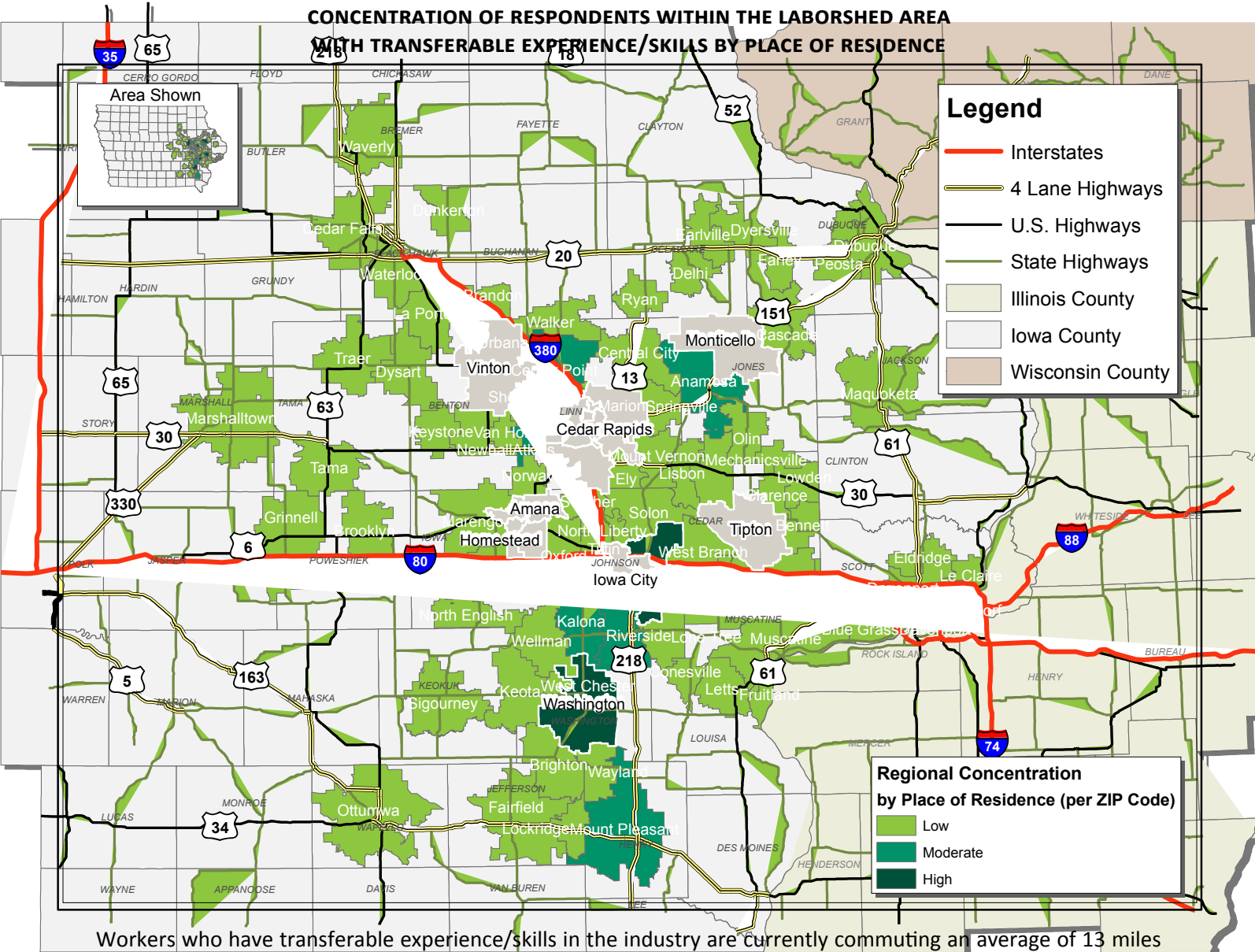


LABOR CHARACTERISTICS IT/CUSTOMER SERVICE



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.

