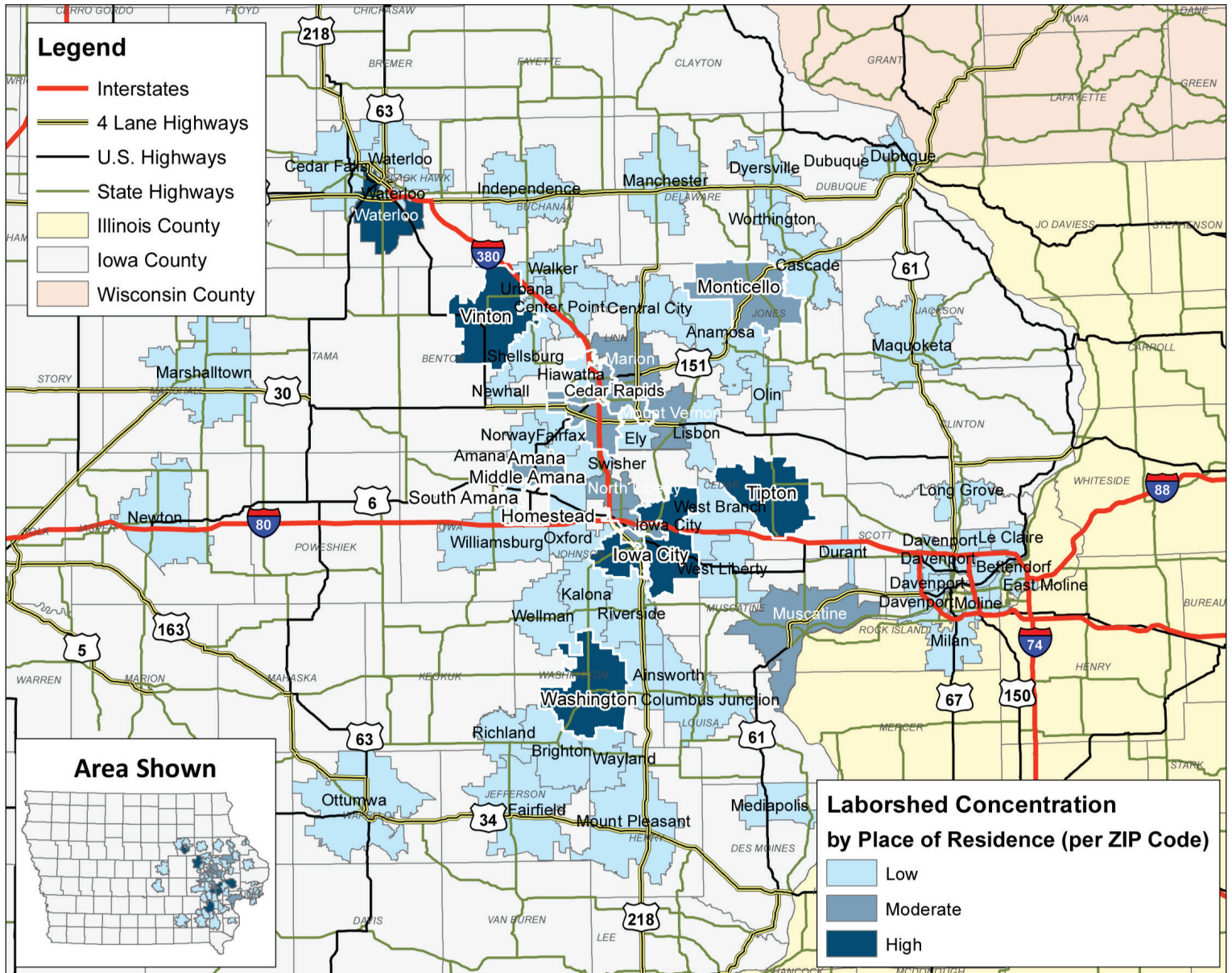




LABOR CHARACTERISTICS

IT/CUSTOMER SERVICE

CONCENTRATION OF RESPONDENTS WITHIN THE LABORSHED AREA WITH TRANSFERABLE EXPERIENCE/SKILLS BY PLACE OF RESIDENCE



Workers with transferable industry experience/skills are currently commuting an average of **11 miles** one way for work.

Those who are likely to change/accept employment are willing to commute an average of **27 miles** one way for the right employment opportunity.

