

# Occupation Overview

EMSI Q2 2015 Data Set

Customer Service Representative  
October 2015

## 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

2016 - 2020

## Datarun

2015.2 – Employees

Customer Service Representative 2015 (AED) in 8 Counties

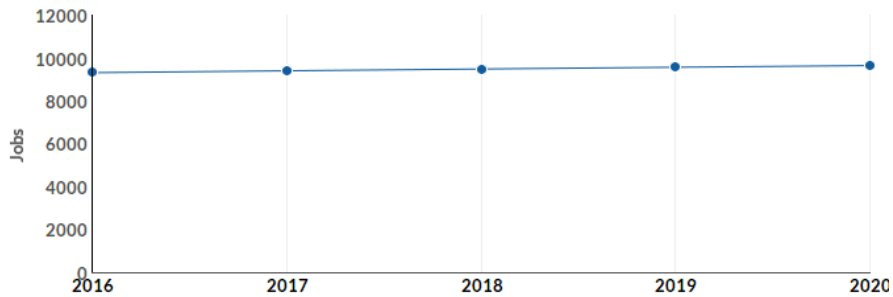
SOC	Description	2016 Jobs	2020 Jobs	2016 - 2020 Change	2016 - 2020 % Change	Openings	Annual Openings	Median Hourly Earnings
13-1131	Fundraisers	49	54	5	10%	<10	Insf. Data	\$20.27
41-2022	Parts Salespersons	284	295	11	4%	40	10	\$14.82
41-2031	Retail Salespersons	4,226	4,297	71	2%	728	182	\$9.23
41-3021	Insurance Sales Agents	612	660	48	8%	114	29	\$22.84
41-9022	Real Estate Sales Agents	61	67	6	10%	<10	Insf. Data	\$16.60
41-9099	Sales and Related Workers, All Other	62	72	10	16%	16	4	\$12.09
43-3071	Tellers	763	787	24	3%	177	44	\$11.20
43-4051	Customer Service Representatives	2,588	2,722	134	5%	425	106	\$13.87
43-4171	Receptionists and Information Clerks	679	705	26	4%	104	26	\$11.84
		9,325	9,657	332	4%	1,621	405	\$12.02

## Occupation Summary for Customer Service Representative 2015 (AED)

<b>9,235</b>	<b>3.6%</b>	<b>\$12.02/hr</b>
<b>Jobs (2015)</b>	<b>% Change (2016-2020)</b>	<b>Median Hourly Earnings</b>
8% below National average	Nation: 3.8%	Nation: \$13.14/hr

## Growth

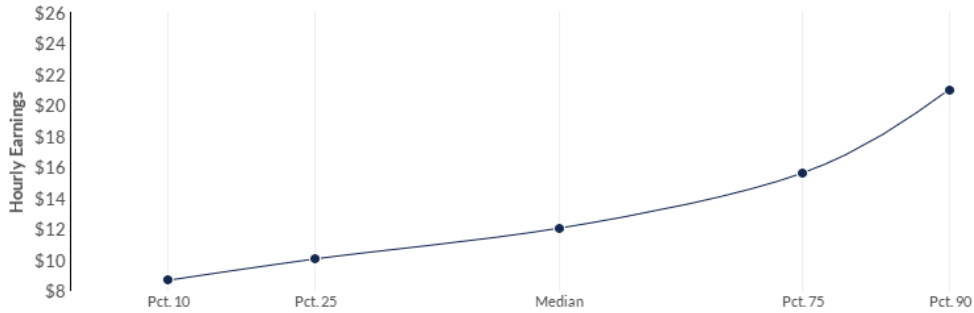
<b>9,325</b> 2016 Jobs	<b>9,657</b> 2020 Jobs	<b>332</b> Change (2016-2020)	<b>3.6%</b> % Change (2016-2020)
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Occupation	2016 Jobs	2020 Jobs	Change	% Change
Fundraisers (13-1131)	49	54	5	10%
Parts Salespersons (41-2022)	284	295	11	4%
Retail Salespersons (41-2031)	4,226	4,297	71	2%
Insurance Sales Agents (41-3021)	612	660	48	8%
Real Estate Sales Agents (41-9022)	61	67	6	10%
Sales and Related Workers, All Other (41-9099)	62	72	10	16%
Tellers (43-3071)	763	787	24	3%
Customer Service Representatives (43-4051)	2,588	2,722	134	5%
Receptionists and Information Clerks (43-4171)	679	705	26	4%

