

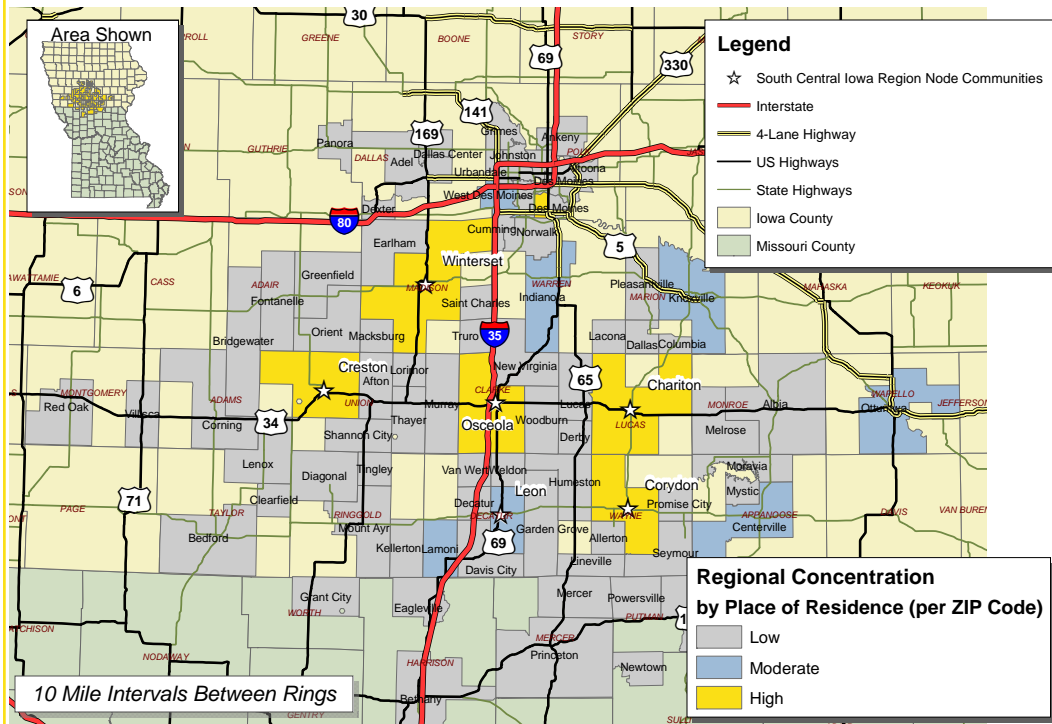


# Labor Characteristics

## Telecommunication, IT, & Customer Service

### South Central Iowa Partnership

#### Concentration of those with transferable experience/skills by place of residence



Workers who have transferable experience/skills are currently commuting an average of 13 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 16 miles one way for the right employment opportunity.

#### Employment Status:

##### 77.3% Employed

- 26.2% of the employed are willing to change employment

##### 6.6% Unemployed

- 8.8% Homemakers, Not Employed
- 7.1% Retired

#### Education Levels:

- 70.0% Education beyond high school
- 2.6% Vocational training
- 3.4% Trade certified
- 17.4% Associate degree
- 18.8% Undergraduate degree
- 6.0% Postgraduate degree

#### Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 72.4%
- Varied shifts (2nd, 3rd, & split) - 19.5%
- Job sharing - 34.5%
- Job teams - 77.0%
- Seasonal work - 34.3%
- Temporary work - 30.8%

#### Other Facts:

- 57.9% paid an hourly wage
- 81.5% are/were employed full-time
- 15.7% are/were employed part-time
- 1.5% are/were self-employed
- 10.9% hold more than one job
- Currently working an average of 40 hrs/week

#### Current Benefits:

- Health/medical insurance - 91.8%
- Pension/retirement/401K - 70.3%
- Dental coverage - 49.9%
- Paid vacation - 36.9%
- Life insurance - 29.2%
- Vision coverage - 24.7%
- Paid holidays - 24.2%
- Paid sick leave - 19.5%
- Disability insurance - 16.2%
- Prescription drug coverage - 9.5%

#### Desired Benefits:

(by percent of interest)

- Health/medical insurance - 83.7%
- Pension/retirement/401K - 27.9%
- Dental coverage - 23.8%
- Vision coverage - 21.1%
- Life insurance - 13.6%
- Paid vacation - 11.6%
- Disability insurance - 10.2%

