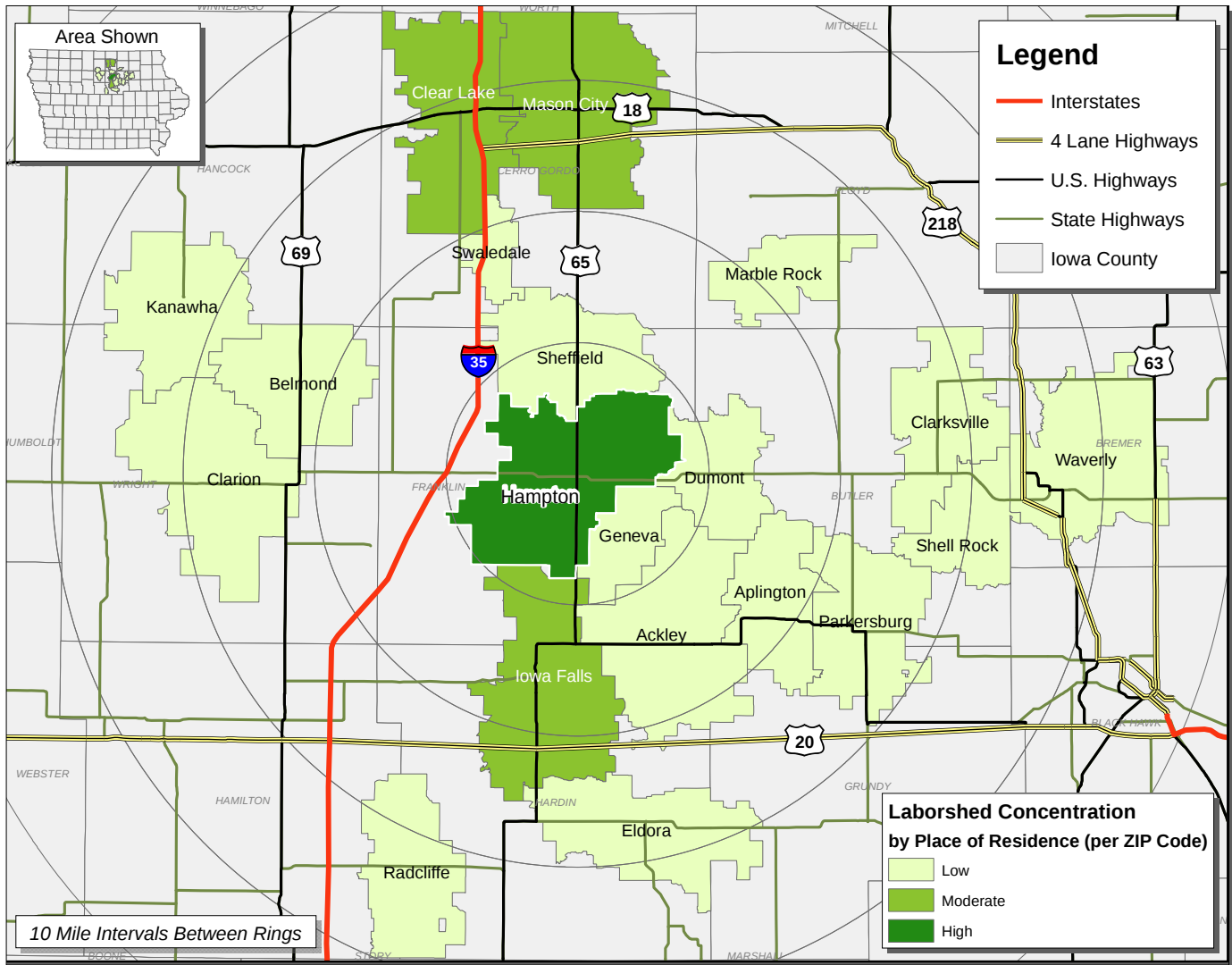




CALL CENTERS

FRANKLIN COUNTY, IOWA LABORSHED AREA

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



Workers who have transferable experience/skills in the industry are currently commuting an average of 8 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 17 miles one way for the right employment opportunity.

For More Information Regarding the Franklin County Laborshed, contact:

Franklin County Development Association

Karen L. Mitchell, Director

5 1st St. S.W.

