BUSINESS AND TECHNOLOGY PROFESSIONAL

PROGRAM PLANNING AND REVIEW FINAL REPORT

2021-2022

OCCUPATIONAL ADVISORY COMMITTEE MEMBERS

Member	Position	Agency
Erin Derby	Instructor	Eastern Center for Arts and Technology
Cynthia Giannini	Chairperson	Greenberg Trauig, LLP
Jennifer Decker	Vice Chairperson	CPA, Self-Employed
Rebecca Gushue	Member	General Machine Products
Elizabeth Lipp	Member	Pharmalogics Recruiting
Theresa Sullivan	Member	Montgomery County Community College
Kacie Reinhart	Member	Student Representative

EXECUTIVE ADVISORY COMMITTEE REPRESENTATIVE

Joseph Daino, Jr.	Chartwells (Ret.)

Eastern Center for Arts & Technology

Business & Technology Professional

Occupational Outlook

Locally, the opportunities look good for the two job categories that EASTERN's Business & Technology Professional (BUS) program graduates are most likely to enter. Data was gathered from the state's Pennsylvania Workforce Development report/website (CareerLink) (Occupational Employment & Long-Term Projections) for the surrounding counties. Labor market data was also collected from the Bureau of Labor Statistics website which included nationwide and local opening and projections.

Below are the total open job postings as of December 23, 2021 from the PA CareerLink website. https://www.pacareerlink.pa.gov/jponline/

Accountant		**Customer Service Representative**	
Bucks	345	Bucks	2,303
Montgomery		Montgomery	
Philadelphia		Philadelphia	

In regard to the Long-Term Projections, the Pennsylvania Department of Labor & Industry Center for Workforce Information & Analysis has recorded the following for Philadelphia/Bucks/MontCo area: PhilaNJmsa_LTOP

SOC Code	Occupational Title	Employment Outlook			Annual Demand
		Estimated 2018	Projected 2028	% Change	
13-2000	***Financial Specialists (category)***	***48, 490***	***51,240***	***5.7%***	***4,642***
13-2011	Accountants	22,240	23,640	6.3%	2,278
43-4000	***Information & Record Clerks (category)***	***82,280***	***81,800***	***-0.6%***	***10,573***
43-4051	Customer Service Representatives	44,910	43,770	-2.5%	5,795
43-6013	Medical Secretaries	7,080	8,180	15.5%	964
43-9199	Office & Administrative Support Workers	2,070	2,160	4.3%	256

Opportunities at the national level are also promising with 7% average growth expected from 2020 – 2030 for Accountants. Customer Service Representatives look to be around -1% (little or no change) while Information Clerks are at 2% growth for this same period. See Appendix A for related information from the Bureau of Labor Statistics 2020 – 2030 national job outlook report.

Accountants and Auditors, an occupation with a large share of business degree holders, is both a high-wage and a high-growth occupation. They hold almost 1.4 million jobs as of 2020. Many of these jobs were in accounting firms. They work in every state, but they were most concentrated in the east coast which is promising to our area.

Demand for accountants will increase as the globalization of business related to international trade and mergers and acquisitions grows. In the wake of recent corporate financial scandals, businesses will face more scrutiny and stricter regulations. As these tighter standards become commonplace, accountant services will be expected to increase in order to help them comply with new laws.

Human resource consulting firm Robert Half International reports that employers are shifting their hiring focus toward core accounting positions that support business growth, and that experienced accountants who can help companies manage business expansion opportunities will be invaluable.

Customer Service Representatives do not need quite the amount of education as an Accountant would, so the median pay is almost half as what they make ($35,830 vs. $73,560). Despite the projected low job growth, there are over 2.9 million customer service representative jobs in the United States as of 2020.

Overall employment growth should result from growth in industries that specialize in handling customer service. Specifically, telephone call centers, also known as customer contact centers, are expected to add the newest jobs for customer service representatives. Employment of representatives in these centers was projected to grow 36 percent from 2016 to 2026. Some businesses are increasingly contracting out their customer service operations to telephone call centers because the call centers provide consolidated sales and customer service functions.

Employment growth of customer service representatives in all other industries will be driven by growth of those industries, as well as consumers' demand for products and services that require customer support. Some companies will continue to use in-house service centers to differentiate themselves from competitors, particularly for inquiries that are more complex, such as refunding accounts or confirming insurance coverage.

However, some companies are increasingly using Internet self-service or interactive voice-response systems that enable customers to perform simple tasks, such as changing addresses or reviewing account billing, without speaking to a representative. Improvements in technology will gradually allow these automated systems to perform more advanced tasks.

Program Data Analysis

The Eastern BUS students perform well on the NOCTI tests and scores have improved since the program's inception. The last NOCTI was taken in the 2018-2019 school year (Instructor was on leave – sub for school year) which 60% earned a competent or advanced score. The last time Erin Derby administered the NOCTI was in 2017-2018 school year in which 100% of students placed competent or advanced. The goal for the 2020-2021 school year is to earn 100%.

Enrollment over the past few years has fluctuated, however in the 2021-2022 school year we have a total of 31 students, with a maximum of 36 seats (86% capacity). The cohort entering the 2021-2022 school year has 17 students. Of the 18 students, 2 are 1st year seniors and 2 are in their 13th year. Retention seems to be on the low end; however, this program does seem to attract many 1-year seniors or transfers from other classes which affects this number. Last year (2020-2021 school year) there were 15 year 1 students, and 13 returned for year 2 (Sept 2021) (87% retention).

Most students cite dual enrollment as one of the top reasons they attend the BUS program at Eastern. Students enrolled in the BUS program for the 2 years can graduate with 12 transferrable credits from Montgomery County Community College. This also seems to be a popular course with students who either want to own their own business or are unsure what industry they wish to pursue yet all skills learned are applicable to many professions.

Many, if not most of the Eastern BUS students are continuing to college for an Associate degree. In 2021 there were 7 program graduates. Five were continuing to post-secondary education and 1 earned the Congress-Bundestag scholarship to Germany. The number of students pursuing a bachelor's degree is increasing, as well as the number of students who wish to work in the program-related field. The belief is this has a lot to deal with being a more established program with the sending schools, since the program started in 2013. Counselors are familiar with what students are successful in the course, and the required tasks. As the program continues to grow and word continues to get out, we expect to see an increase in the program data analysis numbers.

Program Viability

Based on recent studies at both the national and regional level that show a positive outlook for job opportunity for our students, the OAC supports continuing the BUS program. With the increased enrollment in recent years, it is clear the program is attractive for the segment of sending schools population. There is a lot of positive feedback from graduates and current students. Many students state that they were not sure what career route they wanted to take in their future. This program prepares them to work in a wide span of industries, in a multitude of various levels of responsibility, tasks.

While we do want to look at the data analysis of the industry and program, for this program, it is important to remember that a large group of students find success outside of these statistics. They are learning lifelong communication, interpersonal, computer literacy, and work ethics skills. Perhaps they might not find placement in the business field during the 5 months after graduation (placement data is collected in October following their graduation year), and that is a small window to judge whether the program is successful in placing all students. If we were to collect long- term data on our graduates you would see a much higher placement rate in the BUS program.