IOWA
WORKFORCE
DEVELOPMENT

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

ICR
IOWA
IOWA CITY
CEDAR RAPIDS

Cedar Rapids Metro Alliance
501 First Street SE
Cedar Rapids, IA 52401
(319) 730-1425
Email: bcrowe@cedarrapids.org

Iowa City Area Development Group
316 E Court Street
Iowa City, IA 52240
(319) 354-3939
Email: dwilliamson@icadgroup.com
mnlte@icadgroup.com

iowascreativecorridor.com

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

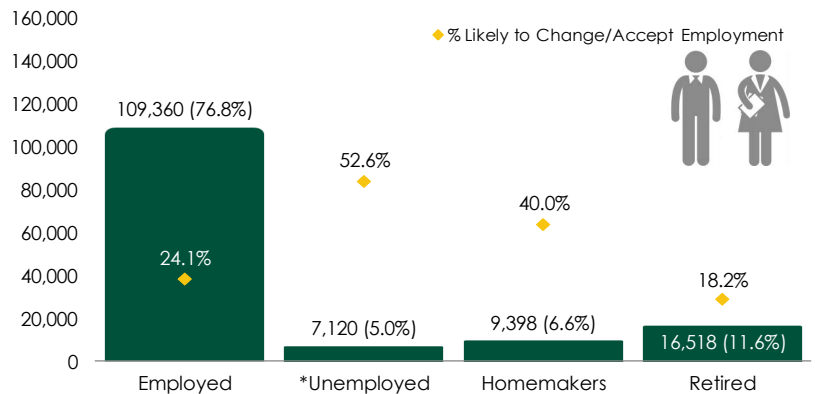
COMPUTER OCCUPATIONS:

- 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):



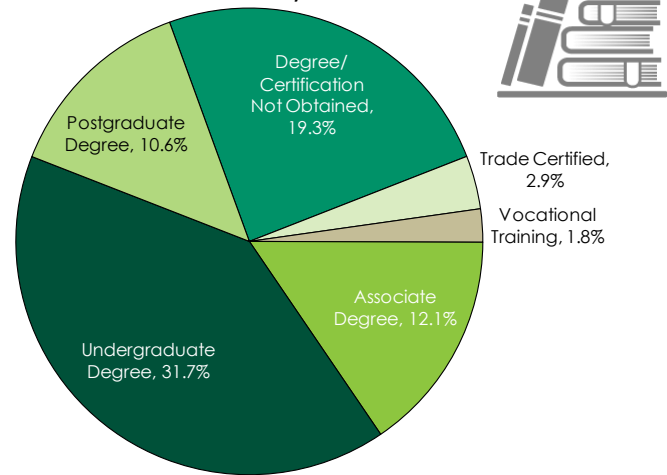
*Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.

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

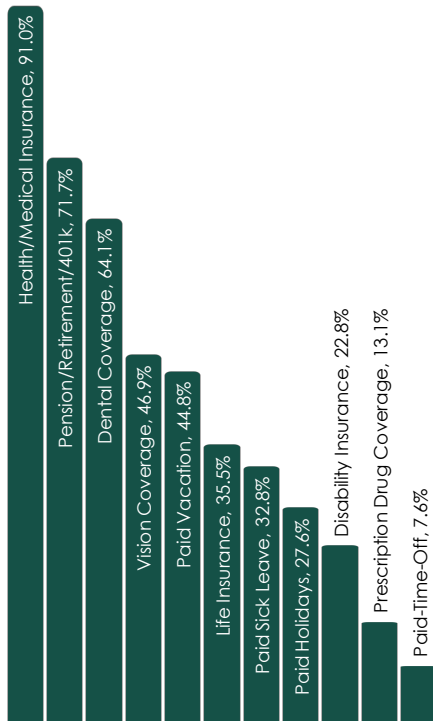
EDUCATIONAL LEVEL:

(78.4% HAVE AN EDUCATION BEYOND HIGH SCHOOL)

