

Veterans Talent Index

*Insights and Analysis from Veteran
Professionals, Recruiters and Hiring Managers*

monster®

Brought to you by Monster Insights
May 2012

Veterans | Introduction

The current job market in this post-recessionary economy is a challenge for everyone. But for veterans, that challenge is compounded by the complex issues of transitioning from military to civilian life. Many veterans currently in the job market enlisted in the military right out of school. By doing so, they grew up and matured within the culture of the military, which is different in many ways from civilian life. Their perspective, language and measures of success are different. Thus, when service men or women leave the military environment and begin the transition to civilian life, many find the adjustment difficult. In some cases, their confidence is shaken, which in turn has an impact on how veterans look for jobs.

Veterans represent an elite and diverse talent pool available for hire. Most possess transferrable skills, professional discipline and positive attributes identifiable in today's evolving workforce. By hiring veterans, employers can leverage the U.S. Military's \$140 billion per year spent on education and training and tap into the 200,000 service members that transition to the civilian workforce each year. (Source: Department of Veteran Affairs, USGovernmentSpending.com; U.S. Department of Labor)

Our Series of Reports

This **second** of an ongoing series of reports will highlight both the requirements of today's employers and the needs of transitioning service members, illuminating the gap that is responsible for the high unemployment rate rampant in today's veteran population. Monster will track and analyze this gap in a bi-annual Veterans Talent Indices report, to be released around Memorial Day and Veterans Day. These reports will provide insight and recommendations to help both transitioning service members and their employers.



According to T McCreary, president of Military.com, “Veterans often have a hard time translating their own skills and shifting their mindset out of military culture and into civilian culture when talking to a hiring manager. For example, a big part of military culture is the concept of teamwork – so veterans often have a hard time taking full credit for their accomplishments when in an interview. It’s switching from the ‘we accomplished this project’ to the ‘I accomplished this project’ mindset, which isn’t second-nature to veterans when speaking about their experience in the service. This is something we’ve heard from employers pretty often – that veterans who want to make that transition into a civilian job, need to learn how to compete in, and acclimate to, the environment they’re transitioning into.”

Monster is dedicated to helping employers hire the dedicated men and women who served our country and to helping our nation's veterans find civilian positions that utilize their experiences and skills.

Veterans | Introduction

The focus of this report is to provide information beyond basic veteran unemployment percentages in order to facilitate connecting veterans to job opportunities. This group includes service members, veterans, National Guard, and active and inactive Reserve members, all of whom have either been out of the military for less than five years or plan to leave the military in the next year. In this report, they are grouped together and referred to as veterans.

Monster's Veteran Talent Indices, along with supporting survey and Monster data, presents continuing feedback regarding veteran job search conditions as well as the successes and challenges employers face in recruiting them.



Monster's Veterans Talent Indices – Key Findings

- 1. Veterans Career Confidence Index:**
Findings show veterans' career confidence dropped over the past six months, reflecting a lack of confidence in their ability to find a job as well as continued challenges in translating their military skills into corporate ones.
- 2. Veterans Job Search Activity Index:**
Findings show an increased percentage of veterans who are currently seeking or plan to seek a job in the next 12 months. They are actively looking for jobs using multiple job searching resources.
- 3. Employer Veterans Hiring Index:**
Findings show employers are also challenged in finding ways to convert military skills to civilian ones.

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Methodology

With over 10 million Military.com members and over 3.2 million military professionals coming to Monster's sites each month, **Monster and Military.com are in a unique position to help our nation's veterans find civilian positions** that utilize their experiences and skills. In order to gain insight into the mix of candidates transitioning from the military and employers looking to hire talent, Monster focused its analysis on current veteran and military experienced resumes with fewer than five (5) years of civilian work experience coupled with online job postings for talent nationwide. Additional questions from the survey were used for the indices to help capture the sentiment of both employers and veteran seekers. The analyzed Monster data was for February through April of 2012. Additionally, in April 2012, Monster surveyed military professionals, HR professionals and hiring managers to present a snapshot of activity within the United States.

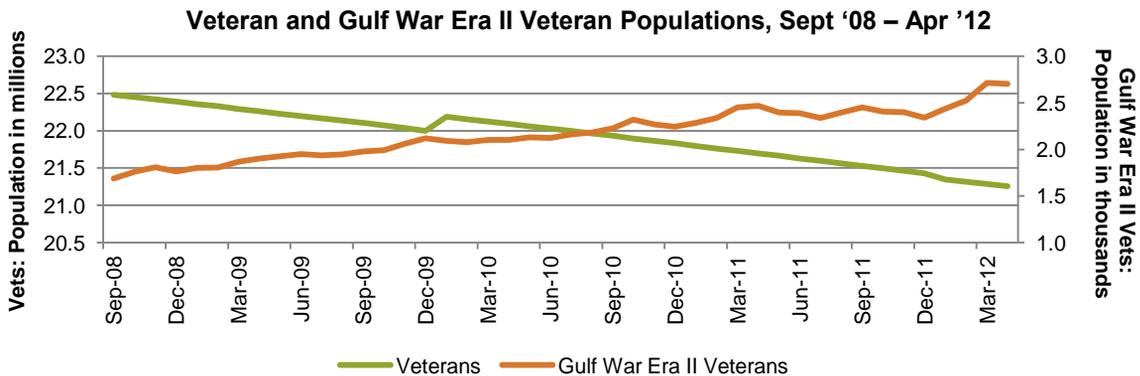
Veterans | Market Conditions

Veteran Population

The U.S. veteran population is currently 21.3 million strong, according to the Bureau of Labor Statistics (BLS). Their population has been declining for years, as World War II, Vietnam War and Korean War veterans, which together represent half of all veterans, pass away.

The National Center for Veterans Analysis and Statistics predicts the veteran population will continue to decline to less than 15 million by 2035.

