



# FTS Annual Impact Report 2021

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# Candidate Stories

## Ethan Webster – C-Speed

Since Ethan was 10 years old, he dreamed of becoming an engineer. After 6 years of college education, he earned his MS degree in Electrical and Computer Engineering and was ready to land a position in the field. Given Ethan's background and education, a number of recruiters were eager to work with him, but seven months later- the right role still hadn't materialized.

That's when FTS's Mariah Niemiec, a seasoned technical recruiter, reached out to Ethan with an opportunity right within his wheelhouse and not too far from home. Being the oldest of seven children, Ethan had strong family ties in the area, and it was important for him to be close to family. Blown away at how fast the interview process was, Ethan quickly landed a position as a Software Engineer at C-Speed. He relocated himself to Syracuse within a matter of weeks to begin his next chapter and take on the challenge he'd been waiting for.

"She really came through and placed me in a role that was really exactly what I was looking for. Every day I find that it is a better fit... It was life changing in a positive way."

"I feel fulfilled. I had been looking forward to this my whole life. This was my life mission to be an engineer."



## Mary Katherine – Quadrant Biosciences

Mary Katherine, a previous Senior Audit Manager, was happy in her role at the time when FTS's Tom McCormick reached out to her. She wasn't looking for change or for the next step in her career. In the past, MK had a habit of never answering recruiters but something about the opportunity Tom presented was intriguing.

After taking a leap of faith and engaging with Tom, she was thankful she broke her long-standing habit. A quick interview process with one of FTS's most impactful clients landed MK an offer, leaving her to face the difficult decision of either leaving a job where she was content or beginning a new adventure elsewhere.

"Tom was great. He called me and texted me over the weekend to help me clarify my thought process."

Tom guided MK through her tough decision by coaching her through the career trajectory of this new path, helping her break out of her comfort zone and figuring out what was best for her.

Fast forward to today- MK works at Quadrant Biosciences, a molecular diagnostics company with a focus on the early detection of neurological disorders such as autism spectrum disorder. This mission hits home for MK, as she has someone close to her that is autistic. Not only does she feel personal fulfillment working for a company that tackles impactful projects - she has also found her new position opens more doors, gives her more flexibility around future career growth, and has provided her with a desired lifestyle change.

““

“I had other prospects, but Mariah advised me throughout the process and found the perfect role and I can't imagine a better place for me right now. It was exactly what I needed. Thank you Mariah and FTS.”

**Drew Celestino – Mongoose**

““

“Navigating through a pandemic with a new addition to my family on the way, it is important for me to find an opportunity that allows me to work remotely. Emma has been so understanding and supportive and has already lined up a potential opportunity to do just that. I am grateful to have someone like her in my corner as I continue to grow and advance in my career.”

**Gabby Oglesby**

““

“I spoke about wanting a job that offered flexibility, an opportunity to grow, and a job that would be rewarding and challenging. FTS found me an amazing opportunity that checked all of my boxes and I now look forward to waking up every day to work. My life has been changed by FTS and their ability of matching me with a job that gave me the life I have always wanted.”

**Sarah Duger – SmartestEnergy**



# Client Stories

## Talent Acquisition Manager – Publicly Traded Organization

“Developing a vendor relationship with FTS has been one of the BEST things that our Corporation has done in the past year! Not only do I feel this way as the corporate Talent Acquisition Specialist, it was documented in my annual review, by the Director of Corporate HR, as some of the ways I have positively impacted the company!

Jesse Jackman and the FTS Recruiters truly focus on exceptional customer service and communication! Their timeliness in response to a question, concern or issue is unusually quick. The concern they show toward client AND candidates is truly recognized and appreciated. I continue to be surprised and impressed by the quality and fit of candidates presented for job opportunities. Because of this quality, our employee turnover has been positively impacted.

## Steve Pehrkon – American Southern Homes

“Tom and Fast Tracking Solutions have been an integral partner for ASHH. They have had a tremendous impact on our business, in placing qualified and exceptional candidates across the country for ASHH, up and down the ranks. Tom is an essential part of our talent acquisition and strategic hiring process. Over the last year FTS has worked with us on multiple hires for both our Corporate & Division Leadership Teams.”

