



Indianapolis Region

Call Center Employment, Wages & Applicants

Occupation	Number of Employees*	Entry Hourly Wage**	Median Hourly Wage**
Customer Service Representatives	25,170	\$10.39	\$16.45
Office Clerks, General	24,080	\$9.38	\$14.86
First-Line Supervisors of Office and Administrative Support Workers	13,020	\$15.56	\$25.18
Sales Representatives, Services, All Other	8,200	\$11.36	\$24.27
Billing and Posting Clerks	4,130	\$12.98	\$17.37
First-Line Supervisors of Non-Retail Sales Workers	3,110	\$20.19	\$37.30
Sales Managers	2,990	\$26.99	\$50.43
Bill and Account Collectors	2,450	\$12.37	\$15.55
Telemarketers	2,310	\$9.45	\$12.29
Data Entry Keyers	2,140	\$8.28	\$11.53
File Clerks	1,090	\$9.58	\$14.55
Switchboard Operators, Including Answering Service	780	\$10.33	\$13.79
Telephone Operators	70	\$12.21	\$19.54

Occupation	Applicants***	Average Desired Wage
Customer Service Representatives	7,927	\$11.26
Office Clerks, General	3,603	\$10.33
Sales Representatives, Services, All Other	2,222	\$16.72
Data Entry Keyers	1,449	\$10.20
Sales Managers	1,030	\$23.69
Billing and Posting Clerks	955	\$10.81
Bill and Account Collectors	897	\$11.24
First-Line Supervisors of Office and Administrative Support Workers	768	\$14.93
File Clerks	695	\$8.28
Telemarketers	569	\$7.99
Telephone Operators	495	\$8.39
Switchboard Operators, Including Answering Service	370	\$8.31
First-Line Supervisors of Non-Retail Sales Workers	249	\$19.60

Sources: BLS, May 2016 (released May 2017); Indiana Department of Workforce Development, June 2017.

* 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 June 1, 2015-May 30, 2017 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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