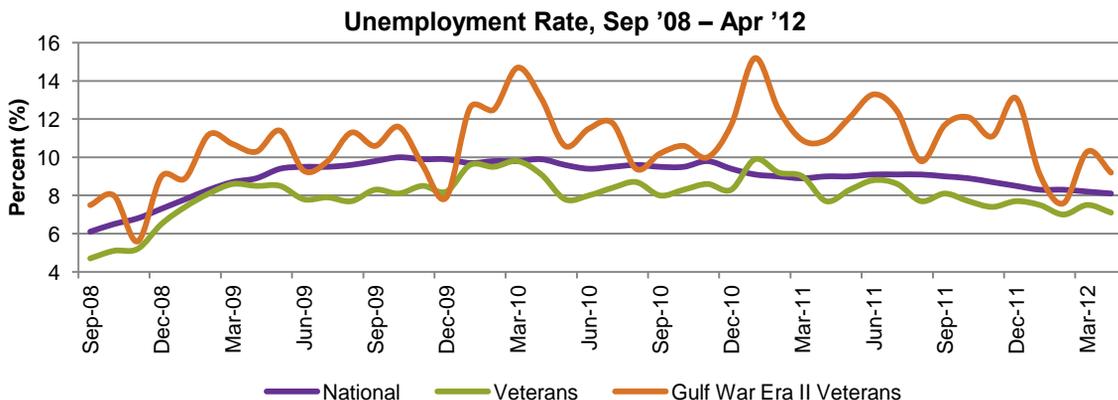
Though the overall veteran population is declining, the number of Gulf War Era II veterans defined by the BLS and also known as Operation Enduring Freedom (OEF/OIF) Operation Iraqi Freedom within the government, as the nearly 2.7 million who served September 2001 to the present, is increasing by an average 10% a year. Currently, 11 percent (or about one in ten veterans) have served on active duty sometime since September 2011 (Gulf War Era II). The median age of these veterans is young, ranging from 25 to 34 years.



Veteran Unemployment

In an encouraging sign, veteran unemployment rates have showed marked improvements in recent months. Over the past three years, the veteran unemployment rate has mostly hovered below the national rate. In April 2012, the national unemployment rate was 8.1% while the veteran unemployment rate was 7.1%; both are down from April 2011 rates, 9% and 7.7%, respectively.

Though higher than the unemployment rate of all other veterans, Gulf War Era II veterans have also decreased from 10.9% in April 2011 to 9.2% in April 2012.



Source: Bureau of Labor Statistics, BLS.gov, April 2012.

Veterans | Demographics and Trends

Veteran Unemployment Varies Across Levels

Concern arises when looking specifically at the Gulf War Era II veterans. Overall, unemployment levels of this group continue to exceed all other veterans. In April 2012, their unemployment rate was 9.2%. Despite the high unemployment rate, Gulf War Era II veterans are showing the largest drop (-1.7%) in unemployment over the year.

Unemployment Rates (%):	April 2012	April 2011	Change (+/-)	2011 Average
All Veterans	7.1	7.7	-0.6	8.3
Gulf War Era II (Post-9/11) Veterans	9.2	10.9	-1.7	12.1
Gulf War Era I Veterans	5.2	6.6	-1.4	7.0
WWII, Korean War and Vietnam Veterans	6.7	6.4	0.3	7.6
All Non-Veterans	7.6	8.5	-0.9	8.7

Still, the unemployment rates are moving in the wrong direction for Gulf War Era II veterans 18 to 24 years of age and those who are women.

The highest level of unemployment within this segment was reached by veterans aged 18 to 24 in 2011, with a soaring 30.2% rate.

Additionally, unemployment rates for females have shown a dramatic rise from 6.9% in April 2011 to 9.9% in April 2012 (+3%) as non-veteran female rates drop (-0.3%) over the same period.

Gulf War Era II, 2011 Annual Average (%):

Age:	Total	Male	Female
Total, 18 Years Over	12.1	12.0	12.4
18 to 24 Years	30.2	29.1	36.1
25 to 34 Years	13.0	13.4	10.6
35 to 44 Years	6.0	6.1	5.9
45 to 54 Years	4.1	3.4	(-)
55 to 64 Years	7.8	7.4	(-)
65 Years and Over	(-)	(-)	(-)

Gulf War Era II Veterans (%):

Gender:	April 2012	April 2011	Chg (+/-)	2011 Avg
Male	9	11.7	-2.7	12
Female	9.9	6.9	3.0	12.4

Non-Veterans (%):

Gender:	April 2012	April 2011	Chg (+/-)	2011 Avg
Male	7.9	9.4	-1.5	9.3
Female	7.3	7.6	-0.3	8.2

NOTE: Population is 18 and over; Gulf War Era II (September 2001-present), Gulf War Era I (August 1990-August 2001), Vietnam era (August 1964-April 1975), Korean War (July 1950-January 1955), World War II (December 1941-December 1946), and other service periods (all other time periods). Veterans who served in more than one wartime period are classified only in their most recent duty. Veterans who served during one of the selected wartime periods and another period are classified only in the wartime period. Rates are not shown where base is less than 35,000.

Source: Bureau of Labor Statistics, BLS.gov, April 2012.

Veterans | Career Confidence Index

Monster's Veterans Talent Indices

Launched in November 2011, the Veterans Talent Indices are a comprehensive analysis of U.S. veterans and their employers. The three indices include: 1) Veterans Career Confidence Index; 2) Veterans Job Search Activity Index; and 3) Employer Veterans Hiring Index.

To support Monster's second analysis of veterans transitioning into civilian employment life, Monster surveyed over 900 veterans in April 2012. This group included those who have been out of the military either through discharge, separation, or retirement, as well as in the National Guard and Active and Inactive Reserves in the past five years and those who will be leaving the military in the next year.

Monster also surveyed over 900 U.S. employers who had hired an employee with prior military experience in the past year.

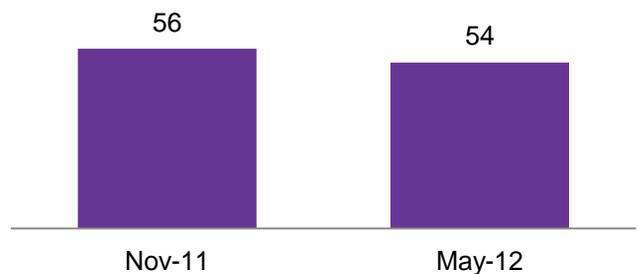
Veterans Career Confidence Index

The April 2012 survey revealed 75% of veterans, up from 73% in the prior report, agree that their military skills are valuable in civilian careers. Despite this recognition, veterans are increasingly frustrated and show a lack of confidence about their ever-expanding job search.

The Veterans Career Confidence Index monitors veterans' confidence to find a job combined with the level of skills they acquired during and after the military. The May 2012 Index dipped to 54, compared to 56 in November 2011, on a scale of 0-100. The slight shift downward is attributed to a lack of confidence in finding an appropriate job and lack of preparation for their transition to civilian work.

- 1) **Veterans confidence in finding a job** – only 29% of respondents are confident about finding work that suits them, down from 44% in November 2011.
- 2) **Most important skills acquired by veterans during or after the military** – the list of most important skills acquired during or after the military was consistent with the prior report and includes (in order of importance): attention to detail, teamwork, decision-making, self-discipline, problem solving, and calm under stress.
- 3) **Preparation for the transition out of the military** – less than one-half (47%) of respondents feel they are prepared for their career transition out of the military, down from 52% in November 2011.
- 4) **Military skills are relevant to civilian careers** – 75% of respondents are confident that the skills learned in the military will translate to civilian jobs.