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## 17 individuals placed in 12 months.

Before I started in the Talent Acquisition role, the company used several staffing firms. Over the past year, FTS has become the first and often, ONLY firm I contact for our hiring needs. In analyzing our 2021 corporate staffing statistics, 55% of our temp-to-hire positions were filled by FTS. An impressive 80% of our direct hire candidates were FTS candidates!

Jesse and the FTS team have exceeded my expectations in all areas of the staffing business! We look forward to a continued, collaborative working relationship with Jesse and the recruiting team for our 2022 staffing needs, and I won't hesitate to keep referring FTS to other companies in the Syracuse area!”

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## 8 Executive Hires placed in 2021

- President
- Corporate VP of Purchasing
- Corporate VP of Land Acquisition
- Division President
- Director of Construction x2
- Director of Purchasing x2



# State of Hiring and Recruiting

## Labor Market

Today's labor market looks vastly different than it did two years ago. During the second quarter of this year, as many organizations accelerated their return to full operation, there was an unspoken expectation that the labor market would return to pre-pandemic equilibrium between labor supply and demand. The Bureau of Labor Statistics (BLS) reported more than 11 million job openings in July 2021: the highest numbers since 2006. However, the number of jobs filled, or hires made, did not meet that same growth indicating a growing gap in the labor market which many companies have experienced as a labor shortage. The continuation of unfilled job vacancies throughout the second half of the year demonstrates the disruption of the labor market is here to stay.

Nearly 90% of 1,200 employers surveyed by the Society for Human Resource Management (SHRM) share the same frustration and are finding it difficult to fill open positions. However, organizations and employees alike are utilizing this disruption as an opportunity to redefine what the employee-employer relationship looks like. Leaders recognize the relationship of an organization to its employees, is directly linked to the success of the enterprise and therefore are working to understand the core values of their employees and what drives individuals. Employees have redefined their expectations for work-life integration, compensation, and culture, choosing to engage with employers who align on these components. At FTS we call this the employee's "WHY".



Supply and Demand is the name of the game. Demand has continued to increase for qualified candidates across while that same supply has continued to dwindle as more candidates take on new opportunities. Due to an increasing demand and a limited supply; companies have had to explore alternative approaches to attract talent such as complete compensation & benefits overhauls, remote work opportunities, flex hours and improving company culture."

