



13805 58th Street North, Suite 2-140
Clearwater, FL 33760
Contact: Kimberly Williams
(727) 608-2452
kwilliams@careersourcepinellas.com
www.careersourcepinellas.com



5100 W. Kennedy Blvd., #300
Tampa, Florida 33609
Contact: Debby Vega-Hofmann
(813) 397-2055
hofmann@careersourcetampabay.com
www.careersourcetampabay.com

Press Release

FOR IMMEDIATE RELEASE

Monday, September 15, 2014

Financial and Shared Services Skills Gap Analysis Released

HILLSBOROUGH AND PINELLAS COUNTIES (September 15, 2014) – On Friday, September 12th, Hillsborough and Pinellas Counties' leading economic and workforce development organizations released the *Hillsborough - Pinellas Financial and Shared Services Skills Gap Analysis* report. The report provides insight on current and projected workforce needs for this sector and the workforce development resources that are available

"It was concluded that Hillsborough and Pinellas Counties have a thriving financial and shared services sector. Some of the biggest names in banking and finance are right here in the Tampa Bay area. The gap analysis study was developed to ensure the industry continues to flourish," states Ed Peachey, President and CEO of CareerSource Pinellas and CareerSource Tampa Bay.

A high level of employer engagement helped make the gap analysis a success. Of the 46 area financial and shared service companies identified, 28 responded to a two-part survey, representing 74.3% of the employee population that works within the industry. In addition to quantifying demand for jobs and skill sets, the analysis asked companies questions about general recruitment: the level of challenge recruiting within the area, and the level of challenge recruiting to the area.

The study found that companies generally have little trouble recruiting for these positions. Tampa Bay was one of the first regions to develop as a shared services hub in the late 1980s when the industry blossomed, helping it develop a pipeline of talent for these positions.

However, some companies faced challenges when hiring specific mid- to high-level financial and technical positions. The hard to hire positions often require a highly specialized skill set, along with experience in the industry the financial or shared service office supports. Technological advancements mean the skills needed are rapidly evolving. Close attention is necessary to ensure that the workforce develops the skill sets that will be required in the future.

The positions/skill sets with the highest projected vacancies for Summer 2015 are customer service representatives (333 vacancies); project managers (96 vacancies); business analysts (80 vacancies); cyber security analysts (78 vacancies); reporting analysts (67 vacancies); and accountants/auditors (66 vacancies).

The *Hillsborough - Pinellas Financial and Shared Services Skills Gap Analysis* report is the third Gap Analysis to be published under the Hillsborough – Pinellas Workforce Analysis project; previous industries include IT and Manufacturing. Regional task force partners include CareerSource Pinellas, CareerSource Tampa Bay, Florida High Tech, Pinellas County Economic Development, Tampa Hillsborough Economic Development Corporation, and Tampa Bay Partnership.

Visit www.tampabaygapanalysis.com to view a full copy of the *Hillsborough - Pinellas Financial and Shared Services Skills Gap Analysis* report, and find out how to participate in ongoing program implementation initiatives.

###

About the Hillsborough-Pinellas Workforce Analysis

A regional task force of business and economic development partners provided oversight and strategic direction for the Hillsborough-Pinellas Workforce Analysis. The Hillsborough-Pinellas report was funded by CareerSource Tampa Bay.