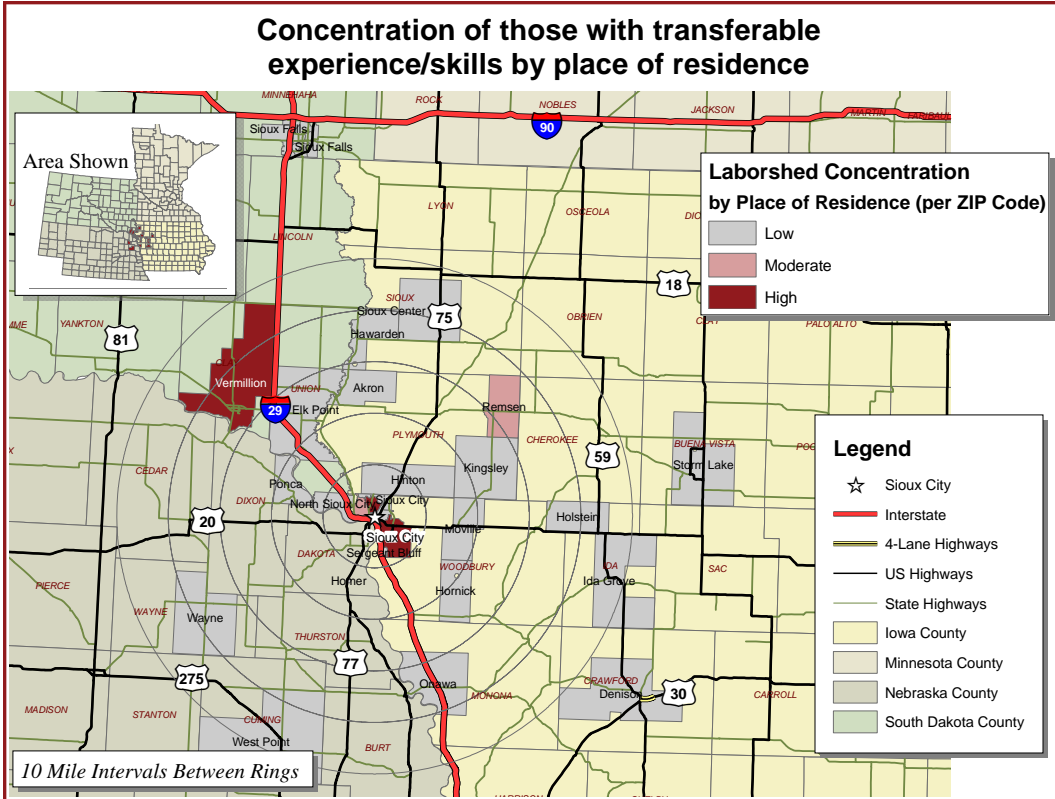


Labor Characteristics

Call Center

Sioux City, IA MSA

1
No. 1
That's My Siouxland!



Workers who have transferable experience/skills are currently commuting an average of 9 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 13 miles one way for the right employment opportunity.

Employment Status:

81.3% Employed

- 34.4% of the employed are willing to change employment

4.7% Unemployed

6.3% Homemakers, Not Employed

7.8% Retired

Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 56.0%
- Varied shifts (2nd, 3rd, & split) - 28.0%
- Job sharing - 40.0%
- Job teams - 84.0%
- Seasonal work - 44.0%
- Temporary work - 28.0%

Education Levels:

- 79.7% Education beyond high school
- 10.9% Associate degree
- 4.7% Trade certified
- 1.6% Vocational training
- 20.3% Undergraduate degree
- 10.9% Postgraduate degree

Other Facts:

- 57.1% paid hourly wage
- 85.9% are/were employed full-time
- 12.5% are/were employed part-time
- 7.7% hold more than one job
- Currently working an average of 41 hrs/week

Current Benefits:

- Health/medical insurance - 97.8%
- Pension/retirement/401K - 80.4%
- Dental coverage - 52.2%
- Paid vacation - 41.3%
- Vision coverage - 32.6%
- Life insurance - 32.6%
- Paid sick leave - 30.4%
- Paid holidays - 23.9%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 70.0%
- Pension/Retirement/401K - 35.0%
- Dental coverage - 25.0%
- Vision coverage - 15.0%
- Paid vacation - 15.0%
- Flex-time - 10.0%

Top Advertising Media:

(for those seeking employment opportunities)

- Local/Regional Newspapers
 - Sioux City Journal
 - Argus Leader - Sioux Falls, SD
 - The Des Moines Register
- The Internet
 - www.monster.com
 - www.careerbuilder.com
- Networking through family, friends, acquaintances
- Local Iowa Workforce Development Centers