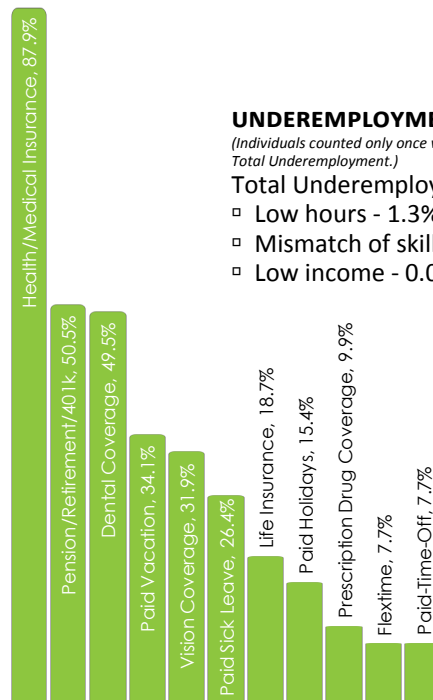


AN ESTIMATED TOTAL OF **142,396** PEOPLE IN THE LABORSHED

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
 - www.indeed.com
 - 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	\$ 32.64	\$ 21.74	\$ 38.10	\$ 29.84	\$ 67,899
Actuaries	15-2011	\$ 46.42	\$ 30.39	\$ 54.43	\$ 43.13	\$ 96,550
Administrative Services Managers	11-3011	\$ 42.05	\$ 29.06	\$ 48.55	\$ 39.13	\$ 87,473
Advertising and Promotions Managers	11-2011	\$ 38.05	\$ 22.20	\$ 45.98	\$ 41.86	\$ 79,142
Advertising Sales Agents	41-3011	\$ 26.54	\$ 12.08	\$ 33.78	\$ 19.33	\$ 55,210
Bill and Account Collectors	43-3011	\$ 18.81	\$ 14.56	\$ 20.94	\$ 18.11	\$ 39,129
Billing and Posting Clerks and Machine Operators	43-3021	\$ 18.36	\$ 13.89	\$ 20.60	\$ 18.18	\$ 38,194
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 17.19	\$ 11.01	\$ 20.28	\$ 17.13	\$ 35,755
Business Operations Specialists, All Other	13-1199	\$ 29.72	\$ 18.24	\$ 35.46	\$ 28.48	\$ 61,816
Computer and Information Systems Managers	11-3021	\$ 59.55	\$ 45.31	\$ 66.67	\$ 59.28	\$ 123,858
Computer Network Architects	15-1143	\$ 45.14	\$ 34.12	\$ 50.66	\$ 44.38	\$ 93,900
Computer Network Support Specialists	15-1152	\$ 26.59	\$ 19.68	\$ 30.04	\$ 25.77	\$ 55,299
Computer Occupations, All Other	15-1199	\$ 33.50	\$ 22.98	\$ 38.76	\$ 31.35	\$ 69,672
Computer Programmers	15-1131	\$ 32.94	\$ 23.97	\$ 37.42	\$ 33.34	\$ 68,509
Computer Systems Analysts	15-1121	\$ 36.95	\$ 25.68	\$ 42.59	\$ 36.26	\$ 76,855
Computer User Support Specialists	15-1151	\$ 21.49	\$ 15.01	\$ 24.73	\$ 20.56	\$ 44,694
Cost Estimators	13-1051	\$ 29.93	\$ 18.59	\$ 35.60	\$ 28.54	\$ 62,246
Counter and Rental Clerks	41-2021	\$ 10.64	\$ 8.29	\$ 11.82	\$ 9.44	\$ 22,134
Customer Service Representatives	43-4051	\$ 16.25	\$ 11.83	\$ 18.45	\$ 15.49	\$ 33,790
Data Entry Keyers	43-9021	\$ 15.31	\$ 13.39	\$ 16.27	\$ 14.65	\$ 31,840
Database Administrators	15-1141	\$ 39.20	\$ 27.43	\$ 45.08	\$ 40.28	\$ 81,531
Eligibility Interviewers, Government Programs	43-4061	\$ 25.99	\$ 22.84	\$ 27.56	\$ 26.86	\$ 54,059
Executive Secretaries and Executive Administrative Assistants	43-6011	\$ 22.78	\$ 17.03	\$ 25.65	\$ 22.60	\$ 47,372
File Clerks	43-4071	\$ 14.64	\$ 11.40	\$ 16.26	\$ 14.25	\$ 30,451
First-Line Supervisors of Non-Retail Sales Workers	41-1012	\$ 30.96	\$ 18.69	\$ 37.10	\$ 28.97	\$ 64,401
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$ 25.82	\$ 17.76	\$ 29.85	\$ 24.46	\$ 53,700
First-Line Supervisors of Retail Sales Workers	41-1011	\$ 18.18	\$ 12.13	\$ 21.20	\$ 16.89	\$ 37,805
General and Operations Managers	11-1021	\$ 46.36	\$ 19.84	\$ 59.62	\$ 38.98	\$ 96,430
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 17.78	\$ 12.00	\$ 20.67	\$ 17.65	\$ 36,978
Human Resources Managers	11-3121	\$ 47.58	\$ 31.36	\$ 55.70	\$ 44.49	\$ 98,973
