

NEW HAMPSHIRE SECTOR PARTNERSHIP

State of the Sector

Transportation, Logistics, and Distribution

May 2020





This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

STATE OF THE SECTOR: TRANSPORTATION, LOGISTICS, AND DISTRIBUTION

The movement of goods from raw material to finished product to consumer is the lifeblood of business activity, which exists not solely in the United States but also worldwide. *Logistics*, defined as “the detailed coordination of a complex operation involving many people, facilities, or supplies,”¹ is the business of orchestrating the movement of goods via providers of transportation.

The Transportation, Logistics, and Distribution sector is not classified by cohesive standard industrial definition. The North American Industrial Classification System (NAICS) defines the *Transportation and warehousing* industry sector (NAICS 48-49)² as business establishments providing transportation of passengers and cargo, warehousing and storage for goods, scenic and sightseeing transportation, and support activities related to modes of transportation. Establishments in these industries use transportation equipment or transportation related facilities as a productive asset. The type of equipment depends on the mode of transportation, which includes air, rail, water, road, and pipeline.

In addition to transportation and warehousing, logistics business establishments are classified separately, in the *Process, physical distribution, and logistics consulting services* industry (NAICS 541614).³ These establishments provide operating advice and assistance to businesses and other organizations in areas such as: (1) manufacturing operations improvement; (2) productivity improvement; (3) production planning and control; (4) quality assurance and quality control; (5) inventory management; (6) distribution networks; (7) warehouse use, operations, and utilization; (8) transportation and shipment of goods and materials; and (9) materials management and handling.

The concentration of employment in New Hampshire for Transportation, Logistics, and Distribution business activity was lower than the nation. In the *Transportation and warehousing* sector, Rockingham County had a 2018 location quotient of 0.95, the only county close to the employment concentration of the nation. All other areas, including the state as a whole, were substantially lower. In the *Process, physical distribution, and logistics consulting services* industry, the concentration of employment in Hillsborough, Merrimack, and Rockingham Counties were the same as the national concentration.

¹ Lexico.com. Accessed 4/20/2020

² North American Industrial Classification System, 2017 edition. www.census.gov/naics

³ Ibid.

Table 1: Transportation, Logistics, and Distribution by Location Quotient⁴

“Location quotient” is the per capita concentration of an industry or occupation in a region as compared with the national average. A value above 1 indicates an above average concentration. The industries highly concentrated in an area are usually critical to the health of its economy and serve as a guide to understanding what makes that area’s labor market unique.

Transportation and Warehousing	Average Annual Employment	Average Weekly Wage	Location Quotient
New Hampshire	14,622	\$889	0.62
Belknap County	545	\$735	0.59
Carroll County	207	\$556	0.29
Cheshire County	589	\$650	0.52
Coös County	276	\$758	0.65
Grafton County	935	\$744	0.48
Hillsborough County	3,834	\$878	0.53
Merrimack County	1,431	\$907	0.52
Rockingham County	5,098	\$960	0.95
Strafford County	935	\$880	0.54
Sullivan County	197	\$738	0.40
Process, Physical Distribution, and Logistics Consulting	Average Annual Employment	Average Weekly Wage	Location Quotient
New Hampshire	485	\$1,648	0.83
Grafton County	24	2,064	0.50
Hillsborough County	187	1,505	1.03
Merrimack County	77	913	1.12
Rockingham County	136	1,873	1.02

Note: data for the other six counties were not available.

⁴ U.S. Department of Labor, Bureau of Labor Statistics, Quarterly Census of Employment and Wages, QCEW Data Viewer. Available at https://data.bls.gov/cew/apps/data_views/data_views.htm#tab=Tables

Transportation, Logistics, and Distribution in New Hampshire

In 2018, New Hampshire businesses in the private *Transportation and warehousing* sector averaged 14,600 workers at 855 establishments; the average weekly wage was \$890.⁵ Businesses in the private *Process, physical distribution, and logistics consulting services* industry averaged 485 workers at 106 business establishments; the average weekly wage was \$1,648.

