



WORKFORCE SOLUTIONS

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Is YOUR Company Considering Mature or Older Workers?

More and more companies are finding their #1 challenge is finding and keeping qualified, quality workers. Unfortunately, many companies seeking employees overlook the 'mature or older workers'. Different agencies have their own definition of a Mature and Older Worker but generally speaking, Mature Workers are workers 50 and over and Older Workers are 60 and over.

There are many negative perceptions and stereotypes of these targeted groups of workers as being difficult, slow, expensive, and technologically challenged. This has had an impact on the hiring intentions of recruiters.

Many businesses actually find that their older employees frequently outdo their younger workers. They have less absenteeism, less turnover, better interpersonal skills, higher productivity, can be more loyal, and are able to work better with customers.

What have some of our local businesses found when hiring Mature or Older Workers?

"I have participated in many round table discussions regarding hiring mature and older workers. Some people may be misled by the idea that they may not be as trainable, may lack the energy or patience, may be less adaptable or flexible. As an HR Director I can tell you, that has simply not been my experience. The mature and older workers that I have welcomed into our workforce have arrived with industry knowledge and experience that has proven to be a real asset to our operations. They are skilled, flexible, quick to pick things up and committed. Another benefit that is often overlooked is their skill set in relationship management. The mature and older workers I have hired have

been terrific trainers, communicators, collaborators, and mentors."

Pamela Goldswor, HR Director
Townsend Leather

"Everybody benefits from a multigenerational workforce, including you, the employer. Experienced workers are ideal candidates bringing maturity, a strong work ethic, reliability and strong interpersonal and communication skills. Mature and older workers can teach and mentor younger, inexperienced workers, using their knowledge and life experience, while they gain inspiration from the energy and passion of younger employees."

Amy McCray, HR and Safety Manager
CG Roxane

In addition, although it is true that some jobs may be physically demanding, the majority of tasks in a modern factory or office can be performed by mature or older workers. In some cases, a business may redesign or offer a special accommodation such as modifying a work station or tools to resolve issues for the aging workforce. Some businesses have found that by offering more flexible hours, part-time or temporary assignments, they can attract more older workers.

According to the Bureau of Labor Statistics, "the labor force growth rates of those 65 and older are projected to outpace all other age groups over the 2014-24 decade. Specifically, the 65-to-74 and 75-and-older age groups are projected to have growth rates of 55 percent and 86 percent, respectively."

Are you prepared to utilize this growing number of workers? Do you conduct retention interviews with your aging workers to assess employee engagement and retention concerns on a one-on-one basis? Economists agree that letting people work longer can boost overall employment!

Let us help YOU find YOUR new employees!

Contact Nancy Reccio at 518-842-3676 Ext. 3052 or nreccio@fmsworkforcesolutions.org

Candidate #1

Worker seeking a full-time **Bookkeeper/ Receptionist** position. Extensive experience in general office skills, accounts payable & receivable, inventory maintenance, bookkeeping, making bank deposits & reconciliations, answering telephones, and scheduling appointments.

A true asset to your team!

Candidate #2

Worker seeking a full-time **Transportation and/or Logistics Professional** position. 30 years of experience in warehouse logistics and operations management. Well-versed in materials management and inventory reconciliation. Effectively developed and implemented process controls and quality improvement initiatives that reduced costs and increased company revenue. Strong verbal communication and extremely organized. Skilled in conflict resolution, staff development, team leadership, and data management. Steady, long-term work history.

Ready to get to work!

Candidate #3

Worker seeking a full-time **Home Health Aide** position. Reliable, self-motivated Certified Home Health Aide and Personal Care Aide with excellent interpersonal and customer service/care skills. Ten years of Home Health Aide experience.

Enjoys seeing a job well done!

Candidate #4

Worker seeking a full-time **Customer Service/ Direct Support** position. Steady work history. Skills include customer service, customer care, supervision, basic computer/data entry,

scheduling appointments, requisitioning materials, maintaining inventory, and enforcing safety and sanitation regulations. High School Diploma.
A ready-to-go asset for your team!

Candidate #5

Worker seeking a full-time **Customer Service, General Clerical, or Photographer** position. Creative, independent thinker with customer service skills. Reliable team member who enjoys new tasks and opportunities. Adept in verbal and visual communication, cameras, computers, and photo laboratory procedures. Computer skills include internet searches, email, Adobe Photoshop, MS Word, Access, Excel, and PowerPoint. BA in Journalism and AS in Communications. US Army Veteran.

Takes pride in work!



**August
Unemployment Rates**

	<u>2018</u>	<u>2017</u>
Fulton County	4.5%	5.5%
Montgomery County	4.7%	5.5%
Schoharie County	4.3%	5.0%
New York State	4.1%	4.9%

****September Unemployment Rates unavailable at time of printing. To view September 2018 rates go to: <http://www.labor.ny.gov> and view press releases**

Creating Workforce Solutions for YOU!