Veterans Career Confidence Index



"Since skills and knowledge are what you're selling to employers (as well as your potential to know and do more), you must learn what your target employers need done and compare those needs to your abilities.."

Jim Finley

Field Operations Manager For Veterans Employment Programs In Minnesota's Department Of Employment And Economic Development, Source: Book, titled, "Job Search for Transitioning Military Personnel" (Prototype Career Media, 2007)

Source: Monster Veterans Career Confidence Index

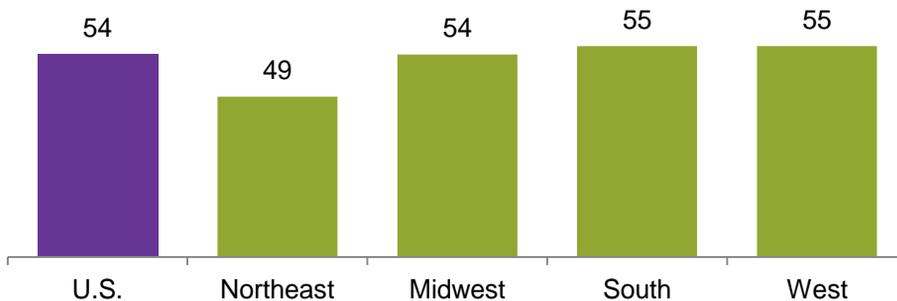
Veterans | Confidence Differs

Veterans Career Confidence Index by Region

Calculated for four regions across the nation, the Career Confidence Index reveals that veterans face slightly different levels of confidence by geography.

As seen below, the Northeast region has a noticeably lower Career Confidence Index (49 compared to the U.S. Index of 54). This is driven by survey respondents reporting very little confidence in being able to find a job if they really needed one; over one-half of Northeast respondents (54%), compared to 41% nationally, said they were only “somewhat confident” that they could find a job.

Veterans Career Confidence Index by Region

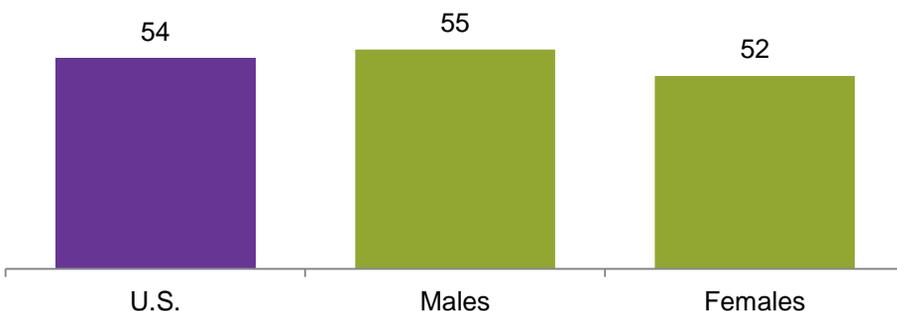


Accompanying their lack of confidence, a lower percentage of Northeast veterans (70% compared to 74% for all veterans) reported that their military skills are relevant to civilian careers.

Veterans Career Confidence Index by Gender

Not only do veteran views of finding a job differ by location, but they differ by gender as well. Female veterans showed slightly more vulnerability in their outlook towards finding a job, as their Career Confidence Index was 52, compared to the U.S. Index of 54. Furthermore, 37% of female veterans, compared to 29% of male veterans, are not confident about their job search. This is not surprising considering the unemployment rate of female veterans has risen 3% over the year.

Veterans Career Confidence Index by Gender



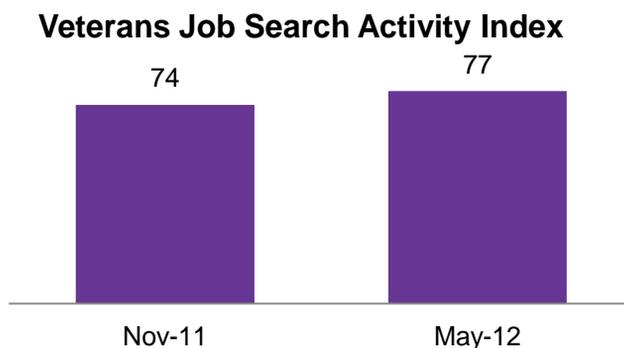
Source: Monster Veterans Career Confidence Index

Veterans | Job Search Activity Index

Veterans Job Search Activity Index

The **Veterans Job Search Activity Index** monitors transitioning veterans' job search activity and the resources they use. The May 2012 Index rose to a 77 on a scale of 0-100 compared to 74 in November 2011, reflecting the increased base of veterans as well as their increased job search activity.

- 1) **Veterans likelihood to look for a job in the next 12 months** – up from 69% in the prior report, nearly three-quarters (74%) of respondents are very or extremely likely to be looking for work within the year.
- 2) **Most important job search resources used by veterans** – consistent with November 2011, over 80% of respondents agree that their personal networks, online job boards, online networking and in-person job fairs are the most common and useful ways to job search. The most noticeable change in job search resources was a drop in the perceived usefulness of in-person job fairs, virtual job fairs and military recruiters.



Many Veterans Feel Under-Prepared for Transition into Civilian Life

What is driving veterans' drop in career confidence and increase in job search activity?

As shown in the inaugural Veterans Talent Index report, this group of veterans is facing a difficult time assimilating to civilian work life and do not feel prepared for the transition. Less than half (47%) of surveyed veterans, slightly lower than in November 2011, agreed that they were prepared for their career transition out of the military.

A sense of being ill-prepared appears to be fueling their frustrations. Each of the top five job search challenges listed in November 2011 increased in May 2012. The challenge of 'finding opportunities for which I am qualified' jumped the most, rising as a concern from 45% to 53%.



"We've had to be entrepreneurial and innovative and think on the fly and manage people and logistics ... we know that we have the skills," says Matt Colvin, who advises companies on hiring as a member of Iraq and Afghanistan Veterans of America. "But it's hard to convey our worth a lot of times because we know it in military terms, not in civilian terms."

Matt Colvin

Strategic Partnerships Fellow
Iraq and Afghanistan Veterans of America
Source: Sharon Cohen, The Associated Press, "Vets navigate tough new terrain the job market", StarTribune.com, 04-28-2012.

