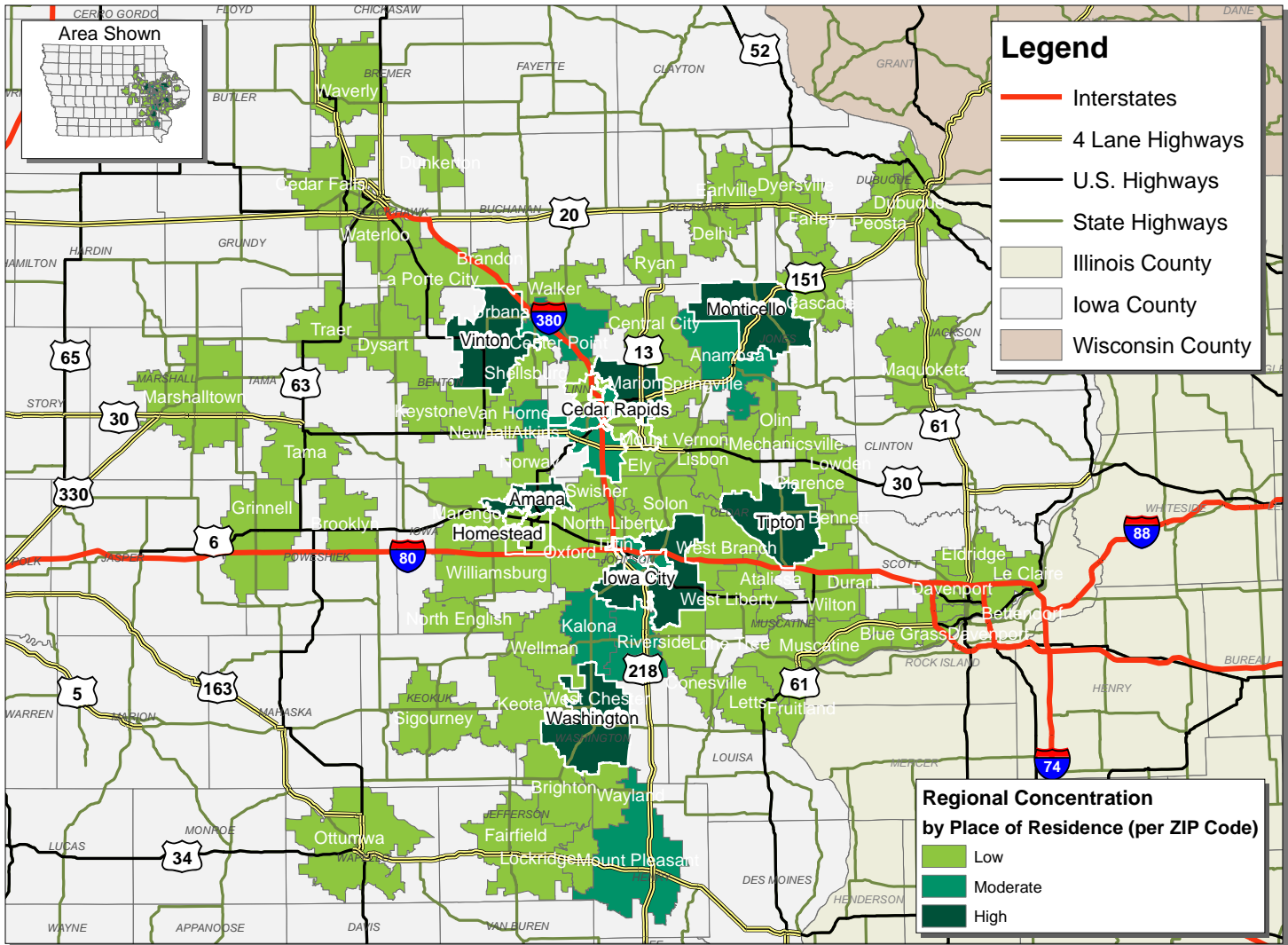


# LABOR CHARACTERISTICS IT/CUSTOMER SERVICE



## CREATIVE CORRIDOR REGIONAL 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 13 miles one way for work. Those who are likely to change/accept employment are willing to commute an average of 24 miles one way for the right employment opportunity.



