

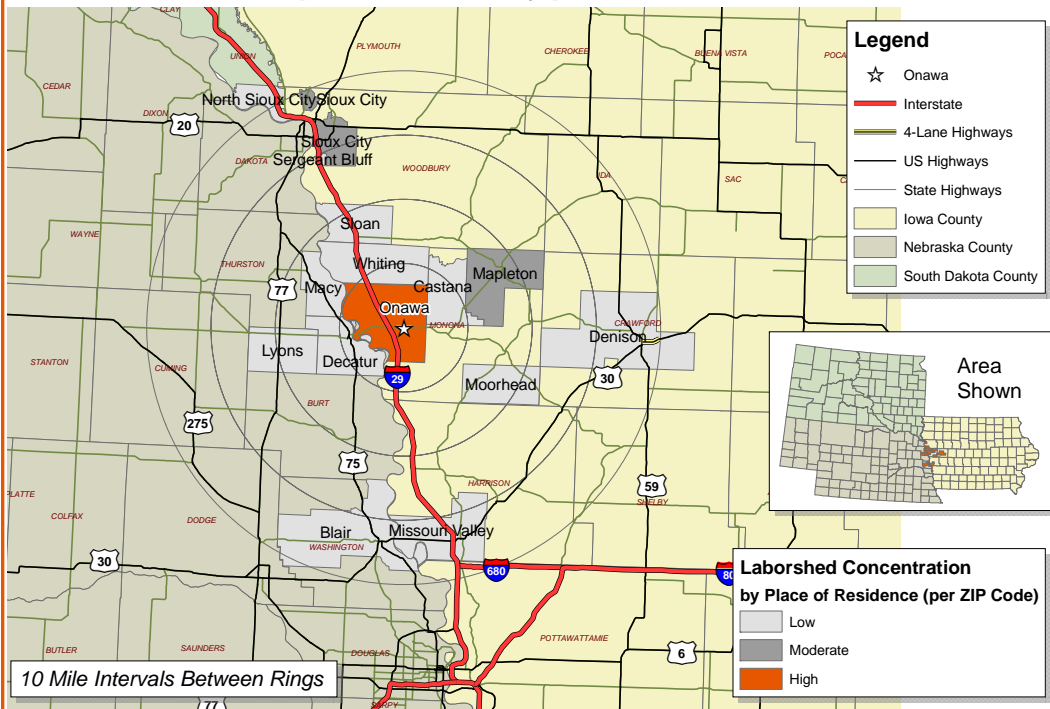
Labor Characteristics

Call Centers

Monona County, IA



Concentration of those with transferable experience/skills by place of residence



Workers who have transferable experience/skills are currently commuting an average of 10 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:

84.6% Employed

- 31.0% of the employed are willing to change employment

4.2% Unemployed

5.6% Homemakers, Not Employed

5.6% Retired

Education Levels:

- 64.8% Education beyond high school
- 16.9% Associate degree
- 2.8% Trade certified
- 1.4% Vocational training
- 14.1% Undergraduate degree
- 4.2% Postgraduate degree

Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 76.9%
- Varied shifts (2nd, 3rd, & split) - 26.9%
- Job sharing - 23.1%
- Job teams - 80.8%
- Temporary work - 30.8%
- Seasonal work - 34.6%

Other Facts:

- 56.1% paid hourly wage
- 80.3% are/were employed full-time
- 18.3% are/were employed part-time
- 1.4% are/were self-employed
- 16.7% hold more than one job
- Currently working an average of 42 hrs/week

Current Benefits:

- Health/medical insurance - 86.3%
- Pension/retirement/401K - 70.6%
- Dental coverage - 39.2%
- Paid vacation - 39.2%
- Paid sick leave - 37.3%
- Paid holidays - 25.5%
- Vision coverage - 19.6%
- Life insurance - 19.6%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 91.3%
- Pension/retirement/401K - 34.8%
- Dental coverage - 26.1%
- Vision coverage - 17.4%
- Paid vacation - 4.3%
- Disability insurance - 4.3%
- Paid sick leave - 4.3%
- Paid holidays - 4.3%
- Life insurance - 4.3%

Top Advertising Media:

(for those seeking employment opportunities)

- Local/Regional Newspapers
 - Sioux City Journal
 - Omaha World-Herald
- The Internet
 - www.monster.com
 - www.siouxlandjobs.com
- Networking through family, friends, acquaintances
- Local Iowa Workforce Development Centers

Potential Available Labor Per Occupational Category:

Business Operations:

- Administrative Managers - 1,098
- Financial Managers - 366
- Human Resource Managers - 181
- Sales Managers - 366
- Bill & Account Collectors - 183
- Business Operation Specialists - 915
- Computer Support Specialists - 548
- Customer Service Representatives - 550
- Employee Recruiters - 185
- Human Resources, Training, & Labor Relations - 182
- Logisticians - 180
- Management Analysts - 184
- Office Clerks - 2,013
- Purchasing Agents - 183
- Receptionists & Information Clerks - 549
- Sales - 1,464
- Secretaries & Office Support - 3,661
- Telemarketers - 186

An estimated total of **12,994** people in the Laborshed area

Underemployment:

Total Underemployment - 1.4%

- Low hours - 0.0%
- Mismatch of skills - 0.0%
- Low income - 1.4%

IWD only counts individuals once when estimating Total Underemployment.



