

# Occupation Overview

Emsi Q1 2017 Data Set

April 2017

## Western Technical College



400 Seventh Street  
La Crosse, Wisconsin 54601  
608.785.9200

# Parameters

## Occupations

Code	Description
13-1131	Fundraisers
41-2022	Parts Salespersons
41-2031	Retail Salespersons
41-3021	Insurance Sales Agents
41-9022	Real Estate Sales Agents
41-9099	Sales and Related Workers, All Other
43-3071	Tellers
43-4051	Customer Service Representatives
43-4171	Receptionists and Information Clerks

## Regions

Code	Description
55011	Buffalo County, WI
55023	Crawford County, WI
55053	Jackson County, WI
55057	Juneau County, WI
55063	La Crosse County, WI
55081	Monroe County, WI
55121	Trempealeau County, WI
55123	Vernon County, WI

## Timeframe

2018 - 2022

# Datarun

2017.1 – Employees

Customer Service Representative 2017 (AED) in Western Technical College District

SOC	Description	2018 Jobs	2022 Jobs	2018 - 2022 Change	2018 - 2022 % Change	2018 - 2022 Openings	Annual Openings	Median Hourly Earnings
13-1131	Fundraisers	43	45	2	5%	<10	Insf. Data	\$21.21
41-2022	Parts Salespersons	297	308	11	4%	40	10	\$15.38
41-2031	Retail Salespersons	4,157	4,235	78	2%	692	173	\$9.77
41-3021	Insurance Sales Agents	346	340	(6)	(2%)	39	10	\$21.99
41-9022	Real Estate Sales Agents	66	69	3	5%	<10	Insf. Data	\$17.68
41-9099	Sales and Related Workers, All Other	169	175	6	4%	16	4	\$19.71
43-3071	Tellers	849	841	(8)	(1%)	142	36	\$11.69
43-4051	Customer Service Representatives	2,155	2,204	49	2%	266	67	\$14.33
43-4171	Receptionists and Information Clerks	718	748	30	4%	113	28	\$11.74
		8,801	8,965	164	2%	1,319	330	\$12.21

## Occupation Summary for Customer Service Representative 2017 (AED)

<b>8,666</b> Jobs (2016) 12% below National average	<b>1.9%</b> % Change (2018-2022) Nation: 3.6%	<b>\$12.21/hr</b> Median Hourly Earnings Nation: \$13.54/hr
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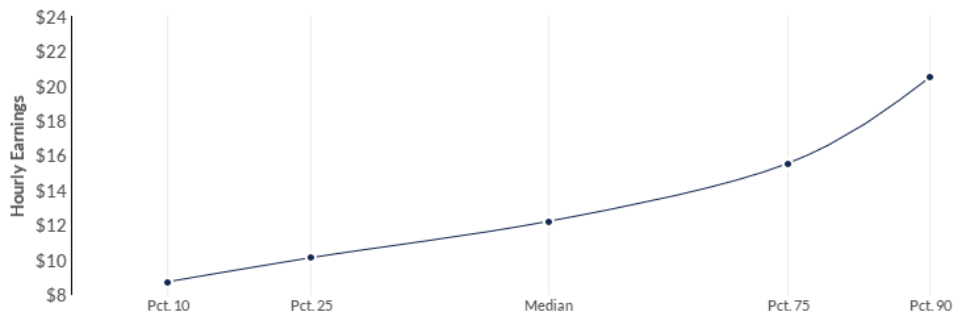
### Growth

<b>8,801</b> 2018 Jobs	<b>8,965</b> 2022 Jobs	<b>164</b> Change (2018-2022)	<b>1.9%</b> % Change (2018-2022)
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Occupation	2018 Jobs	2022 Jobs	Change	% Change
Fundraisers (13-1131)	43	45	2	5%
Parts Salespersons (41-2022)	297	308	11	4%
Retail Salespersons (41-2031)	4,157	4,235	78	2%
Insurance Sales Agents (41-3021)	346	340	-6	-2%
Real Estate Sales Agents (41-9022)	66	69	3	5%
Sales and Related Workers, All Other (41-9099)	169	175	6	4%
Tellers (43-3071)	849	841	-8	-1%
Customer Service Representatives (43-4051)	2,155	2,204	49	2%
Receptionists and Information Clerks (43-4171)	718	748	30	4%