Like many other industry sectors, the *Transportation and warehousing* sector is mostly comprised of small business establishments. As of March 2019, 95 percent of establishments in the sector had less than 100 employees; 80 percent of establishments had less than 20 employees. In the *Process, physical distribution, and logistics consulting services* industry, all establishments had less than 50 employees.

The *Transportation and Warehousing* sector produced goods and services with a market value of \$1.36 billion in 2019, representing 1.5 percent of New Hampshire's total Gross Domestic Product (GDP). This ranked fourth among the New England states and 46th nationally.⁶ Rhode Island and Vermont ranked lowest among the 50 states.

Gross Domestic Product (GDP) by State Transportation and Warehousing Sector (millions of current dollars)

Area	2019 GDP (millions)	New England Rank	US Rank
Connecticut	\$5,224.8	2	37
Maine	\$1,528.5	3	45
Massachusetts	\$11,291.3	1	21
New Hampshire	\$1,360.0	4	46
Rhode Island	\$1,096.3	5	49
Vermont	\$583.0	6	50
New England	\$21,083.8		
United States	\$684,528.0		

Source: U.S. Department of Commerce, Bureau of Economic Analysis.

Ranking excludes the District of Columbia.

⁵ Establishments and workers of the U.S. Postal Service, which is owned by the Federal government, are excluded. The U.S. Postal Service in New Hampshire had an average of 222 establishments and 3,246 workers in 2018.

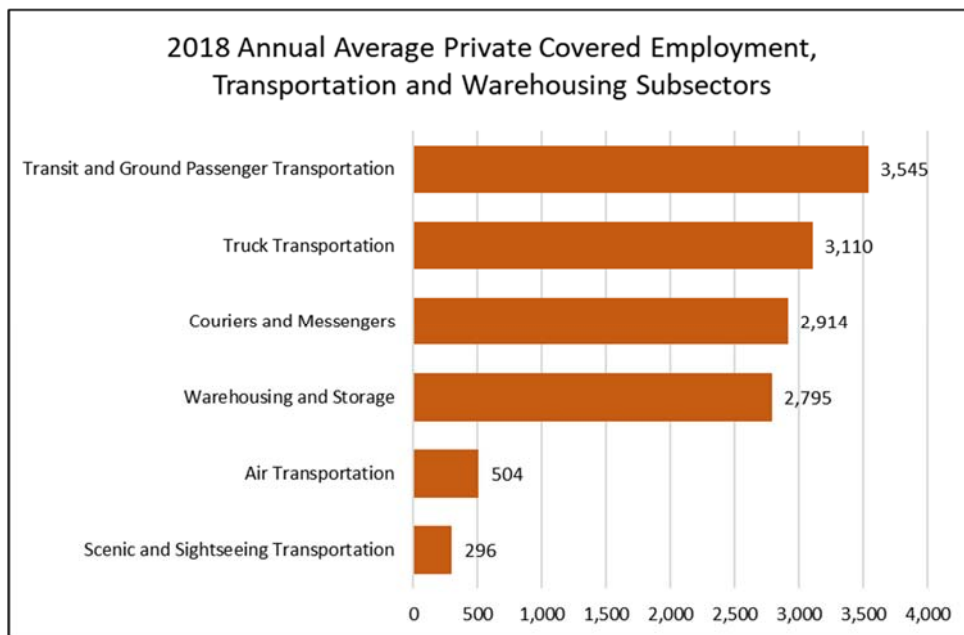
⁶ U.S. Department of Commerce, Bureau of Economic Analysis, Gross Domestic Product by State. GDP is expressed in current dollars. Available at <https://www.bea.gov/data/gdp/gdp-state>. Data for the *Process, Physical Distribution, and Logistics Consulting Services* industry are not available.

Transportation and Warehousing by Subsector

Based on the North American Industrial Classification System (NAICS), the Transportation and Warehousing industry sector is comprised of eleven subsectors.

