

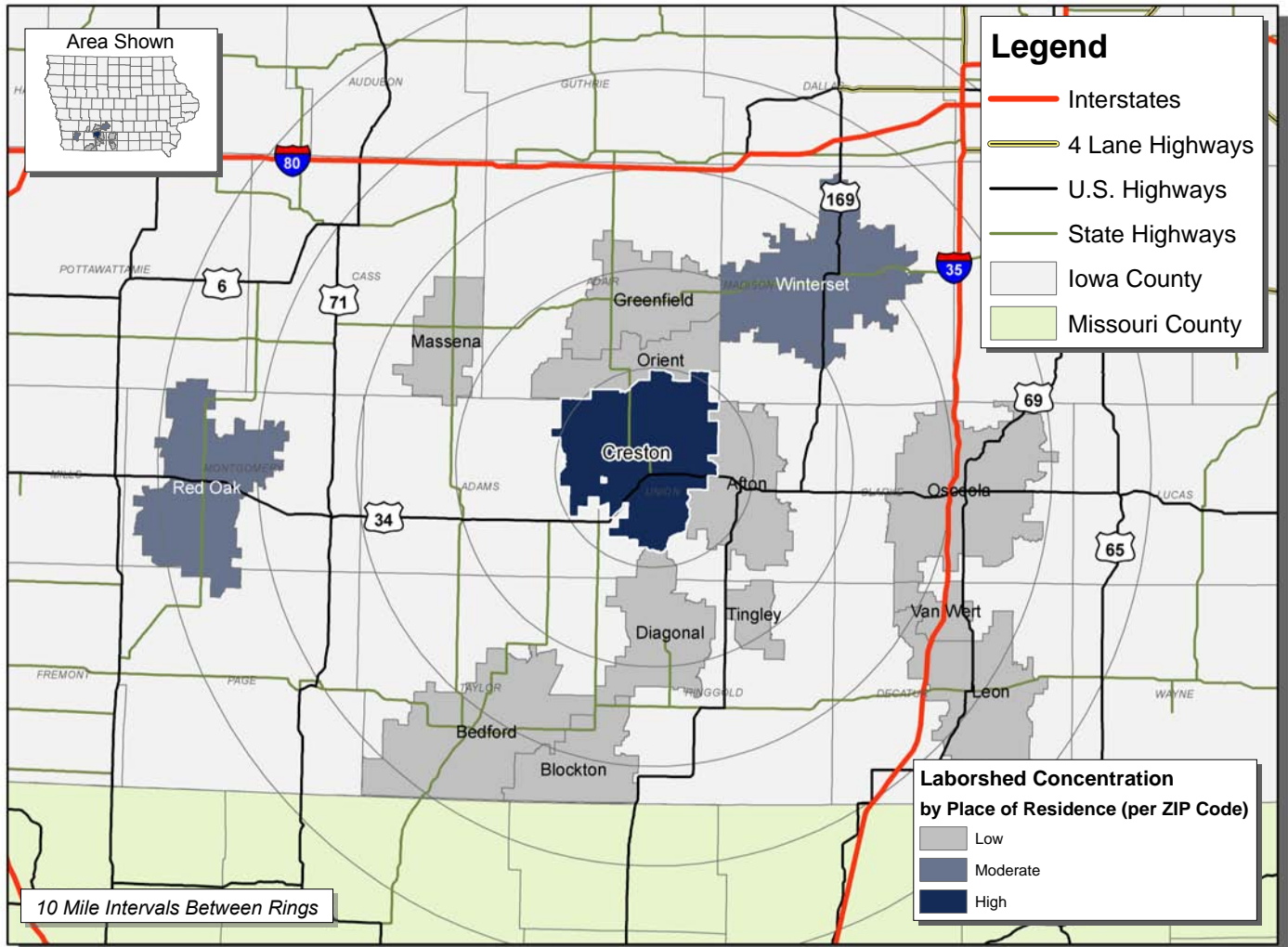
LABOR CHARACTERISTICS

CUSTOMER SERVICE



UNION COUNTY, IOWA 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 10 miles one way for work. Those who are likely to change/accept employment are willing to commute an average of 32 miles one way for the right employment opportunity.