Hampton, Iowa 50441

Phone: 641-456-5668

Fax: 641-456-5660

Email: fcda_director@mchsi.com

www.franklincountyiowa.com

LABOR CHARACTERISTICS

CALL CENTERS

Estimated Potential Available Labor Per Occupational Category:

Business Operations:

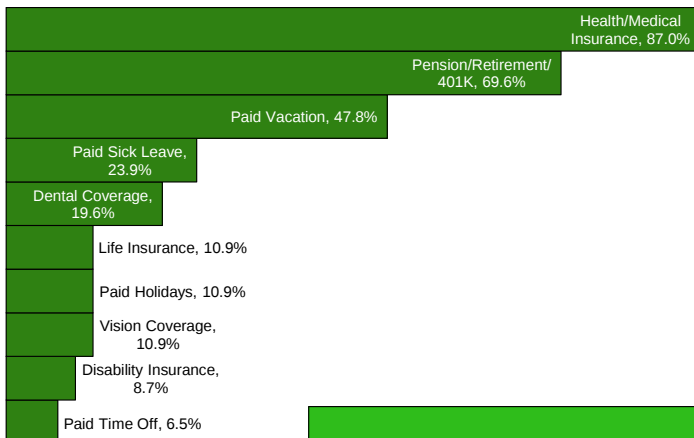
- Managers - 1,257
- Supervisors - 972
- Business Operations Specialists - 283
- Clerks - 1,120
- Computer Operators - 133
- Computer Programmers - 140
- Computer User Support Specialists - 280
- Customer Service Reps - 131
- Data Entry Keyers - 279
- Human Resources Assistants - 139
- Office & Administrative Support Workers, All Other - 421
- Secretaries - 1,117
- Telecommunications Equipment Installers & Repairers - 141

Sales:

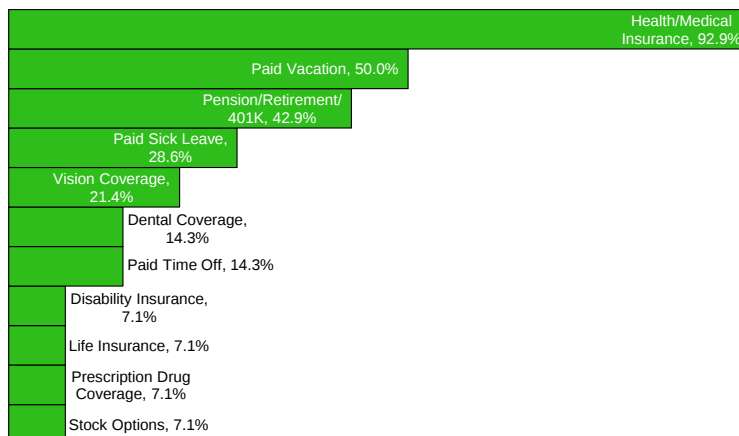
- Managers - 137
- Supervisors - 1,254
- Advertising Sales Agents - 134
- Insurance Sales Agents - 550
- Salespersons - 554
- Sales Reps - 286
- Sales & Related Workers, All Other - 973
- Telemarketers - 138

An estimated total of
10,439 people in the Laborshed area

Current Benefits:

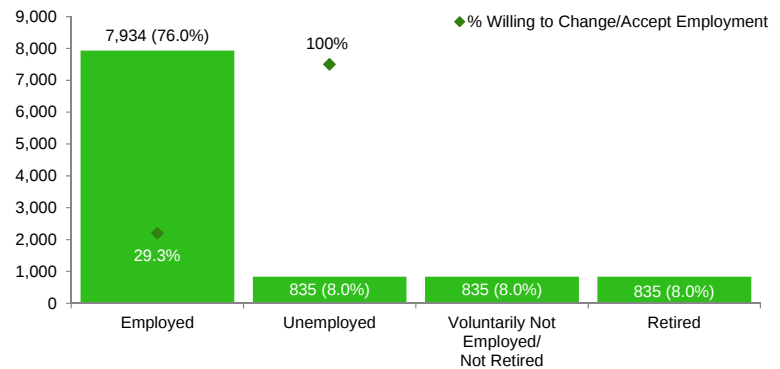


Desired Benefits:



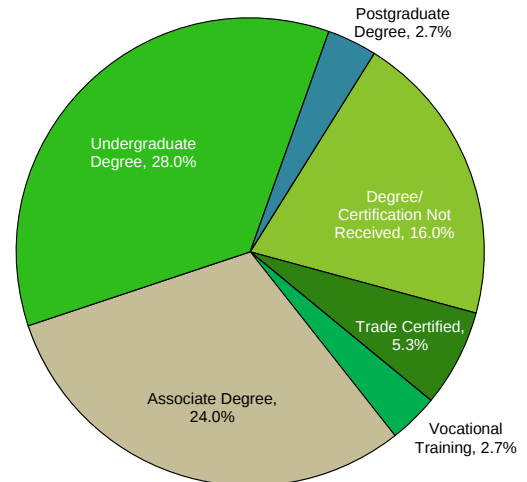
Information compiled by
Iowa Workforce Development using
Laborshed data released 2014.