The Iowa Workforce Development Region (IWD) 12 aggregate wage data was also extracted from the Iowa Wage Survey and is provided in the table on page 2 which reflects mean, entry, experienced, and median wages.

Information was compiled by Iowa Workforce Development using 2008 Laborshed data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Administrative Services Managers	11-3011	\$ 26.05	\$ 15.74	\$ 31.21	\$ 25.49
Bill and Account Collectors	43-3011	\$ 12.87	\$ 9.73	\$ 14.43	\$ 12.67
Business Operations Specialists, All Other	13-1199	\$ 22.26	\$ 10.36	\$ 28.20	\$ 21.25
Computer and Information Systems Managers	11-3021	\$ 39.05	\$ 26.82	\$ 45.17	\$ 38.66
Computer Specialists, All Other	15-1099	\$ 22.20	\$ 11.47	\$ 27.56	\$ 21.54
Computer Support Specialists	15-1041	\$ 16.87	\$ 12.85	\$ 18.87	\$ 16.88
Cost Estimators	13-1051	\$ 26.88	\$ 14.35	\$ 33.16	\$ 21.31
Data Entry Keyers	43-9021	\$ 11.86	\$ 9.10	\$ 13.25	\$ 10.82
Employment, Recruitment, and Placement Specialists	13-1071	\$ 20.28	\$ 14.16	\$ 23.34	\$ 21.25
Executive Secretaries and Administrative Assistants	43-6011	\$ 15.98	\$ 11.47	\$ 18.24	\$ 14.78
File Clerks	43-4071	\$ 11.64	\$ 6.96	\$ 13.97	\$ 10.20
Financial Managers	11-3031	\$ 39.70	\$ 25.41	\$ 46.86	\$ 39.05
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 20.17	\$ 12.76	\$ 23.87	\$ 19.54
Human Resources Managers, All Other	11-3049	\$ 36.17	\$ 22.85	\$ 42.83	\$ 39.11
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 19.04	\$ 6.21	\$ 25.46	\$ 15.02
Insurance Claims and Policy Processing Clerks	43-9041	\$ 11.57	\$ 10.32	\$ 12.19	\$ 11.04
Loan Interviewers and Clerks	43-4131	\$ 13.34	\$ 11.39	\$ 14.33	\$ 13.62
Logisticians	13-1081	\$ 32.01	\$ 19.26	\$ 38.38	\$ 27.99
Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051	\$ 10.34	\$ 6.32	\$ 12.35	\$ 10.24
Management Analysts	13-1111	\$ 38.67	\$ 22.27	\$ 46.88	\$ 38.81
Medical Secretaries	43-6013	\$ 14.31	\$ 10.20	\$ 16.35	\$ 14.39
New Accounts Clerks	43-4141	\$ 13.41	\$ 12.45	\$ 13.88	\$ 13.15
Office and Administrative Support Workers, All Other	43-9199	\$ 12.55	\$ 7.58	\$ 15.03	\$ 12.75
Office Clerks, General	43-9061	\$ 11.36	\$ 8.13	\$ 12.97	\$ 11.06
Order Clerks	43-4151	\$ 12.14	\$ 9.19	\$ 13.63	\$ 11.78
Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023	\$ 21.98	\$ 14.82	\$ 25.55	\$ 21.70
Receptionists and Information Clerks	43-4171	\$ 10.42	\$ 7.61	\$ 11.81	\$ 10.45
Sales and Related Workers, All Other	41-9099	\$ 15.74	\$ 9.03	\$ 19.10	\$ 15.05
Sales Managers	11-2022	\$ 39.53	\$ 22.89	\$ 47.85	\$ 37.51
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 11.36	\$ 8.42	\$ 12.82	\$ 11.15
Switchboard Operators, Including Answering Service	43-2011	\$ 11.18	\$ 9.35	\$ 12.10	\$ 11.16
Telemarketers	41-9041	\$ 10.14	\$ 8.64	\$ 10.89	\$ 10.47
Training and Development Specialists	13-1073	\$ 15.69	\$ 9.66	\$ 18.71	\$ 14.97

This Iowa Wage Survey for the Iowa Workforce Development (IWD) Region 12 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 12 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.

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