

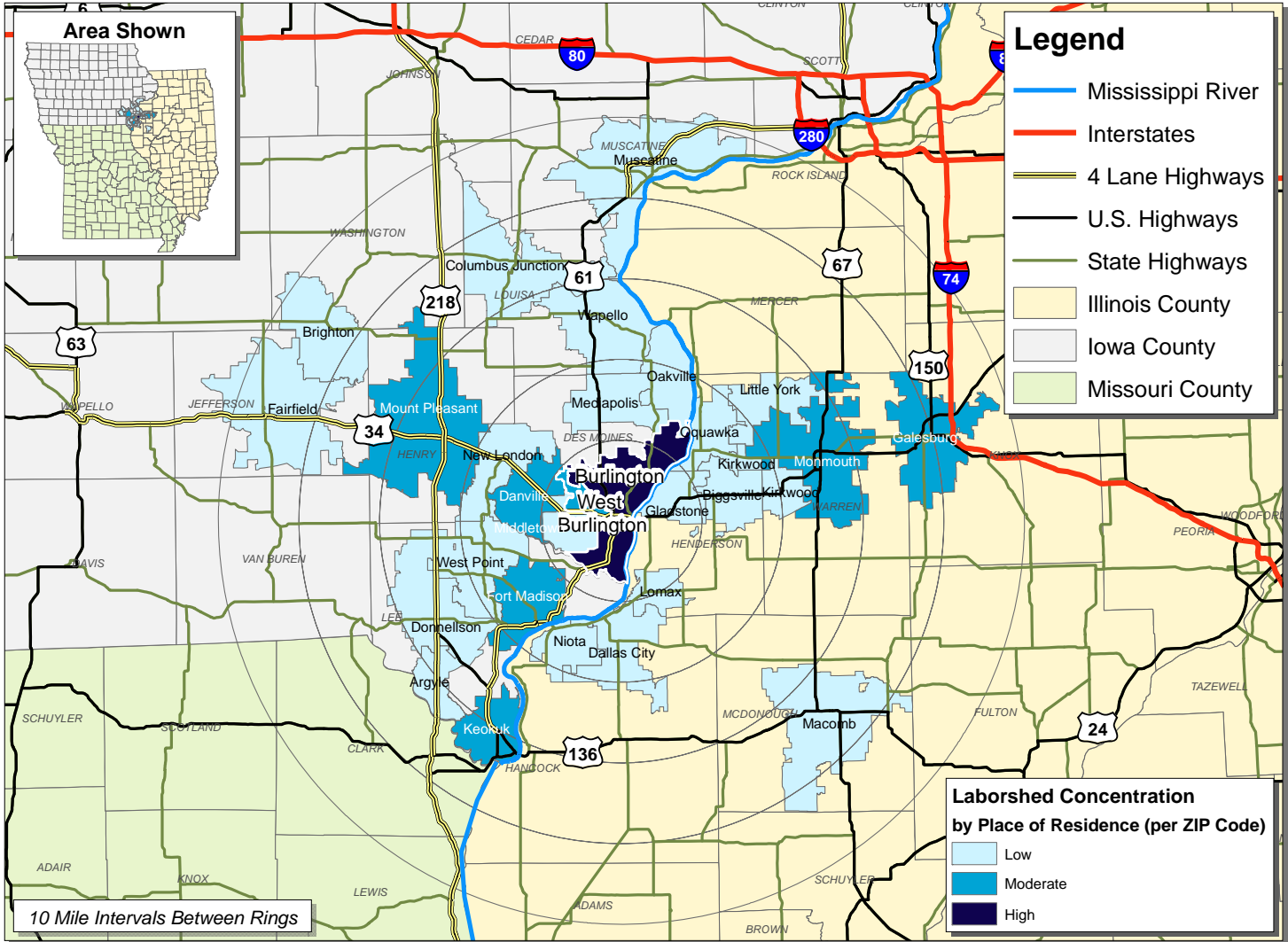
LABOR CHARACTERISTICS



CALL CENTER/CUSTOMER SERVICE

GREATER BURLINGTON, IOWA LABORSHED AREA

CONCENTRATION OF RESPONDENTS WITHIN THE LABORSHED AREA
WITH TRANSFERABLE EXPERIENCE/SKILLS BY PLACE OF RESIDENCE



Workers who have transferable experience/skills in the industry are currently commuting an average of 10 miles one way for work. Those who are likely to change/accept employment are willing to commute an average of 23 miles one way for the right employment opportunity.

