



Indianapolis Region

Call Center Employment, Wages & Applicants

Occupation	Number of Employees*	Entry Hourly Wage**	Median Hourly Wage**
Customer Service Representatives	23,380	\$11.42	\$14.64
Office Clerks, General	22,120	\$9.18	\$14.08
First-Line Supervisors of Office and Administrative Support Workers	12,090	\$15.56	\$24.42
Sales Representatives, Services, All Other	7,950	\$11.42	\$23.34
Billing and Posting Clerks	4,540	\$12.30	\$16.60
Sales Managers	3,210	\$27.52	\$49.35
First-Line Supervisors of Non-Retail Sales Workers	2,450	\$17.34	\$32.85
Bill and Account Collectors	2,400	\$11.82	\$14.84
Data Entry Keyers	2,310	\$8.05	\$11.40
Telemarketers	2,180	\$8.58	\$11.41
File Clerks	1,130	\$9.99	\$13.98
Switchboard Operators, Including Answering Service	870	\$10.03	\$13.28
Telephone Operators	70	\$11.17	\$18.61

Occupation	Applicants***	Average Desired Wage
Customer Service Representatives	8,404	\$11.75
Office Clerks, General	4,268	\$10.85
Data Entry Keyers	1,584	\$11.27
Sales Representatives, Services, All Other	1,346	\$19.09
Sales Managers	1,081	\$26.92
Bill and Account Collectors	1,006	\$13.36
File Clerks	881	\$11.22
Billing and Posting Clerks	848	\$13.49
First-Line Supervisors of Office and Administrative Support Workers	663	\$16.39
Telephone Operators	551	\$10.95
Switchboard Operators, Including Answering Service	334	\$11.15
First-Line Supervisors of Non-Retail Sales Workers	184	\$18.39
Telemarketers	164	\$10.11

Sources: BLS, May 2015 (released May 2016); Indiana Department of Workforce Development, May 2016.

* Employment data are for the Indianapolis-Carmel-Anderson, Bloomington, Columbus, Kokomo, Lafayette and Muncie MSAs.

** Wage data are for the Indianapolis-Carmel-Anderson MSA.

*** Data represent all active applicants in the Indiana Career Connect system (www.indianacareerconnect.com) from May 1, 2014-April 30, 2016 for the Indianapolis Regional Labor Shed, which is composed of 27 counties in Central Indiana.

The 9-county Indianapolis Region includes Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties.

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Indy Partnership

317-236-6262 or Toll Free 1-877-236-4332

E-mail: info@indypartnership.com

Website: www.indypartnership.com