FOR MORE INFORMATION REGARDING THE UNION COUNTY LABORSHED, CONTACT:

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ESTIMATED AVAILABLE LABOR PER OCCUPATIONAL CATEGORY:

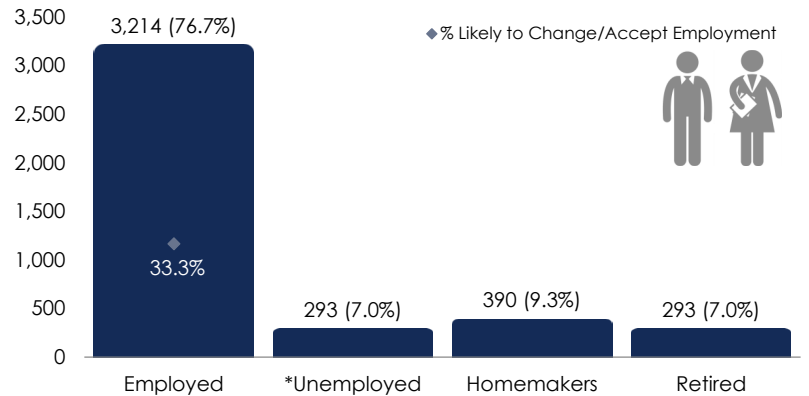
BUSINESS OPERATIONS:

- Managers - 97
- Claims Adjusters - 95
- Accountants & Auditors - 96
- Bill & Account Collectors - 98
- Bookkeeping Clerks - 475
- Business Operations Specialists - 99
- Computer Occupations, All Other - 94
- Credit Analysts - 198
- Customer Service Reps - 293
- Data Entry Keyers - 90
- Eligibility Interviewers - 93
- Financial Analysts - 197
- Financial Specialists - 100
- Insurance Claims & Policy Processing Clerks - 104
- Insurance Sales Agents - 101
- Office Clerks - 192
- Office & Administrative Support Workers, All Other - 108
- Receptionists - 587
- Secretaries - 1,073

**AN ESTIMATED TOTAL OF 4,190 PEOPLE
IN THE LABORSHED AREA**



ESTIMATED TOTAL BY EMPLOYMENT STATUS (PERCENTAGE):



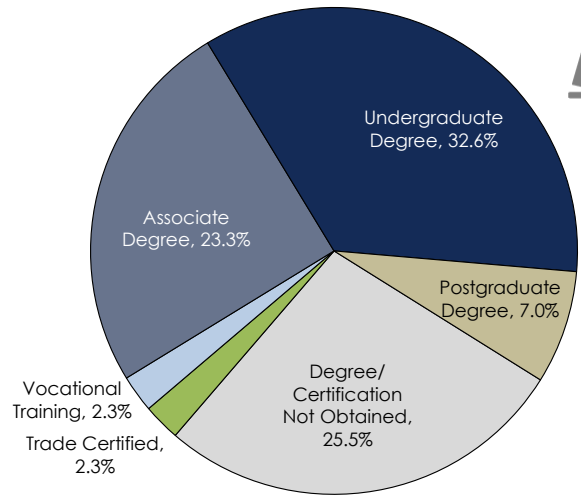
**Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.*

EMPLOYMENT STATS:

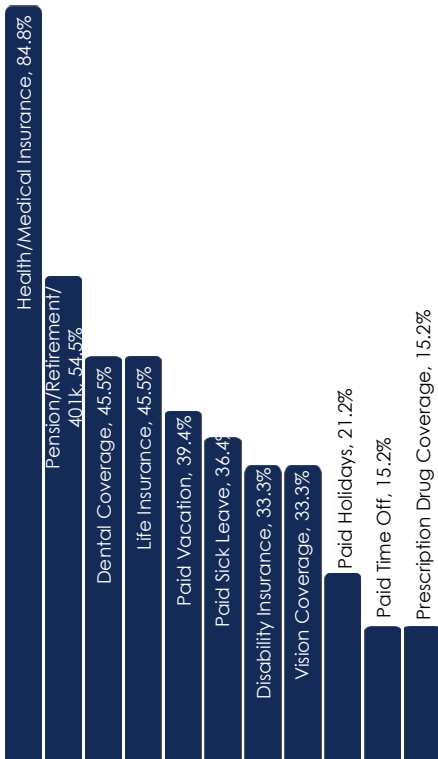
- 61.9% paid an hourly wage
- 74.4% are/were employed full-time
- 14.0% are/were employed part-time
- 7.0% are/were self-employed
- 18.2% hold two or more jobs
- Currently working an average of 38 hours/week

EDUCATIONAL LEVEL:

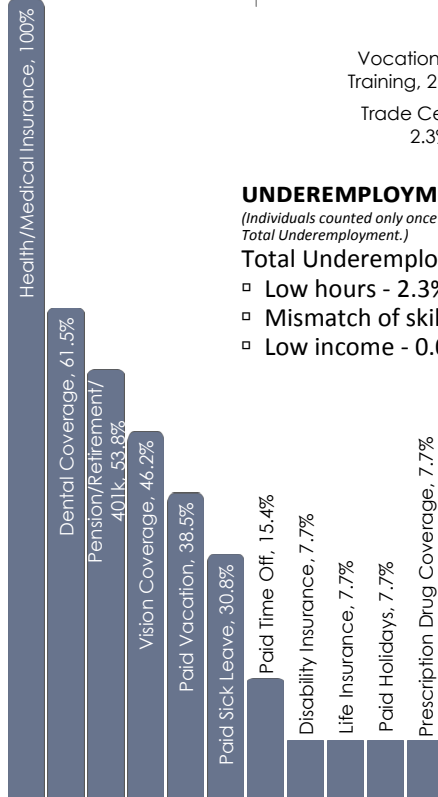
(93.0% HAVE AN EDUCATION BEYOND HIGH SCHOOL)



CURRENT BENEFITS:



DESIRED BENEFITS:



UNDEREMPLOYMENT (ESTIMATED):

(Individuals counted only once when estimating Total Underemployment.)

