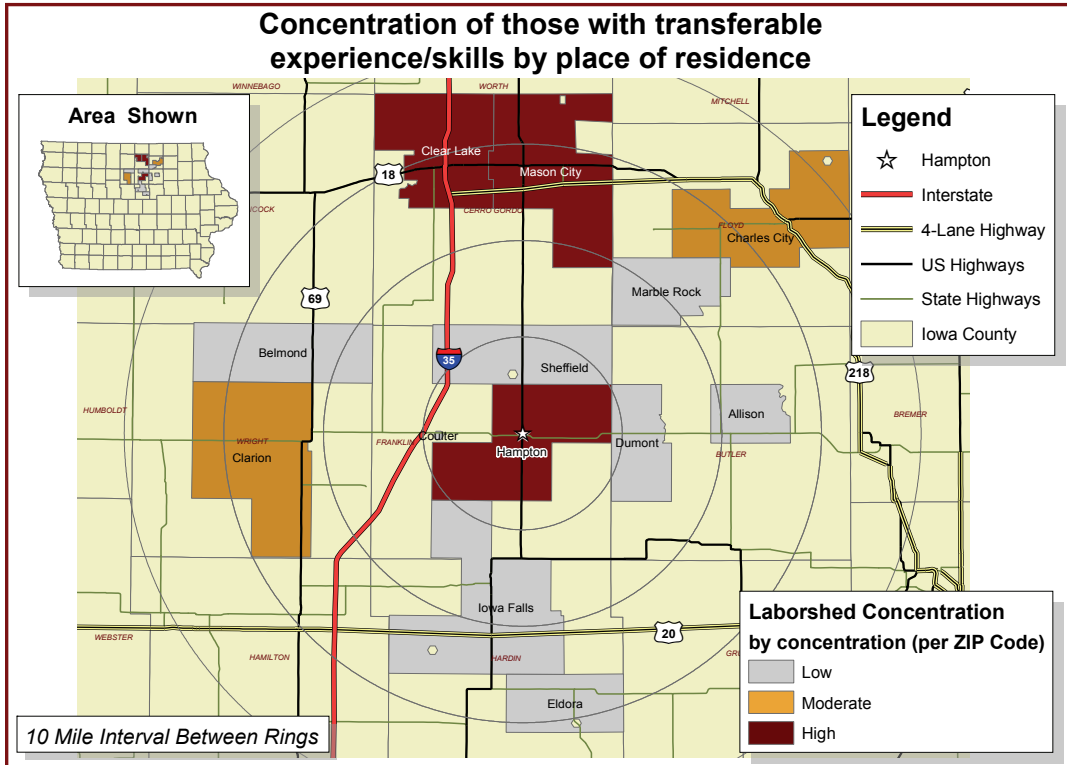


Labor Characteristics Call Centers Franklin County, IA Laborshed



Estimated Potential Available Labor Per Occupational Category:

Business Operations:

- Managers - 670
- Supervisors - 892
- Purchasing Agents - 110
- Employment & Recruitment Specialists - 112
- Training & Development Specialists - 109
- Business Operations Specialists - 113
- Computer Systems Analysts - 105
- Cashiers - 557
- Salespersons - 1,894
- Communications Equipment Operators - 117
- Clerks - 779
- Customer Service Reps - 560
- Cargo & Freight Agents - 108
- Secretaries - 1,225
- Office & Administrative Support Workers - 228

Material Movers:

- Managers - 223
- Driver/Sales Workers - 334

An estimated total of 8,136 people in the Laborshed area

Workers who have transferable experience/skills in the Laborshed area are currently commuting an average of 7 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 12 miles one way for the right employment opportunity.

Employment Status:

65.8% Employed

- 32.9% of the employed are willing to change employment

17.8% Unemployed

- 76.9% of the unemployed are willing to accept employment

8.2% Homemaker, Not Employed

8.2% Retired

Education:

- 57.5% Education beyond high school
- 5.5% Trade certification
- 4.1% Vocational training
- 13.7% Associate degree
- 13.7% Undergraduate degree
- 5.5% Postgraduate degree

Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 72.0%
- Varied shifts (2nd, 3rd, & split) - 44.0%
- Job sharing - 48.0%
- Job teams - 88.0%
- Seasonal work - 60.0%
- Temporary work - 68.0%

Other Facts:

- 72.1% paid an hourly wage
- 64.4% are/were employed full-time
- 27.4% are/were employed part-time
- 5.5% are/were seasonally/temporarily employed
- 10.4% hold two or more jobs
- Currently working an average of 36 hrs/week

Current Benefits:

- Health/medical insurance - 83.7%
- Pension/retirement/401K - 58.1%
- Paid vacation - 51.2%
- Dental coverage - 34.9%
- Paid holidays - 34.9%
- Life insurance - 27.9%
- Paid sick leave - 25.6%
- Disability insurance - 23.3%
- Vision coverage - 18.6%
- Prescription drug coverage - 14.0%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 94.1%
- Dental coverage - 29.4%
- Paid vacation - 23.5%
- Pension/retirement/401K - 11.8%
- Disability insurance - 5.9%
- Life insurance - 5.9%
- Paid holidays - 5.9%
- Paid sick leave - 5.9%
- Prescription drug coverage - 5.9%

Top Advertising Media:

(for those seeking employment opportunities)

- The Internet
 - www.iowaworkforce.org
 - www.careerbuilder.com
 - www.monster.com
- Local Iowa Workforce Development Centers
- Local/Regional Newspapers
 - *Globe Gazette - Mason City*
 - *The Des Moines Register*
- Networking through family, friends, and acquaintances

The Iowa Workforce Development (IWD) Region 2 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.



