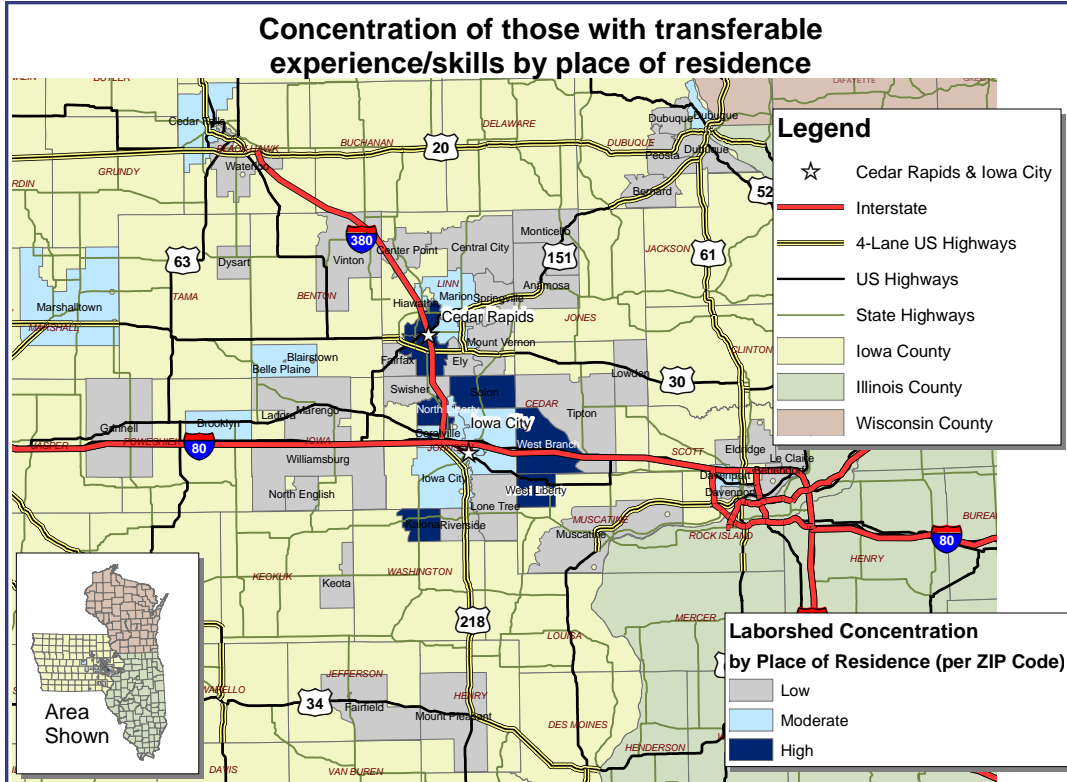


# Labor Characteristics

## Customer Service Technology Corridor



Workers who have transferable experience/skills in the Laborshed area are currently commuting an average of 11 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 14 miles one way for the right employment opportunity.

### Employment Status:

#### 89.6% Employed

- 23.9% of the employed are willing to change employment

#### 3.8% Unemployed

- 3.5% Homemakers, Not Employed
- 3.1% Retired

### Education Levels:

- 78.2% Education beyond high school
- 17.0% Associate degree
- 1.4% Trade certified
- 3.1% Vocational training
- 27.7% Undergraduate degree
- 11.4% Postgraduate degree

### Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 76.5%
- Varied shifts (2nd, 3rd, & split) - 22.4%
- Job sharing - 42.4%
- Job teams - 76.5%
- Seasonal work - 32.1%
- Temporary work - 39.5%

### Other Facts:

- 50.7% paid an annual salary
- 81.7% are/were employed full-time
- 14.5% are/were employed part-time
- 10.9% hold two or more jobs
- Currently working an average of 40 hrs/week

### Current Benefits:

- Health/medical insurance - 92.9%
- Pension/retirement/401K - 77.2%
- Dental coverage - 56.0%
- Paid vacation - 45.2%
- Paid sick leave - 34.4%
- Life insurance - 32.0%
- Paid holidays - 32.0%
- Vision coverage - 28.2%
- Disability insurance - 20.7%

### Desired Benefits:

(by percent of interest)

- Health/medical insurance - 85.9%
- Pension/retirement/401K - 38.0%
- Paid vacation - 29.6%
- Dental coverage - 16.9%
- Vision coverage - 11.3%
- Paid sick leave - 11.3%
- Paid holidays - 11.3%

### Top Advertising Media:

(for those seeking employment opportunities)

- The Internet
  - www.monster.com
  - www.corridorcareers.com
  - www.uiowa.edu
- Local/Regional Newspapers
  - The Gazette - Cedar Rapids
  - Iowa City Press-Citizen
- Networking through friends, family, & acquaintances
- Iowa Workforce Development Centers

### Potential Available Labor Per Occupational Category:

#### Business Operations:

- Managers - 5,733
- Accountants - 7,756
- Analysts - 4,721
- Appraisers - 336
- Business Operations Specialists - 4,722
- Customer Service Reps - 5,396
- Editors - 339
- Financial Advisors - 1,012
- HR/PR/Training - 1,685
- Insurance Underwriters - 673
- Interviewers - 1,013
- Librarians - 1,011
- Loan Officers - 1,349
- Proofreaders & Copy Makers - 676
- Publishers - 337
- Researchers - 335
- Technical Writers - 675
- Telemarketers/Sales Reps - 2,698

#### Computer:

- Programmers - 672
- Network Administrators - 1,687
- Software Engineers - 3,372
- Support Specialists - 5,059
- Systems Analysts - 674

#### Office & Administrative Support:

- Assistants - 1,350
- Bookkeeping & Accounting Clerks - 7,757
- Clerks, General - 8,768
- Court, Municipal, & License Clerks - 1,348
- Mail Clerks - 338
- Processing Clerks - 1,686
- Secretaries - 24,281

**An estimated total of 97,459 people in the Laborshed area**



### Underemployment:

- Total Underemployment - 3.8%
  - Low hours - 1.0%
  - Mismatch of skills - 2.1%
  - Low income - 0.7%

IWD only counts individuals once when estimating Total Underemployment.

