



# Professional, Scientific and Technical Services INSIGHTS—EmployerOne

A total of 558 businesses in Waterloo Wellington and Dufferin responded to the 2022 EmployerOne Survey. Nearly 70 of the respondents surveyed were from the Professional, Scientific and Technical Services Industry.

This report provides an overview of the Professional, Scientific and Technical Services industry to help businesses, job-seekers and service providers make better informed decisions as it relates to occupations and industry trends in the professional services.



Ontario



Workforce Planning Board  
of Waterloo Wellington Dufferin

This project is funded by the Government of Canada and the Government of Ontario.

*“It's not inability to compete, it's the irresponsibility of competition. Some companies in town are offering \$200k+/yr. We're not going to enter an arms race with them even if we can. Everybody loses except 1 employee in that case.”*

## Plans to Hire in 2022

### Top 5 Occupations Employers Plan to Hire In:

1. Project/Program Managers
2. Engineers
3. Bookers
4. Administrative Assistant
5. Laboratory Assistant

### Top 5 Competencies Employers Look For:

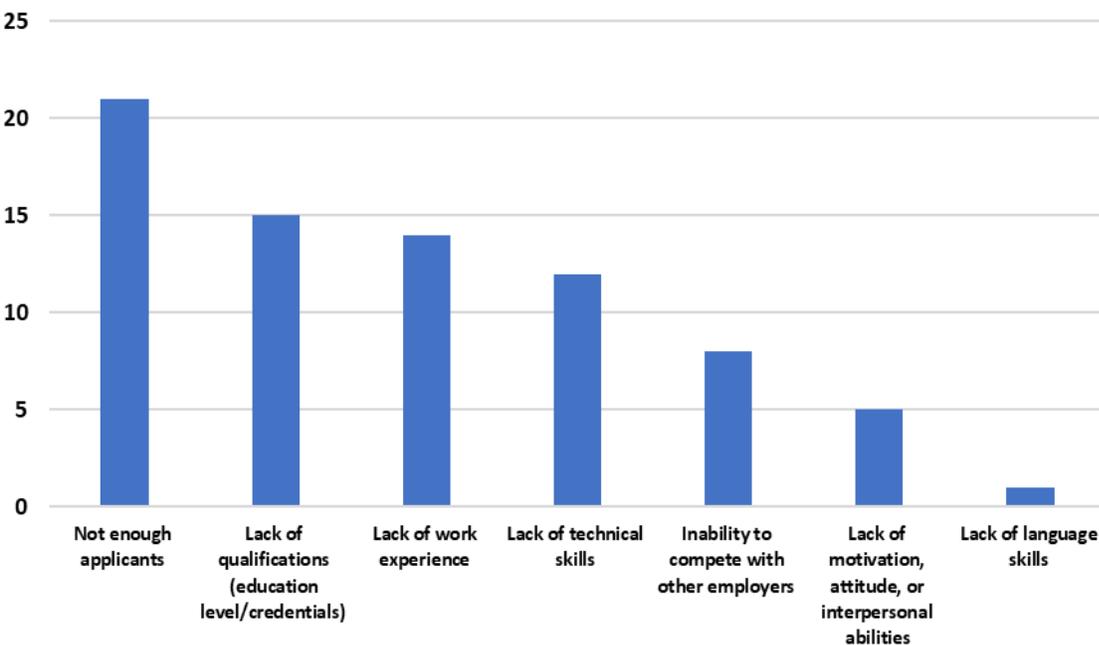
1. Oral and written communication including listening, speaking, reading and writing
2. Problem solving, reasoning - think and solve problems
3. Work ethic - good attitude
4. Self-motivated/ability to work with little or no supervision
5. Willingness to learn - learning and re-learning

## Top Competencies Employers Look for in Employees



*“I hire based on skills, but try to focus on women and other minorities who are less common in this industry.”*

## Reasons why employers had a hard time filling positions

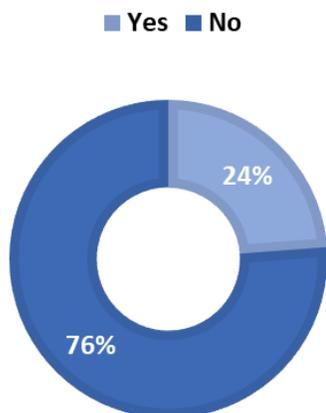


## 59—Level of agreement with the statement below:

Hiring with a lens to diversifying my workforce is an important part of my company's business strategy.

