

TOP 10 LIST

Job Skills New York Employers Want

Over 80% of New York employers say that to begin or advance at their company, entry-level employees need these qualities and skills:

1. Integrity/Honesty

Employees who are trustworthy and can recognize the importance of making work-related decisions based on values. They understand their employer's standards and are empowered to act accordingly.

2. Cooperation

Employees who can work well as a team.

3. Personal Appearance and Hygiene

Employees who maintain acceptable personal appearance and cleanliness in the workplace.

4. Understanding

Employees who can identify and appreciate the needs of a customer or co-worker.

5. Sociability

Employees who are respectful, courteous and cordial to customers and co-workers.

6. Responsibility

Employees who exert a high level of effort and perseverance toward reaching a goal. They become accomplished at all related tasks in the pursuit of excellent customer service.

7. Self-Esteem

Employees who believe in their own self-worth while maintaining a positive self image.

8. Literacy

Employees who meet the basic education requirements of their job, while reading and writing at the level of assigned tasks.

9. Communication

Employees who can share their questions, suggestions and decisions as needed.

10. Courtesy

Employees who can demonstrate acceptable behavior when interacting with customers and co-workers.

Based on the results of the 1995 New York State Employer Survey of Workplace Skills, and confirmed by Regional Workforce Surveys conducted in New York State in 2002.

The surveys were sponsored by NYATEP, NYSDOL and local Workforce Investment Boards.