Source: Monster Veterans Job Search Activity Index

Veterans | Job Search Activity Varies

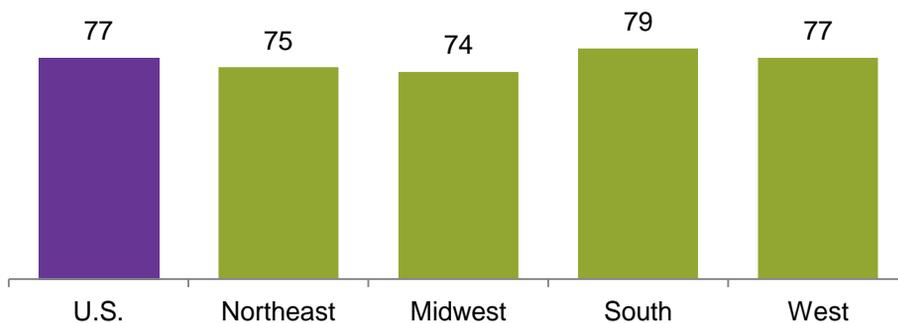
Veterans Job Search Activity Index by Region

Similarly across regions of the nation, the Job Search Activity Index shows differences in veteran perception. Respondents in the Midwest (74) and Northeast (75) plan to search for jobs compared to 79 in the South. This ratio parallels the Career Confidence Index in the South which reported the highest confidence (49) about acquiring a job after the military.

In the South, 78% of veteran job seekers reported they were 'extremely likely' or 'very likely' to search for a job in the next 12 months. Regional recruiters and employers should note this more determined job pool as an opportunity to gain new hires.

On the flip side, the Midwest and Northeast are reporting lower indices based on a comparatively reduced use of military recruiters and online networking/social networking to help them land opportunities. In the Northeast, veterans are less likely to use virtual job fairs as well. These veterans would be well-served by an aggressive communication plan that outlines the tools and resources available to them that they may not have known existed.

Veterans Job Search Activity Index by Region

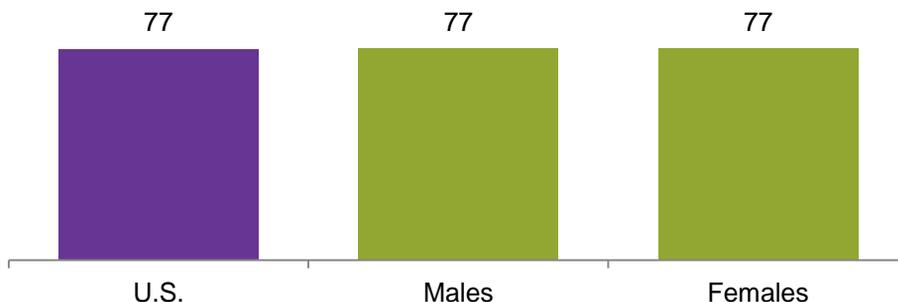


Veterans Job Search Activity Index by Gender

The Job Search Activity Index was consistent across the U.S., with male and female veterans at 77. As this index measures the job resources used, it revealed a higher percentage of females who prefer to leverage their personal networks, while the majority of males tend to use a combination of both personal networks and online job boards.

Another point of difference between the two groups is that despite the lack of confidence among female veterans, they are more likely to be looking for a job in the next year (78% are 'very likely' or 'extremely likely' to search for a job) compared to 73% of males.

Veterans Job Search Activity Index by Gender

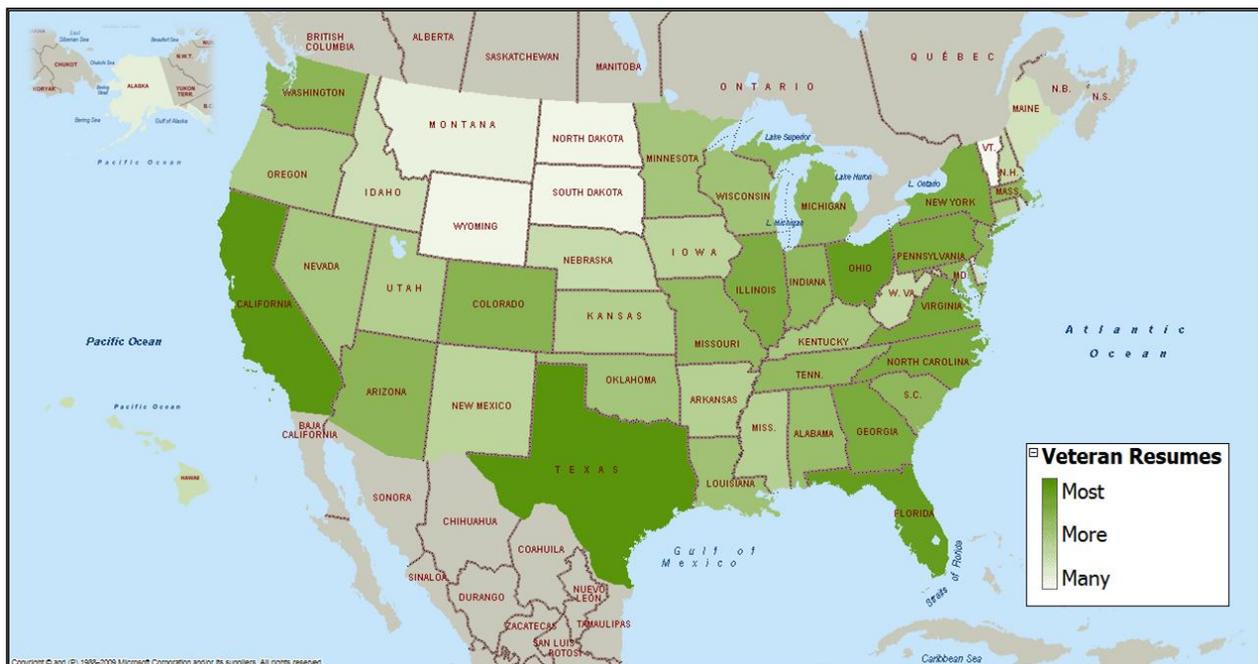


Source: Monster Veterans Job Search Activity Index

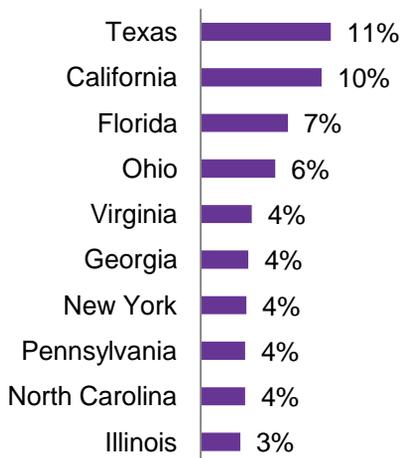
Veterans | Pockets of Talent

Veterans are Found Across the Nation

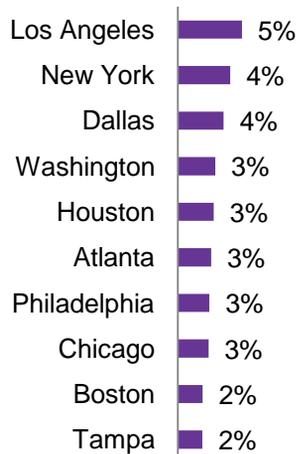
High volumes of veteran resumes are found on the East coast, Texas and California, where populations are more dense.