FOR MORE INFORMATION REGARDING THE CREATIVE CORRIDOR REGIONAL LABORSHED, CONTACT:



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Cedar Rapids, IA 52401  
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Email: [bcrowe@cedarrapids.org](mailto:bcrowe@cedarrapids.org)

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# LABOR CHARACTERISTICS



## IT/CUSTOMER SERVICE

### ESTIMATED AVAILABLE LABOR PER OCCUPATIONAL CATEGORY:

#### BUSINESS OPERATIONS:

- Managers - 14,653
- Accountants & Auditors - 5,260
- Appraisers & Assessors of Real Estate - 376
- Bill & Account Collectors - 1,879
- Business Operation Specialists - 10,520
- Clerks - 29,681
- Customer Service Representatives - 8,266
- Data Entry Keyers - 1,503
- Editors - 751
- Financial Analysts - 3,006
- Financial Examiners - 373
- Financial Specialists - 1,128
- Loan Counselors - 748
- Management Analysts - 1,881
- Office & Administrative Support Workers - 9,017
- Paralegals & Legal Assistants - 1,876
- Publishers - 378
- Secretaries - 23,670
- Survey Researchers - 1,880
- Tax Preparers - 381
- Technical Writers - 374
- Word Processors & Typists - 750

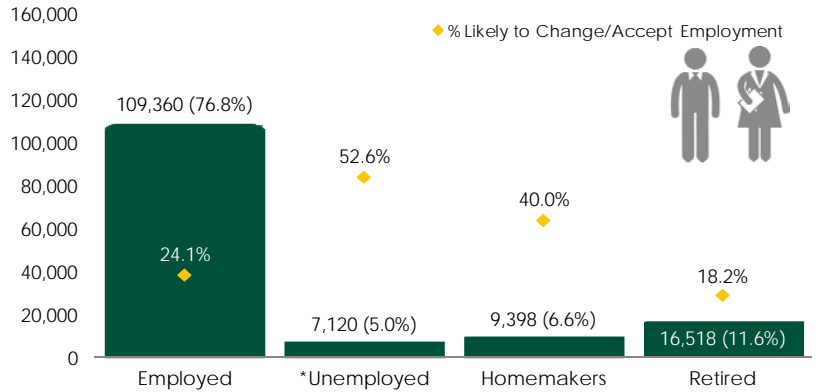
#### COMPUTER OCCUPATIONS:

- Managers - 379
- Computer Occupations, All Other - 5,636
- Computer Programmers - 1,126
- Computer Support Specialists - 2,254
- Computer Systems Analysts - 1,878
- Database Administrators - 749
- Electrical Engineers - 1,502
- Electrical & Electronic Engineering Technicians - 1,504
- Information Security Analysts - 375
- Network & Computer Systems Administrators - 380
- Operations Research Analysts - 372
- Software Developers - 3,757
- Statisticians - 377
- Web Developers - 752

#### SALES:

- Managers - 1,127
- Telemarketers - 1,877

### ESTIMATED TOTAL BY EMPLOYMENT STATUS (PERCENTAGE):



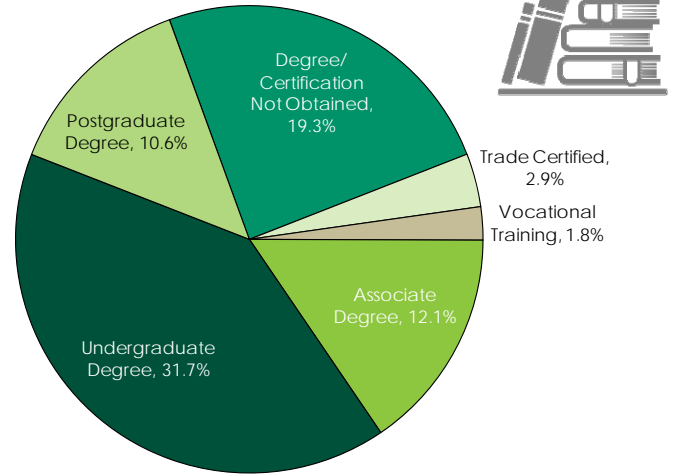
\*Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.