*“We are fairly diverse, and with each new hire, we look to continue this. We just completed a salary review and corrected any equity concerns we may have had.”*

## HAVE YOU USED GOVERNMENT INCENTIVES IN THE PAST 3 YEARS TO TRAIN YOUR STAFF?



### Top 5 Reasons Why Employers Had a Hard time Filling Positions:

1. Not enough applicants
2. Lack of qualifications (education level/credentials)
3. Lack of work experience
4. Lack of technical skills
5. Inability to compete with other employers

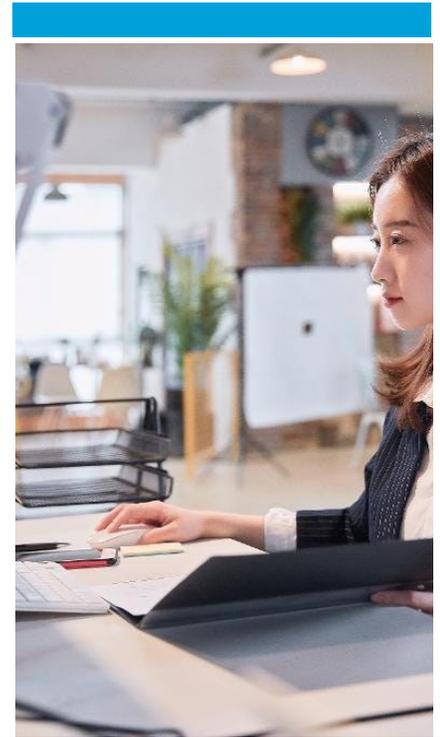
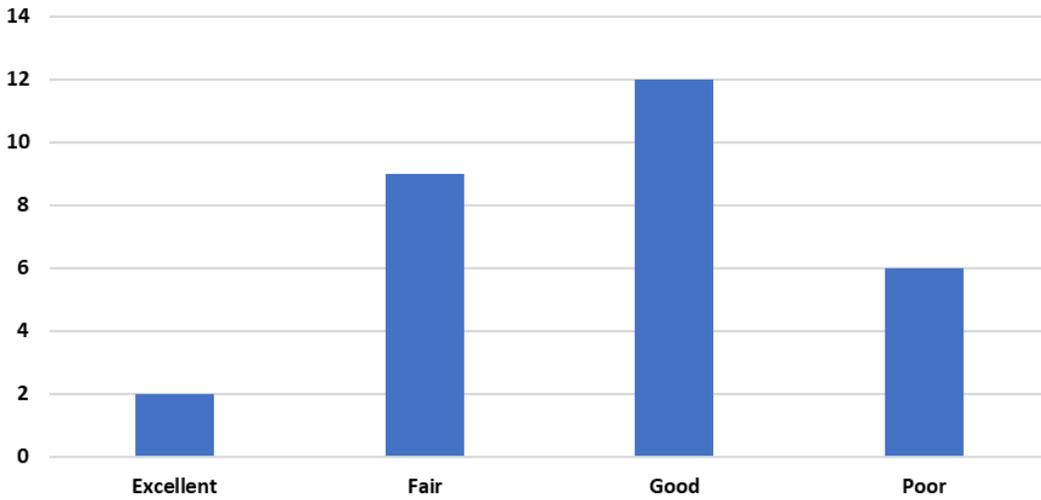


### Top 5 Hard to Fill Positions:

1. Account Manager
2. Software Developer/Engineer
3. Laboratory Assistant
4. Law Clerk
5. Marketing and Sales Associate

The majority of employers surveyed stated that the quality of workers in this industry were either **Good** or **Fair** within the regions of Waterloo, Wellington and Dufferin.