There is a continuing market demand for business degrees and high school graduates to work in the business field. There is a wide array of jobs in this field ranging from lower paying jobs requiring no degrees, to high paying Managers, Directors, CEO's. Students can work in Accounting, Finance, Management, Marketing, Sales, Human Resources and so on. It has been difficult to select a few specific job titles from the BLS or CareerLink and link to whether this program is still in 'demand'. According to the BLS, Business Administration was the #1 most popular college degree, followed by #2 Accounting and #6 was Marketing. According to data from the U.S. Bureau of Labor Statistics, business professions command an average annual salary of $72,250. Moving into a management position can advance you to average annual earnings of $109,760.

It was discussed in our OAC meeting the decrease in demand for Administrative and Executive Administrative secretaries. There seems to be a transition away from these job titles, hence the -7.9% change in our surrounding PA area and -7% nationwide (Bureau of Labor Statistics). Department coordinators are now trending in many businesses, and this redesign is emerging as many people now do their own typing and organizing. Also, technology enables staff to prepare many of their own documents. In the past these secretaries supported one person, now 'coordinators' are supporting the department in higher level tasks. Office Managers are a closely related job title to coordinators. It was also discussed that Accounts Payable and Accounts Receivable workers are in demand. This puts a focus on the large portion of our accounting units.

The continuing demand for workers in the business industry is not expected to diminish. This demand is supported by the following sources:

- Statistics show in the PA Workforce and US Department of Labor reports identify stability if not growth in job areas that students will be qualified for with a high school degree or college degree.
- Input from students, community, and committee members.
- Recent program performance shows numbers trending positively upward.
- Local and national job listing show frequent postings in the many fields of business.

Colleges support the BUS program through our dual enrollment program and articulation agreements.

- The Montgomery County Community College program offers students 9 graded, transferrable college credits through the BUS 2-year curriculum.
- Kutztown University offers successful BUS students the ability to earn articulated credits.

Students can obtain employment with the skills taught in the BUS program, but they are always encouraged to pursue post-secondary education to earn a two- or four-year degree. Many of our graduates go on to some sort of post-secondary education. Students have attended the following institutions:

- Temple University
- Indiana University of Pennsylvania
- Johnson & Wales University
- Penn State University - Abington
- Alvernia University
- Montgomery County Community College
- Ursinus College
- Howard University

Industry Trends

- Technology – What is trending in the industry?
    - The majority of businesses use Microsoft Windows and the Microsoft Office Suite.
    - Create, modify, and share business documents using Microsoft Office Suite.
    - Microsoft Excel – trending upward. More employers are utilizing Excel and expect employees to have prior experience and knowledge.
    - Create and maintain electronic file management systems including cloud technologies
    - Accounting and Finance are becoming more in demand. Students should have a broad exposure in these fields.

- Skills employers seek beyond technical:
    - ***Working independently***
    - ***Dependability***
    - ***Communication*** – Communicate clearly and effectively verbally and in writing using appropriate media and cultural sensitivity with all stakeholders.
    - ***Thinking skills:***
        - *Logical thinking*
        - *Critical thinking* - Apply problem solving skills and techniques using analytical and critical thought processes to identify the best solutions, which meet the needs of the organization.
        - *Problem solving*
        - *Resourcefulness*
    - ***Professional presentations***
    - ***Professionalism*** - Demonstrate professional human relations skills with integrity in the workplace to assist the completion of individual and team tasks, while promoting a positive image for the organization. Demonstrate responsibility, professionalism, positive attitude, self-management, honesty, and confidentiality, conflict resolution.
    - ***Operations*** - Understand general business concepts/practices to incorporate project and time management skills and coordinate daily activities, utilizing appropriate administrative office procedures to enhance the effective operation of the workplace.
        - Perform and analyze office accounting tasks and activities.

Recommendations

- **Curriculum Adjustment:**
    - The OAC recommends that the curriculum be adjusted to better represent industry trends. The recommended changes are adding Medical Billing/coding and QuickBooks
- **Student Certifications:**
    - The OAC will continue to require the Certiport Microsoft Office Specialist certification in Word, and as an option, OSHA 10-hour General Industry.
- **Instructor Professional Development:**
    - The OAC recommends that the instructor get training and certification in QuickBooks, Medical Coding/Billing and MOS Excel or PowerPoint.
- **Equipment & materials needed:**
    - The OAC recommends that the classroom equipment be refreshed as required by new course curriculum or technologies. Computers will continue to be cycled every 3 years per Eastern schedule.
- **Facilities & materials needed:**
    - The OAC recommends that the classroom gets a facelift with new tables & chairs, removing the lockers, and rearranging the back meeting area.
    - The raised classroom floor will be removed and made ADA compliant.
- **Dual enrollment:**
    - The OAC recommends continuing dual enrollment with MCCC and adding more institutions that will award articulation credits.

Budget Implementation

School Year	Cost Estimate
2022 – 2023 • Instructor training – Medical Coding/Billing	$1,000
2023 – 2024 • Classroom revamp – layout, tables, chairs, meeting area, cubbies, and mailboxes • Instructor training – QuickBooks	$20,000 $1,000
2024 – 2025 • Replacement Printer/copier	$5,000
TOTAL	**$28,000**

Appendix A

Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis

Philadelphia-Camden-Wilmington MSA (PA Counties Only)
Occupational Employment
2018-2028 Long-Term Projections

SOC Code	Occupational Title	Employment Outlook			Annual Demand			
		Estimated 2018	Projected 2028	Percent Change	Due to Growth [1/]	Due to Exits [2/]	Due to Transfers [3/]	Total Demand [4/]
13-2000	**Financial Specialists**	**48,490**	**51,240**	**5.7%**	**276**	**1,289**	**3,077**	**4,642**
13-2011	Accountants & Auditors	22,240	23,640	6.3%	140	647	1,491	2,278
13-2021	Appraisers & Assessors of Real Estate	550	570	3.6%	2	19	22	43
13-2031	Budget Analysts	720	760	5.6%	4	18	39	61
13-2041	Credit Analysts	1,040	1,090	4.8%	4	24	72	100
13-2051	Financial Analysts	6,980	7,450	6.7%	46	139	473	658
13-2052	Personal Financial Advisors	6,580	7,080	7.6%	50	155	361	566
13-2053	Insurance Underwriters	2,480	2,340	-5.6%	-14	56	144	186
13-2061	Financial Examiners	520	540	3.8%	3	11	29	43
13-2071	Credit Counselors	730	800	9.6%	7	18	46	71
13-2072	Loan Officers	3,540	3,770	6.5%	23	88	218	329
13-2081	Tax Examiners, Collectors & Revenue Agents	700	680	-2.9%	-2	27	30	55
13-2082	Tax Preparers	880	910	3.4%	4	44	58	106
13-2099	Financial Specialists, Other	1,540	1,620	5.2%	8	44	92	144
43-4000	**Information & Record Clerks**	**82,280**	**81,800**	**-0.6%**	**-48**	**4,095**	**6,526**	**10,573**
43-4051	Customer Service Representatives	44,910	43,770	-2.5%	-114	2,129	3,780	5,795
43-6013	Medical Secretaries	7,080	8,180	15.5%	110	391	463	964
43-9199	Office & Administrative Support Workers, Other	2,070	2,160	4.3%	10	89	157	256

U.S. Bureau of Labor Statistics

Accountants and Auditors

PRINTER-FRIENDLY

Summary

Summary

Quick Facts: Accountants and Auditors	
2020 Median Pay	$73,560 per year $35.37 per hour
Typical Entry-Level Education	Bachelor's degree
Work Experience in a Related Occupation	None
On-the-job Training	None
Number of Jobs, 2020	1,392,200
Job Outlook, 2020-30	7% (As fast as average)
Employment Change, 2020-30	96,000



What Accountants and Auditors Do

Accountants and auditors prepare and examine financial records.