Underemployment

Total Underemployment - 5.5%

- Low hours - 5.5%
- Mismatch of skills - 2.7%
- Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.

For more information regarding the Hampton Laborshed Analysis, contact:

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Information was compiled by Iowa Workforce Development using 2009 data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Administrative Services Managers	11-3011	\$ 24.49	\$ 16.00	\$ 28.74	\$ 22.47
Advertising Sales Agents	41-3011	\$ 21.06	\$ 14.05	\$ 24.56	\$ 18.68
Business Operations Specialists, All Other	13-1199	\$ 23.67	\$ 13.95	\$ 28.53	\$ 22.57
Cashiers	41-2011	\$ 7.86	\$ 7.32	\$ 8.12	\$ 7.43
Computer Operators	43-9011	\$ 15.05	\$ 12.40	\$ 16.37	\$ 15.16
Computer Specialists, All Other	15-1099	\$ 28.38	\$ 22.54	\$ 31.30	\$ 29.24
Computer Support Specialists	15-1041	\$ 21.27	\$ 14.35	\$ 24.72	\$ 21.06
Computer Systems Analysts	15-1051	\$ 32.17	\$ 24.65	\$ 35.94	\$ 31.53
Court, Municipal, and License Clerks	43-4031	\$ 18.44	\$ 13.51	\$ 20.92	\$ 17.88
Customer Service Representatives	43-4051	\$ 13.81	\$ 8.58	\$ 16.43	\$ 13.60
Driver/Sales Workers	53-3031	\$ 17.72	\$ 15.08	\$ 19.04	\$ 18.03
Employment, Recruitment, and Placement Specialists	13-1071	\$ 26.09	\$ 18.35	\$ 29.96	\$ 25.43
Executive Secretaries and Administrative Assistants	43-6011	\$ 16.63	\$ 12.84	\$ 18.52	\$ 16.53
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 22.04	\$ 14.61	\$ 25.74	\$ 20.61
First-Line Supervisors/Managers of Retail Sales Workers	41-1011	\$ 16.80	\$ 11.35	\$ 19.51	\$ 14.83
Human Resources Managers, All Other	11-3049	\$ 40.18	\$ 27.24	\$ 46.66	\$ 34.96
Library Assistants, Clerical	43-4121	\$ 9.11	\$ 7.77	\$ 9.79	\$ 8.46
Office and Administrative Support Workers, all other	43-9199	\$ 14.10	\$ 11.23	\$ 15.52	\$ 14.00
Office Clerks, General	43-9061	\$ 13.05	\$ 9.15	\$ 14.99	\$ 12.17
Property, Real Estate, and Community Association Managers	11-9141	\$ 24.42	\$ 18.31	\$ 27.47	\$ 19.59
Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023	\$ 21.61	\$ 13.79	\$ 25.52	\$ 22.52
Real Estate Sales Agents	41-9022	\$ 11.59	\$ 7.46	\$ 13.65	\$ 9.87
Receptionists and Information Clerks	43-4171	\$ 11.54	\$ 8.92	\$ 12.85	\$ 11.45
Retail Salespersons	41-2031	\$ 12.36	\$ 7.66	\$ 14.70	\$ 9.27
Sales and Related Workers, All Other	41-9099	\$ 30.68	\$ 15.28	\$ 38.38	\$ 25.37
Sales Managers	11-2022	\$ 43.97	\$ 28.20	\$ 51.85	\$ 39.07
Sales Representatives, Services, All Other	41-3099	\$ 30.28	\$ 13.53	\$ 38.66	\$ 21.91
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 26.12	\$ 13.88	\$ 32.24	\$ 21.38
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 12.62	\$ 9.41	\$ 14.22	\$ 12.05
Switchboard Operators, Including Answering Service	43-2011	\$ 11.57	\$ 10.14	\$ 12.28	\$ 11.66
Training and Development Specialists	13-1073	\$ 18.34	\$ 13.43	\$ 20.80	\$ 17.48
Transportation, Storage, and Distribution Managers	11-3071	\$ 37.75	\$ 23.88	\$ 44.70	\$ 35.98

This Iowa Wage Survey for Iowa Workforce Development (IWD) Region 2 was produced by the Labor Force & Occupational Analysis Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the IWD Region 2. The source of the wage and employment data is the 2009 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.