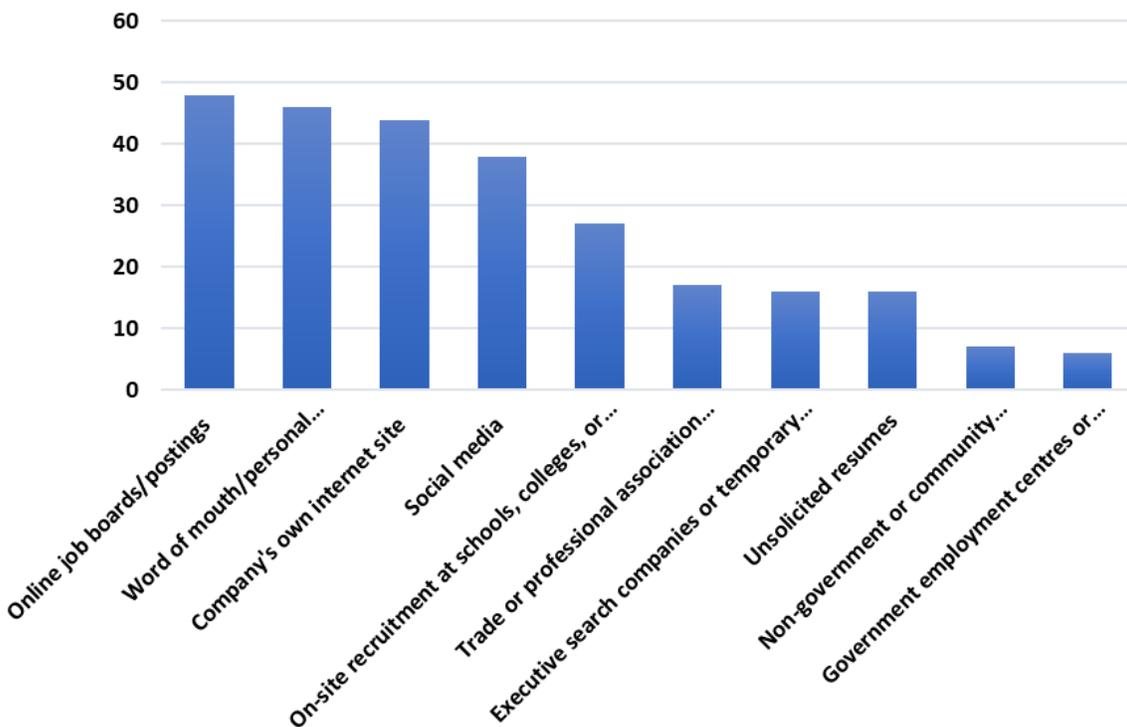
**Availability of Qualified Workers in Waterloo Wellington Dufferin**



**“I hire based on skills, but try to focus on women and other minorities who are less common in this industry. “**

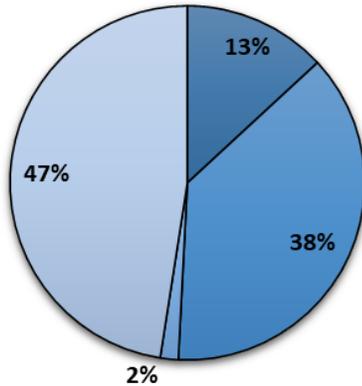
Online job postings, word of mouth, companies own internet site, and social media were employers’ top recruitment methods.

**Employer’s Top Recruitment Methods**



# Looking to the Future and Trends

## Increase in Flexible Work Arrangements Like Gig Work, Freelance Roles and Role Sharing

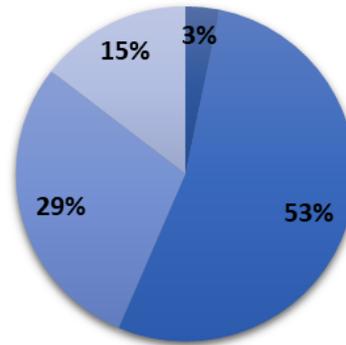


■ Change made in the past year    ■ Plan to keep this change  
■ Want to implement this in 1 or 2 years    ■ Did not do/Not considering

With the current labour market changes, 38% employers surveyed stated that they initiated, and plan to keep, flexible work arrangements for their employees. This is compared to 48% of employees who stated that they did not, or have not, considered flexible work arrangements.

## Added New Types of Technology to the Workplace (Software, Systems) to Promote Productivity and/or Collaboration

Based on the survey, only 3% of employers surveyed stated that they implemented new technologies to their workplace and 53% stated that they plan to keep the technological changes moving forward.



■ Change we temporarily made in the past year    ■ Plan to keep this change  
■ Want to implement this in 1 or 2 years    ■ Did not do/Not considering

## Shift to Work from Home (Part-time or Full-Time) for at Least Some of the Workforce

