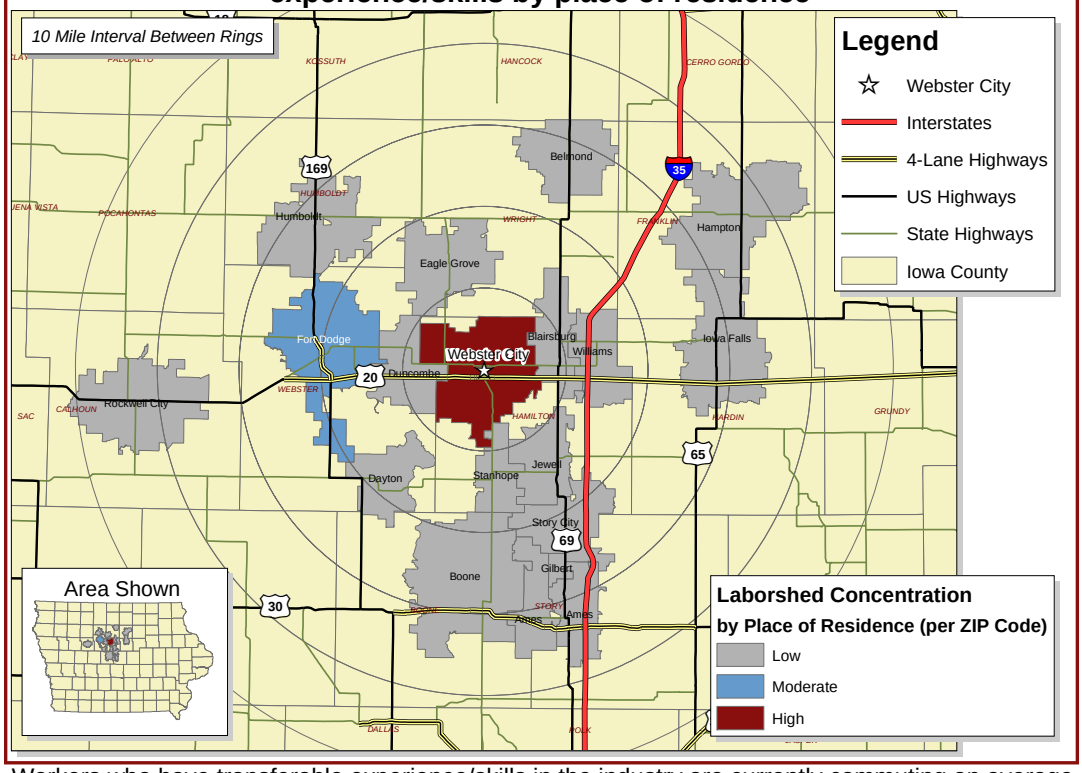
Labor Characteristics

Call Centers

Hamilton County, IA Laborshed Area

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



Workers who have transferable experience/skills in the industry are currently commuting an average of 7 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 25 miles one way for the right employment opportunity.

Employment Status:

83.6% Employed

- 20.9% of the employed are willing to change employment

7.0% Unemployed

- 33.3% of the unemployed are willing to accept employment

4.7% Voluntarily Not Employed, Not Retired

4.7% Retired

Education Levels:

- 80.2% Education beyond high school
- 3.5% Trade certified
- 3.5% Vocational training
- 15.1% Associate degree
- 25.6% Undergraduate degree
- 7.0% Postgraduate/professional degree

Workplace Flexibility:

(by percent of interest)

- Cross-training - 77.8%
- Job teams - 66.7%
- Job sharing - 44.4%
- Varied shifts (2nd, 3rd, & split) - 27.8%
- Seasonal work - 27.8%
- Temporary work - 27.8%

Other Facts:

- 59.5% paid an hourly wage
- 64.0% are/were employed full-time
- 27.9% are/were employed part-time
- 7.0% are/were self-employed
- 9.7% hold two or more jobs
- Currently working an average of 38 hrs/week

Current Benefits:

- Health/medical insurance - 88.9%
- Pension/retirement/401K - 71.4%
- Dental coverage - 65.1%
- Paid vacation - 63.5%
- Paid sick leave - 42.9%
- Paid holidays - 38.1%
- Vision coverage - 33.3%
- Disability Insurance - 28.6%
- Life insurance - 27.0%
- Prescription drug coverage - 22.2%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 70.6%
- Paid vacation - 41.2%
- Dental coverage - 35.3%
- Life insurance - 23.5%
- Pension/retirement/401K - 23.5%
- Vision coverage - 23.5%
- Prescription drug coverage - 17.6%

Top Advertising Media:

(for those seeking employment opportunities)

- Internet - 76.3%
  - www.monster.com
  - www.iowajobs.org
  - www.indeed.com
- Local/Regional Newspapers - 43.8%
  - *The Messenger* - Fort Dodge
  - *Daily Freeman-Journal* - Webster City
  - *The Des Moines Register*
- Networking through friends, family or acquaintances - 21.3%
- Local IowaWORKS Centers - 18.8%

Estimated Potential Available Labor Per Occupational Category:

Business Operations:

- Managers - 2,563
- Supervisors - 1,264
- Bill & Account Collectors - 214
- Business Operations Specialists - 217
- Clerks - 1,700
- Communications Equipment Operators - 220
- Computer Operators - 213
- Customer Service Reps - 850
- Employment, Recruitment & Placement Techs - 415
- Logisticians - 420
- Office & Administrative Support Workers, All Other - 218
- Secretaries - 3,141

Sales:

- Managers - 1,679
- Supervisors - 848
- Insurance Sales Agents - 410
- Sales & Related Workers, All Other - 1,480
- Sales Reps - 846
- Salespersons - 1,047
- Securities, Commodities & Financial Services Sales Agents - 219
- Telemarketers - 215

An estimated total of 18,179 people in the Laborshed area

Underemployment:

Total Underemployment - 7.0%

- Low hours - 2.3%
- Mismatch of skills - 5.8%
- Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.

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Information compiled by Iowa Workforce Development using Laborshed data released 2013.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Advertising Sales Agents	41-3011	$ 16.15	$ 9.95	$ 19.24	$ 14.41
Business Operations Specialists, All Other	13-1199	$ 21.00	$ 12.57	$ 25.20	$ 19.08
Computer and Information Systems Managers	11-3021	$ 37.56	$ 29.14	$ 41.78	$ 37.43
Computer Occupations, All Other	15-1199	$ 16.38	$ 12.74	$ 18.19	$ 13.63
Computer Support Specialists	15-1151	$ 19.37	$ 14.61	$ 21.75	$ 18.81
Customer Service Representatives	43-4051	$ 13.74	$ 8.36	$ 16.43	$ 12.78
Data Entry Keyers	43-9021	$ 16.07	$ 8.47	$ 19.87	$ 17.66
Executive Secretaries and Administrative Assistants	43-6011	$ 17.33	$ 13.36	$ 19.31	$ 16.27
Financial Managers	11-3031	$ 37.35	$ 22.47	$ 44.79	$ 38.30
First-Line Supervisors/Managers of Non-Retail Sales Workers	41-1012	$ 36.62	$ 17.95	$ 45.95	$ 34.66
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	$ 21.34	$ 15.85	$ 24.09	$ 18.99
First-Line Supervisors/Managers of Retail Sales Workers	41-1011	$ 18.05	$ 11.12	$ 21.51	$ 16.00
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	$ 17.18	$ 13.45	$ 19.04	$ 16.58
Human Resources Managers	11-3121	$ 38.78	$ 26.92	$ 44.70	$ 37.51
Human Resources, Labor Relations, and Training Specialists, All Other	13-1078	$ 21.64	$ 15.05	$ 24.94	$ 21.31
Insurance Sales Agents	41-3021	$ 29.43	$ 16.86	$ 35.70	$ 24.15
Logisticians	13-1081	$ 35.43	$ 32.73	$ 36.77	$ 34.90
Management Analysts	13-1111	$ 35.26	$ 32.72	$ 36.53	$ 34.88
Managers, All Other	11-9199	$ 32.97	$ 20.17	$ 39.37	$ 32.54
Market Research Analysts	13-1161	$ 22.55	$ 14.78	$ 26.45	$ 21.75
Marketing Managers	11-2021	$ 59.29	$ 25.31	$ 76.28	$ 41.03
Office and Administrative Support Workers, All Other	43-9199	$ 14.48	$ 11.73	$ 15.85	$ 14.23
Office Clerks, General	43-9061	$ 12.88	$ 9.39	$ 14.61	$ 12.76
Parts Salespersons	41-2022	$ 17.42	$ 10.65	$ 20.80	$ 17.46
Personal Financial Advisors	13-2052	$ 29.26	$ 18.71	$ 34.54	$ 26.53
Receptionists and Information Clerks	43-4171	$ 11.71	$ 9.36	$ 12.88	$ 11.23
Retail Salespersons	41-2031	$ 14.06	$ 8.31	$ 16.95	$ 9.89
Sales and Related Workers, All Other	41-9099	$ 22.46	$ 13.36	$ 27.01	$ 22.54
Sales Managers	11-2022	$ 38.11	$ 23.42	$ 45.45	$ 35.97
Sales Representatives, Services, All Other	41-3099	$ 20.70	$ 10.80	$ 25.64	$ 15.03
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	$ 26.48	$ 12.80	$ 33.33	$ 21.04
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	$ 34.81	$ 17.54	$ 43.45	$ 24.24
Secretaries, Except Legal, Medical, and Executive	43-6014	$ 13.20	$ 9.22	$ 15.20	$ 12.92
Securities, Commodities, and Financial Services Sales Agents	41-3031	$ 30.88	$ 20.25	$ 36.19	$ 26.03
Switchboard Operators, Including Answering Service	43-2011	$ 11.57	$ 9.41	$ 12.65	$ 11.18
Training and Development Specialists	13-1151	$ 19.84	$ 16.09	$ 21.71	$ 19.61

The 2012 Iowa Wage data for Iowa Workforce Development Region 5 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 2011 OES estimates. Additional occupational wage and employment data can be found at **http://iwin.iwd.state.ia.us/iowa/OlmisZine**.

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