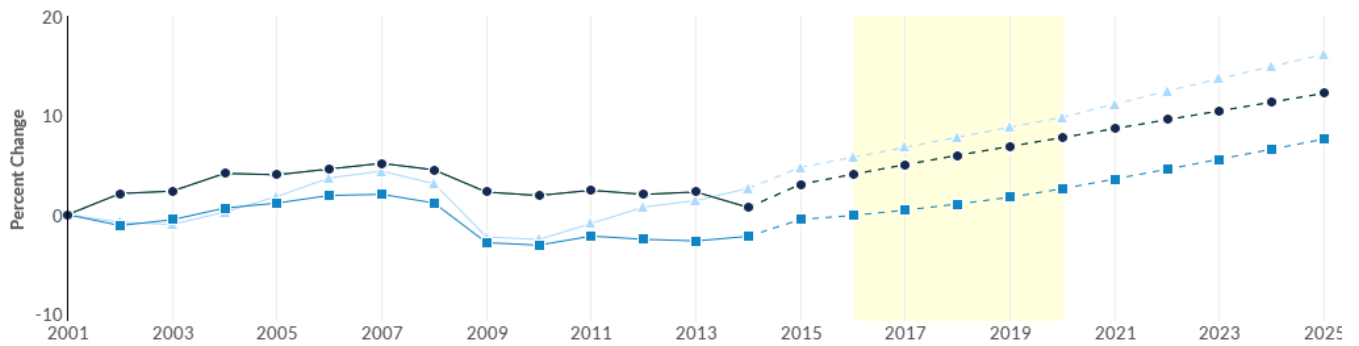
## Percentile Earnings

<b>\$10.03/hr</b> 25th Percentile Earnings	<b>\$12.02/hr</b> Median Earnings	<b>\$15.61/hr</b> 75th Percentile Earnings
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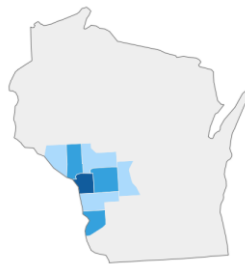
Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Fundraisers (13-1131)	\$16.10	\$20.27	\$26.86
Parts Salespersons (41-2022)	\$11.04	\$14.82	\$18.28
Retail Salespersons (41-2031)	\$8.18	\$9.23	\$12.14
Insurance Sales Agents (41-3021)	\$17.30	\$22.84	\$35.79
Real Estate Sales Agents (41-9022)	\$12.01	\$16.60	\$25.84
Sales and Related Workers, All Other (41-9099)	\$9.35	\$12.09	\$16.82
Tellers (43-3071)	\$9.81	\$11.20	\$13.39
Customer Service Representatives (43-4051)	\$11.33	\$13.87	\$16.98
Receptionists and Information Clerks (43-4171)	\$9.59	\$11.84	\$14.23

## Regional Trends



	Region	2016 Jobs	2020 Jobs	Change	% Change
●	Region	9,325	9,657	332	3.6%
■	State	196,036	201,314	5,278	2.7%
▲	Nation	10,109,708	10,495,759	386,051	3.8%
●	Western Technical College District	9,325	9,657	332	3.6%

## Regional Breakdown



County	2020 Jobs
La Crosse County, WI	6,249
Monroe County, WI	880
Trempealeau County, WI	633
Crawford County, WI	589
Vernon County, WI	431

## Occupation Gender Breakdown



	Gender	2015 Jobs	2015 Percent
•	Males	3,284	35.6%
•	Females	5,951	64.4%

## Occupation Age Breakdown



	Age	2015 Jobs	2015 Percent
•	14-18	396	4.3%
•	19-24	1,718	18.6%
•	25-34	2,037	22.1%
•	35-44	1,387	15.0%
•	45-54	1,675	18.1%
•	55-64	1,478	16.0%
•	65+	542	5.9%

## Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2015 Jobs	2015 Percent
●	White	8,738	94.6%
●	Hispanic or Latino	154	1.7%
●	Asian	137	1.5%
●	Black or African American	133	1.4%
●	Two or More Races	53	0.6%
●	American Indian or Alaska Native	17	0.2%
●	Native Hawaiian or Other Pacific Islander	2	0.0%

## Occupational Programs

5 Programs (2014)		0 Completions (2014)	516 Openings (2014)
CIP Code	Program	Completions (2014)	
52.9999	Business, Management, Marketing, and Related Support Services, Other	0	
52.1803	Retailing and Retail Operations	0	
52.1801	Sales, Distribution, and Marketing Operations, General	0	
52.0408	General Office Occupations and Clerical Services	0	
51.0703	Health Unit Coordinator/Ward Clerk	0	



## Industries Employing Customer Service Representative 2015 (AED)

Industry	Occupation Group Jobs in Industry (2015)	% of Occupation Group in Industry (2015)	% of Total Jobs in Industry (2015)
Commercial Banking	591	6.4%	42.1%
Insurance Agencies and Brokerages	575	6.2%	69.9%
Warehouse Clubs and Supercenters	418	4.5%	25.8%
Discount Department Stores	408	4.4%	47.2%
New Car Dealers	335	3.6%	27.6%

# Appendix A - Data Sources and Calculations

## 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.

## 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.

## 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.

## 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.

## Staffing Patterns Data

The staffing pattern data in this report are compiled from several sources using a specialized process. For QCEW and Non-QCEW Employees classes of worker, sources include Occupational Employment Statistics, the National Industry-Occupation Employment Matrix, and the American Community Survey. For the Self-Employed and Extended Proprietors classes of worker, the primary source is the American Community Survey, with a small amount of information from Occupational Employment Statistics.

## Industry Data

EMSI industry data have various sources depending on the class of worker. (1) For QCEW Employees, EMSI primarily uses the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns and Current Employment Statistics. (2) Non-QCEW employees data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics. (3) Self-Employed and Extended Proprietor classes of worker data are primarily based on the American Community Survey, Nonemployer Statistics, and BEA State and Local Personal Income Reports. Projections for QCEW and Non-QCEW Employees are informed by NIOEM and long-term industry projections published by individual states.

## 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