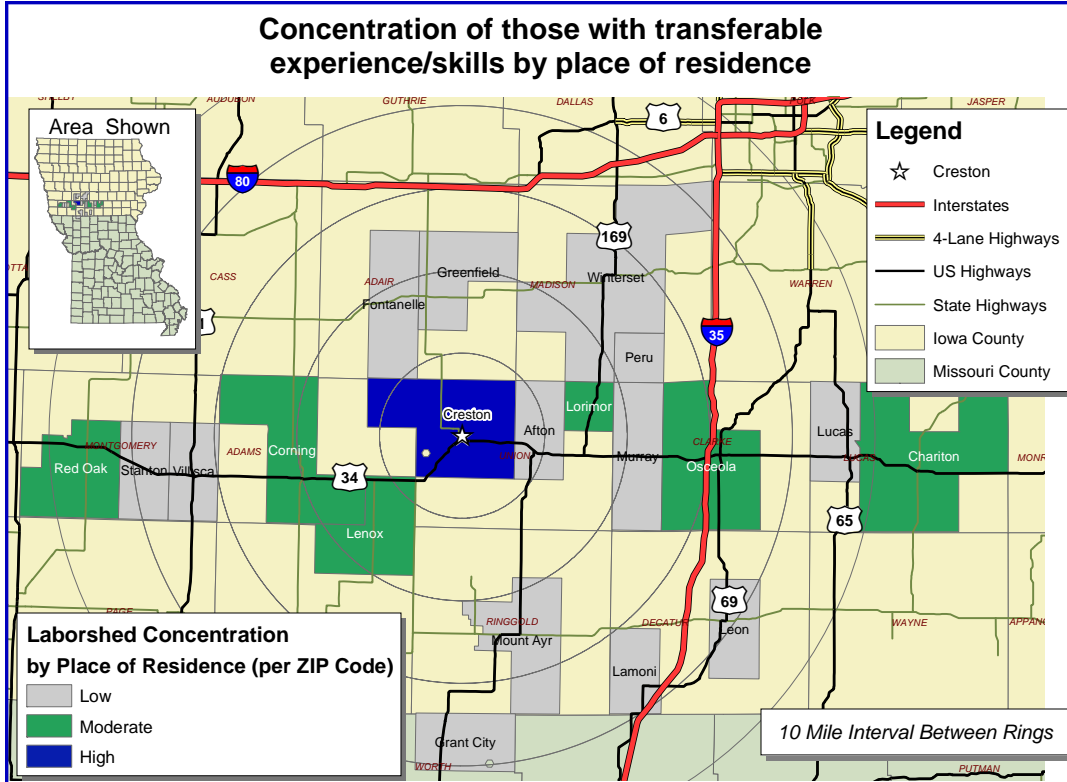


Labor Characteristics

Customer Service

Union County, Iowa Laborshed



Estimated Potential Available Labor Per Occupational Category:

- Business Operations:**
- Financial Managers - 82
 - Human Resources - 175
 - Management Analysts - 85
 - Business Operation Specialists - 172
 - Accountants & Auditors - 441
 - Credit Analysts - 85
 - Financial Analysts - 88
 - Tax Preparers - 86
 - Software Engineers - 80
 - Librarians - 87
 - Insurance Sales Agents - 91

Clerks & Office Support:

- Accounting Clerks - 268
- Municipal & License Clerks - 269
- Loan Clerks - 89
- Receptionists & Information Clerks - 173
- Executive Secretaries - 1,149
- Legal Secretaries - 84
- Medical Secretaries - 88
- Secretaries - 94
- Computer Operators - 85
- Office Clerks - 443
- Office & Administrative Support Workers - 354

An estimated total of 4,568 people in the Laborshed area

Workers who have transferable experience/skills in the Laborshed area are currently commuting an average of 11 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 14 miles one way for the right employment opportunity.

Employment Status:

- 82.7% Employed**
 - 32.6% of the employed are willing to change employment
- 9.7% Unemployed**
 - 100% of the unemployed are willing to accept employment
- 3.8% Homemakers, Not Employed**
- 3.8% Retired**

Current Benefits:

- Health/medical insurance - 81.6%
- Pension/retirement/401K - 55.3%
- Paid vacation - 44.7%
- Dental coverage - 39.5%
- Paid holidays - 23.7%
- Life insurance - 23.7%
- Paid sick leave - 23.7%
- Vision coverage - 21.1%
- Disability insurance - 13.2%

Education Levels:

- 65.4% Education beyond high school
- 1.9% Trade certification
- 11.5% Associate degree
- 23.1% Undergraduate degree
- 13.5% Postgraduate degree

Desired Benefits:

- (by percent of interest)
- Health/medical insurance - 77.8%
 - Pension/retirement/401K - 44.4%
 - Paid vacation - 38.9%
 - Dental coverage - 22.2%
 - Vision coverage - 22.2%
 - Life insurance - 16.7%
 - Paid holidays - 11.1%
 - Paid sick leave - 11.1%
 - Disability insurance - 11.1%

Flexibility in the Workplace:

- (by percent of interest)
- Cross-training - 84.2%
 - Varied shifts (2nd, 3rd, & split) - 21.1%
 - Job sharing - 52.6%
 - Job teams - 63.2%
 - Seasonal work - 42.1%
 - Temporary work - 36.8%

Top Advertising Media:

- (for those seeking employment opportunities)
- Local/Regional Newspapers
 - Creston News Advertiser
 - The Des Moines Register
 - The Internet
 - www.iowaworkforce.org
 - www.monster.com
 - Iowa Workforce Development Centers
 - Networking through friends, family, & acquaintances

Underemployment:

- Total Underemployment - 13.5%
- Low hours - 1.9%
 - Mismatch of skills - 11.5%
 - Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.



Iowa Workforce Development Region 14 aggregated wage data was also extracted from the Iowa Wage Survey and is provided in the table on page 2 which reflects mean, entry, experienced, and median wages.

Other Facts:

- 59.6% paid an hourly wage
- 76.9% are/were employed full-time
- 19.2% are/were employed part-time
- 1.9% are/were self-employed
- 14.0% hold two or more jobs
- Currently working an average of 39 hrs/week

Information was compiled by Iowa Workforce Development using 2011 data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Accountants and Auditors	13-2011	\$ 25.48	\$ 16.78	\$ 29.83	\$ 21.27
Administrative Services Managers	11-3011	\$ 25.82	\$ 18.05	\$ 29.70	\$ 19.44
Customer Service Representatives	43-4051	\$ 12.83	\$ 10.01	\$ 14.23	\$ 12.47
Eligibility Interviewers, Government Programs	43-4061	\$ 23.63	\$ 19.73	\$ 25.58	\$ 24.06
Executive Secretaries and Administrative Assistants	43-6011	\$ 17.05	\$ 12.67	\$ 19.25	\$ 15.81
Financial Managers	11-3031	\$ 38.63	\$ 23.20	\$ 46.35	\$ 33.11
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 18.67	\$ 12.57	\$ 21.72	\$ 17.60
General and Operations Managers	11-1021	\$ 44.90	\$ 27.09	\$ 53.80	\$ 39.03
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 17.36	\$ 13.57	\$ 19.26	\$ 15.62
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 23.05	\$ 16.99	\$ 26.09	\$ 19.00
Interviewers, Except Eligibility and Loan	43-4111	\$ 11.71	\$ 10.61	\$ 12.24	\$ 11.59
Legal Secretaries	43-6012	\$ 15.02	\$ 13.76	\$ 15.65	\$ 15.10
Library Assistants, Clerical	43-4121	\$ 10.03	\$ 7.95	\$ 11.09	\$ 10.54
Loan Interviewers and Clerks	43-4131	\$ 13.37	\$ 11.85	\$ 14.13	\$ 13.57
Loan Officers	13-2072	\$ 28.12	\$ 20.74	\$ 31.81	\$ 25.06
Medical Secretaries	43-6013	\$ 11.74	\$ 10.44	\$ 12.38	\$ 11.58
Office Clerks, General	43-9061	\$ 11.55	\$ 8.68	\$ 12.98	\$ 11.25
Order Clerks	43-4151	\$ 10.70	\$ 8.19	\$ 11.96	\$ 9.60
Receptionists and Information Clerks	43-4171	\$ 10.78	\$ 8.45	\$ 11.95	\$ 10.75
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 11.93	\$ 9.02	\$ 13.39	\$ 11.70
Stock Clerks and Order Fillers	43-5081	\$ 10.65	\$ 8.33	\$ 11.81	\$ 10.23
Switchboard Operators, Including Answering Service	43-2011	\$ 11.48	\$ 10.85	\$ 11.80	\$ 11.48

This Iowa Wage Survey for the Iowa Workforce Development (IWD) Region 14 service area was produced by the Labor Force & Occupational Analysis to provide communities local information on wages by occupation. This publication was developed specifically for the IWD Region 14 service area. The source of the wage and employment data is the 2010 Iowa Wage Survey. Additional data from the Iowa Wage Survey for individual counties, Iowa Workforce Development regions, and by industry statewide are available on the Iowa Workforce Development web site located at www.iowaworkforce.org.

For more information on the Union County Laborshed Analysis, contact:

Union County Development Association
 208 W. Taylor, P.O. Box 471
 Creston, Iowa 50801-0471
 Phone: (641) 782-2003
 Fax: (641) 782-9927
 E-mail: director@ucda.us
www.ucda.us