Human Resources Specialists	13-1071	\$ 26.57	\$ 18.52	\$ 30.59	\$ 25.97	\$ 55,259
Information Security Analysts	15-1122	\$ 39.20	\$ 28.34	\$ 44.63	\$ 36.27	\$ 81,533
Insurance Claims and Policy Processing Clerks	43-9041	\$ 17.42	\$ 13.64	\$ 19.31	\$ 16.72	\$ 36,230
Insurance Sales Agents	41-3021	\$ 26.83	\$ 12.79	\$ 33.85	\$ 20.80	\$ 55,815
Interviewers, Except Eligibility and Loan	43-4111	\$ 14.72	\$ 11.91	\$ 16.12	\$ 14.35	\$ 30,616
Logisticians	13-1081	\$ 26.37	\$ 17.00	\$ 31.05	\$ 26.35	\$ 54,850
Management Analysts	13-1111	\$ 39.63	\$ 22.12	\$ 48.38	\$ 35.21	\$ 82,425
Managers, All Other	11-9199	\$ 44.39	\$ 26.83	\$ 53.17	\$ 41.34	\$ 92,329
Market Research Analysts and Marketing Specialists	13-1161	\$ 26.33	\$ 17.25	\$ 30.87	\$ 24.41	\$ 54,774
Marketing Managers	11-2021	\$ 51.84	\$ 30.63	\$ 62.44	\$ 45.37	\$ 107,817
Medical Records and Health Information Technicians	29-2071	\$ 22.20	\$ 16.22	\$ 25.18	\$ 21.73	\$ 46,169
Network and Computer Systems Administrators	15-1142	\$ 36.45	\$ 25.03	\$ 42.17	\$ 34.38	\$ 75,822
New Accounts Clerks	43-4141	\$ 18.78	\$ 15.73	\$ 20.30	\$ 18.03	\$ 39,060
Office and Administrative Support Workers, All Other	43-9199	\$ 15.64	\$ 10.44	\$ 18.23	\$ 15.35	\$ 32,521
Office Clerks, General	43-9061	\$ 17.09	\$ 11.35	\$ 19.95	\$ 16.75	\$ 35,541
Operations Research Analysts	15-2031	\$ 35.74	\$ 27.03	\$ 40.10	\$ 35.17	\$ 74,345
Order Clerks	43-4151	\$ 16.59	\$ 11.03	\$ 19.37	\$ 16.78	\$ 34,508
Public Relations and Fundraising Managers	11-2031	\$ 46.68	\$ 28.53	\$ 55.76	\$ 44.42	\$ 97,105
Receptionists and Information Clerks	43-4171	\$ 14.03	\$ 9.99	\$ 16.05	\$ 13.88	\$ 29,181
Retail Salespersons	41-2031	\$ 12.73	\$ 8.35	\$ 14.92	\$ 10.73	\$ 26,477
Sales and Related Workers, All Other	41-9099	\$ 19.16	\$ 10.27	\$ 23.61	\$ 19.02	\$ 39,859
Sales Managers	11-2022	\$ 47.73	\$ 26.99	\$ 58.10	\$ 42.57	\$ 99,272
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 31.05	\$ 17.26	\$ 37.95	\$ 28.35	\$ 64,593
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 39.89	\$ 18.54	\$ 50.57	\$ 33.96	\$ 82,980
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$ 16.84	\$ 11.93	\$ 19.29	\$ 16.17	\$ 35,023
Software Developers, Applications	15-1132	\$ 40.48	\$ 27.95	\$ 46.74	\$ 39.90	\$ 84,190
Telemarketers	41-9041	\$ 11.20	\$ 8.43	\$ 12.58	\$ 10.90	\$ 23,295
Web Developers	15-1134	\$ 30.02	\$ 16.39	\$ 36.83	\$ 27.39	\$ 62,434
Word Processors and Typists	43-9022	\$ 18.50	\$ 16.01	\$ 19.75	\$ 18.14	\$ 38,485

The 2017 Iowa Wage data for IWD Region 10 (which includes: Benton, Cedar, Iowa, Johnson, Jones, Linn, & Washington counties) 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 2016 OES estimates. Additional occupational wage and employment data can be found at:

<https://www.iowaworkforcedevelopment.gov/iawagareport>.

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