Work Environment

Most accountants and auditors work full time. Overtime hours are typical at certain periods of the year, such as for quarterly audits or during tax season.

How to Become an Accountant or Auditor

A bachelor's degree in accounting or a related field is typically required to become an accountant or auditor. Completing certification in a specific field of accounting, such as becoming a licensed Certified Public Accountant (CPA), may improve job prospects.

Pay

The median annual wage for accountants and auditors was $73,560 in May 2020.

Job Outlook

Employment of accountants and auditors is projected to grow 7 percent from 2020 to 2030, about as fast as the average for all occupations.

About 135,000 openings for accountants and auditors are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

State & Area Data

Explore resources for employment and wages by state and area for accountants and auditors.

Similar Occupations

Compare the job duties, education, job growth, and pay of accountants and auditors with similar occupations.

More Information, Including Links to O*NET

Learn more about accountants and auditors by visiting additional resources, including O*NET, a source on key characteristics of workers and occupations.

What They Do ->

What They Do

What Accountants and Auditors Do

About this section

Accountants and auditors prepare and examine financial records, identify potential areas of opportunity and risk, and provide solutions for businesses and individuals. They ensure that financial records are accurate, that financial and data risks are evaluated, and that taxes are paid properly. They also assess financial operations and work to help ensure that organizations run efficiently.



Duties

Accountants and auditors typically do the following:

- Examine financial statements to ensure that they are accurate and comply with laws and regulations
- Compute taxes owed, prepare tax returns, and ensure that taxes are paid properly and on time
- Inspect account books and accounting systems for efficiency and use of accepted accounting procedures and identify potential risks for fraud

- Organize, analyze, and maintain financial records
- Assess financial operations, identify risks and challenges, and make best-practices recommendations to management
- Suggest ways to reduce costs, enhance revenues, and improve profits

Accountants and auditors examine financial statements for accuracy and conformance with laws.

Accountants and auditors may use technology, such as artificial intelligence (AI) and robotics process automation, to increase their productivity. Automating some routine tasks makes these workers more efficient by allowing them to focus on analysis and other high-level responsibilities.

In addition to examining and preparing financial documents, accountants and auditors must explain their findings. This includes preparing written reports and meeting face-to-face with organization managers and individual clients.

Many accountants and auditors specialize, depending on their employer. Some work for organizations that specialize in assurance services (improving the quality or context of information for decision makers) or risk management (determining the probability of a misstatement on financial documents). Other organizations specialize in specific industries, such as finance, insurance, or healthcare.

The following are examples of types of accountants and auditors:

Government accountants maintain and examine the records of government agencies and audit private businesses and individuals whose activities are subject to government regulations or taxation. Accountants employed by federal, state, and local governments ensure that revenues are received and spent according to laws and regulations. Their responsibilities include auditing, financial reporting, and management accounting.

Management accountants are also called *cost, corporate, industrial, managerial,* or *private accountants*. They combine accounting and financial information to guide business decision making. They also understand financial and nonfinancial data and how to integrate information. The information that management accountants prepare is intended for internal use by business managers, not for the public.

Management accountants often prepare budgets and evaluate performance. They also may help organizations plan the cost of doing business. Some work with financial managers on asset management, which involves planning and selecting financial investments such as stocks, bonds, and real estate.

Public accountants have a broad range of accounting, auditing, tax, and consulting tasks. Their clients include corporations, governments, individuals, and nonprofits.

Public accountants work with financial documents that clients are required by law to disclose, such as tax forms and financial statements that corporations must provide to current and potential investors. Some public accountants concentrate on tax matters, advising corporations about the tax advantages of certain business decisions or preparing individual income tax returns.

Other public accountants specialize in forensic accounting, investigating financial crimes such as securities fraud and embezzlement, bankruptcies and contract disputes, and other complex and potentially criminal financial transactions. Forensic accountants combine their knowledge of accounting and finance with law and investigative techniques to determine if an activity is illegal. Many forensic accountants work closely with law enforcement personnel and lawyers during investigations and often appear as expert witnesses during trials.

Still others work with individuals, advising them on important personal financial matters. These public accountants combine their expertise in data management, economics, financial planning, and tax law to develop strategies for their clients. Advisory services cover topics including cash flow, insurance, investment, retirement, and wealth transfer planning to help clients meet financial goals, such as retirement, paying for a child's education, or buying a home.

Public accountants, many of whom are Certified Public Accountants (CPAs), generally have their own businesses or work for public accounting firms. Publicly traded companies are required to have CPAs sign documents they submit to the Securities and Exchange Commission (SEC), including annual and quarterly reports.

External auditors check for proper management of an organization's funds, sources of revenue, and internal controls, such as financial data preparation or managing risks to cybersecurity or the supply chain. They are employed by an outside organization, rather than the one they are auditing. They review clients' financial statements and inform authorities, investors, and regulators that the statements have been correctly prepared and reported with no material misstatements.

Information technology (IT) auditors review controls for their organization's IT systems to ensure that both financial and nonfinancial data come from a reliable source.

Internal auditors have duties that are similar to external auditors, but these workers are employed by the organization they are auditing. They identify ways to improve the processes for finding and eliminating waste, fraud, and other financial risks to the organization. The practice of internal auditing is not regulated, but the Institute of Internal Auditors (IIA) provides generally accepted standards.

<- Summary

Work Environment ->

Work Environment

Work Environment

About this section

Accountants and auditors held about 1.4 million jobs in 2020. The largest employers of accountants and auditors were as follows:

Accounting, tax preparation, bookkeeping, and payroll services	25%
Finance and insurance	9
Government	8
Management of companies and enterprises	7
Self-employed workers	5

Most accountants and auditors work in offices, but some work from home. Although accountants and auditors usually work in teams, some work alone. Accountants and auditors may travel to their clients' places of business.



Most accountants and auditors work full time.

Work Schedules

Most accountants and auditors work full time. Longer periods of work are typical at certain times of the year, such as for quarterly audits or during tax season.

<- What They Do

How to Become One ->

How to Become One

How to Become an Accountant or Auditor

About this section

Accountants and auditors typically need at least a bachelor's degree in accounting or a related field to enter the occupation. Completing certification in a specific field of accounting, such as becoming a licensed Certified Public Accountant (CPA), may improve job prospects.



Most accountants and auditors need at least a bachelor's degree in accounting or a related field.

Education

Accountants and auditors typically need a bachelor's degree in accounting or a related field, such as business. Some employers prefer to hire applicants who have a master's degree, either in accounting or in business administration with a concentration in accounting.

Some universities and colleges offer specialized programs for a bachelor's or master's degree, such as in accounting, forensic accounting, internal auditing, or tax accounting. In some cases, those with an associate's degree, as well as bookkeepers, accounting, and auditing clerks who meet the education and experience requirements set by their employers, may get junior accounting positions and advance by showing their accounting skills on the job.

Students may gain practical experience through internships with public accounting or business firms.

Licenses, Certifications, and Registrations

Any accountant who files a report with the Securities and Exchange Commission (SEC) is required to be a licensed Certified Public Accountant (CPA). Other accountants choose to become a CPA to enhance their job prospects or to gain clients. Employers may pay the costs associated with the CPA exam.