**Jesse Jackman**

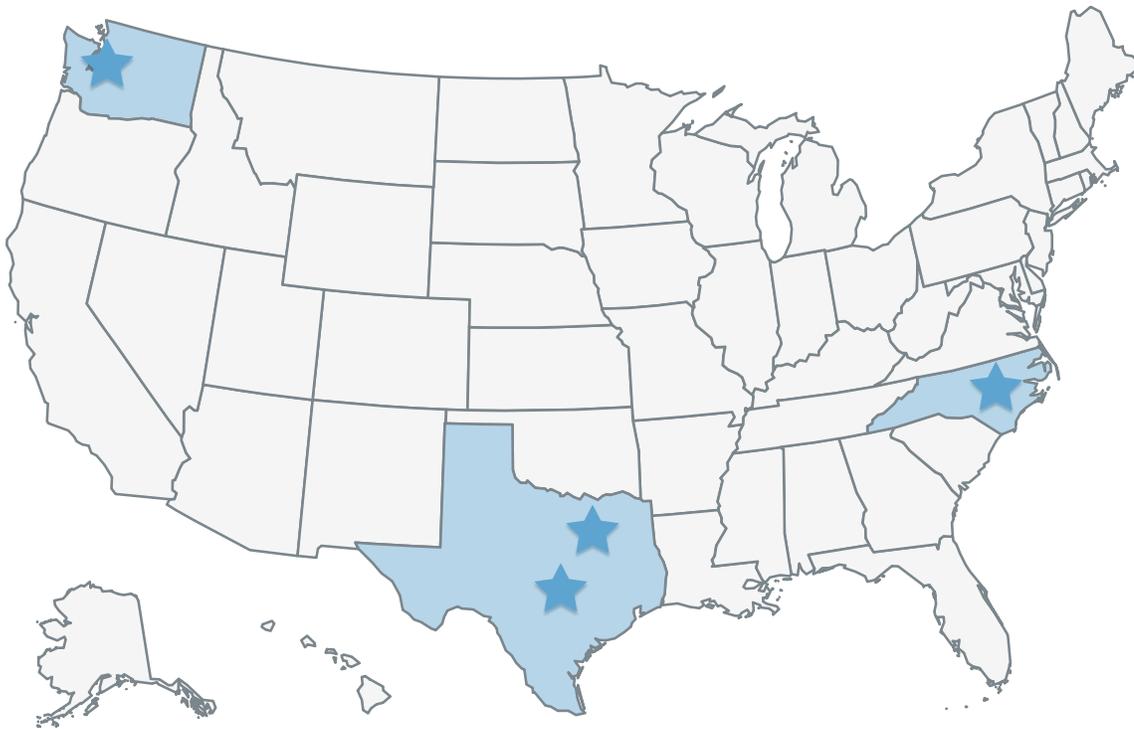
## YoY Trends

Americans are on the move. The increase in remote work over the past 18 months has sparked micro-migrations as Americans move out of high cost of living areas and capitalize on lower mortgage rates, lower taxes and general affordability. In addition to increased demand in mid-income housing, the home building market also faces a housing shortage. The National Association of Realtors estimated in June 2021 that the US has a deficit of 6.8 million homes. High demand and low supply have provided a significant opportunity for well-positioned builders and has prompted certain markets to boom in 2021. At FTS, we have seen a dramatic increase in YoY demand for construction jobs in the following markets:



U.S. housing market short  
**6.8 million homes**

- Dallas, Texas
- Seattle, Washington
- Austin, Texas
- Raleigh, North Carolina



In general, home buyers have been interested in relocating to areas where they can get more square footage for their dollar and these markets have provided them just that. The increased demand for homes has resulted in significant growth of construction jobs in these markets. However, 2021 has not passed without hurdles for the industry. Homebuilders across the US faced widespread supply shortages, delays, labor shortages and exponential increases in lumber and material costs. The home building industry has faced significant disruption since the start of the pandemic, but overall has seen a significant net-growth year-over-year. As we turn the year with uncertainty on how these constraints will continue to impact the industry, FTS will always continue to support our partners in their hiring efforts.

# New Talent Acquisition Strategies

A successful recruiting strategy in 2021 and beyond begins with acknowledging that strategies of the past will not solve hiring initiatives of the future. With shifting employer expectations, organizations should be modernizing their talent acquisition strategies to stay competitive and attract top talent. A common trend we are noticing is the revamping of benefits as the post-pandemic workforce values workplace flexibility more than in-office perks. The American Economic Review published research that indicates the average employee would give up 8% of their salary to work from home. One subset of the population that is experiencing the largest impact and shift in employer expectations is women. In New York State, women with children have seen the lowest return to the workforce. As the employee-employer relationship continues to be redefined, it is important for organizations to prioritize flexible work environments or even consider partnering with providers of day care.

## Hiring

With the recognition that people are one of, if not the most important asset to an organization, a large emphasis has been placed on hiring practices. Making a mis-hire is costly and can be detrimental. To avoid mis-hires, organizations have implemented lengthy and meticulous interview processes to make hiring decisions with greater confidence. The assumption is that more rounds of interviews, more internal opinions and a longer amount of time results in a more accurate hiring decision. However, we at FTS have found the opposite to be true. Time is always of the essence.

Google did an internal review of their hiring data and found that conducting more than four interviews did not increase hiring accuracy. This indicates the hiring decision made from a larger number of interviews would result in the same decision as four interviews. As it stands in the current market, there are far more job openings than job seekers and top talent is moving through the job search process at an unprecedented rate. To capitalize on top talent, hiring speed should be prioritized over a lengthy interviewing process. Nailing down a hired-by date from the start of the recruitment process is a proven strategy used to reduce time-to-hire.

