

# Workforce Availability

Emsi Q4 2021 Data Set

November 2021

500 Huebner Road, Room 108  
Fort Riley, Kansas 66442  
855-785-3472

# Parameters

## Occupations:

Code	Description
43-4051	Customer Service Representatives

## Regions:

Code	Description	Code	Description
20149	Pottawatomie County, KS	20161	Riley County, KS

Datarun: 2021.4 - QCEW Employees



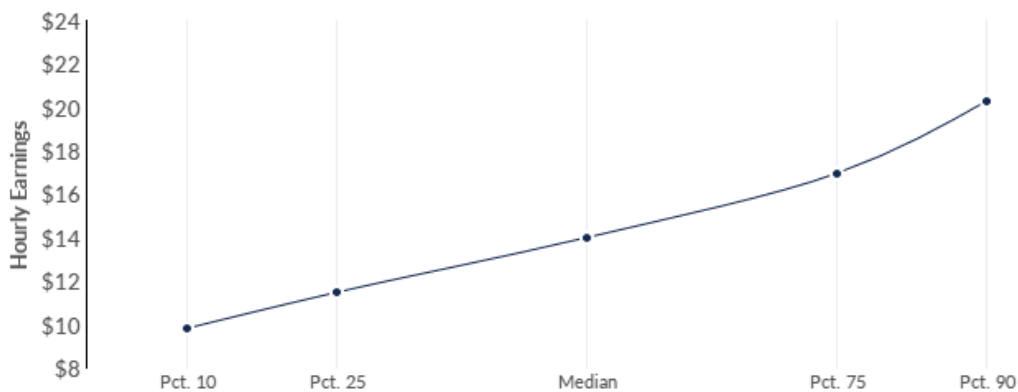
## Executive Summary

<p style="text-align: center;"><b>409</b> Jobs</p> <p>Jobs <b>decreased by 26</b> over the last 5 years. Projected to <b>increase by 13</b> over the next 5 years.</p>	<p style="text-align: center;"><b>0.56</b> Concentration</p> <p>Regional job concentration per capita is <b>0.56 times</b> the national job concentration.</p>	<p style="text-align: center;"><b>\$14.01/hr</b> Median Earnings</p> <p>Regional median earnings are <b>\$3.22/hr below</b> the national median earnings of \$17.23/hr.</p>	<p style="text-align: center;"><b>292</b> Educational Completions</p> <p>Related educational completions are produced by <b>3 institutions</b> in the region.</p>
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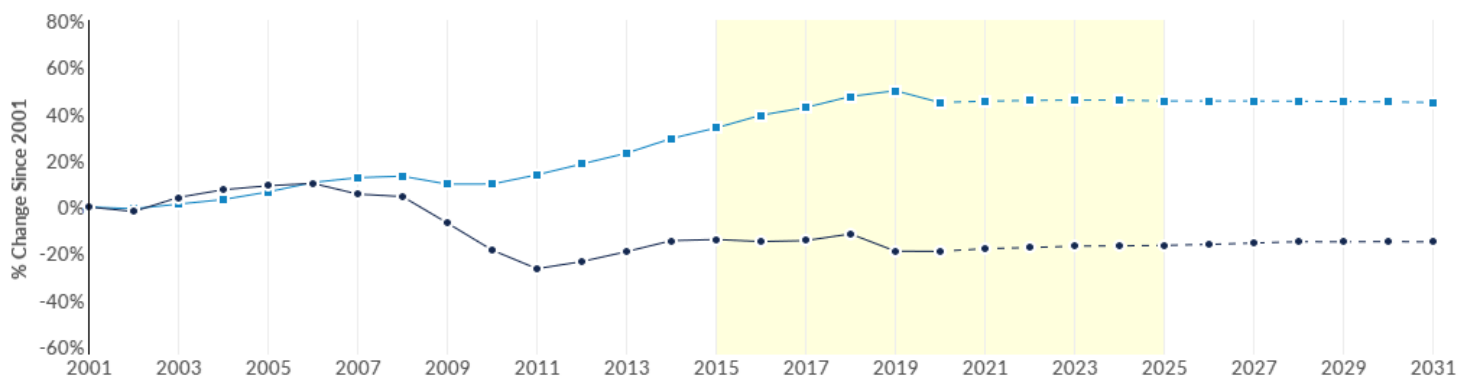
- Customer Service Representatives decreased by 26 from 2015-2020 (-5.9%), less than the national growth rate of 8.1%. The occupation is projected to increase by 13 from 2020-2025 (3.2%), outpacing the national projected growth rate of 0.5%.
- Regional job concentration per capita for Customer Service Representatives is 0.56 times the national job concentration. In other words, there are 44% fewer Customer Service Representatives in this region than we would expect to find in the average region.
- Cost of labor in the region is below median. The median earnings for Customer Service Representatives in the region is \$14.01/hr, which is \$3.22/hr below the national median of \$17.23/hr.