CPAs are licensed by their state's Board of Accountancy. Becoming a CPA requires passing a national exam and meeting other state requirements. All states require CPA candidates to complete 150 semester hours of college coursework to be licensed, which is 30 hours more than the usual 4-year bachelor's degree. Many schools offer a 5-year combined bachelor's and master's degree to meet the 150-hour requirement, but a master's degree is not required.

A few states allow a number of years of public accounting experience to substitute for a college degree.

All states use the four-part Uniform CPA Examination from the American Institute of Certified Public Accountants (AICPA). Candidates do not have to pass all four parts at once, but most states require that candidates pass all four parts within 18 months of passing their first part.

All states require CPAs to take continuing education courses, including ethics, to maintain their license.

Certification provides an advantage in the job market because it shows professional competence in a specialized field of accounting and auditing. Accountants and auditors seek certifications from a variety of professional societies. Some of the most common certifications are listed below:

The AICPA offers several designations. For accountants with a CPA, the AICPA offers the Accredited in Business Valuation (ABV), Certified Financial Forensics (CFF), Certified Information Technology Professional (CITP), and Personal Financial Specialist (PFS) certifications. All of these credentials require experience in the related area, continuing education, and passing an exam.

AICPA and the Chartered Institute of Management Accountants (CIMA) developed the Chartered Global Management Accountant (CGMA) designation as an internationally recognized professional credential. Candidates must complete a program, pass an exam, and meet a requirement for work experience.

The Association of Government Accountants (AGA) offers the Certified Government Financial Manager (CGFM) credential to accountants or auditors working with federal, state, or local government. To earn this certification, candidates must have a bachelor's degree from an accredited college or university, pass examinations, and have professional-level experience in government financial management. To keep the certification, CGFMs must complete continuing professional education.

The Institute of Internal Auditors (IIA) offers the Certified Internal Auditor (CIA) credential to graduates from accredited colleges and universities who have work experience as internal auditors and have passed an exam. The IIA also offers the Certified in Control Self-Assessment (CCSA), Certified Government Auditing Professional (CGAP), Certified Financial Services Auditor (CFSA), and Certification in Risk Management Assurance (CRMA) to those who pass the exams and meet educational and experience requirements.

The Institute of Management Accountants (IMA) offers the Certified Management Accountant (CMA) to applicants who complete a bachelor's degree. Applicants must have work experience in management accounting, pass an exam, agree to meet continuing education requirements, and comply with standards of professional conduct.

ISACA offers the Certified Information Systems Auditor (CISA) to candidates who pass an exam and have work experience auditing information systems. Information systems experience, financial or operational auditing experience, or related college credit hours may be substituted for some of the experience required in information systems auditing, control, or security.

Advancement

Some top executives and financial managers have a background in accounting, internal auditing, or finance.

Entry-level public accountants may advance to senior positions as they gain experience and take on more responsibility. Those who excel may become supervisors, managers, or partners; open their own public accounting firm; or transfer to executive positions in management accounting or internal auditing in private firms.

Management accountants often start as cost accountants, junior internal auditors, or trainees for other accounting positions. As they rise through the organization, they may advance to become accounting managers, budget directors, chief cost accountants, or managers of internal auditing. Some become controllers, treasurers, financial vice presidents, chief financial officers, or corporation presidents.

Public accountants, management accountants, and internal auditors may move from one type of accounting and auditing to another. Public accountants often move into management accounting or internal auditing. Management accountants may become internal auditors, and internal auditors may become management accountants. However, it is less common for management accountants or internal auditors to move into public accounting.

Important Qualities

Analytical and critical-thinking skills. Accountants and auditors must be able to critically evaluate data, identify issues in documentation, and suggest solutions. For example, internal auditors might detect fraudulent use of funds, and public accountants may work to minimize tax liability.

Communication skills. Accountants and auditors must be able to listen to and discuss facts and concerns from clients, managers, and other stakeholders. They must also be able to discuss the results of their work both in meetings and in written reports.

Detail oriented. Accountants and auditors must pay attention to detail when compiling and examining documents.

Math skills. Accountants and auditors must be able to analyze, compare, and interpret facts and figures. They may use advanced math skills, such as calculus and statistical analysis, for these tasks.

Organizational skills. Strong organizational skills are important for accountants and auditors, who often work with a range of financial documents for a variety of clients.

<- Work Environment

Pay ->

Pay

Pay

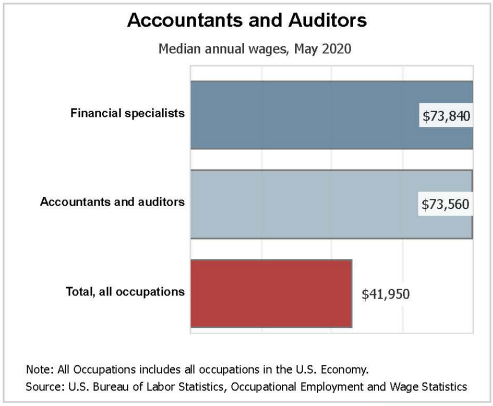
About this section

The median annual wage for accountants and auditors was $73,560 in May 2020. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $45,220, and the highest 10 percent earned more than $128,680.

In May 2020, the median annual wages for accountants and auditors in the top industries in which they worked were as follows:

Finance and insurance	$78,600
Management of companies and enterprises	76,230
Accounting, tax preparation, bookkeeping, and payroll services	73,180
Government	72,260

Most accountants and auditors work full time. Longer hours are typical at certain times of the year, such as for quarterly audits or during tax season.



Note: All Occupations includes all occupations in the U.S. Economy.
Source: U.S. Bureau of Labor Statistics, Occupational Employment and Wage Statistics

<- How to Become One

Job Outlook ->

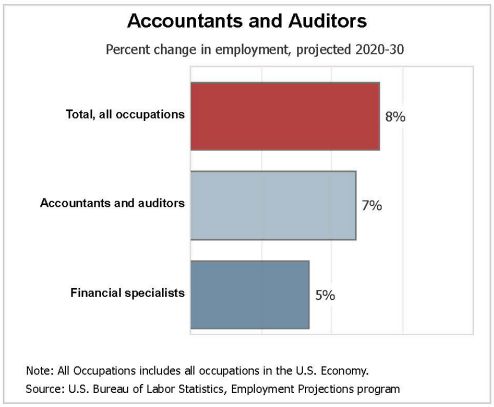
Job Outlook

Job Outlook

About this section

Employment of accountants and auditors is projected to grow 7 percent from 2020 to 2030, about as fast as the average for all occupations.

About 135,000 openings for accountants and auditors are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.



Note: All Occupations includes all occupations in the U.S. Economy.
Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment

Globalization, a growing economy, and a complex tax and regulatory environment are expected to continue to lead to strong demand for accountants and auditors.

In general, employment growth of accountants and auditors is expected to be closely tied to the health of the overall economy. As the economy grows, these workers will continue to be needed to prepare and examine financial records. In addition, as more companies go public, there will be greater need for public accountants to handle the legally required financial documentation.

The continued globalization of business may lead to increased demand for accounting expertise and services related to international trade and international mergers and acquisitions.

Technological change is expected to affect the role of accountants over the decade. Some routine accounting tasks may be automated as platforms such as cloud computing, artificial intelligence (AI), and blockchain become more widespread. Although this will allow accountants to become more efficient, this change is not expected to reduce overall demand. Instead, with the automation of routine tasks, such as data entry, the advisory and analytical duties of accountants will become more prominent.

