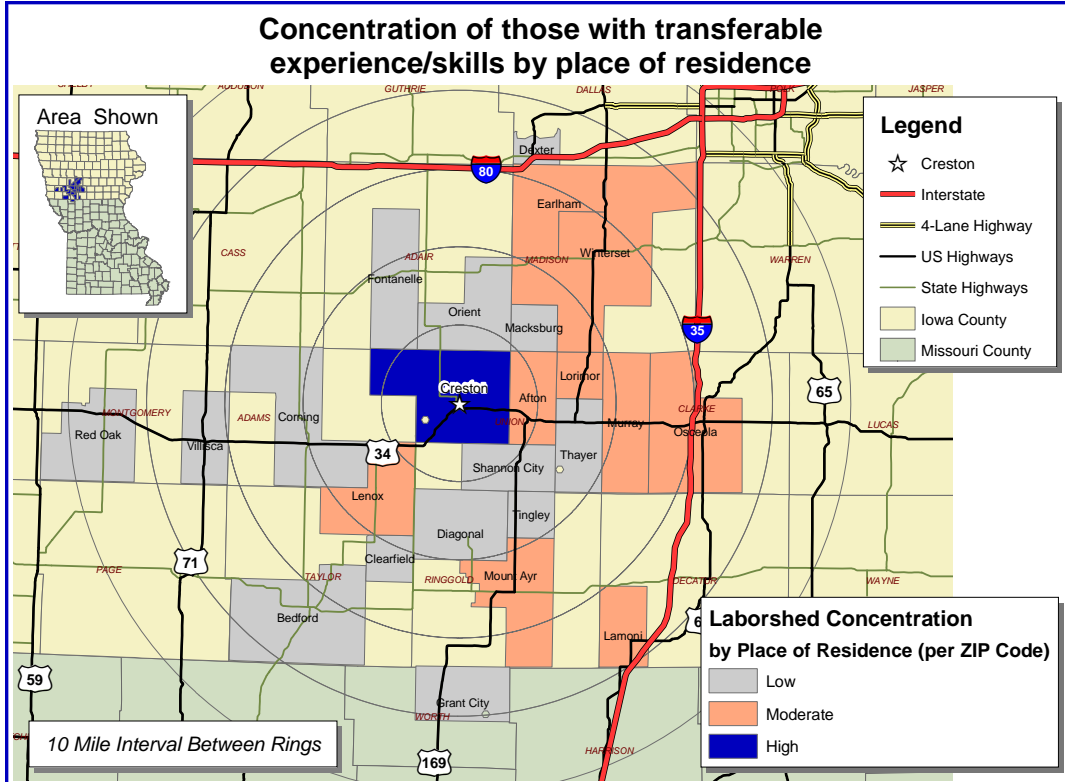


# Labor Characteristics

## IT & Customer Service

### Union County, Iowa



### Potential Available Labor Per Occupational Category:

#### Business Operations:

- Managers - 251
- Human Resources & Training - 82
- Business Operations Specialists - 414
- Accountants & Auditors - 247
- Financial Analysts & Advisors - 164
- Loan Officers - 77
- Research Analysts - 84
- Title Examiners & Abstractors - 88
- Bookkeeping & Accounting Clerks - 501
- License Clerks - 162
- Customer Service Representatives - 583
- Loan Interview Clerks - 165
- Receptionist & Information Clerks - 81
- Secretaries - 1,247
- Insurance Claims Processors - 172
- Office Clerks - 332
- Office Support Workers - 752

#### Computer:

- Software Engineers - 80
- Support Specialists - 174
- Systems Analysts - 75
- Specialists - 88

**An estimated total of 5,819 people in the Laborshed area**

Workers who have transferable experience/skills in the Laborshed area are currently commuting an average of 18 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 21 miles one way for the right employment opportunity.