Information was compiled by Iowa Workforce Development using 2008 data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 22.34	\$ 15.24	\$ 25.89	\$ 21.48
Switchboard Operators, Including Answering Service	43-2011	\$ 11.57	\$ 8.97	\$ 12.87	\$ 11.16
Bill and Account Collectors	43-3011	\$ 15.54	\$ 12.79	\$ 16.90	\$ 14.59
Billing and Posting Clerks and Machine Operators	43-3021	\$ 14.84	\$ 11.87	\$ 16.33	\$ 14.52
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 14.76	\$ 10.21	\$ 17.04	\$ 14.29
Payroll and Timekeeping Clerks	43-3051	\$ 16.05	\$ 11.23	\$ 18.46	\$ 16.01
Procurement Clerks	43-3061	\$ 17.89	\$ 12.73	\$ 20.48	\$ 16.95
Brokerage Clerks	43-4011	\$ 13.13	\$ 9.15	\$ 15.11	\$ 13.79
Court, Municipal, and License Clerks	43-4031	\$ 15.36	\$ 11.75	\$ 17.16	\$ 15.34
Customer Service Representatives	43-4051	\$ 13.81	\$ 10.07	\$ 15.68	\$ 13.44
Eligibility Interviewers, Government Programs	43-4061	\$ 20.07	\$ 16.46	\$ 21.87	\$ 20.70
File Clerks	43-4071	\$ 11.80	\$ 8.75	\$ 13.32	\$ 11.01
Interviewers, Except Eligibility and Loan	43-4111	\$ 11.27	\$ 9.28	\$ 12.28	\$ 10.73
Library Assistants, Clerical	43-4121	\$ 12.08	\$ 7.63	\$ 14.31	\$ 10.81
Loan Interviewers and Clerks	43-4131	\$ 14.53	\$ 12.01	\$ 15.79	\$ 14.01
Order Clerks	43-4151	\$ 14.59	\$ 10.06	\$ 16.86	\$ 13.88
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 17.19	\$ 12.99	\$ 19.30	\$ 16.95
Receptionists and Information Clerks	43-4171	\$ 11.43	\$ 8.38	\$ 12.95	\$ 10.92
Information and Record Clerks, All Other	43-4199	\$ 15.58	\$ 11.87	\$ 17.43	\$ 15.42
Postal Service Clerks	43-5051	\$ 21.76	\$ 20.50	\$ 22.39	\$ 22.21
Postal Service Mail Sorters, Processors, and Processing Machine Operators	43-5053	\$ 20.06	\$ 15.34	\$ 22.42	\$ 21.68
Production, Planning, and Expediting Clerks	43-5061	\$ 18.80	\$ 12.79	\$ 21.81	\$ 17.83
Shipping, Receiving, and Traffic Clerks	43-5071	\$ 13.00	\$ 9.71	\$ 14.65	\$ 12.05
Stock Clerks and Order Fillers	43-5081	\$ 10.45	\$ 7.29	\$ 12.02	\$ 9.52
Executive Secretaries and Administrative Assistants	43-6011	\$ 17.43	\$ 12.77	\$ 19.76	\$ 16.83
Legal Secretaries	43-6012	\$ 15.80	\$ 13.05	\$ 17.18	\$ 15.85
Medical Secretaries	43-6013	\$ 13.48	\$ 10.19	\$ 15.12	\$ 12.77
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 14.50	\$ 10.21	\$ 16.64	\$ 13.93
Computer Operators	43-9011	\$ 13.89	\$ 9.92	\$ 15.88	\$ 13.12
Word Processors and Typists	43-9022	\$ 12.76	\$ 7.50	\$ 15.40	\$ 12.38
Insurance Claims and Policy Processing Clerks	43-9041	\$ 13.98	\$ 10.36	\$ 15.79	\$ 13.92
Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051	\$ 11.67	\$ 9.28	\$ 12.87	\$ 11.35
Office Clerks, General	43-9061	\$ 12.62	\$ 8.38	\$ 14.74	\$ 11.86
Office Machine Operators, Except Computer	43-9071	\$ 11.66	\$ 7.89	\$ 13.53	\$ 12.25
Proofreaders and Copy Markers	43-9081	\$ 12.60	\$ 8.83	\$ 14.49	\$ 12.32
Office and Administrative Support Workers, All Other	43-9199	\$ 10.25	\$ 6.46	\$ 12.14	\$ 10.29

This Iowa Wage Survey for Iowa Workforce Development (IWD) Region 10 service area was produced by the Workforce Data & Business Development Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the IWD Region 10 service area. The source of the wage and employment data is the 2007 Iowa Wage Survey. Additional data from the Iowa Wage Survey for individual counties, Iowa Workforce Development regions, and by industry statewide are available on the Iowa Workforce Development web site located at [www.iowaworkforce.org](http://www.iowaworkforce.org).

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