

# The Buzz

June 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](mailto:leonard.torres@wrksolutions.com)



## Customized Solutions Create Value

Great customer service is no longer defined simply by the friendliness of staff or "service with a smile", we must create value to capture and retain customers in today's marketplace. Great customer service occurs when a customer receives what they want need and in a timely manner. With these concepts in mind, think about ways Workforce Solutions can improve customer value to grow our business.

Below are 5 steps we can take action on immediately:

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**Buzzin' Around The Region.....**

Quality in a service is not what you put into it. It is what the customer gets out of it.

.....There are a lot of economic activities around our region and, lucky for us, our Business Consultants are in "the know" about it all. Here are some of the exciting things happening in our region.

**Katy-** Ten Business Park to host Medline Industries, Inc. for construction of a 500,000-square-foot facility in Katy/West Houston. Based in Mundelein, Illinois, Medline is the largest privately held manufacturer and distributor of medical and surgical supplies in the United States. They plan to hire 35 warehouse operators and 5 Class A CDL drivers to start the first part of June 2013. "Medline is excited to be a member of the Katy community and expand their capabilities to services more health care providers in the greater Houston area. For more information contact Susan Dixon at [susan.dixon@wrksolutions.com](mailto:susan.dixon@wrksolutions.com)

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### Have a perfect candidate.....

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

As a ET Electronics Technician (Navy - Enlisted) your experience, knowledge, and ability are valuable skills to other industries and occupations and can be used to fill openings such as:

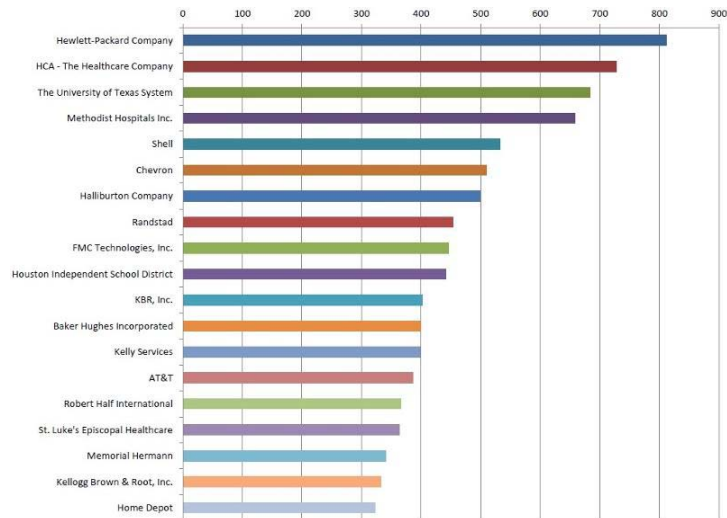
- Cable TV Installers
- Tower Technicians
- Electrical Engineer
- Test & Reliability Technicians
- Technical Sales Manager

Help your Veteran customers "Rebrand Their Skills" for a new job in an industry that is hiring. Go to [www.wrksolutions.com](http://www.wrksolutions.com) to find a workshop convenient to your customer.

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### Who's Hiring

People don't care how much you know until they know how much you care



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## Recruiter's Corner

### 5 Questions Recruiters Need to Ask

One of the most important parts of the recruiting process is interviewing the candidate. You are given a few minutes to gauge whether the job seeker is the type of candidate your customer is looking for. With a limited amount of time, it is important to ask the right questions. Here are the top 5 questions every recruiter should be asking their candidates.

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## Houston's Got Talent

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

HR Assistant with over 15 years of experience with a Bachelor's degree in Human Resources Management. A motivated, personable business professional with a successful track record of achievement. Talent for quickly adapting to change. Diplomatic and tactful with professionals at all levels. Accustomed to handling sensitive and confidential records. Demonstrated history of producing accurate and timely reports meeting stringent corporate guidelines. Contact Marisela Castillo at [marisela.castillo@wrksolutions.com](mailto:marisela.castillo@wrksolutions.com) and ask about employee code FCJL85

Consumers are statistics.  
Customers are People

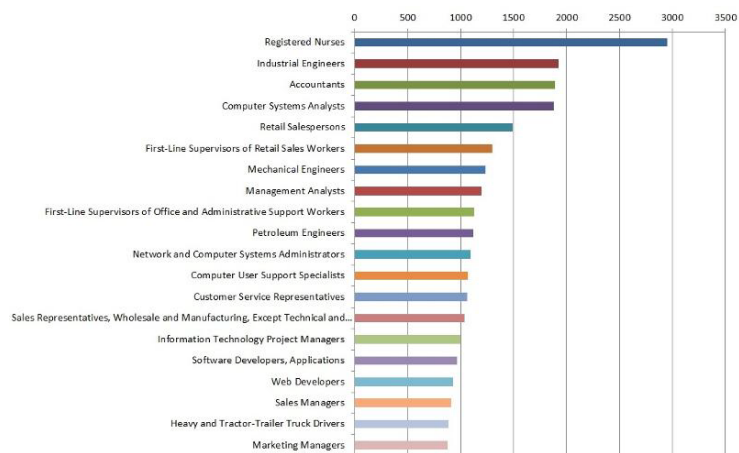
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Dynamic Sales Person with a strong background in customer service able to negotiate with customers' prices, provide detail information about product, and engage customers into closing contract. Strategic Marketing, Competitive Product Position, Promotion and Merchandising,

Excellent Verbal Skills, Customer Problem/Resolution, Supply Management, Reporting Skills Inventory Control, Sales and Marketing Campaign, Developing Standards, Tracking Budget Expenses, Promotion Process Improvement. For more information contact Monica Baeza at [monica.baeza@wrksolutions.com](mailto:monica.baeza@wrksolutions.com) reference code S-1

[There's more click here](#)

### What The Labor Market Wants....



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### Another Look At What The Labor Market Wants.....

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### Industry Sectors That Are Hiring The Most

Industry Sector	Hiring Count (Approximate)
Employment Placement Agencies	3800
Temporary Help Services	3300
General Medical and Surgical Hospitals	1800
Engineering Services	1600
Commercial Banking	1200
Support Activities for Oil and Gas Operations	1100
Computer Systems Design Services	900
Insurance Agencies and Brokerages	800
Custom Computer Programming Services	700
Offices of Physicians (except Mental Health Specialists)	600
Colleges, Universities, and Professional Schools	600
All Other Business Support Services	600
Hotels (except Casino Hotels) and Motels	600
Elementary and Secondary Schools	600
Computer and Computer Peripheral Equipment and Software Merchant...	500
Other Gasoline Stations	500
Home Centers	500
Direct Health and Medical Insurance Carriers	500
Other Management Consulting Services	500
Full-Service Restaurants	500
Administrative Management and General Management Consulting Services	500
Crude Petroleum and Natural Gas Extraction	500
Industrial Machinery and Equipment Merchant Wholesalers	500
Pipeline Transportation of Crude Oil	500
General Freight Trucking, Long-Distance, Truckload	500

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