#### Employment Status:

##### 84.3% Employed

- 20.3% of the employed are willing to change employment

##### 5.7% Unemployed

- 8.6% Homemakers, Not Employed
- 1.4% Retired

#### Education Levels:

- 84.3% Education beyond high school
- 2.9% Vocational training
- 2.9% Trade certified
- 21.4% Associate degree
- 20.0% Undergraduate degree
- 12.9% Postgraduate degree

#### Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 70.6%
- Varied shifts (2nd, 3rd, & split) - 23.5%
- Job sharing - 35.3%
- Job teams - 82.4%
- Seasonal work - 40.0%
- Temporary work - 33.3%

#### Other Facts:

- 64.6% paid an hourly wage
- 85.7% are/were employed full-time
- 11.4% are/were employed part-time
- 13.6% hold two or more jobs
- Currently working an average of 39 hrs/week

#### Current Benefits:

- Health/medical insurance - 87.7%
- Pension/retirement/401K - 71.9%
- Paid vacation - 43.9%
- Dental coverage - 40.4%
- Paid holidays - 29.8%
- Life insurance - 28.1%
- Paid sick leave - 19.3%
- Vision coverage - 15.8%
- Disability insurance - 12.3%

#### Desired Benefits:

(by percent of interest)

- Health/medical insurance - 85.7%
- Pension/retirement/401K - 28.6%
- Paid holidays - 21.4%
- Paid vacation - 21.4%
- Dental coverage - 14.3%
- Vision coverage - 7.1%
- Life insurance - 7.1%
- Paid sick leave - 7.1%

#### Top Advertising Media:

(for those seeking employment opportunities)

- Local/Regional Newspapers
  - Creston News Advertiser
  - The Des Moines Register
- The Internet
  - [www.careerbuilder.com](http://www.careerbuilder.com)
  - [www.monster.com](http://www.monster.com)
  - [www.iowaworkforce.org](http://www.iowaworkforce.org)
- Iowa Workforce Development Centers
- Networking through friends, family, & acquaintances

#### Underemployment:

Total Underemployment - 2.8%

- Low hours - 1.4%
- Mismatch of skills - 1.4%
- Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.



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

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Information was compiled by Iowa Workforce Development using 2009 data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Accountants and Auditors	13-2011	\$ 21.82	\$ 15.28	\$ 25.09	\$ 18.20
Administrative Services Managers	11-3011	\$ 21.10	\$ 13.25	\$ 25.03	\$ 20.28
Appraisers and Assessors of Real Estate	13-2021	\$ 19.54	\$ 14.40	\$ 22.11	\$ 18.52
Bill and Account Collectors	43-3011	\$ 12.40	\$ 11.14	\$ 13.03	\$ 12.66
Business Operations Specialists, All Other	13-1199	\$ 21.23	\$ 10.63	\$ 26.53	\$ 18.92
Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation	13-1041	\$ 25.58	\$ 16.35	\$ 30.19	\$ 23.35
Computer Programmers	15-1021	\$ 24.32	\$ 13.48	\$ 29.74	\$ 25.92
Computer Support Specialists	15-1041	\$ 13.17	\$ 9.94	\$ 14.80	\$ 12.63
Court, Municipal, and License Clerks	43-4031	\$ 14.65	\$ 11.66	\$ 16.14	\$ 14.97
Customer Service Representatives	43-4051	\$ 11.33	\$ 8.73	\$ 12.62	\$ 10.51
Executive Secretaries and Administrative Assistants	43-6011	\$ 14.33	\$ 11.15	\$ 15.91	\$ 13.38
Financial Managers	11-3031	\$ 38.10	\$ 18.51	\$ 47.90	\$ 34.62
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 19.92	\$ 13.49	\$ 23.13	\$ 19.27
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 14.98	\$ 11.45	\$ 16.74	\$ 14.77
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 14.34	N.A.	\$ 18.45	\$ 7.06
Loan Officers	13-2072	\$ 26.38	\$ 17.25	\$ 30.94	\$ 25.35
Management Analysts	13-1111	\$ 52.90	\$ 36.36	\$ 61.17	\$ 45.84
Network and Computer Systems Administrators	15-1071	\$ 23.71	\$ 14.04	\$ 28.55	\$ 22.36
Network Systems and Data Communications Analysts	15-1081	\$ 20.39	\$ 15.73	\$ 22.71	\$ 22.11
Receptionists and Information Clerks	43-4171	\$ 9.98	\$ 7.07	\$ 11.43	\$ 9.89
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 12.13	\$ 9.19	\$ 13.60	\$ 11.25

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 2007 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](http://www.iowaworkforce.org).