# General Trends

At FTS we are passionate about staying up to date on new and emerging trends, especially those that can benefit and have the greatest impact on our partners. We are excited to explore trends such as automation and upskilling with our partners for the upcoming year.



## Automation

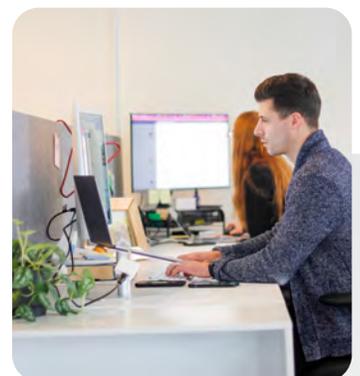
While the adoption of technology and automation was already a trend pre-pandemic, there is no doubt that the pandemic accelerated the digital landscape. Introducing automation is now a part of a solid business strategy, reducing repetitive, tedious, and manual tasks. Automation has unlocked the full potential of accounting and finance teams, removing the least efficient aspects of an accountant's work. Automation software has reshaped what the modern accounting team looks like with a new emphasis on communication, strategic thinking, and data analysis. Similarly in the technology sector, engineers are required to think more strategically to develop dynamic, repeatable, and scalable processes. Tech startups can reduce costs and become more sustainable in a competitive market when building a team skilled in process and testing automation.



## Upskilling

We expect the upskilling trend to continue at both a micro-level, manifesting itself at the individual company level as investment in new and existing employees, and on a macro scale as large institutions continue to introduce learning products that include skill development platforms as well as digital learning communities. Given the current state of the labor market, with more open jobs than applicants to fill those positions, we expect companies to continue to invest in upskilling their current workforce to meet the changing demands of the company. This may mean custom development tools introduced into the onboarding process or continuous training on software and technical languages as standard practice throughout an employee's tenure.

When acting as talent acquisition consultants to our clients, we have seen the approach of intentional and expected upskilling of new hires increase the depth and diversity of the candidate pool, aiding in the efforts to fill critical and time sensitive hires. A commitment to investing and reinvesting in employee development can also create an employee experience that leads to increased engagement and longer retention of current team members.



# Salary Analysis



**\$93,400**

Superintendent  
national average  
salary

In 2021 we have seen a national average salary of \$93,400 for Superintendents; a salary that has seen a steady incline over the years, 7% since 2019. While salaries may vary by experience and geographic region, the growing demand for new homes is likely to continue to drive salaries higher across the industry. The Bureau of Labor Statistics projects construction manager jobs to grow by 11% from 2020 to 2030, adding close to 40,000 jobs each year.

**63%**

of Controller  
positions in  
Syracuse, NY  
offer between  
\$74k - \$128k

This past year, the nation-wide labor shortage has impacted many industries and the accounting and finance sector was no exception. In Upstate NY, we have seen salaries increase for 4–10-year accounting positions across experience levels, from Staff Accountants to Controllers. However, even within one job title, there can be significant variation in salary. According to ZipRecruiter, 63% of Controller positions in Syracuse, NY offer between \$74k - \$128k. The wide salary range is indicative of several factors which ultimately dictate exact compensation. For example, Corporate Controllers who have experience in large scale strategic business transactions, while overseeing mergers and acquisitions, may fall on the high-end of the range whereas individuals at smaller firms may fall on the lower end. Other factors that may impact salaries are experience level, formalized training and industry certifications.

**8.3%**

increase in NY  
tech salaries.

A global remote workforce for software development and most tech industry work has propelled salary hikes this year. According to Dice's Annual Tech Salary Report, New York State has seen an 8.3% average increase in tech salaries across the board from production to front and back-end development positions. A recurrent trend we see at FTS is the need for scalability – having experience taking a platform from small communities to the masses. Additionally, some of the highest-paying skills include cloud engineering, modern JavaScript, strong API development and experience building highly scalable distributed systems.