Employment projections data for accountants and auditors, 2020-30

Occupational Title	SOC Code	Employment, 2020	Projected Employment, 2030	Change, 2020-30		Employment by Industry
				Percent	Numeric	

SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program

Occupational Title	SOC Code	Employment, 2020	Projected Employment, 2030	Change, 2020-30		Employment by Industry
				Percent	Numeric	
Accountants and auditors	13-2011	1,392,200	1,488,200	7	96,000	Get data
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program						

<- Pay

State & Area Data ->

State & Area Data

State & Area Data

About this section

Occupational Employment and Wage Statistics (OEWS)

The Occupational Employment and Wage Statistics (OEWS) program produces employment and wage estimates annually for over 800 occupations. These estimates are available for the nation as a whole, for individual states, and for metropolitan and nonmetropolitan areas. The link(s) below go to OEWS data maps for employment and wages by state and area.

- Accountants and auditors

Projections Central

Occupational employment projections are developed for all states by Labor Market Information (LMI) or individual state Employment Projections offices. All state projections data are available at www.projectionscentral.com. Information on this site allows projected employment growth for an occupation to be compared among states or to be compared within one state. In addition, states may produce projections for areas; there are links to each state's websites where these data may be retrieved.

CareerOneStop

CareerOneStop includes hundreds of occupational profiles with data available by state and metro area. There are links in the left-hand side menu to compare occupational employment by state and occupational wages by local area or metro area. There is also a salary info tool to search for wages by zip code.

<- Job Outlook

Similar Occupations ->

Similar Occupations

Similar Occupations

About this section

This table shows a list of occupations with job duties that are similar to those of accountants and auditors.

	OCCUPATION	JOB DUTIES	ENTRY-LEVEL EDUCATION	2020 MEDIAN PAY
	Bookkeeping, Accounting, and Auditing Clerks	Bookkeeping, accounting, and auditing clerks produce financial records for organizations and check financial records for accuracy.	Some college, no degree	$42,410
	Budget Analysts	Budget analysts help public and private organizations plan their finances.	Bachelor's degree	$78,970
	Cost Estimators	Cost estimators collect and analyze data in order to assess the time, money, materials, and labor required to make a product or provide a service.	Bachelor's degree	$66,610
	Financial Analysts	Financial analysts guide businesses and individuals in decisions about expending money to attain profit.	Bachelor's degree	$83,660
	Financial Managers	Financial managers create financial reports, direct investment activities, and develop plans for the long-term financial goals of their organization.	Bachelor's degree	$134,180
	Management Analysts	Management analysts recommend ways to improve an organization's efficiency.	Bachelor's degree	$87,660
	Personal Financial Advisors	Personal financial advisors provide advice to help individuals manage their finances and plan for their financial future.	Bachelor's degree	$89,330
	Postsecondary Teachers	Postsecondary teachers instruct students in a variety of academic subjects beyond the high school level.	See How to Become One	$80,560
	Tax Examiners and Collectors, and Revenue Agents	Tax examiners and collectors, and revenue agents determine how much is owed in taxes and collect tax from individuals and businesses on behalf of the government.	Bachelor's degree	$55,640
	Top Executives	Top executives plan strategies and policies to ensure that an organization meets its goals.	Bachelor's degree	$107,680

<- State & Area Data

More Info ->

More Info

U.S. BUREAU OF LABOR STATISTICS

Occupational Employment and Wage Statistics

OEWS | PRINT

Occupational Employment and Wages, May 2020

13-2011 Accountants and Auditors

Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others. Install or advise on systems of recording costs or other financial and budgetary data. Excludes "Tax Examiners and Collectors, and Revenue Agents" (13-2081).

National estimates for Accountants and Auditors
Industry profile for Accountants and Auditors
Geographic profile for Accountants and Auditors

National estimates for Accountants and Auditors:

Employment estimate and mean wage estimates for Accountants and Auditors:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
1,274,620	0.5 %	$ 39.26	$ 81,660	0.3 %

Percentile wage estimates for Accountants and Auditors:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	$ 21.74	$ 27.46	$ 35.37	$ 46.89	$ 61.87
Annual Wage (2)	$ 45,220	$ 57,110	$ 73,560	$ 97,530	$ 128,680

Industry profile for Accountants and Auditors:

Industries with the highest published employment and wages for Accountants and Auditors are provided. For a list of all industries with employment in Accountants and Auditors, see the Create Customized Tables function.

Industries with the highest levels of employment in Accountants and Auditors:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Accounting, Tax Preparation, Bookkeeping, and Payroll Services	339,020	34.58	$ 40.89	$ 85,050
Management of Companies and Enterprises	97,250	4.02	$ 39.79	$ 82,770
Local Government, excluding schools and hospitals (OEWS Designation)	46,060	0.85	$ 34.33	$ 71,420
State Government, excluding schools and hospitals (OEWS Designation)	41,780	1.90	$ 32.91	$ 68,460
Real Estate	36,180	2.19	$ 37.68	$ 78,370

Industries with the highest concentration of employment in Accountants and Auditors:

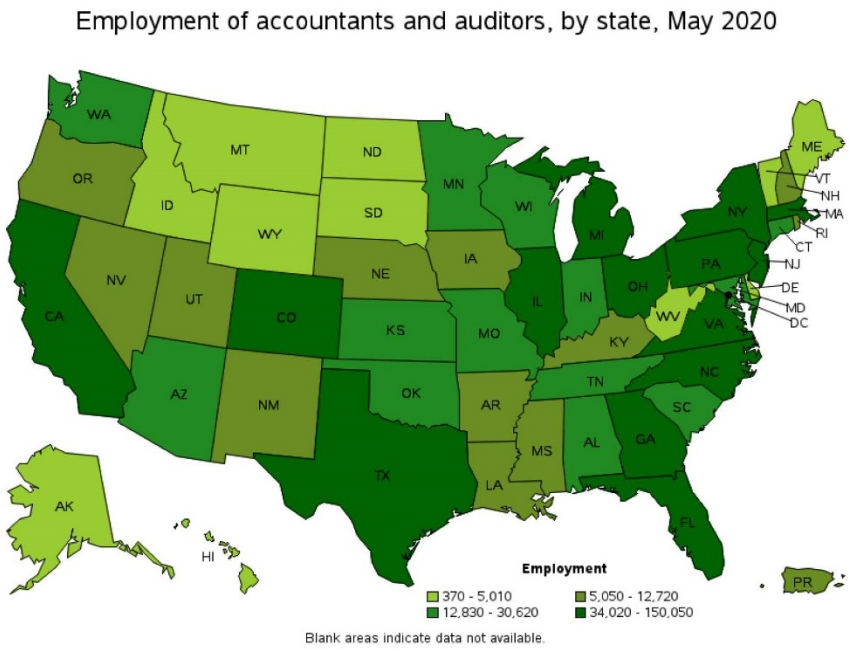
Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Accounting, Tax Preparation, Bookkeeping, and Payroll Services	339,020	34.58	$ 40.89	$ 85,050
Oil and Gas Extraction	8,170	6.56	$ 44.49	$ 92,530
Other Investment Pools and Funds	560	5.23	$ 41.29	$ 85,880
Insurance and Employee Benefit Funds	310	4.39	$ 40.83	$ 84,930
Office Administrative Services	20,340	4.08	$ 38.05	$ 79,140

Top paying industries for Accountants and Auditors:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Computer and Peripheral Equipment Manufacturing	3,910	2.44	$ 54.17	$ 112,680
Federal Executive Branch (OEWS Designation)	22,160	1.06	$ 50.95	$ 105,980
School and Employee Bus Transportation	120	0.07	$ 50.51	$ 105,060
Securities, Commodity Contracts, and Other Financial Investments and Related Activities	31,450	3.34	$ 49.05	$ 102,020
Other Information Services	4,660	1.34	$ 47.99	$ 99,810

Geographic profile for Accountants and Auditors:

States and areas with the highest published employment, location quotients, and wages for Accountants and Auditors are provided. For a list of all areas with employment in Accountants and Auditors, see the Create Customized Tables function.