Top 10 U.S. States



Top 10 U.S. Markets



Veterans | Relocating Talent

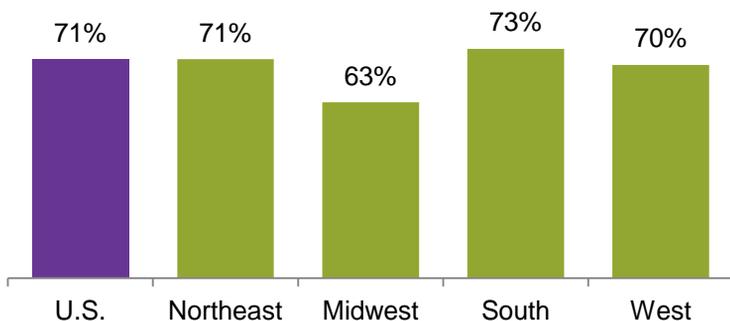
Veterans Tend to Be Nomadic

While veterans and those leaving the military are located nationwide, not all have equal access to an abundance of job opportunities. As a result of this, and the fact that many veterans are used to periodic military moves, the veteran population as a group is more willing to relocate.

Nearly three-quarters (71%) of surveyed veterans, up from 68% in November 2011 and compared to 44% of U.S. job seekers in 2011, said they would relocate for a job.

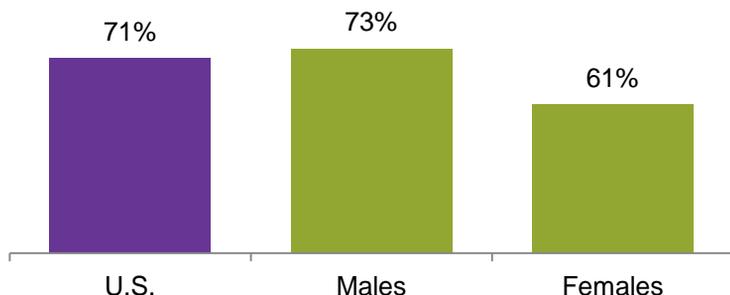
Veteran Willingness to Relocate by Region

While the majority of veterans are willing to relocate for a job, those in the Midwest (63%) are the least likely to relocate. They are also the least likely to look for a job in the next twelve months (74, Veteran Job Search Activity Index).



Veteran Willingness to Relocate by Gender

Veteran males are more willing to relocate for a job opportunity (73%) compared to veteran females (61%).



Widen Your Net

To Veterans:

When deciding where to look for a job, be aware that the larger the geographic area you include in your search, the higher your chances are of finding work. The narrower your area, the fewer the opportunities. If you're willing to relocate, make this a conscious part of your job hunting process.¹

To Employers:

Military personnel have a reputation for being flexible. Companies that hire veterans will frequently mention this flexibility among their reasons for targeting that demographic. Included in this label is geographic flexibility. Most military personnel change assignments every two or three years. Many of these job changes require a geographic displacement.²

Source: ¹<http://www.military.com/veteran-jobs/content/career-advice/military-transition/veterans-green-force-jobs.html>

² http://www.civilianjobs.com/July.Aug2011_hire_veterans.htm

Veterans | Employer Hiring Index

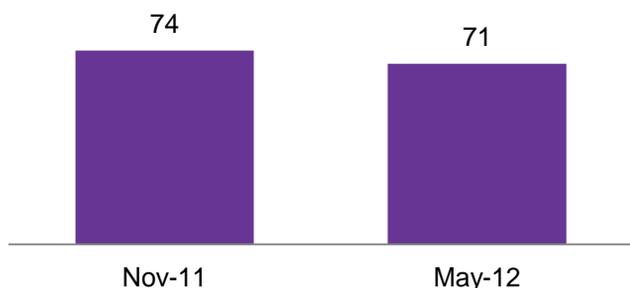
Employer Veterans Hiring Index

The April survey of over 900 employers revealed continued positive indications towards veterans. It also revealed a gap between veterans and employers views, and a sense that veterans need to do a better job of explaining themselves in order to more successfully compete with the national job seeker pool.

The **Employer Veterans Hiring Index** monitors how employers who have hired multiple veterans in the past year compare their work performance to non-veteran employees. The May 2012 Index dropped to a 71 on a scale of 0-100 compared to a 74 in November 2011.

- 1) **Employers Hiring Veteran Workers** – up from 70% in the prior report, an encouraging 74% of surveyed employers reported they had hired more than one veteran within the past year.
- 2) **Comparison of Work Performance of Veterans to Non-Veterans** – nearly all surveyed (99%) who had hired a veteran felt their work experience was about the same or much better than non-veteran workers; 99% would recommend hiring a veteran.
- 3) **Motivation to Hire Veterans** – employer sentiments to hire a veteran were mixed. More respondents reported veterans were the best candidate for the job, yet fewer saw a candidate's work and military experience as primary drivers to hire, suggesting the translation of military careers to civilian jobs remains a factor.
- 4) **Unique Set of Skills** – down from 44% in November 2011, 32% of respondents reported veterans offer needed special skills and talents compared to non-veterans.

Employer Veterans Hiring Index



"It's a variety of things they can bring to the table, but what ultimately makes their hiring a good business decision is that they're used to functioning in teams and working in environments with inter-dependencies and they readily adapt to different kinds of situations."

Paul Clegg

Raytheon's VP of talent acquisition

Source: Michael Roney, "The Business Case for Hiring Vets", ForbesCustom.com, (May 2012).

Employer Motivation Goes Beyond Veteran Status

The May 2012 survey revealed that employers are primarily hiring veterans simply because they are the best qualified for the job. A higher percentage of employer respondents, up from 63% to 70%, said they hired the best qualified candidate while all other reasons to hire veterans, ranging from work to military experience, were less of a driver.

Two of the changes in employer motivation were noteworthy. 'Sense of patriotism' dropped significantly, again, showing employers hiring based on a veteran's proving their worth versus hiring them simply because they are a veteran. Second, despite the government's detailed financial benefits available to those who hire a veteran, employers have nearly dismissed this as a motivator, perhaps due to the complexity of receiving these benefits.

Employers also noted they were hiring veterans for their security clearance, knowledge of government jobs, or because they or a family member/friend was a veteran. Employers should be able to easily leverage the former two traits; 54% of veterans who have posted a resume on Monster have a security clearance, with more than half of these being active clearance. Further, over one-quarter of surveyed veterans are interested in working in a government role which may require a level of clearance.