### EMPLOYMENT STATS:

- 49.9% paid an hourly wage
- 47.6% paid an annual salary
- 77.8% are/were employed full-time
- 15.0% are/were employed part-time
- 5.3% are/were self-employed
- 10.0% hold two or more jobs
- Currently working an average of 40 hours/week

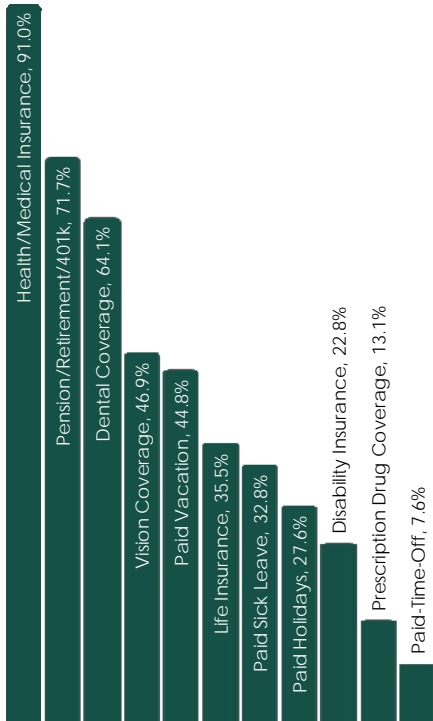
### EDUCATIONAL LEVEL:

(78.4% HAVE AN EDUCATION BEYOND HIGH SCHOOL)

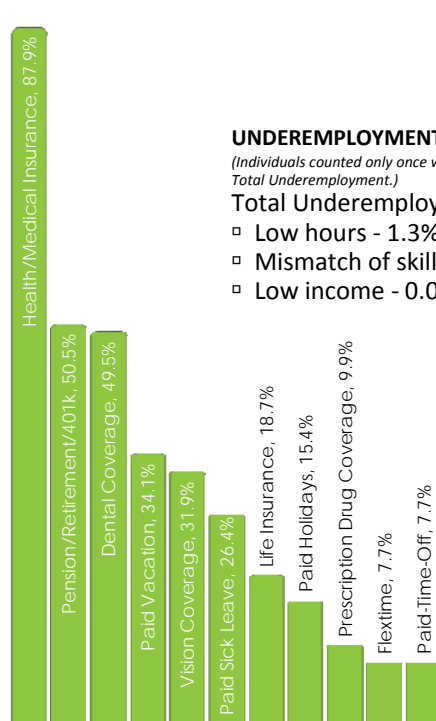


AN ESTIMATED TOTAL OF **142,396** PEOPLE IN THE LABORSHED AREA

### CURRENT BENEFITS:



### DESIRED BENEFITS:



### UNDEREMPLOYMENT:

(Individuals counted only once when estimating Total Underemployment.)

Total Underemployment - 2.9%

- Low hours - 1.3%
- Mismatch of skills - 1.8%
- Low income - 0.0%

### TOP JOB SEARCH RESOURCES:

(For those seeking employment opportunities, by use.)

- Internet - 75.6%
  - [www.corridorcareers.com](http://www.corridorcareers.com)
  - [www.indeed.com](http://www.indeed.com)
  - [www.iowajobs.org](http://www.iowajobs.org)
- Local/Regional Newspapers - 33.1%
  - *The Gazette* - Cedar Rapids
- Networking through friends, family or acquaintances - 20.6%
- IowaWORKS Centers - 10.3%

### WORKPLACE FLEXIBILITY:

(by percent of interest)

- Job teams - 75.8%
- Cross-training - 66.7%
- Job sharing - 42.4%
- Varied shifts - 20.2%
- Temporary work - 40.8%
- Seasonal work - 35.7%