# Social Impact



**2,900**  
trees planted



**\$22,500**  
donated

Through our partnership with One Tree Planted, we planted 2,900 trees this year. One Tree Planted is on a mission to help global reforestation efforts and for every deal we close at FTS, 10 trees are planted around the world in ecosystems that need it most.

As a part of our onboarding process, we incorporate volunteering opportunities for new hires to participate in. Our belief is that change starts with one and by participating in an impactful volunteering event right off the bat, our team members are quickly immersed into our culture and see the impact of our belief. Our culture and the strong bonds developed between our team members begins with giving back to the community. This year we partnered with Foodlink and The Ronald McDonald House to participate in various volunteering events as part of our team's onboarding process.

## Volunteer Highlights

In May of 2021, the entire FTS team participated in the United Way Day of Caring. Rather than reporting to the office for the day, we visited the Foodlink Community Farm. This garden is used to grow fresh produce to be used in Foodlink's many great food distribution programs. It is also a place where refugee families can grow some of their own culturally relevant food. Our team spent a full day helping to prepare the garden for the growing season by removing trash, weeding and building picnic tables.



# Community Involvement

## FTS Foundation

Since inception, the idea of community and the desire to make a meaningful impact on the local Upstate NY region has been a core virtue of FTS. In 2021 we took the next step in building upon our larger vision by establishing an accredited 501 (c)3 non-profit, the FTS Foundation, to serve as a vehicle for economic and social growth within the local communities we serve. This year, the FTS Foundation's campaign was centered around providing financial relief to local service-based businesses directly impacted by COVID-19. In total, the FTS Foundation granted a total of \$10,000 to two local businesses.

The 2021 FTS Foundation award winners were Native Restaurant and The Union Tavern, both awarded a \$5,000 grant to help ensure continued business success and support through the COVID-19 pandemic. The funds were delivered to both companies in November of this past year after a formal application and review processes was conducted by the Foundation.



## GRE

At FTS, we are continually looking for ways to improve our community and make a lasting impact. One way we do this is by partnering with Greater Rochester Enterprise, who provided more than \$1B+ of economic development to the greater Rochester region in 2021. Continuing to partner with organizations who put community at the center of their mission is integral to strategic initiatives here at FTS.

## UVC

In an effort to support growth in the local upstate region, we have an ongoing partnership with Upstate Venture Connect. UVC is an entrepreneur-led nonprofit on a mission to connect and empower Upstate NY entrepreneurs and start-ups with the resources needed for building high-growth tech companies. One of the major challenges for any company in high-growth mode is putting the right people in the right seats. FTS is committed to helping out start-up clients connect with the talent they need to effectively scale their business.



# General FTS

## Circle of lasting impact

Our belief is that changing one life can impact change at scale, from an individual all the way to community. We believe that the 280 individuals we placed this year will have a ripple effect and have a profound impact on the individuals' families, new organizations, and communities.

# 280

lives changed



"I know the interview process is stressful but it was comforting to have Will in my corner as a 3rd party to communicate with before and after the interviews. Once I was offered the position, FTS did everything they could to get the hiring paperwork over to me as soon as possible. Now I am sitting in my office as I write this, in a position I know I can grow in, with a company that genuinely cares about me as well as my family and I am forever grateful to FTS for helping me find that. AND WILL STILL CHECKS IN! Thank you FTS!"

**Ariel Becker – Bond, Schoeneck & King**

# Our 2021 Story

## People & Organization

# 3x

new employee  
growth

As we strive to be an employer of choice, we recognize that our people are our most important asset. Our mission to use our business as a platform for change through building real relationships starts directly with our people. At FTS, every employee believes that change starts with one and strives to make a profound, lasting impact on any individual they come across.

## Partnerships



# 57

New Partners



# 47

Continued Partnerships

## Numbers



# 118%

YoY revenue  
growth

### FTS class YoY growth



Construction  
**82%** ↑



Finance  
**144%** ↑



Tech  
**163%** ↑



# 120%

YoY contractor  
headcount growth