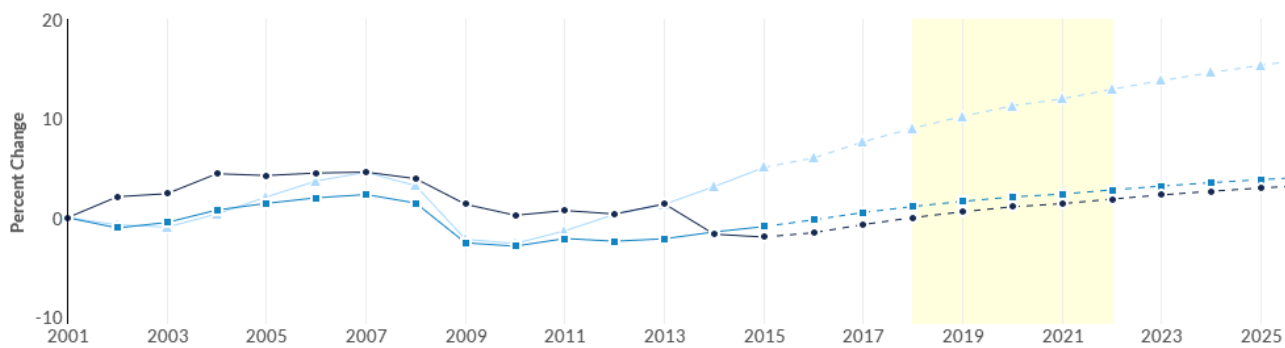
### Percentile Earnings

<b>\$10.10/hr</b> 25th Percentile Earnings	<b>\$12.21/hr</b> Median Earnings	<b>\$15.53/hr</b> 75th Percentile Earnings
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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Fundraisers (13-1131)	\$17.09	\$21.21	\$26.38
Parts Salespersons (41-2022)	\$11.80	\$15.38	\$18.58
Retail Salespersons (41-2031)	\$8.66	\$9.77	\$12.82
Insurance Sales Agents (41-3021)	\$16.49	\$21.99	\$31.50
Real Estate Sales Agents (41-9022)	\$12.03	\$17.68	\$27.26
Sales and Related Workers, All Other (41-9099)	\$14.10	\$19.71	\$24.79
Tellers (43-3071)	\$10.05	\$11.69	\$13.62
Customer Service Representatives (43-4051)	\$11.43	\$14.33	\$17.65
Receptionists and Information Clerks (43-4171)	\$9.18	\$11.74	\$14.14

## Regional Trends





Region	2018 Jobs	2022 Jobs	Change	% Change
● Region	8,801	8,965	164	1.9%
● Wisconsin	198,285	201,573	3,288	1.7%

Region	2018 Jobs	2022 Jobs	Change	% Change
• United States	10,169,546	10,535,209	365,663	3.6%








## Regional Breakdown

County	2022 Jobs
La Crosse County, WI	5,298
Monroe County, WI	987
Crawford County, WI	635
Trempealeau County, WI	561
Vernon County, WI	549

## Occupation Gender Breakdown

Gender	2016 Jobs	2016 Percent
• Males	3,160	36.5% 
• Females	5,506	63.5% 

## Occupation Age Breakdown

Age	2016 Jobs	2016 Percent
• 14-18	393	4.5% 
• 19-24	1,550	17.9% 
• 25-34	1,827	21.1% 
• 35-44	1,298	15.0% 
• 45-54	1,552	17.9% 
• 55-64	1,470	17.0% 
• 65+	575	6.6% 

Age

2016 Jobs 2016 Percent

## Occupation Race/Ethnicity Breakdown

	Race/Ethnicity	2016 Jobs	2016 Percent
●	White	8,162	94.2%
●	Hispanic or Latino	162	1.9%
●	Black or African American	129	1.5%
●	Asian	128	1.5%
●	Two or More Races	59	0.7%
●	American Indian or Alaska Native	23	0.3%
●	Native Hawaiian or Other Pacific Islander	1	0.0%

## Occupational Programs

	5 Programs (2015)	0 Completions (2015)	327 Openings (2015)
CIP Code	Program		Completions (2015)
51.0703	Health Unit Coordinator/Ward Clerk		0
52.0408	General Office Occupations and Clerical Services		0
52.1801	Sales, Distribution, and Marketing Operations, General		0
52.1803	Retailing and Retail Operations		0
52.9999	Business, Management, Marketing, and Related Support Services, Other		0

## Industries Employing Customer Service Representative 2017 (AED)

Industry	Occupation Group Jobs in Industry (2016)	% of Occupation Group in Industry (2016)	% of Total Jobs in Industry (2016)
Warehouse Clubs and Supercenters	649	7.5%	29.5%



Race/Ethnicity	2016 Jobs	2016 Percent	
Commercial Banking	606	7.0%	43.3%
Discount Department Stores	403	4.7%	46.3%
Credit Unions	362	4.2%	41.2%
Insurance Agencies and Brokerages	352	4.1%	54.8%

# Appendix A - Data Sources and Calculations

## Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

## Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

## Completers Data

The completers data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

## Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

## State Data Sources

This report uses state data from the following agencies: Illinois Department of Employment Security, Employment Projections; Iowa Workforce Development; Michigan Department of Labor and Economic Growth, Bureau of Labor Market Information and Strategic Initiatives; Minnesota Department of Employment and Economic Development; Wisconsin Department of Workforce Development, Bureau of Workforce Information