Estimated Total by Employment Status (percentage):



Educational Level:

(78.7% Have an education beyond high school)



Workplace Flexibility:

(by percent of interest)

- Cross-training - 72.7%
- Job teams - 68.2%
- Job sharing - 40.9%
- Varied shifts - 27.3%
- Temporary work - 68.2%
- Seasonal work - 45.5%

Additional Facts:

- 59.4% paid an hourly wage
- 57.3% are/were employed full-time
- 26.7% are/were employed part-time
- 12.0% are/were self-employed
- 15.8% hold two or more jobs
- Currently working an average of 39 hours/week

Underemployment (estimated):

Total Underemployment - 9.3% (206)

- Low hours - 1.3% (29)
- Mismatch of skills - 8.0% (177)
- Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.

Top Advertising Media:

(for those seeking employment opportunities by use)

- Internet - 70.1%
 - www.monster.com
 - www.careerbuilder.com
 - www.linkedin.com
- Local/Regional Newspapers - 46.3%
 - *Globe Gazette* - Mason City
 - *Hampton Chronicle*
 - *The Des Moines Register*
- Networking through friends, family or acquaintances - 32.8%
- IowaWORKS Centers - 20.9%

LABOR CHARACTERISTICS

CALL CENTERS

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Administrative Services Managers	11-3011	\$ 29.58	\$ 19.31	\$ 34.72	\$ 27.50
Advertising Sales Agents	41-3011	\$ 19.41	\$ 11.13	\$ 23.55	\$ 14.04
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 14.54	\$ 10.42	\$ 16.60	\$ 14.07
Business Operations Specialists, All Other	13-1199	\$ 25.91	\$ 14.09	\$ 31.82	\$ 22.99
Computer Operators	43-9011	\$ 12.83	\$ 9.97	\$ 14.25	\$ 12.94
Computer Programmers	15-1131	\$ 25.03	\$ 15.27	\$ 29.90	\$ 25.72
Computer User Support Specialists	15-1151	\$ 18.07	\$ 11.79	\$ 21.22	\$ 17.06
Customer Service Representatives	43-4051	\$ 15.40	\$ 10.20	\$ 18.00	\$ 15.00
Data Entry Keyers	43-9021	\$ 13.65	\$ 11.72	\$ 14.61	\$ 13.37
Eligibility Interviewers, Government Programs	43-4061	\$ 24.89	\$ 21.95	\$ 26.36	\$ 26.39
First-Line Supervisors of Non-Retail Sales Workers	41-1012	\$ 32.42	\$ 17.20	\$ 40.02	\$ 27.16
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$ 21.72	\$ 15.26	\$ 24.95	\$ 21.25
First-Line Supervisors of Retail Sales Workers	41-1011	\$ 16.43	\$ 11.42	\$ 18.94	\$ 15.40
General and Operations Managers	11-1021	\$ 39.33	\$ 17.57	\$ 50.21	\$ 33.87
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$ 17.16	\$ 14.30	\$ 18.59	\$ 16.85
Insurance Sales Agents	41-3021	\$ 21.10	\$ 11.42	\$ 25.94	\$ 18.09
Interviewers, Except Eligibility and Loan	43-4111	\$ 11.47	\$ 8.32	\$ 13.04	\$ 10.86
Office and Administrative Support Workers, All Other	43-9199	\$ 24.79	\$ 19.14	\$ 27.62	\$ 23.69
Office Clerks, General	43-9061	\$ 12.52	\$ 8.93	\$ 14.31	\$ 12.36
Parts Salespersons	41-2022	\$ 17.69	\$ 13.56	\$ 19.76	\$ 17.62
Receptionists and Information Clerks	43-4171	\$ 11.27	\$ 8.06	\$ 12.87	\$ 11.03
Retail Salespersons	41-2031	\$ 13.20	\$ 8.17	\$ 15.71	\$ 10.60
Sales and Related Workers, All Other	41-9099	\$ 14.15	\$ 8.58	\$ 16.93	\$ 13.00
Sales Managers	11-2022	\$ 47.76	\$ 27.82	\$ 57.73	\$ 43.14
Sales Representatives, Services, All Other	41-3099	\$ 13.11	\$ 8.58	\$ 15.37	\$ 10.68
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012	\$ 29.91	\$ 15.19	\$ 37.28	\$ 25.24
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	41-4011	\$ 50.59	\$ 28.67	\$ 61.55	\$ 44.72
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$ 13.42	\$ 9.47	\$ 15.40	\$ 12.84
Securities, Commodities, and Financial Services Sales Agents	41-3031	\$ 31.44	\$ 13.63	\$ 40.34	\$ 22.00
Telemarketers	41-9041	\$ 9.87	\$ 8.11	\$ 10.74	\$ 8.99

The 2013 Iowa Wage data for Franklin County 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 2012 OES estimates. Additional occupational wage and employment data can be found at <http://iwin.iwd.state.ia.us/iowa/OlmisZine>.