# Earnings

\$14.71/hr Average Earnings	\$11.48/hr 25th Percentile Earnings	\$14.01/hr Median Earnings	\$16.97/hr 75th Percentile Earnings
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# Regional Trends



Region	2015 Jobs	2020 Jobs	2025 Jobs	Change	2015-2020 Growth %	2020-2025 Growth %
● 2 Kansas Counties	434	409	422	-12	-5.8%	3.2%
■ Nation	2,606,554	2,818,204	2,831,688	225,134	8.1%	0.5%

## Job Growth by County

County	County Name	2015 Jobs	2020 Jobs	2015-2020 % Change	Avg. Hourly Earnings
20161	Riley County, KS	261	265	2%	\$14.93/hr
20149	Pottawatomie County, KS	173	144	-17%	\$14.30/hr

## Occupation Gender Breakdown



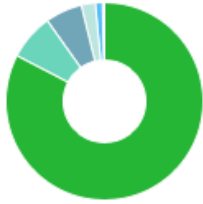
Gender	2020 Jobs	2020 Percent
Males	136	33.2%
Females	273	66.8%

## Occupation Age Breakdown



Age	2020 Jobs	2020 Percent
14-18	11	2.8%
19-24	94	23.0%
25-34	105	25.6%
35-44	72	17.7%
45-54	56	13.6%
55-64	51	12.6%
65+	20	4.8%

## Occupation Race/Ethnicity Breakdown



Race/Ethnicity	2020 Jobs	2020 Percent
White	338	82.6%
Hispanic or Latino	31	7.5%
Black or African American	25	6.1%
Two or More Races	9	2.3%
Asian	5	1.2%
American Indian or Alaska Native	1	0.3%
Native Hawaiian or Other Pacific Islander	0	0.1%

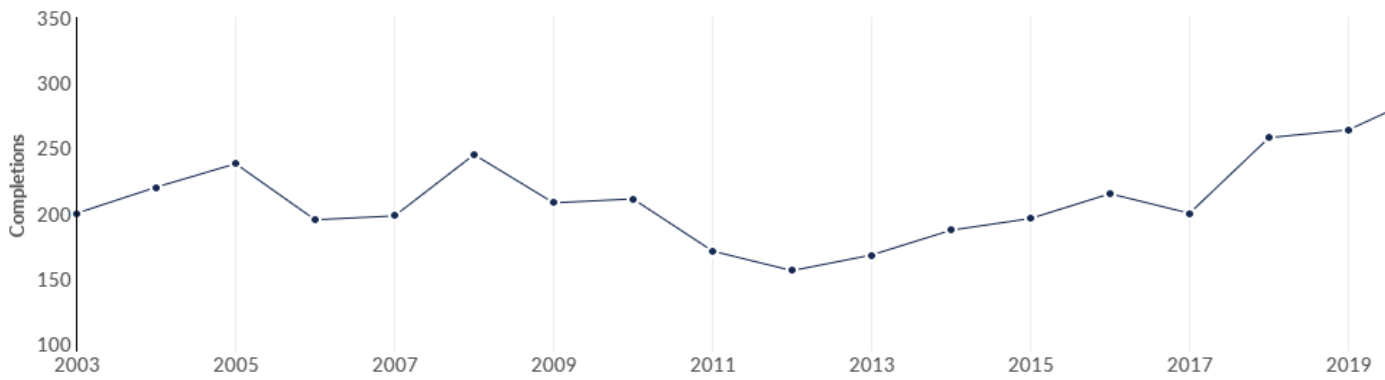
## Educational Completions

6  
Programs (2020)

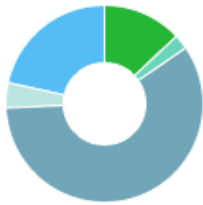
292  
Completions (2020)

CIP Code	Program	Completions (2016)	Completions (2017)	Completions (2018)	Completions (2019)	Completions (2020)
52.0201	Business Administration and Management, General	197	189	221	215	233
52.1701	Insurance	0	0	0	12	20
24.0101	Liberal Arts and Sciences/Liberal Studies	13	3	6	12	18
30.0000	Multi-/Interdisciplinary Studies, General	0	0	18	12	12
24.0102	General Studies	5	5	2	3	5
30.9999	Multi-/Interdisciplinary Studies, Other	0	3	11	10	4

## Completions Trend



## Regional Completions by Award Level



Award Level	Completions (2020)	Percent
<span style="color: green;">●</span> Award of less than 1 academic year	38	13.0%
<span style="color: teal;">●</span> Associate's Degree	7	2.4%
<span style="color: blue;">●</span> Bachelor's Degree	172	58.9%
<span style="color: lightblue;">●</span> Postbaccalaureate certificate	12	4.1%
<span style="color: cyan;">●</span> Master's Degree	63	21.6%
Award of at least 1 but less than 2 academic years	0	0.0%
Award of at least 2 but less than 4 academic years	0	0.0%
Post-masters certificate	0	0.0%
Doctor's Degree	0	0.0%

## Regional Completions by Institution

Institution	Certificates (2020)	Degrees (2020)	Total Completions (2020)
Kansas State University	50	233	283
Manhattan Christian College	0	7	7
Manhattan Area Technical College	0	2	2



# Appendix A

## Customer Service Representatives in 2 Kansas Counties

### Customer Service Representatives (SOC 43-4051):

Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May handle and resolve general complaints. Excludes individuals whose duties are primarily installation, sales, repair, and technical support.

### Sample of Reported Job Titles:

- Customer Service Agent
- Service Representative
- Customer Service Representative (Customer Service Rep)
- Customer Care Representative (CCR)
- Customer Service Specialist
- Patient Service Representative
- Patient Advocate
- Patient Access Specialist
- Admissions Coordinator
- Patient Resource Worker

### Related O\*NET Occupations:

- Customer Service Representatives (43-4051.00)
- Patient Representatives (43-4051.03)

# Appendix B - Data Sources and Calculations

## 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.

## 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 are also affected by county-level Emsi earnings by industry.

## State Data Sources

This report uses state data from the following agencies: Kansas Department of Labor