- Air Transportation (NAICS 481)
- Rail Transportation (NAICS 482)
- Water Transportation (NAICS 483)
- Truck Transportation (NAICS 484)
- Transit and Ground Passenger Transportation (NAICS 485)
- Pipeline Transportation (NAICS 486)
- Scenic and Sightseeing Transportation (NAICS 487)
- Support Activities for Transportation (NAICS 488)
- Postal Service (NAICS 491)
- Couriers and Messengers (NAICS 492)
- Warehousing and Storage (NAICS 493)

Transit and ground passenger transportation, with 2018 average employment⁷ of 3,545, was the largest subsector. Three subsectors had little or no employment — *Rail transportation*, *Water transportation*, and *Pipeline transportation*. Private *Postal service* establishments also employed a very small number of workers; however, the subsector averaged 3,300 workers in 2018 when adding U.S. Postal Service employment. Other subsectors with government employment included local *Transit and ground passenger transportation*, and state *Support activities for transportation* and *Warehousing and storage*.

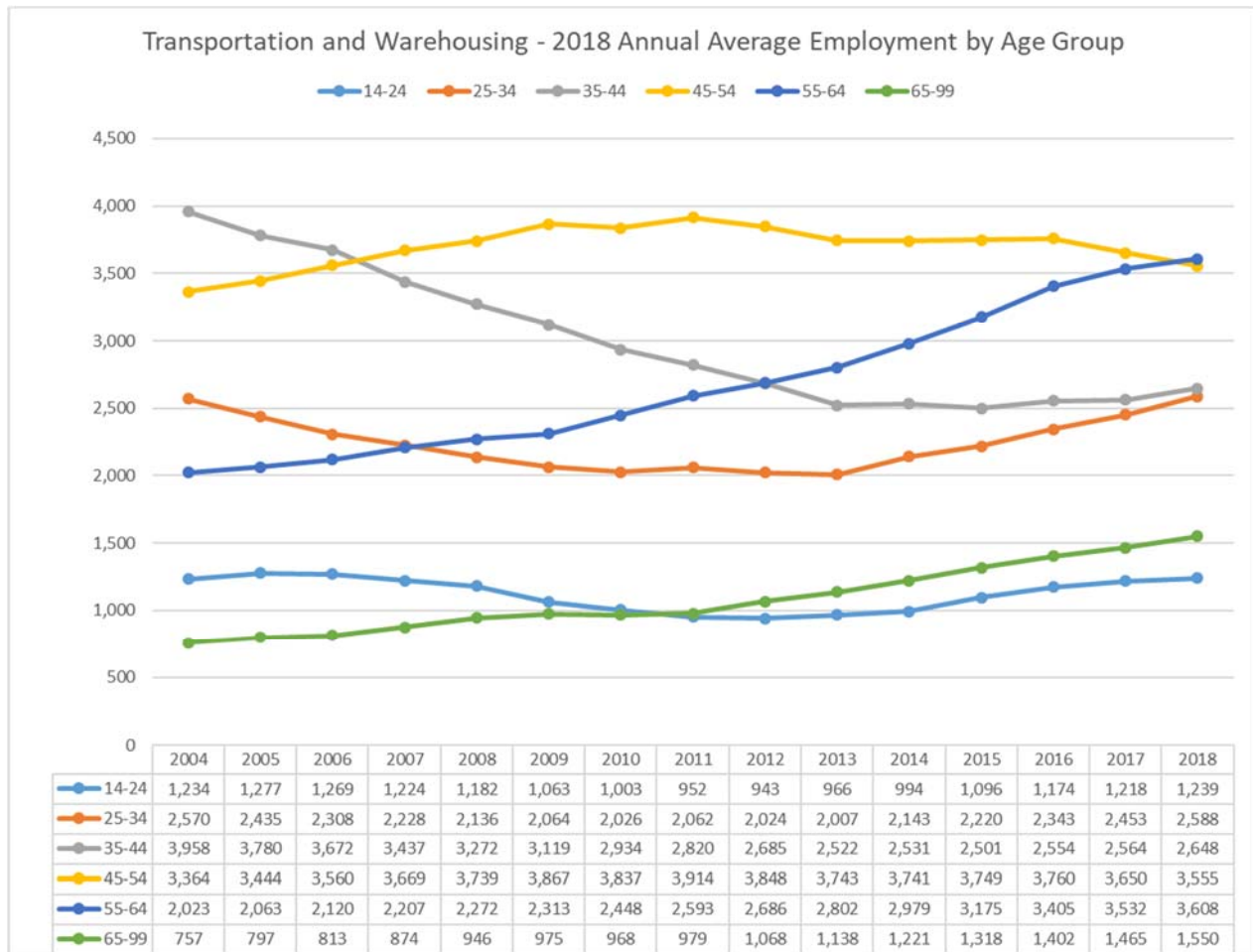


⁷ 2018 Annual Average Covered Employment, Quarterly Census of Employment and Wages, Economic and Labor Market Information Bureau, New Hampshire Employment Security