# LABOR CHARACTERISTICS - WAGES

## IT/CUSTOMER SERVICE

OCCUPATION	OCCUPATIONAL CODE	MEAN WAGE	ENTRY WAGE	EXPERIENCED WAGE	MEDIAN WAGE	MEAN ANNUAL SALARY
Accountants and Auditors	13-2011	\$ 29.25	\$ 19.12	\$ 34.32	\$ 26.58	\$ 60,845
Actuaries	15-2011	\$ 45.36	\$ 27.40	\$ 54.35	\$ 42.77	\$ 94,357
Administrative Services Managers	11-3011	\$ 34.99	\$ 22.43	\$ 41.28	\$ 33.06	\$ 72,785
Advertising and Promotions Managers	11-2011	\$ 32.17	\$ 17.33	\$ 39.59	\$ 27.06	\$ 66,915
Advertising Sales Agents	41-3011	\$ 24.41	\$ 11.78	\$ 30.72	\$ 20.62	\$ 50,768
Bill and Account Collectors	43-3011	\$ 15.43	\$ 11.28	\$ 17.50	\$ 14.63	\$ 32,093
Billing and Posting Clerks and Machine Operators	43-3021	\$ 16.78	\$ 12.81	\$ 18.76	\$ 16.02	\$ 34,896
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 15.40	\$ 9.89	\$ 18.15	\$ 14.95	\$ 32,034
Business Operations Specialists, All Other	13-1199	\$ 27.62	\$ 17.14	\$ 32.85	\$ 26.56	\$ 57,440
Computer and Information Systems Managers	11-3021	\$ 54.90	\$ 39.18	\$ 62.76	\$ 55.41	\$ 114,184
Computer Network Architects	15-1143	\$ 40.97	\$ 28.65	\$ 47.14	\$ 40.92	\$ 85,226
Computer Network Support Specialists	15-1152	\$ 25.40	\$ 18.26	\$ 28.97	\$ 23.96	\$ 52,836
Computer Occupations, All Other	15-1199	\$ 30.25	\$ 17.16	\$ 36.79	\$ 29.79	\$ 62,918
Computer Programmers	15-1131	\$ 31.37	\$ 21.81	\$ 36.15	\$ 31.33	\$ 65,253
Computer Systems Analysts	15-1121	\$ 36.67	\$ 24.55	\$ 42.72	\$ 34.93	\$ 76,264
Computer User Support Specialists	15-1151	\$ 20.50	\$ 14.21	\$ 23.65	\$ 20.26	\$ 42,640
Cost Estimators	13-1051	\$ 28.33	\$ 18.01	\$ 33.49	\$ 27.20	\$ 58,918
Counter and Rental Clerks	41-2021	\$ 12.04	\$ 8.19	\$ 13.97	\$ 9.73	\$ 25,053
Customer Service Representatives	43-4051	\$ 13.99	\$ 9.37	\$ 16.30	\$ 13.38	\$ 29,095
Data Entry Keyers	43-9021	\$ 13.94	\$ 10.55	\$ 15.63	\$ 13.78	\$ 28,996
Database Administrators	15-1141	\$ 32.73	\$ 21.32	\$ 38.43	\$ 31.93	\$ 68,069
Eligibility Interviewers, Government Programs	43-4061	\$ 19.37	\$ 8.35	\$ 24.88	\$ 22.61	\$ 40,289
Executive Secretaries and Executive Administrative Assistants	43-6011	\$ 20.61	\$ 14.88	\$ 23.47	\$ 19.99	\$ 42,864
File Clerks	43-4071	\$ 13.92	\$ 9.50	\$ 16.13	\$ 12.97	\$ 28,946
First-Line Supervisors of Non-Retail Sales Workers	41-1012	\$ 30.29	\$ 18.91	\$ 35.97	\$ 28.04	\$ 62,993
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$ 22.50	\$ 14.49	\$ 26.51	\$ 20.92	\$ 46,800
First-Line Supervisors of Retail Sales Workers	41-1011	\$ 17.41	\$ 11.41	\$ 20.41	\$ 15.36	\$ 36,203
General and Operations Managers	11-1021	\$ 42.59	\$ 18.71	\$ 54.53	\$ 35.46	\$ 88,589
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 17.52	\$ 12.33	\$ 20.11	\$ 17.11	\$ 36,433
Human Resources Managers	11-3121	\$ 43.94	\$ 27.97	\$ 51.93	\$ 41.16	\$ 91,404