EMPLOYMENT

59.1%
paid an hourly wage

75.5%
are/were employed
full-time

7.2%
are/were
self-employed

24.5%
are/were employed
part-time

19.1%
hold two or
more jobs

Currently working
an average of
40 hours/week

UNDER-
EMPLOYMENT
(estimated):

3.6% (741)
Low hours

8.6% (1,769)
Mismatch of skills

0.9% (185)
Low income

10.9% (2,242)
Total
(Individuals counted
only once when
estimating Total
Underemployment.)

ESTIMATED AVAILABLE LABOR PER
OCCUPATIONAL CATEGORY:

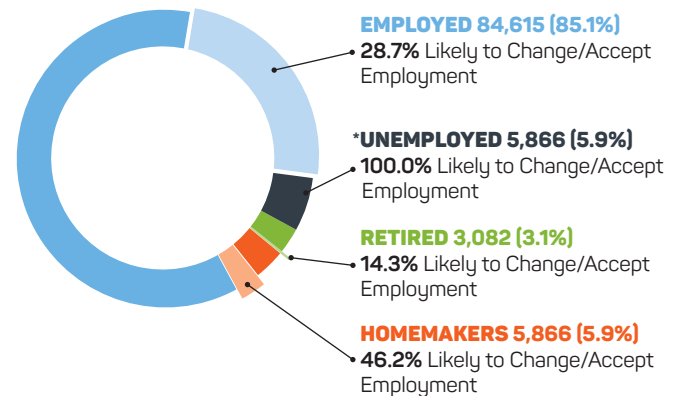
• Cashiers	7,645
• Computer Network Architects	950
• Computer Network Support Specialist	1,350
• Computer Occupations, All Other	4,499
• Computer Operators	459
• Computer Programmers	1,805
• Computer Systems Analysts	1,795
• Computer User Support Specialists	1,375
• Customer Service Representatives	5,747
• Data Entry Keyers	450
• Database Administrators	447
• First-Line Supervisors of Retail Sales Workers	7,199
• Insurance Sales Agents	3,125
• Loan Interviewers and Clerks	1,694
• Network Administrators	3,173
• Parts Salespersons	1,325
• Real Estate Brokers	457
• Real Estate Sales Agents	4,949
• Retail Salespersons	16,197
• Sales and Related Workers, All Other	850
• Sales Representatives	14,847
• Software Developers, Applications	2,798
• Software Developers, Systems Software	449
• Statisticians	453
• Supervisors of Non-Retail Sales Workers	445
• Telemarketers	441
• Tellers	3,599
• Travel Agents	455
• Web Developers	451

AN ESTIMATED TOTAL OF **99,429** PEOPLE IN THE
LABORSHED AREA

TOP JOB SEARCH RESOURCES:

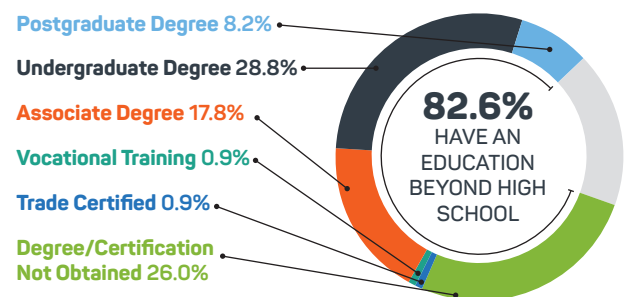
(For those seeking employment opportunities, by use.)

- 1. Internet 85.1%**
www.indeed.com
www.monster.com
www.iowajobs.org
- 2. Networking through friends, family or acquaintances 23.6%**
- 3. IowaWORKS Centers 13.5%**
- 4. Newspapers 10.6%**
The Gazette-Cedar Rapids

ESTIMATED TOTAL BY EMPLOYMENT STATUS
(PERCENTAGE):

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

EDUCATIONAL LEVEL



WORKPLACE FLEXIBILITY:

(by percent of interest)

- 1. Job teams 88.7%**
- 2. Cross-training 83.6%**
- 3. Varied shifts 47.2%**
- 4. Temporary work 46.6%**
- 5. Job sharing 44.4%**
- 6. Seasonal work 41.1%**

CURRENT BENEFITS & DESIRED BENEFITS

Health/Medical Insurance	81.2%	85.1%
Pension/Retirement/401k	78.2%	83.6%
Dental Coverage	72.6%	80.6%
Paid Vacation	68.0%	80.6%
Life Insurance	67.0%	64.2%
Paid Holidays	68.0%	82.1%
Disability Insurance	66.5%	70.1%
Vision Coverage	66.5%	76.1%
Prescription Drug Coverage	53.3%	64.2%
Paid Sick Leave	67.5%	79.1%
Shift Differential Pay	67.2%	
Employee Discount	64.2%	