The Face of Transportation and Warehousing in New Hampshire

The *Transportation and warehousing* sector (including private and government owned establishments) has gained workers over the last five years. Employment increased by just over 2,000 workers from 2013 to 2018, a 13.2 percent gain. Over half of workers were age 45 or older (57 percent).⁸

From 2013 to 2018, the industry saw employment gains of nearly 30 percent in four of the six age groups. Over the five-year period, the number of workers age 35 to 44 grew by five percent, while the number of workers age 45 to 54 declined by five percent. These two age groups had the smallest numeric change over five years, suggesting that much of the change was due to incumbent workers changing age groups rather than new workers.

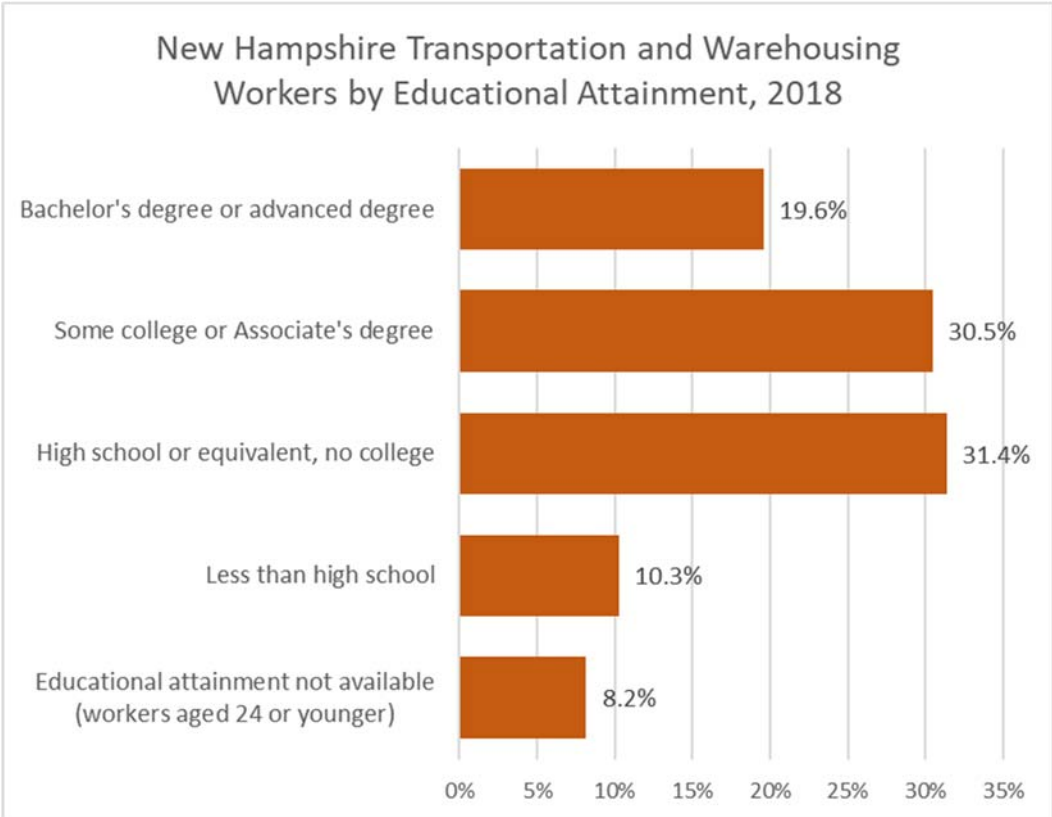


Source: QWI Explorer, US Census Bureau. Available at <https://qwiexplorer.ces.census.gov/>

⁸ Quarterly Workforce Indicators (QWI) Explorer, Local Employment-Household Dynamics, Center for Economic Studies, US Census Bureau. Data include private and government owned establishments. <https://qwiexplorer.ces.census.gov/>

Employment in Transportation and warehousing is male-dominated; just 30 percent of workers in 2018 were female. The number of female workers has been remarkably steady over time (2004 to 2018), with an annual over-the-year change of 3.5 percent or lower, gaining just 70 workers.