FOR MORE INFORMATION REGARDING THE GREATER BURLINGTON LABORSHED, CONTACT:

LABOR CHARACTERISTICS



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ESTIMATED AVAILABLE LABOR PER OCCUPATIONAL CATEGORY:

BUSINESS OPERATIONS:

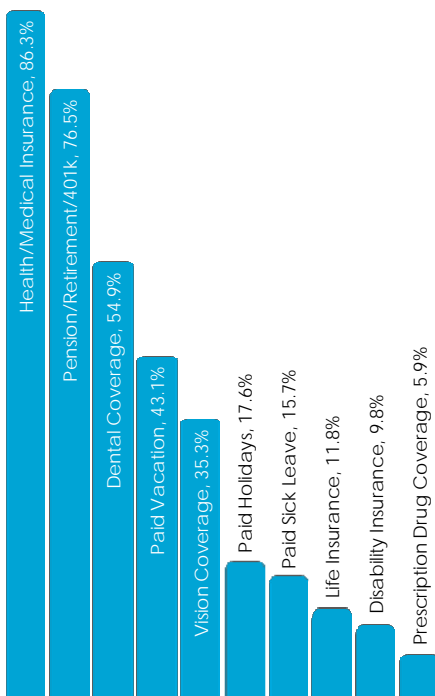
- Managers - 7,836
- Supervisors - 1,305
- Billing & Posting Clerks & Machine Operators - 434
- Bookkeeping, Accounting, & Auditing Clerks - 873
- Business Operations Specialists, All Other - 430
- Claims Adjusters, Examiners, & Investigators - 429
- Computer Operators - 441
- Customer Service Representatives - 1,742
- File Clerks - 872
- Interviewers, Except Eligibility & Loan - 436
- Merchandise Displayers & Window Trimmers - 432
- Office & Administrative Support Workers, All Other - 442
- Office Clerks, General - 1,306
- Purchasing Agents - 428
- Receptionists & Information Clerks - 438
- Secretaries - 1,751
- Tax Preparers - 431

SALES:

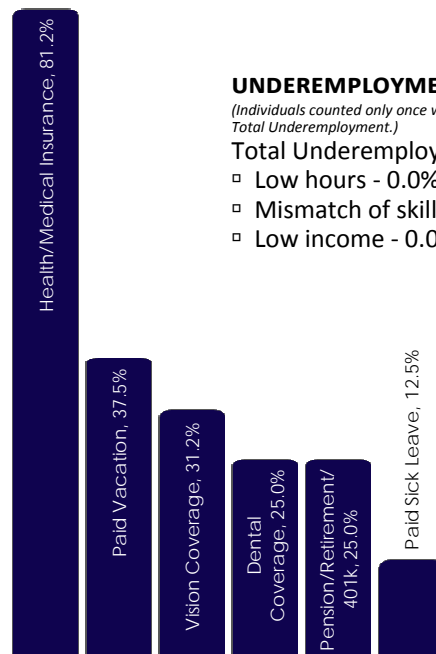
- Managers - 1,740
- Supervisors - 2,177
- Door-To-Door Sales Workers - 433
- Retail Salespersons - 2,613
- Sales & Related Workers, All Other - 2,178
- Sales Representatives - 1,741