Human Resources Specialists	13-1071	\$ 24.05	\$ 16.02	\$ 28.06	\$ 23.44	\$ 50,014
Information Security Analysts	15-1122	\$ 37.23	\$ 26.72	\$ 42.49	\$ 36.77	\$ 77,448
Insurance Claims and Policy Processing Clerks	43-9041	\$ 17.00	\$ 12.82	\$ 19.09	\$ 16.06	\$ 35,357
Insurance Sales Agents	41-3021	\$ 25.83	\$ 12.22	\$ 32.63	\$ 19.74	\$ 53,727
Interviewers, Except Eligibility and Loan	43-4111	\$ 13.52	\$ 10.66	\$ 14.94	\$ 13.26	\$ 28,115
Loan Interviewers and Clerks	43-4131	\$ 16.74	\$ 12.90	\$ 18.65	\$ 16.51	\$ 34,809
Logisticians	13-1081	\$ 31.83	\$ 24.15	\$ 35.68	\$ 30.20	\$ 66,215
Management Analysts	13-1111	\$ 39.62	\$ 22.28	\$ 48.29	\$ 33.58	\$ 82,410
Managers, All Other	11-9199	\$ 38.00	\$ 22.55	\$ 45.73	\$ 34.85	\$ 79,043
Market Research Analysts and Marketing Specialists	13-1161	\$ 24.59	\$ 15.31	\$ 29.23	\$ 22.70	\$ 51,153
Marketing Managers	11-2021	\$ 49.98	\$ 29.28	\$ 60.33	\$ 47.23	\$ 103,953
Medical Records and Health Information Technicians	29-2071	\$ 18.63	\$ 13.39	\$ 21.25	\$ 17.77	\$ 38,750
Network and Computer Systems Administrators	15-1142	\$ 31.67	\$ 23.32	\$ 35.84	\$ 30.98	\$ 65,867
New Accounts Clerks	43-4141	\$ 16.16	\$ 13.05	\$ 17.72	\$ 16.06	\$ 33,616
Office and Administrative Support Workers, All Other	43-9199	\$ 16.39	\$ 10.36	\$ 19.40	\$ 15.84	\$ 34,084
Office Clerks, General	43-9061	\$ 15.16	\$ 10.06	\$ 17.71	\$ 14.54	\$ 31,537
Operations Research Analysts	15-2031	\$ 36.06	\$ 25.67	\$ 41.25	\$ 35.98	\$ 75,006
Order Clerks	43-4151	\$ 16.87	\$ 9.24	\$ 20.68	\$ 17.08	\$ 35,084
Public Relations and Fundraising Managers	11-2031	\$ 42.04	\$ 26.34	\$ 49.89	\$ 38.67	\$ 87,450
Receptionists and Information Clerks	43-4171	\$ 12.74	\$ 9.49	\$ 14.37	\$ 12.37	\$ 26,500
Retail Salespersons	41-2031	\$ 12.08	\$ 8.16	\$ 14.05	\$ 9.91	\$ 25,134
Sales and Related Workers, All Other	41-9099	\$ 13.23	\$ 8.49	\$ 15.60	\$ 11.19	\$ 27,517
Sales Managers	11-2022	\$ 47.62	\$ 28.31	\$ 57.27	\$ 43.81	\$ 99,039
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 29.92	\$ 15.75	\$ 37.01	\$ 25.73	\$ 62,231
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 38.64	\$ 19.18	\$ 48.37	\$ 32.65	\$ 80,372
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$ 14.96	\$ 10.30	\$ 17.30	\$ 14.32	\$ 31,125
Software Developers, Applications	15-1132	\$ 37.61	\$ 27.91	\$ 42.46	\$ 36.23	\$ 78,231
Software Developers, Systems Software	15-1133	\$ 40.86	\$ 31.79	\$ 45.40	\$ 39.86	\$ 84,996
Telemarketers	41-9041	\$ 10.59	\$ 8.22	\$ 11.77	\$ 9.94	\$ 22,021
Web Developers	15-1134	\$ 28.23	\$ 16.68	\$ 34.01	\$ 27.31	\$ 58,719
Word Processors and Typists	43-9022	\$ 17.12	\$ 13.30	\$ 19.03	\$ 18.15	\$ 35,605

The 2015 Iowa Wage data for the Creative Corridor Regional 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>.

Balance of data compiled by Iowa Workforce Development using Laborshed data released in 2016.