LABOR CHARACTERISTICS

OCCUPATION	OCCUPATIONAL CODE	MEAN WAGE	ENTRY WAGE	EXPERIENCED WAGE	MEDIAN WAGE	MEAN ANNUAL SALARY
Cashiers	41-2011	\$9.96	\$8.23	\$10.82	\$9.50	\$20,711
Computer Network Architects	15-1143	\$41.63	\$28.26	\$48.32	\$42.09	\$86,591
Computer Network Support Specialists	15-1152	\$24.99	\$16.69	\$29.14	\$24.34	\$51,982
Computer Occupations, All Other	15-1199	\$34.33	\$22.15	\$40.43	\$32.68	\$71,415
Computer Operators	43-9011	\$21.12	\$12.80	\$25.28	\$21.74	\$43,932
Computer Programmers	15-1131	\$36.93	\$23.10	\$43.85	\$33.99	\$76,814
Computer Systems Analysts	15-1121	\$38.93	\$27.49	\$44.66	\$37.38	\$80,984
Computer User Support Specialists	15-1151	\$21.49	\$14.69	\$24.90	\$20.48	\$44,706
Customer Service Representatives	43-4051	\$16.37	\$11.54	\$18.79	\$15.72	\$34,053
Data Entry Keyers	43-9021	\$15.56	\$11.97	\$17.35	\$14.80	\$32,366
Database Administrators	15-1141	\$37.45	\$23.75	\$44.30	\$37.16	\$77,893
First-Line Supervisors of Non-Retail Sales Workers	41-1012	\$29.82	\$17.75	\$35.85	\$27.76	\$62,015
First-Line Supervisors of Retail Sales Workers	41-1011	\$18.41	\$12.04	\$21.60	\$17.05	\$38,299
Insurance Sales Agents	41-3021	\$26.75	\$14.82	\$32.71	\$21.53	\$55,637
Interviewers, Except Eligibility and Loan	43-4111	\$14.68	\$12.16	\$15.93	\$14.21	\$30,529
Loan Interviewers and Clerks	43-4131	\$17.78	\$14.30	\$19.51	\$17.35	\$36,974
Network and Computer Systems Administrators	15-1142	\$35.36	\$24.58	\$40.75	\$33.33	\$73,554
Parts Salespersons	41-2022	\$16.35	\$11.05	\$19.01	\$15.65	\$34,017
Real Estate Sales Agents	41-9022	\$24.75	\$11.52	\$31.37	\$21.90	\$51,484
Retail Salespersons	41-2031	\$12.70	\$8.25	\$14.92	\$10.53	\$26,411
Sales and Related Workers, All Other	41-9099	\$16.98	\$10.20	\$20.37	\$13.83	\$35,317
Sales Representatives, Services, All Other	41-3099	\$28.49	\$15.42	\$35.02	\$25.67	\$59,253
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$30.58	\$15.85	\$37.94	\$27.09	\$63,604
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$38.88	\$21.20	\$47.72	\$36.28	\$80,862
Software Developers, Applications	15-1132	\$40.54	\$27.92	\$46.86	\$39.82	\$84,329
Software Developers, Systems Software	15-1133	\$41.67	\$27.93	\$48.54	\$42.38	\$86,668
Statisticians	15-2041	\$31.42	\$22.23	\$36.01	\$29.55	\$65,352
Telemarketers	41-9041	\$12.13	\$9.90	\$13.25	\$11.87	\$25,239
Tellers	43-3071	\$13.15	\$10.62	\$14.42	\$12.74	\$27,351
Travel Agents	41-3041	\$20.13	\$12.49	\$23.95	\$19.26	\$41,868
Web Developers	15-1134	\$28.13	\$16.10	\$34.15	\$25.66	\$58,512

The 2018 Iowa Wage data for the Iowa City/Cedar Rapids Region 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 2017 OES estimates. Additional occupational wage and employment data can be found at www.iowalmi.gov/laborshed.

Balance of data compiled by Iowa Workforce Development using Laborshed data released in 2019.

FOR MORE INFORMATION REGARDING THE IOWA CITY/CEDAR RAPIDS REGION, IA LABORSHED, CONTACT:

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