#### Top Advertising Media:

(for those seeking employment opportunities)

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

#### Potential Available Labor Per Occupational Category:

##### Business Operations:

- Managers - 6,385
- Sales Supervisors - 4,490
- Office Supervisors - 5,587
- Purchasing Agents - 698
- Claims Adjusters & Cost Estimators - 898
- Employee Recruiters & Training Specialists - 1,297
- Human Resources - 1,504
- Logisticians - 188
- Management Analysts - 1,493
- Business Operation Specialists - 3,592
- Accountants & Auditors - 3,585
- Financial Analysts & Advisors - 1,396
- Underwriters - 204
- Financial Examiners - 211
- Loan Officers - 905
- Tax Examiners - 190
- Financial Specialists - 193
- Operation Analysts - 184
- Economists, Market Analysts, & Researchers - 603
- Planners - 189
- Title Examiners - 403
- Editors - 396
- Technical Writers - 206
- Sales Workers - 13,967
- Insurance Sales Agents - 1,295
- Securities & Commodities Sales Agents - 391
- Real Estate Agents - 611
- Sales Representatives - 1,199
- Telemarketers - 905
- Bill & Account Collectors - 399
- Accounting Clerks - 4,490
- License Clerks - 1,696
- Customer Service Representatives - 3,193
- Word Processors - 205
- Desktop Publishers - 202
- Insurance Claims Processors - 1,508
- Clerks - 9,180
- Secretaries & Office Support - 18,457

##### Computers:

- Managers - 704
- Programmers - 905
- Software Engineers, Applications - 393
- Software Engineers, Systems Software - 209
- Support Specialists - 1,896
- Systems Analysts - 697
- Network & Computer Administration Analysts - 904
- Network Systems & Data Communication Analysts - 207
- Computer Specialists - 1,293

**An estimated total of 99,703 people in the Laborshed area**

#### Underemployment:

- Total Underemployment - 3.9%
  - Low hours - 1.3%
  - Mismatch of skills - 1.9%
  - Low income - 1.5%

IWD only counts individuals once when estimating Total Underemployment.

Information was compiled by Iowa Workforce Development using 2009 Laborshed 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
Bill and Account Collectors	43-3011	\$ 12.40	\$ 11.14	\$ 13.03	\$ 12.66
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 12.28	\$ 8.89	\$ 13.96	\$ 12.04
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
Employment, Recruitment, and Placement Specialists	13-1071	\$ 17.21	\$ 11.62	\$ 20.01	\$ 17.39
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
Insurance Sales Agents	41-3021	\$ 12.25	\$ 6.41	\$ 15.16	\$ 15.12
Loan Interviewers and Clerks	43-4131	\$ 12.42	\$ 10.58	\$ 13.34	\$ 12.67
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
Office Clerks, General	43-9061	\$ 10.37	\$ 6.94	\$ 12.09	\$ 10.59
Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023	\$ 18.13	\$ 11.74	\$ 21.32	\$ 17.51
Receptionists and Information Clerks	43-4171	\$ 9.98	\$ 7.07	\$ 11.43	\$ 9.89
Sales Representatives, Services, All Other	41-3099	\$ 18.55	\$ 14.79	\$ 20.43	\$ 18.61
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 22.26	\$ 11.48	\$ 27.66	\$ 21.16
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 30.61	\$ 18.73	\$ 36.55	\$ 26.11
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 12.13	\$ 9.19	\$ 13.60	\$ 11.25
Telecommunications Line Installers and Repairers	49-9052	\$ 19.22	\$ 14.35	\$ 21.66	\$ 17.97
Telemarketers	41-9041	\$ 13.50	\$ 9.61	\$ 15.44	\$ 14.80
Training and Development Specialists	13-1073	\$ 15.53	\$ 10.98	\$ 17.80	\$ 13.96

This Iowa Wage Survey for the Iowa Workforce Development (IWD) Region 14 service area was produced by the Workforce Data & Business Development Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the IWD Region 14. 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).

### Union County Development Association

208 W. Taylor  
P.O. Box 471  
Creston, IA 50801-0471  
Phone: 641-782-2003  
E-mail: [director@ucda.us](mailto:director@ucda.us)  
[www.ucda.us](http://www.ucda.us)  
[www.southerniowalegacy.com](http://www.southerniowalegacy.com)