Among workers age 25 and over in the Transportation and warehousing sector, 42 percent have no postsecondary education. Just over 30 percent have some college education or an Associate's degree, while just under 20 percent have attained a Bachelor's degree or higher education.



Source: QWI Explorer, US Census Bureau. Available at <https://qwiexplorer.ces.census.gov/>

Transportation and Warehousing Worker Demand: Online Job Postings, Year-to-Date 2020

Labor demand depends on employers who are willing to hire workers. To estimate employer demand, online job ads are a useful proxy. Online job ads provide information about the type of workers and the skills, knowledge, and abilities desired by employers.

Job titles represent positions as described by the employer in a job ad. Multiple job titles may describe the duties of a single occupation.

Workers Highest in Demand by Job Title, Transportation and Warehousing Industry Online Job Postings, January 1 - April 28, 2020	
Job Title	Job Postings
Class A CDL Truck Driver	210
CDL Truck Driver	82
Delivery Driver	41
School Bus Driver	40
Warehouse Worker	28
Material Handler	28
Truck Driver	24
Registered Associate	19
Bus Driver	18
Assistant	18
Warehouse Associate	17
CDL Driver	17
Life Insurance Agent	16
Insurance Sales Agent	11
Driver Helper	10
Sales Associate	9
Licensed Insurance Sales, Life Insurance	9
Licensed Insurance Financial Sales, Life Insurance	8
Driver	8
Assistant Manager	8
Package Handler	7
Package Delivery Driver	7
Transport Driver	6
Retail Customer Service Associate	6
Delivery Service Partner	6
City Assistant	6
Cashier	6

Source: Labor Insight Jobs (Burning Glass Technologies). Job posting data represent the Transportation and Warehousing industry, year-to-date 2020. Total job ads: 975. Data extracted April 30, 2020.

Certifications in Demand

Employers may prefer - or require – applicants who have achieved professional certifications prior to hiring. Some workers may attain a certification for completing an educational program or while meeting requirements for an occupational license.

Certifications Highest in Demand, Transportation and Warehousing Industry Online Job Postings, January 1 - April 28, 2020	
Job Title	Job Postings
Driver's License	304
CDL Class A	244
Life Insurance License	40
Good Conduct	40
CDL Class B	26
Forklift Operator Certification	17
Automotive Service Excellence (ASE) Certification	11
Air Brake Certified	7
Insurance Agent Certification	4
Certified Driver	4
Project Management Certification	3
Medical Examiner's License	3
Certified Quality Auditor (CQA)	3
Master Mechanic	2
Hazardous Materials Certification	2
Project Management Professional (PMP)	1
Pilot Certification	1
PMI Certified Associate in Project Management (CAPM)	1
General Studies	1
Department of Transportation (DOT) Medical Certification	1
Certified Scrum Trainer (CST)	1
Certified Employee Benefit Specialist (CEBS)	1
Certified Career Development Facilitator	1
American Production and Inventory Control Society (APICS) Certification	1
Airframe and Powerplant (A and P) Certification	1
Air Traffic Control	1

Source: Labor Insight Jobs (Burning Glass Technologies). Job data are for the Transportation and Warehousing industry, year-to-date 2020. Total job ads: 975. Data extracted April 30, 2020.

Note: 39 percent of job postings did not specify a certification.

Skills in Demand

Most employers prefer workers with some basic skills and abilities, those learned regardless of a person's occupation. Skills range from very specific experience, such as machine operation, to general professional capabilities, such as communication or problem solving skills.