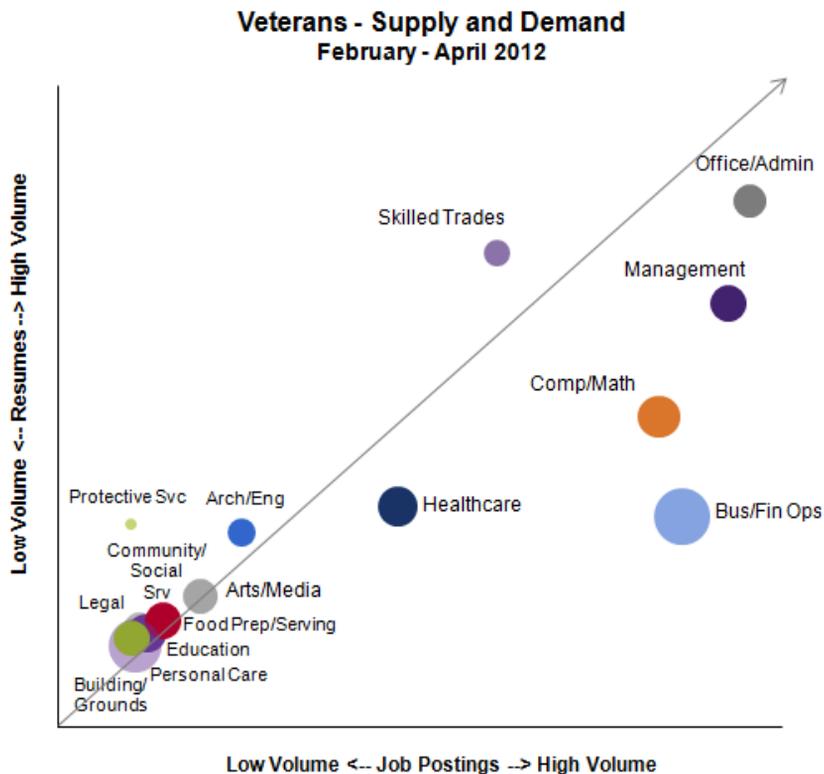
Source: Monster Employer Veterans Hiring Index

Veterans | Supply and Demand

Veterans Fit Into Today's Workforce

Veterans are facing tough competition in today's slowly improving economy; this is felt most by young veterans who are experiencing a stunning 29% unemployment rate

The analysis below highlights the occupations that present either opportunities or challenges for the veteran population. The chart plots demand (U.S. job postings on Monster) versus Monster's supply of veterans for the most relevant occupations.



The circle size represents postings per resume; a small circle indicates supply may outweigh demand and a larger circle indicates demand may outweigh supply.

From a supply and demand perspective, many positions continue to stand out as good opportunities for job seekers trained with specific skills. For example, **Business/Financial Operations**, **Computer/Mathematical (IT)**, **Management**, **Healthcare**, and **Office/Administrative** all exhibit a strong volume of job postings relative to the supply of workers.

Alternatively, **Skilled Trade** occupations such as **Transportation**, **Manufacturing**, and **Mechanics** show a greater supply of veterans compared to demand, despite a large volume of job postings compared to other occupations. While many veterans have the experience, they may not have the commercial training or licensing needed to support these types of roles. Thus, this challenge remains for many and furthers the gap. Some veterans could benefit from additional education and training to enable them to fill roles in other fields that are in higher demand such as in technology, finance and management.

There are an assortment of occupations with a low yet well-matched volume of job postings and resumes; these include **Arts/Media**, **Education**, **Legal**, and more.

Veterans | Transitioning Skills

Employers Suggest Veterans Can Better Convey Their Experience

Employers who hire veterans are doing so because they are the most qualified for the job. One of the more difficult parts of a veterans' job search is translating military skills to civilian jobs. Employers agree that veterans would benefit from brushing up on their presentation and selling skills. An increasing percentage of employers sense that veterans are not prepared for their career transition; 39% of employers, down significantly from 77% in the introductory report, agreed that "veterans or those with prior military experience are prepared for a career transition out of the military."

What can veterans do to better prepare themselves for a career transition?

- Employers noted candidates should tailor their resume and interview responses to the job, keeping their resumes free of irrelevant detail, while emphasizing soft skills
- Invest time and resources translating military skills to corporate ones, removing military acronyms and jargon. Veterans should list military skills and accomplishments using civilian or corporate language and terms, and limit reference to relevant military skills.

Employers can do their part by drawing out relevant veteran skills and experience during the interview process.

Veterans Offer a Unique Set of Skills

The military provides a unique training ground, building unparalleled skills and learning experiences. Despite the overall sentiment about finding work, veterans are fairly confident about their skills and their ability to apply them to civilian work life. Three-quarters (75%) of surveyed veterans agreed with the statement "***I feel that skills I obtained in the military are relevant to civilian careers.***"

Below is a **list of the most important skills** (>50% of respondents) that respondents acquired in the military.

1. Teamwork
2. Attention to Detail
3. Self-Discipline
4. Decision Making
5. Problem Solving
6. Calm Under Stress
7. Perform a Wide Variety of Duties
8. Readiness to Accept a Challenge
9. Confidence
10. Ability to Communicate
11. Respect
12. Initiative
13. Meet Deadlines
14. Willingness to Help Others
15. Follow Detailed Orders
16. React Quickly
17. Organization
18. People Skills
19. Planning
20. Maintain Records
21. Listening Skills
22. Physically Fit
23. Accuracy
24. Write Clearly and Concisely
25. Work with Computers/Technology

Veterans should emphasize the skills that employers expect them to bring to a job. Over one-half of employer respondents believe veterans bring the **top ten skills** listed below to a job.

1. Self-Discipline
2. Teamwork
3. Respect
4. Follow Detailed Orders
5. Confidence
6. Attention to Detail
7. Calm Under Stress
8. Readiness to Accept a Challenge
9. Meet Deadlines
10. Problem Solving

Veterans | Bridging the Skills Gap

Veterans Adding New Skills

Many veterans who have left the military in the past five years are advancing or gaining new skills. Since leaving the military, veterans have obtained skills in research, creativity, technology, communication and math.

Obtained Since Leaving Military

1. Conduct research
2. Creativity
3. Work with computers/technology
4. Write clearly and concisely
5. Work with numbers

Veterans are also looking to add to their skill sets by focusing in engineering, media, electronics, technology, and research.

Desire to Obtain in Future

1. Knowledge of science and engineering
2. Create artwork or other forms of media
3. Work with electronic equipment
4. Work with computers/technology
5. Conduct research

The Skills

According to CNN, companies love former military personnel because their age – experience ratio skews much higher than private sector candidates and they have a proven ability to handle pressure.

“We have plenty of veterans who are 27 who have had 100 direct reports in a combat situation. Nobody coming from the private sector has had that kind of experience, and especially in those high pressure situations.”

Aaron Perrine

Former Army Ranger

Source: Ethan Rouen, “Military vets: MBS job recruiter’s dream candidates?”, Management.Fortune.CNN.com, 07-13-2011.