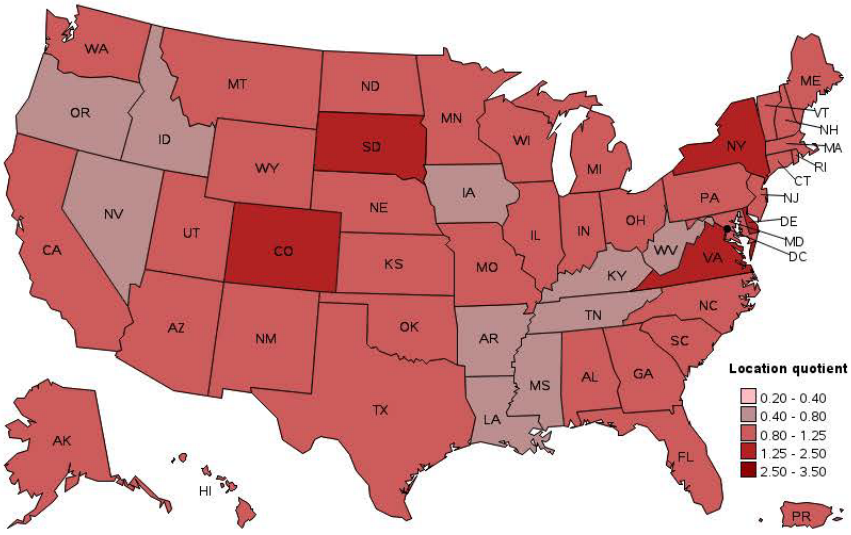


Blank areas indicate data not available.

States with the highest employment level in Accountants and Auditors:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
California	150,050	9.13	1.00	$ 42.37	$ 88,130
New York	112,360	12.93	1.41	$ 48.77	$ 101,440
Texas	109,470	9.05	0.99	$ 38.54	$ 80,170
Florida	73,690	8.73	0.95	$ 36.04	$ 74,960
Pennsylvania	50,240	9.11	0.99	$ 37.41	$ 77,810

Location quotient of accountants and auditors, by state, May 2020

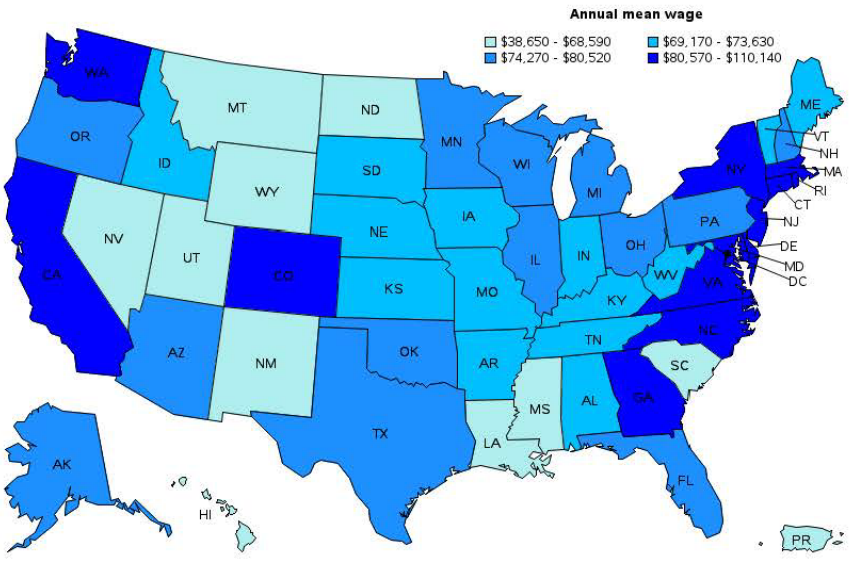


Blank areas indicate data not available.

States with the highest concentration of jobs and location quotients in Accountants and Auditors:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
District of Columbia	10,050	14.62	1.60	$ 52.95	$ 110,140
Colorado	36,470	14.15	1.54	$ 40.93	$ 85,120
New York	112,360	12.93	1.41	$ 48.77	$ 101,440
South Dakota	4,940	12.01	1.31	$ 33.26	$ 69,170
Virginia	43,550	11.77	1.28	$ 42.01	$ 87,380

Annual mean wage of accountants and auditors, by state, May 2020

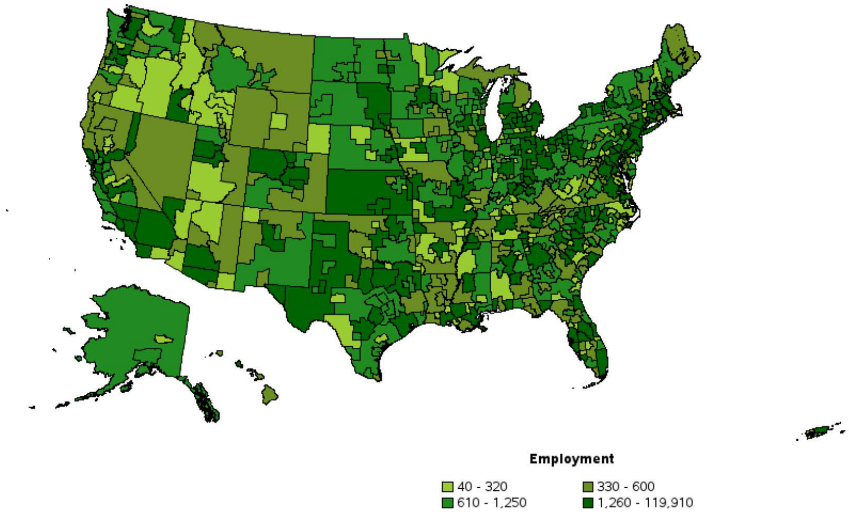


Blank areas indicate data not available.