Skill Type Definitions

Baseline: includes crosscutting or foundational skills found across industries and occupations. These include organizational skills, communication skills, and project management.

Specialized: includes professional and occupation-specific skills defined in job postings, which can run the gamut of abilities from accounting and sales to database administration and welding.

Software and Programming: includes specific computer programs requested in job postings as well as programming skills, including languages such as Java and Perl.

Skills Highest in Demand, Transportation and Warehousing Industry Online Job Postings, January 1 - April 28, 2020		
Specialized Skills	Baseline Skills	Software Skills
Customer Service	Communication Skills	Microsoft Office
Sales	Physical Abilities	Microsoft Excel
Forklift Operation	English	Microsoft PowerPoint
Post Trip Inspections	Computer Literacy	Oracle
Bus Driving	Microsoft Office	SAP
Lifting Ability	Organizational Skills	Facebook
Truck Driving	Microsoft Excel	Microsoft Access
Repair	Detail-Oriented	Microsoft Outlook
Scheduling	Planning	SQL
Commercial Driving	Teamwork / Collaboration	Enterprise Resource Planning (ERP)
Receiving Checks and Security Deposits	Problem Solving	Adobe Acrobat
Customer Contact	Typing	Adobe Creative Suite
Passenger Transport	Written Communication	Adobe InDesign
Over The Road	Multi-Tasking	Adobe Photoshop
Pre-Trip / Post-Trip Vehicle Inspections	Troubleshooting	Java
Mailing	Microsoft Word	Microsoft Windows
Mail Sorting	Research	Software Engineering
Logistics	Time Management	Electronic Data Interchange
Rehabilitation	Building Effective Relationships	MySQL
Sales System	Positive Disposition	NetSuite
Life Insurance Sales	Writing	Oracle PL/SQL
Cleaning	Microsoft PowerPoint	QuickBooks
Safe Driving Practices	Preventive Maintenance	SQL Server
Insurance Sales	Energetic	Systems Analysis
Annuities	Work Area Maintenance	UNIX

Source: Labor Insight Jobs (Burning Glass Technologies). Job data are for the Transportation and Warehousing industry, year-to-date 2020. Total job ads: 975. Data extracted April 30, 2020. Note: 47 percent of job postings did not specify a skill.

Occupational Employment by Subsector

Truck Transportation (NAICS 484)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	3,115		1,609	476
53-3032	Heavy and Tractor-Trailer Truck Drivers	1,545	\$22.25	858	305
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	476	\$14.38	52	26
43-5032	Dispatchers, Except Police, Fire, and Ambulance	109	\$21.61	10	0
53-3033	Light Truck or Delivery Services Drivers	100	\$15.25	22	15
11-1021	General and Operations Managers	94	\$50.02	10	3
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	88	\$25.48	18	3
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	56	\$25.87	1	1
43-3031	Bookkeeping, Accounting, and Auditing Clerks	55	\$20.07	2	1
43-3021	Billing and Posting Clerks	45	\$19.21	0	0
43-4051	Customer Service Representatives	37	\$18.15	8	6
53-7051	Industrial Truck and Tractor Operators	36	\$21.08	1	0
43-4171	Receptionists and Information Clerks	33	\$14.79	0	0
43-5011	Cargo and Freight Agents	32	\$24.66	6	0
49-9098	Helpers--Installation, Maintenance, and Repair Workers	10	\$13.88	0	0

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Physical Abilities	Sales	Microsoft Office
Communication Skills	Sales System	Microsoft Excel
Organizational Skills	Life Insurance Sales	Microsoft Powerpoint
Detail-Oriented	Customer Service	Microsoft Word
Planning	Financial Sales	Enterprise Resource Planning (ERP)
Microsoft Office	Commercial Driving	Microsoft Windows
English	Machinery	Salesforce
Multi-Tasking	Annuities	Customer Relationship Management (CRM)
Microsoft Excel	Cleaning	HTML5
Computer Literacy	Inventory Control	SAP

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.

Total Job Ads: 1,609. Note: 50% of records were excluded because they did not specify a skill.