AN ESTIMATED TOTAL OF 30,908 PEOPLE IN THE LABORSHED AREA

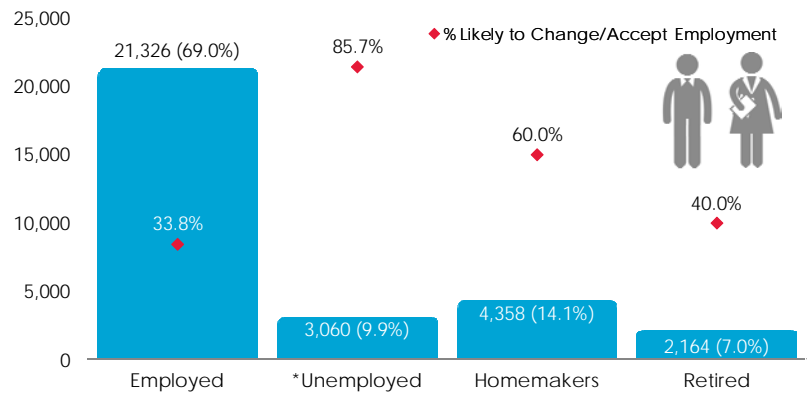
CURRENT BENEFITS:



DESIRED BENEFITS:



ESTIMATED TOTAL BY EMPLOYMENT STATUS (PERCENTAGE):



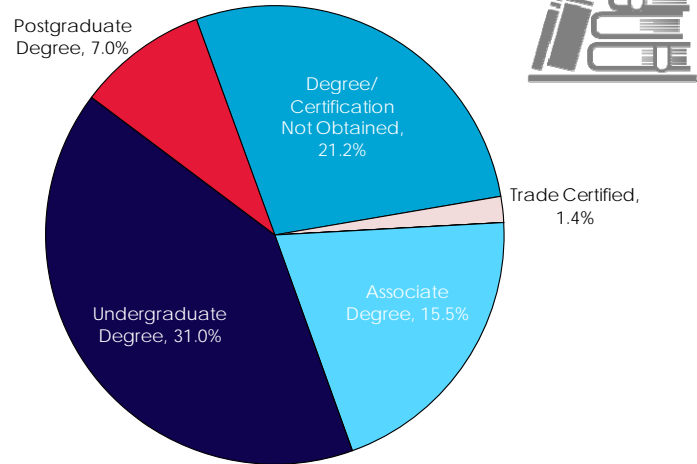
*Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.

EMPLOYMENT STATS:

- 52.9% paid an hourly wage
- 80.3% are/were employed full-time
- 15.5% are/were employed part-time
- 2.8% are/were employed seasonally/temporarily
- 8.2% hold two or more jobs
- Currently working an average of 42 hours/week

EDUCATIONAL LEVEL:

(76.1% HAVE AN EDUCATION BEYOND HIGH SCHOOL)



UNDEREMPLOYMENT (ESTIMATED):

(Individuals counted only once when estimating Total Underemployment.)

- Total Underemployment - 1.4% (55)
- Low hours - 0.0%
- Mismatch of skills - 1.4% (55)
- Low income - 0.0%

TOP JOB SEARCH RESOURCES:

(For those seeking employment opportunities, by use.)

- Internet - 70.8%
 - www.indeed.com
 - www.monster.com
- Local/Regional Newspapers - 30.8%
 - *The Hawk Eye* - Burlington
- IowaWORKS Centers - 24.6%
- Networking through friends, family or acquaintances - 12.3%

WORKPLACE FLEXIBILITY:

(by percent of interest)

- Job teams - 72.7%
- Cross-training - 68.2%
- Job sharing - 36.4%
- Varied shifts - 26.1%
- Seasonal work - 31.8%
- Temporary work - 31.8%