Top paying states for Accountants and Auditors:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
District of Columbia	10,050	14.62	1.60	$ 52.95	$ 110,140
New York	112,360	12.93	1.41	$ 48.77	$ 101,440
New Jersey	39,060	10.33	1.13	$ 46.28	$ 96,260
Massachusetts	34,710	10.36	1.13	$ 42.71	$ 88,830
California	150,050	9.13	1.00	$ 42.37	$ 88,130

Employment of accountants and auditors, by area, May 2020

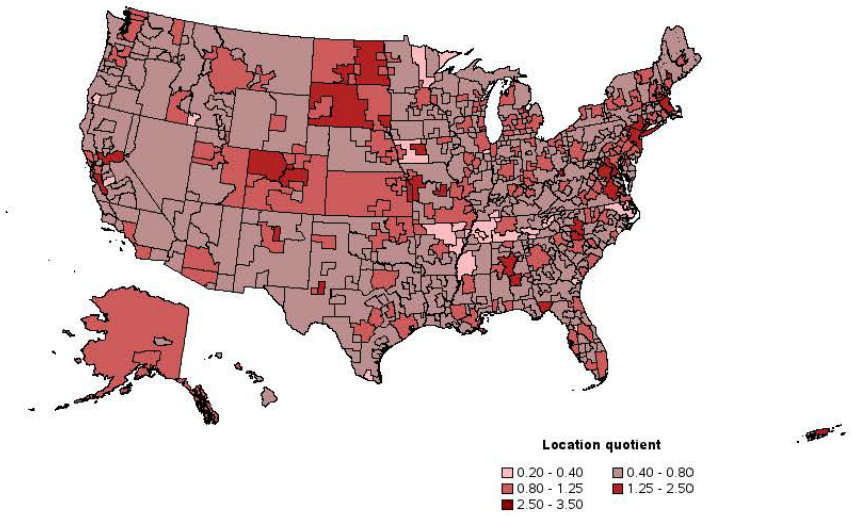


Blank areas indicate data not available.

Metropolitan areas with the highest employment level in Accountants and Auditors:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
New York-Newark-Jersey City, NY-NJ-PA	119,910	13.57	1.48	$ 50.83	$ 105,720
Los Angeles-Long Beach-Anaheim, CA	61,740	10.60	1.16	$ 40.22	$ 83,660
Chicago-Naperville-Elgin, IL-IN-WI	42,080	9.65	1.05	$ 37.81	$ 78,640
Washington-Arlington-Alexandria, DC-VA-MD-WV	41,890	13.86	1.51	$ 47.13	$ 98,030
Dallas-Fort Worth-Arlington, TX	37,040	10.32	1.13	$ 40.31	$ 83,850
Houston-The Woodlands-Sugar Land, TX	31,270	10.53	1.15	$ 40.30	$ 83,820
Boston-Cambridge-Nashua, MA-NH	30,130	11.58	1.26	$ 43.60	$ 90,690
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	29,540	10.96	1.20	$ 41.21	$ 85,720
Miami-Fort Lauderdale-West Palm Beach, FL	27,090	10.80	1.18	$ 38.52	$ 80,110
Atlanta-Sandy Springs-Roswell, GA	25,740	9.77	1.07	$ 42.18	$ 87,730

Location quotient of accountants and auditors, by area, May 2020

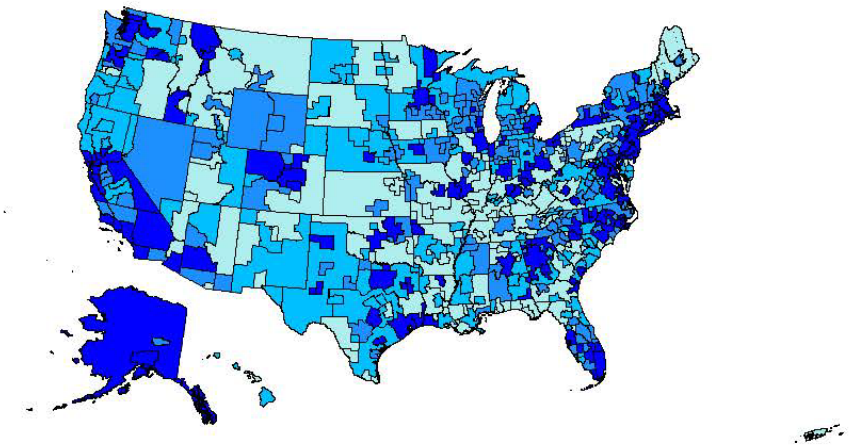


Blank areas indicate data not available.

Metropolitan areas with the highest concentration of jobs and location quotients in Accountants and Auditors:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Parkersburg-Vienna, WV	620	18.12	1.98	$ 39.61	$ 82,400
Denver-Aurora-Lakewood, CO	24,390	16.74	1.83	$ 42.62	$ 88,650
Midland, TX	1,610	16.16	1.76	$ 49.58	$ 103,120
Bay City, MI	480	15.71	1.71	$ 36.08	$ 75,050
Boulder, CO	2,810	15.51	1.69	$ 40.09	$ 83,380
Bridgeport-Stamford-Norwalk, CT	5,560	14.76	1.61	$ 45.08	$ 93,780
Montgomery, AL	2,260	14.57	1.59	$ 33.34	$ 69,350
Bismarck, ND	990	14.53	1.59	$ 32.73	$ 68,080
Birmingham-Hoover, AL	7,180	14.42	1.57	$ 36.85	$ 76,650
San Jose-Sunnyvale-Santa Clara, CA	15,360	13.92	1.52	$ 49.48	$ 102,920

Annual mean wage of accountants and auditors, by area, May 2020



Top paying metropolitan areas for Accountants and Auditors:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Salinas, CA	690	4.02	0.44	$53.69	$111,680
New York-Newark-Jersey City, NY-NJ-PA	119,910	13.57	1.48	$50.83	$105,720
Midland, TX	1,610	16.16	1.76	$49.58	$103,120
San Jose-Sunnyvale-Santa Clara, CA	15,360	13.92	1.52	$49.48	$102,920
San Francisco-Oakland-Hayward, CA	24,510	10.52	1.15	$48.60	$101,090
Washington-Arlington-Alexandria, DC-VA-MD-WV	41,890	13.86	1.51	$47.13	$98,030
Midland, MI	250	7.96	0.87	$45.28	$94,170
Bridgeport-Stamford-Norwalk, CT	5,560	14.76	1.61	$45.08	$93,780
Lima, OH	260	5.60	0.61	$44.91	$93,410
Santa Rosa, CA	1,730	8.95	0.98	$44.34	$92,220

Nonmetropolitan areas with the highest employment in Accountants and Auditors:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Kansas nonmetropolitan area	3,070	8.10	0.88	$30.52	$63,480
North Northeastern Ohio nonmetropolitan area (noncontiguous)	1,920	6.16	0.67	$33.74	$70,180
West Northwestern Ohio nonmetropolitan area	1,550	6.50	0.71	$33.44	$69,550
North Texas Region of Texas nonmetropolitan area	1,480	5.52	0.60	$32.30	$67,180
Balance of Lower Peninsula of Michigan nonmetropolitan area	1,470	5.98	0.65	$33.03	$68,690

Nonmetropolitan areas with the highest concentration of jobs and location quotients in Accountants and Auditors:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
West South Dakota nonmetropolitan area	700	12.04	1.31	$30.52	$63,470

Northwest Colorado nonmetropolitan area	1,350	11.80	1.29	$ 44.87	$ 93,330
East North Dakota nonmetropolitan area	700	11.44	1.25	$ 26.01	$ 54,090
Alaska nonmetropolitan area	1,070	10.73	1.17	$ 39.17	$ 81,460
Northern Vermont nonmetropolitan area	690	10.48	1.14	$ 33.26	$ 69,180

Top paying nonmetropolitan areas for Accountants and Auditors:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Northwest Colorado nonmetropolitan area	1,350	11.80	1.29	$ 44.87	$ 93,330
Eastern Sierra-Mother Lode Region of California nonmetropolitan area	360	6.50	0.71	$ 40.55	$ 84,340
Alaska nonmetropolitan area	1,070	10.73	1.17	$ 39.17	$ 81,460
North Georgia nonmetropolitan area	640	3.87	0.42	$ 37.72	$ 78,460
West Montana nonmetropolitan area	430	5.72	0.62	$ 37.26	$ 77,490

About May 2020 National, State, Metropolitan, and Nonmetropolitan Area Occupational Employment and Wage Estimates

These estimates are calculated with data collected from employers in all industry sectors, all metropolitan and nonmetropolitan areas, and all states and the District of Columbia. The top employment and wage figures are provided above. The complete list is available in the downloadable XLS files.