Total Underemployment - 2.3% (24)

- Low hours - 2.3% (24)
- Mismatch of skills - 0.0%
- Low income - 0.0%

TOP JOB SEARCH RESOURCES:

(For those seeking employment opportunities, by use.)

- Internet - 70.0%
 - www.iowajobs.org
 - www.monster.com
- Local/Regional Newspapers - 37.5%
 - *Creston News Advertiser*
 - *Red Oak Express*
- IowaWORKS Centers - 30.0%
- Networking through friends, family or acquaintances - 15.0%



WORKPLACE FLEXIBILITY:

(by percent of interest)

- Job teams - 84.6%
- Cross-training - 69.2%
- Job sharing - 30.8%
- Varied shifts - 23.1%
- Seasonal work - 38.5%
- Temporary work - 38.5%



LABOR CHARACTERISTICS - WAGES

CUSTOMER SERVICE

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage	Mean Annual Salary
Accountants and Auditors	13-2011	\$ 27.56	\$ 19.61	\$ 31.53	\$ 23.70	\$ 57,323
Advertising Sales Agents	41-3011	\$ 24.27	\$ 17.25	\$ 27.77	\$ 24.63	\$ 50,473
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 15.33	\$ 10.67	\$ 17.66	\$ 14.40	\$ 31,887
Business Operations Specialists, All Other	13-1199	\$ 20.97	\$ 11.81	\$ 25.55	\$ 22.89	\$ 43,624
Computer and Information Systems Managers	11-3021	\$ 41.84	\$ 31.79	\$ 46.87	\$ 42.50	\$ 87,030
Customer Service Representatives	43-4051	\$ 15.05	\$ 8.53	\$ 18.32	\$ 14.70	\$ 31,313
Eligibility Interviewers, Government Programs	43-4061	\$ 25.21	\$ 20.84	\$ 27.39	\$ 27.73	\$ 52,430
Executive Secretaries and Executive Administrative Assistants	43-6011	\$ 18.63	\$ 13.13	\$ 21.38	\$ 17.69	\$ 38,754
File Clerks	43-4071	\$ 15.47	\$ 12.19	\$ 17.10	\$ 15.89	\$ 32,169
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$ 19.68	\$ 13.82	\$ 22.61	\$ 19.06	\$ 40,938
General and Operations Managers	11-1021	\$ 31.30	\$ 11.27	\$ 41.31	\$ 27.20	\$ 65,095
Insurance Sales Agents	41-3021	\$ 13.73	\$ 10.50	\$ 15.35	\$ 11.20	\$ 28,567
Interviewers, Except Eligibility and Loan	43-4111	\$ 12.48	\$ 10.31	\$ 13.57	\$ 12.38	\$ 25,962
Loan Interviewers and Clerks	43-4131	\$ 15.67	\$ 10.05	\$ 18.47	\$ 16.19	\$ 32,588
Market Research Analysts and Marketing Specialists	13-1161	\$ 21.80	\$ 16.91	\$ 24.24	\$ 19.87	\$ 45,340
Marketing Managers	11-2021	\$ 26.02	\$ 13.48	\$ 32.28	\$ 24.01	\$ 54,114
New Accounts Clerks	43-4141	\$ 16.09	\$ 14.21	\$ 17.03	\$ 16.34	\$ 33,472
Office and Administrative Support Workers, All Other	43-9199	\$ 20.24	\$ 12.37	\$ 24.17	\$ 21.99	\$ 42,098
Office Clerks, General	43-9061	\$ 13.26	\$ 9.27	\$ 15.25	\$ 12.72	\$ 27,571
Order Clerks	43-4151	\$ 15.52	\$ 10.51	\$ 18.02	\$ 14.25	\$ 32,277
Receptionists and Information Clerks	43-4171	\$ 14.60	\$ 9.51	\$ 17.14	\$ 13.36	\$ 30,363
Sales Managers	11-2022	\$ 40.41	\$ 21.24	\$ 50.00	\$ 33.23	\$ 84,060
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$ 13.74	\$ 10.13	\$ 15.55	\$ 13.28	\$ 28,588

The 2014 Iowa Wage data for the Union County 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 2013 OES estimates. Additional occupational wage and employment data can be found at <http://iwin.iwd.state.ia.us/iowa/OlmisZine>.