Investment banks see the value in hiring former military candidates, too:

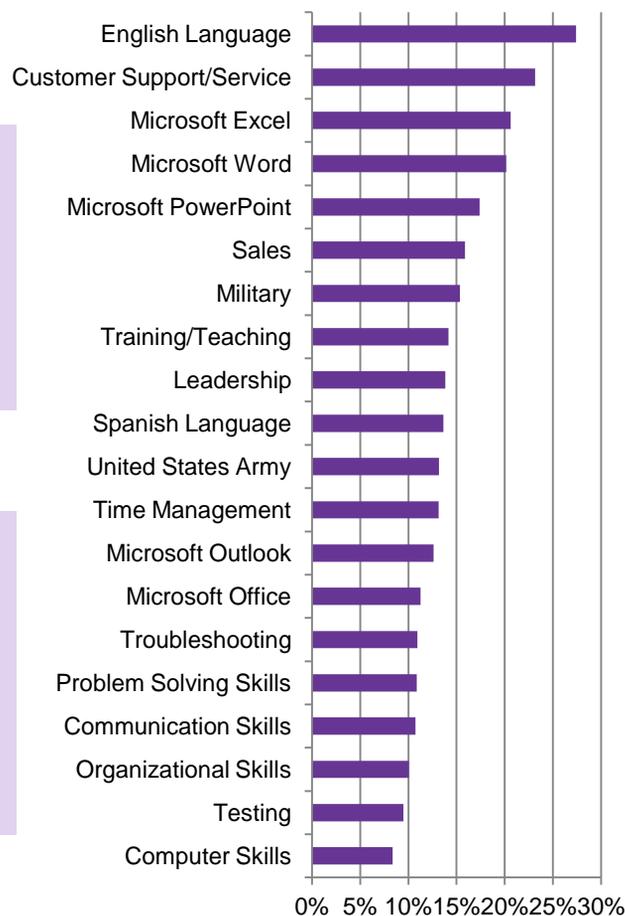
“Military service builds a wide range of professional leadership skills that we value at Morgan Stanley. By recruiting veterans throughout the firm, we strengthen the culture and reinforce our commitment to fostering leadership, collaboration, and risk management skills.”

Pen Pendleton

Executive Director, Morgan Stanley

Source: Ethan Rouen, “Military vets: MBS job recruiter’s dream candidates?”, Management.Fortune.CNN.com, 07-13-2011.

Top Skills – Veteran Job Seekers



Veterans | Close the Gap

Veteran and Employer Job Titles Diverge

Listed below are the top 25 veteran and employer job titles among the highest volume on Monster. The job titles in bold indicate those common to both lists. Supporting the wide gap between veteran job seekers and employers, many veterans are targeting roles that are more competitive and less in demand, i.e., law enforcement and security, and skilled trades.

These veterans would benefit from additional vocational education and apprenticeships, internships and mentoring programs, and expedited certification and licensing to help fill the nation's skills gap.



“Several weeks ago in his State of the Union address, [the President] pointed to two million jobs in America that aren't being filled because we lack a trained workforce. Veterans can help to fill that gap, because they have unique leadership experience and advanced technical expertise; they are excellent problem-solvers and they are extremely reliable.”

Kevin Schmiegel

*Vice President, Veterans' Employment Program
U.S. Chamber of Commerce*

Source: Sheryll Poe, U.S. Chamber of Commerce, "Veterans Could Fill Skills Gap, Chamber Official Says", FreeEnterprise.com, 03-21-2012.

Veteran Job Titles

1. **Customer Service Representatives**
2. Security Officer
3. **Managers**
4. **Administrative Assistants**
5. Sales Representatives
6. Assistant Managers
7. Supervisors
8. Electronics Technicians
9. Industrial Maintenance Mechanics
10. Security/Fire Alarm System Installers
11. **Retail Salespersons**
12. Police Officers
13. Medical Assistants
14. Warehouse Workers
15. Administrative Assistant
16. **Registered Nurses**
17. Network Administrators
18. Laborers
19. Records Management Analysts
20. Clerk/Typists
21. Intelligence Analysts
22. Customer Services
23. Warehouse Managers
24. Project Managers
25. Office Manager

Employer Job Titles

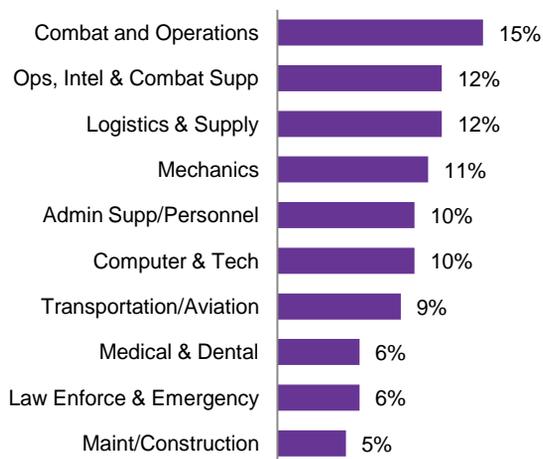
1. Accountants and Auditors
2. Computer Software Engineers, Applications
3. Computer Systems Analysts
4. Financial Managers
5. **Managers (General and Operations)**
6. Computer Software Eng., Systems Software
7. **Customer Service Representative**
8. Bookkeeping, Accounting, Auditing Clerks
9. **Registered Nurse**
10. Financial Analyst
11. Sales Representatives, Services
12. Marketing Managers
13. **Administrative Assistant**
14. Truck Drivers, Light or Delivery Services
15. Sales Engineers
16. **Retail Salespersons**
17. Employment Specialists
18. Computer Programmers
19. Managers, Office/Admin. Support Workers
20. Sales Managers
21. Bill and Account Collectors
22. Production, Planning, and Expediting Clerks
23. Computer/Information Systems Managers
24. Market Research Analysts
25. Sales Assistant

Veterans | Civilian Employment

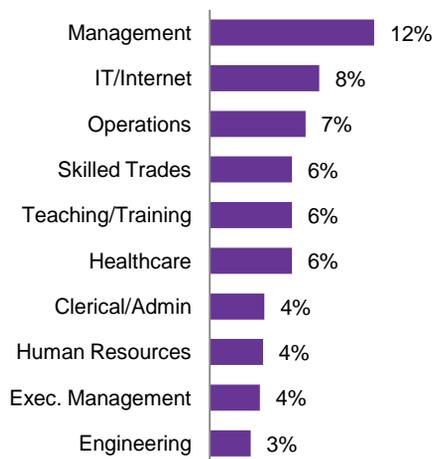
How will Professions in the Military Translate to Civilian Employment?

