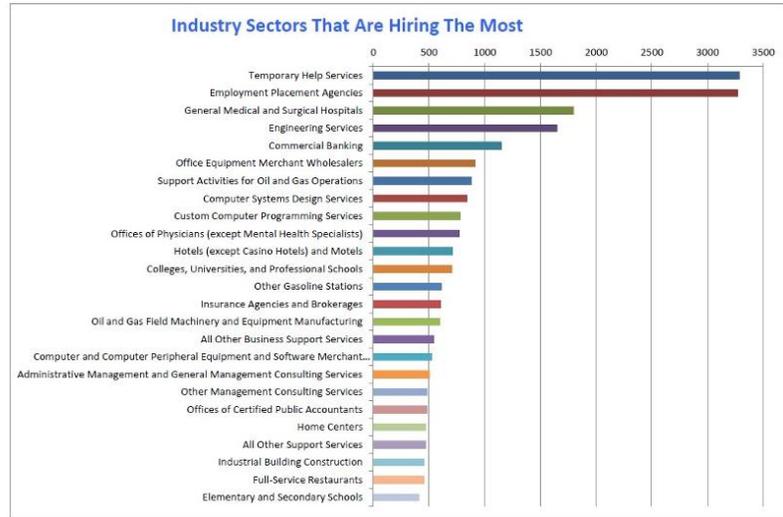
Another Look At What The Labor Market

Four Major Employer Complaints

- Wrong one
- No one
- Too long

- No contact

Wants.....



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