Potential Available Labor

Per Occupational Category:

Business Operations:

- Sales Managers - 1,233
- Financial Managers - 425
- Administrative Managers - 1,228
- Human Resource Managers - 815
- Purchasing Agents - 817
- Employee Recruiters - 411
- Training & Development - 433
- Human Resources - 428
- Logisticians - 408
- Management Analysts - 434
- Business Operation Specialists - 419
- Telemarketers - 438
- Sales - 2,870
- Customer Service Representatives - 3,702
- Mail Clerks - 413
- Office Clerks - 2,466
- Secretaries & Office Support - 6,559

Computer:

- Computer Support Specialists - 1,241
- Systems Analysts - 422
- Network & Systems Administrators - 408
- Specialists - 416

An estimated total of **25,986** people in the Laborshed area

Underemployment:

Total Underemployment - 3.1%

- Low hours - 1.6%
- Mismatch of skills - 1.6%
- Low income - 1.6%

IWD only counts individuals once when estimating Total Underemployment.



The Sioux City Metropolitan Statistical Area 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	\$ 28.54	\$ 15.85	\$ 34.89	\$ 27.35
Bill and Account Collectors	43-3011	\$ 12.57	\$ 10.74	\$ 13.48	\$ 12.39
Business Operations Specialists, All Other	13-1199	\$ 22.93	\$ 10.67	\$ 29.05	\$ 21.89
Computer and Information Systems Managers	11-3021	\$ 45.05	\$ 30.83	\$ 52.16	\$ 43.12
Computer Operators	43-9011	\$ 13.98	\$ 9.78	\$ 16.08	\$ 13.64
Computer Programmers	15-1021	\$ 29.42	\$ 22.11	\$ 33.07	\$ 28.63
Computer Specialists, All Other	15-1099	\$ 22.20	\$ 11.47	\$ 27.56	\$ 21.54
Computer Support Specialists	15-1041	\$ 17.37	\$ 13.14	\$ 19.48	\$ 17.07
Computer Systems Analysts	15-1051	\$ 29.67	\$ 20.99	\$ 34.01	\$ 30.45
Customer Service Representatives	43-4051	\$ 12.38	\$ 8.71	\$ 14.22	\$ 11.62
Data Entry Keyers	43-9021	\$ 11.26	\$ 8.96	\$ 12.42	\$ 10.56
Database Administrators	15-1061	\$ 29.45	\$ 17.60	\$ 35.36	\$ 28.18
Executive Secretaries and Administrative Assistants	43-6011	\$ 15.73	\$ 11.47	\$ 17.86	\$ 14.58
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 21.56	\$ 13.78	\$ 25.46	\$ 21.01
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 19.77	N.A.	\$ 26.56	\$ 16.58
Network and Computer Systems Administrators	15-1071	\$ 27.81	\$ 19.37	\$ 32.04	\$ 25.98
Network Systems and Data Communications Analysts	15-1081	\$ 30.90	\$ 20.20	\$ 36.26	\$ 32.42
New Accounts Clerks	43-4141	\$ 13.37	\$ 12.51	\$ 13.81	\$ 13.15
Office and Administrative Support Workers, All Other	43-9199	\$ 14.33	\$ 11.23	\$ 15.87	\$ 13.68
Order Clerks	43-4151	\$ 12.09	\$ 9.92	\$ 13.18	\$ 11.77
Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023	\$ 23.67	\$ 16.58	\$ 27.21	\$ 22.98
Sales Managers	11-2022	\$ 48.44	\$ 23.59	\$ 60.86	\$ 48.90
Sales Representatives, Services, All Other	41-3099	\$ 21.20	\$ 13.43	\$ 25.08	\$ 20.66
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 23.65	\$ 13.76	\$ 28.61	\$ 22.30
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 29.51	\$ 18.45	\$ 35.03	\$ 24.51
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 11.48	\$ 8.84	\$ 12.81	\$ 11.23
Switchboard Operators, Including Answering Service	43-2011	\$ 11.04	\$ 9.20	\$ 11.96	\$ 10.91
Telemarketers	41-9041	\$ 10.32	\$ 8.88	\$ 11.04	\$ 10.52
Training and Development Specialists	13-1073	\$ 19.69	\$ 14.65	\$ 22.20	\$ 17.33

This Iowa Wage Survey for the Sioux City Metropolitan Statistical Area (MSA) 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 Sioux City MSA. 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.