Veterans bring a wide range of skills and expertise into the mix of professionals seeking employment. Those surveyed primarily served in combat, operations, logistics, and mechanical-type roles. These transitioning veterans are seeking roles in dispersed fields with a key focus in management, technology, operations, skilled trades, education and healthcare.

Profession in the Military



Current/Desired Occupation



Over one-quarter (29%) of veterans surveyed are interested (or are currently) working in the government/military sector – slightly elevated from 10% of respondents currently on active duty.

Veterans are more focused on seeking jobs in technology, education, transportation, consulting, and engineering compared to Monster's initial report and less focused on law enforcement, construction and retail.

Current/Desired Industry

1. Government/Military 29%
2. IT/Information Services 7%
3. Manufacturing /Production 7%
4. Healthcare 6%
5. Education/Social Services 4%
6. Transportation 4%
7. Law Enforcement/Security 4%
8. Consulting Services 4%
9. Engineering 3%
10. Human Resources 3%



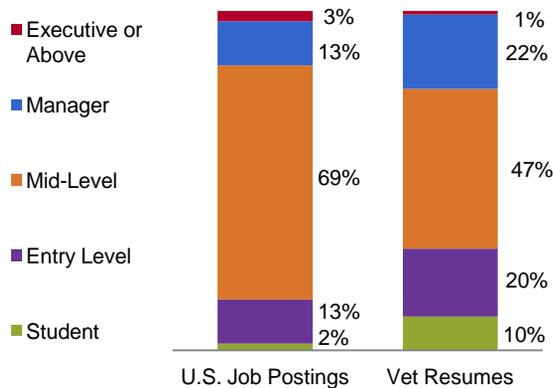
Veterans | Characteristics of Talent

A Need to Go Beyond Traditional Measures

The charts below present veteran job seeker characteristics in contrast with requirements of all U.S. jobs posted on Monster. This data clearly highlights the gaps that exist between veteran career, education and experience levels compared to U.S. employer requirements and where translation of military experience becomes more vital.

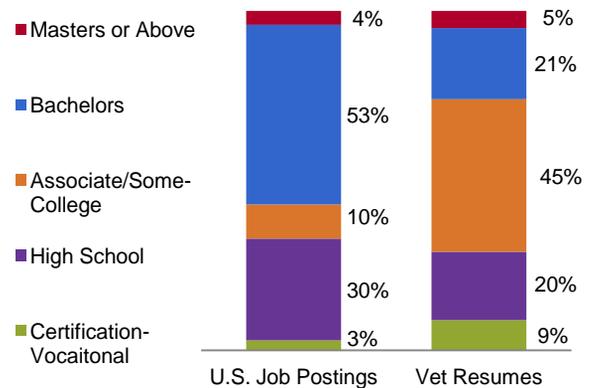
Career Level

A high percentage of U.S. job postings (69%) are for mid-career (experienced, non-manager) talent compared to that of available veterans (47%). Due to this imbalance, employers will need to leverage the excess of over-qualified manager-level candidates (23%) who could bring valuable experience and maturity to the role. Conversely, junior-level veterans (30%) will need to showcase their experience in order to obtain those positions.



Education Level

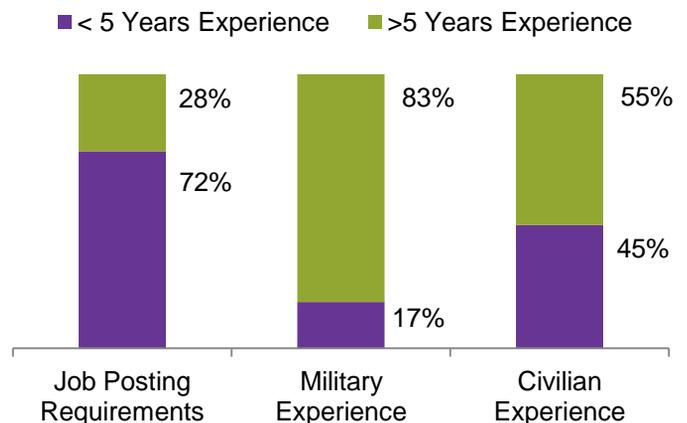
Employers are primarily searching for candidates that have earned bachelor's degrees (53%). Many veterans are well versed in the military; yet do not possess the academic achievement expected for the position. While 26% of veteran job seekers possess a bachelor's degree, a larger share (45%) have an associate's degree or some college experience, further demonstrating the identification of transferrable military skills.



Work Experience

What veterans may lack in civilian experience they more than make up for in military experience. The majority of veterans (83%) have more than five years of military experience compared to 55% who have more than five years of civilian work experience.

Many of today's U.S. jobs (72%) feature requirements of less than five years of work experience; both employers and veterans will need to navigate the transference of military experience into today's workplace.



Veterans | Looking Forward

Recommendations for Employers:

1. Understand Basic Military Culture

“A basic knowledge of the values, structure, policies and expectations of the military promotes a stronger working relationship amongst employers & employees who are veterans or family members of veterans.”

2. Use Military Language in Job Descriptions

This is important if the job is specifically relevant to a candidate with a military background.

2. Make Your Job Description Specific

This will allow the veteran to understand how their skills and experience are applicable and transferable.

4. Ask The Right Questions to Veterans

Ask about military and civilian training as well as their experience and why they are qualified to do the job.

Avoid asking directly about the type of discharge they received, whether they will be called up for duty or about specific deployments (which could be construed as trying to determine if the veteran has any type of medical affliction - e.g., Post Traumatic Stress Disorder, etc.)

5. Leverage O*NET's Military-Civilian Crosswalk

Use this tool to find Military Occupational Classification Codes for the job you are looking to fill; consider using these codes in your job description to help veterans understand the available job.

6. Hire Veterans for the Right Reasons

Don't hire a veteran because it is patriotic or for the tax break. They should be the right candidate for the job.

Veterans transitioning out of the military face challenging hiring conditions. Both veterans and employers need to be aware of the benefits of the veteran population. Employers should keep in mind the recommendations shared in this report as they prepare their recruiting plans and search for qualified hires.

More than **one million** military service members will reenter civilian life over the next 5 years.¹



Monster will continue to monitor veterans' job search conditions as well as the success and challenges employers face in recruiting them.

Monster's Career Confidence Index, Job Search Activity Index, and Employer Veteran Hiring Index will provide an ongoing and quantified metric to gauge these populations in the years to come.

Source: bullets (1-4) <http://www.americasheroesatwork.gov/forEmployers/HiringToolkit/>; bullets (5-6) <http://blog.seattlepi.com/militarywire/>
¹ www.gotyour6.org/faq/

Monster is the worldwide leader in successfully connecting people to job opportunities. From the web, to mobile, to social, Monster helps companies find people with customized solutions using the world's most advanced technology to match the right person to the right job. For more about Monster, visit www.monster.com and <http://about-monster.com>.