Transit and Ground Passenger Transportation (NAICS 485)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	3,545		174	93
53-3022	Bus Drivers, School or Special Client	1,948	\$14.77	53	38
53-3041	Taxi Drivers and Chauffeurs	686	n/a	24	4
53-3021	Bus Drivers, Transit and Intercity	346	\$24.08	34	14
43-5032	Dispatchers, Except Police, Fire, and Ambulance	82	\$21.61	3	0
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	73	\$13.78	0	1
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	69	\$25.48	1	2
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	56	\$25.87	0	0
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	23	\$13.91	0	0

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Communication Skills	Bus Driving	Microsoft Excel
Verbal / Oral Communication	Passenger Transport	Word Processing
Positive Disposition	Post Trip Inspections	Microsoft Office
Detail-Oriented	Pre-Trip / Post-Trip Vehicle Inspections	Microsoft Powerpoint
Problem Solving	Customer Service	Microsoft Word
Preventive Maintenance	Repair	Taleo
Microsoft Excel	Global Positioning System (GPS)	Accounting Software
Multi-Tasking	Cleaning	Macros
Word Processing	Lifting Ability	Microsoft Outlook
Computer Literacy	Scheduling	Pivot Tables

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.
Total Job Ads: 174. Note: 35% of records were excluded because they did not specify a skill.

Support Activities for Transportation (NAICS 488)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	1,413		106	37
53-3032	Heavy and Tractor-Trailer Truck Drivers	218	\$22.25	9	4
49-3011	Aircraft Mechanics and Service Technicians	148	\$27.04	0	0
43-5011	Cargo and Freight Agents	143	\$24.66	0	0
43-4051	Customer Service Representatives	55	\$18.15	3	1
49-9098	Helpers--Installation, Maintenance, and Repair Workers	40	\$13.88	0	0
11-1021	General and Operations Managers	39	\$50.02	0	0
43-1011	First-Line Supervisors of Office and Administrative Support Workers	35	\$27.76	0	0
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	35	\$25.87	0	0
53-3033	Light Truck or Delivery Services Drivers	33	\$15.25	17	0
13-1081	Logisticians	24	\$33.47	0	0
43-5032	Dispatchers, Except Police, Fire, and Ambulance	23	\$21.61	0	0
53-2012	Commercial Pilots	21	\$65,150	0	0
53-2021	Air Traffic Controllers	11	\$70.23	0	1

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Communication Skills	Customer Service	Facebook
Written Communication	Cross Sell	AutoCAD
Physical Abilities	Sales	Civil 3D
English	Facebook	Microsoft Office
Teamwork / Collaboration	Civil Engineering	Microsoft Excel
Organizational Skills	Procurement	Microsoft Word
Problem Solving	Repair	Microsoft Powerpoint
Microsoft Office	AutoCAD	AngularJS
Microsoft Excel	Cash Handling	Inroads
Microsoft Word	Civil 3D	Microstation

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.

Total Job Ads: 106. Note: 44% of records were excluded because they did not specify a skill.

Postal Service (NAICS 491 - Federal Government Ownership)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	3,246		76	63
43-5052	Postal Service Mail Carriers	1,546	\$23.24	0	3
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators	626	\$28.91	4	2
43-5051	Postal Service Clerks	536	\$22.72	57	42
11-9131	Postmasters and Mail Superintendents	155	\$34.30	0	0
49-9071	Maintenance and Repair Workers, General	44	\$20.53	0	0
43-5061	Production, Planning, and Expediting Clerks	37	\$24.55	0	0
17-3023	Electrical and Electronic Engineering Technicians	28	\$28.08	0	0
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	23	\$25.87	0	0
49-3023	Automotive Service Technicians and Mechanics	20	\$21.91	0	0

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Physical Abilities	Receiving Checks and Security Deposits	Systems Development Life Cycle (SDLC)
Multi-Tasking	Mail Sorting	--
Organizational Skills	Mailing	--
Persuasion	Safe Driving Practices	--
Troubleshooting	Customer Service	--
Communication Skills	Sales	--
Work Area Maintenance	Equipment Maintenance	--
--	Onboarding	--
--	Clerical Duties	--
--	Heavy Lifting	--

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.