LABOR CHARACTERISTICS - WAGES



CALL CENTER/CUSTOMER SERVICE

OCCUPATION	OCCUPATIONAL CODE	MEAN WAGE	ENTRY WAGE	EXPERIENCED WAGE	MEDIAN WAGE	MEAN ANNUAL SALARY
Administrative Services Managers	11-3011	\$ 32.16	\$ 18.79	\$ 38.85	\$ 30.03	\$ 66,899
Billing and Posting Clerks and Machine Operators	43-3021	\$ 15.38	\$ 12.50	\$ 16.81	\$ 14.46	\$ 31,982
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 14.42	\$ 9.94	\$ 16.65	\$ 13.97	\$ 29,985
Business Operations Specialists, All Other	13-1199	\$ 23.52	\$ 11.27	\$ 29.64	\$ 22.09	\$ 48,914
Claims Adjusters, Examiners, and Investigators	13-1031	\$ 17.42	\$ 11.64	\$ 20.32	\$ 14.15	\$ 36,240
Computer and Information Systems Managers	11-3021	\$ 45.22	\$ 30.51	\$ 52.58	\$ 43.72	\$ 94,065
Customer Service Representatives	43-4051	\$ 14.28	\$ 10.04	\$ 16.40	\$ 13.58	\$ 29,711
Executive Secretaries and Executive Administrative Assistants	43-6011	\$ 20.16	\$ 13.32	\$ 23.58	\$ 19.05	\$ 41,931
File Clerks	43-4071	\$ 11.69	\$ 9.49	\$ 12.78	\$ 10.72	\$ 24,308
First-Line Supervisors of Non-Retail Sales Workers	41-1012	\$ 26.46	\$ 14.42	\$ 32.48	\$ 21.71	\$ 55,034
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$ 20.90	\$ 13.25	\$ 24.72	\$ 18.58	\$ 43,464
First-Line Supervisors of Retail Sales Workers	41-1011	\$ 16.40	\$ 10.80	\$ 19.20	\$ 15.49	\$ 34,110
General and Operations Managers	11-1021	\$ 40.10	\$ 16.20	\$ 52.05	\$ 33.44	\$ 83,417
Interviewers, Except Eligibility and Loan	43-4111	\$ 12.53	\$ 10.43	\$ 13.58	\$ 12.56	\$ 26,064
Library Assistants, Clerical	43-4121	\$ 11.82	\$ 8.29	\$ 13.59	\$ 10.81	\$ 24,595
Managers, All Other	11-9199	\$ 28.98	\$ 17.47	\$ 34.73	\$ 28.10	\$ 60,273
Marketing Managers	11-2021	\$ 46.72	\$ 24.48	\$ 57.84	\$ 43.79	\$ 97,177
Merchandise Displayers and Window Trimmers	27-1026	\$ 12.38	\$ 8.35	\$ 14.40	\$ 11.92	\$ 25,755
Office and Administrative Support Workers, All Other	43-9199	\$ 13.67	\$ 8.98	\$ 16.01	\$ 11.09	\$ 28,436
Office Clerks, General	43-9061	\$ 12.88	\$ 9.09	\$ 14.78	\$ 12.48	\$ 26,789
Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023	\$ 27.29	\$ 18.57	\$ 31.64	\$ 26.47	\$ 56,757
Receptionists and Information Clerks	43-4171	\$ 12.40	\$ 9.68	\$ 13.76	\$ 11.91	\$ 25,793
Retail Salespersons	41-2031	\$ 12.61	\$ 8.21	\$ 14.81	\$ 10.21	\$ 26,223
Sales and Related Workers, All Other	41-9099	\$ 15.14	\$ 9.08	\$ 18.18	\$ 11.45	\$ 31,501
Sales Managers	11-2022	\$ 61.99	\$ 27.69	\$ 79.14	\$ 43.54	\$ 128,946
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 25.62	\$ 14.94	\$ 30.95	\$ 23.84	\$ 53,281
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 29.76	\$ 14.37	\$ 37.45	\$ 25.17	\$ 61,894
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$ 14.18	\$ 9.59	\$ 16.48	\$ 13.87	\$ 29,502
Tax Preparers	13-2082	\$ 15.07	\$ 10.01	\$ 17.60	\$ 15.23	\$ 31,344

The 2015 Iowa Wage data for the Greater Burlington Laborshed area was produced by the Labor Force & Occupational Analysis Bureau to provide communities local information on wages by occupation. The source of the wage and employment data is based on the May 2014 OES estimates. Additional occupational wage and employment data can be found at <https://www.iowaworkforcedevelopment.gov/occupational-employment-and-wages>.