Total Job Ads: 76. Note: 5% of records were excluded because they did not specify a skill.

Couriers and Messengers (NAICS 492)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	2,917		573	152
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	1,238	\$14.38	177	56
53-3033	Light Truck or Delivery Services Drivers	938	\$15.25	61	15
53-3032	Heavy and Tractor-Trailer Truck Drivers	159	\$22.25	89	47
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	153	\$25.87	16	3
43-5011	Cargo and Freight Agents	63	\$24.66	0	0
43-5021	Couriers and Messengers	36	\$12.98	18	0
53-7011	Conveyor Operators and Tenders	26	\$15.92	0	0
43-5032	Dispatchers, Except Police, Fire, and Ambulance	17	\$21.61	0	0

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Physical Abilities	Customer Contact	Microsoft Office
English	Lifting Ability	Microsoft Excel
Communication Skills	Rehabilitation	Microsoft Word
Verbal / Oral Communication	Forklift Operation	Microsoft Access
Typing	Repair	SAP
Teamwork / Collaboration	Customer Service	Adobe Acrobat
Written Communication	Scheduling	Adobe Creative Suite
Problem Solving	Sorting	Adobe Illustrator
Creativity	General Office Duties	Adobe Indesign
Microsoft Office	Inventory Control	Adobe Photoshop

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.

Total Job Ads: 573. Note: 57% of records were excluded because they did not specify a skill.

Warehousing and Storage (NAICS 493)

SOC Code	Occupation Title	Employed in the Industry (2018)	Median Hourly Wage 2019	Job Ads 2019 (year)	Job Ads 2020 YTD (April 30)
	Total, All Occupations in the Industry	2,796		52	44
43-5081	Stock Clerks and Order Fillers	696	\$12.75	0	0
53-7051	Industrial Truck and Tractor Operators	525	\$21.08	0	0
53-3032	Heavy and Tractor-Trailer Truck Drivers	243	\$22.25	0	0
43-5071	Shipping, Receiving, and Traffic Clerks	221	\$17.19	0	0
43-9061	Office Clerks, General	96	\$18.42	0	0
53-3033	Light Truck or Delivery Services Drivers	82	\$15.25	0	0
43-1011	First-Line Supervisors of Office and Administrative Support Workers	81	\$27.76	1	1
53-1048	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling	78	\$25.87	0	0
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	45	\$19.21	0	0
43-4051	Customer Service Representatives	44	\$18.15	0	0
43-5061	Production, Planning, and Expediting Clerks	43	\$24.55	0	1
53-7064	Packers and Packagers, Hand	33	\$11.41	0	0
11-1021	General and Operations Managers	32	\$50.02	0	0
51-9111	Packaging and Filling Machine Operators and Tenders	31	\$15.31	0	0
11-3071	Transportation, Storage, and Distribution Managers	16	\$50.94	0	0
33-9099	Protective Service Workers, All Other	12	\$12.76	0	0
43-5011	Cargo and Freight Agents	4	\$24.66	0	0

Source: Employment and Wages: Occupational Employment Statistics, Economic and Labor Market Information Bureau, New Hampshire Employment Security; Job Ads: Labor Insight Jobs (Burning Glass Technologies). Data extracted April 30, 2020.

Top 10 Skills in Demand		
Baseline Skills	Specialized Skills	Software/Programming Skills
Microsoft Excel	Oracle	Microsoft Excel
Communication Skills	Procurement	Microsoft Office
Microsoft Office	Hyperion	Oracle
Microsoft Powerpoint	Scheduling	Microsoft Powerpoint
Problem Solving	Budgeting	Hyperion
Detail-Oriented	Customer Service	Microsoft Word
Computer Literacy	Key Performance Indicators (KPIs)	Enterprise Resource Planning (ERP)
Time Management	Accounting	Oracle PL/SQL
Microsoft Word	Account Reconciliation	SQL
Multi-Tasking	Financial Reporting	UNIX

Source: Labor Insight Jobs (Burning Glass Technologies). Skills data for full year 2019, extracted April 28, 2020.

Total Job Ads: 52. Note: 15% of records were excluded because they did not specify a skill.