The percentile wage estimate is the value of a wage below which a certain percent of workers fall. The median wage is the 50th percentile wage estimate—50 percent of workers earn less than the median and 50 percent of workers earn more than the median. More about percentile wages.

(1) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately. Estimates do not include self-employed workers.

(2) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly wage published, the annual wage has been directly calculated from the reported survey data.

(3) The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

(9) The location quotient is the ratio of the area concentration of occupational employment to the national average concentration. A location quotient greater than one indicates the occupation has a higher share of employment than average, and a location quotient less than one indicates the occupation is less prevalent in the area than average.

Other OEWS estimates and related information:

May 2020 National Occupational Employment and Wage Estimates

May 2020 State Occupational Employment and Wage Estimates

May 2020 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates

May 2020 National Industry-Specific Occupational Employment and Wage Estimates

May 2020 Occupation Profiles

Technical Notes

Last Modified Date: March 31, 2021

U.S. BUREAU OF LABOR STATISTICS Division of Occupational Employment and Wage Statistics PSB Suite 2135 2 Massachusetts Avenue NE Washington, DC 20212-0001

Telephone:1-202-691-6569_ www.bls.gov/OES Contact OEWS

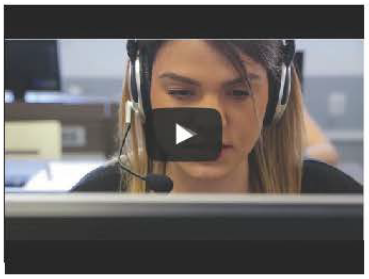
Customer Service Representatives

PRINTER-FRIENDLY

Summary

Summary

Quick Facts: Customer Service Representatives	
2020 Median Pay	$35,530 per year $17.23 per hour
Typical Entry-Level Education	High school diploma or equivalent
Work Experience in a Related Occupation	None
On-the-job Training	Short-term on-the-job training
Number of Jobs, 2020	2,923,400
Job Outlook, 2020-30	-1% (Little or no change)
Employment Change, 2020-30	-34,500



What Customer Service Representatives Do

Customer service representatives interact with customers to handle complaints, process orders, and answer questions.

Work Environment

Customer service representatives are employed in nearly every industry. Most work full time.

How to Become a Customer Service Representative

Customer service representatives typically need a high school diploma to enter the occupation and are trained on the job. They should be good at communicating and interacting with people.

Pay

The median hourly wage for customer service representatives was $17.23 in May 2020.

Job Outlook

Employment of customer service representatives is projected to show little or no change from 2020 to 2030.

Despite limited employment growth, about 361,700 openings for customer service representatives are projected each year, on average, over the decade. Most of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

State & Area Data

Explore resources for employment and wages by state and area for customer service representatives.

Similar Occupations

Compare the job duties, education, job growth, and pay of customer service representatives with similar occupations.

More Information, Including Links to O*NET

Learn more about customer service representatives by visiting additional resources, including O*NET, a source on key characteristics of workers and occupations.

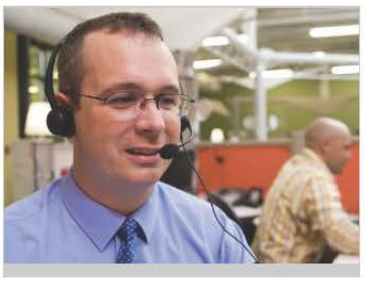
What They Do ->

What They Do

What Customer Service Representatives Do

About this section

Customer service representatives work with customers to resolve complaints, process orders, and provide information about an organization's products and services.



Duties

Customer service representatives typically do the following:

- Listen to customers' questions and concerns and provide answers or responses
- Provide information about products and services
- Take orders, calculate charges, and process billing or payments
- Review customer accounts and make changes, if necessary
- Handle returns or complaints
- Record details of customer contacts and actions taken

- Refer customers to supervisors or more experienced employees

Customer service representatives listen and respond to customers' questions.

Customer service representatives answer questions or requests from customers or the public. They typically provide services by phone, but some also interact with customers face to face, by email or text, via live chat, and through social media.

The specific duties of customer service representatives vary by industry. For example, representatives who work in banks may answer customers' questions about their accounts. Representatives who work for utility and telecommunications companies may help customers with service problems, such as outages. Those who work in retail stores often handle returns, process refunds, and help customers locate items. Although selling a product or service is not their main job, representatives may help generate sales while providing information.

Customer service representatives typically use a telephone, computer, and other office equipment. For example, representatives who work in call centers answer the phone and use computers to explore solutions for customers.

<- Summary

Work Environment ->

Work Environment

Work Environment

About this section

Customer service representatives held about 2.9 million jobs in 2020. The largest employers of customer service representatives were as follows:

Retail trade	14%
Insurance carriers and related activities	13
Business support services	10
Wholesale trade	7
Professional, scientific, and technical services	6



Many customer service representatives work in call centers.

Customer service representatives are employed in nearly every industry. Representatives in offices may work in a large room alongside other employees, so the area can be noisy. Working from home is also possible in some companies. Representatives may be under pressure to answer a designated number of calls while supervisors monitor them for quality assurance. In addition, the work may be stressful when representatives must interact with dissatisfied customers

In retail stores, representatives may spend hours on their feet assisting customers in person.

Work Schedules

Although most customer service representatives work full time, some work part time. Customer service representatives often need to work during busy times, which may include evenings, weekends, and holidays.

Jobs in call centers may require representatives to work shifts early in the morning or late at night because some call centers are open 24 hours a day.

<- What They Do

How to Become One ->

How to Become One

How to Become a Customer Service Representative

About this section

Customer service representatives typically need a high school diploma or equivalent to enter the occupation and receive on-the-job training to learn the specific skills needed for the job. They should be good at communicating and interacting with people.



Customer service representatives should be good at communicating and interacting with people and have some experience using computers.

Education

Customer service representatives typically need a high school diploma or equivalent to enter the occupation. However, some of these workers have postsecondary education that may include a bachelor's degree in fields such as business, communications, and social science.

Training

Customer service representatives usually receive short-term on-the-job training, which typically lasts 2 to 4 weeks. Those who work in finance and insurance may need several months of training to learn complicated financial regulations.

General customer-service training may focus on procedures for answering questions, information about a company's products and services, and computer and telephone use. Trainees often receive guidance from an experienced worker for the first few weeks of employment.

In certain industries, such as finance and insurance, customer service representatives must stay current with changing regulations.

Licenses, Certifications, and Registrations

Customer service representatives who provide information about finance and insurance may need a state license. Although licensing requirements vary by state, they usually include passing an exam. Some employers and organizations provide training for these exams.

Advancement

With experience, customer service representatives may advance to supervisory roles.

Important Qualities

Communication skills. Customer service representatives must be able to provide clear information in writing, by phone, or in person.

Customer-service skills. Representatives help companies retain customers by professionally answering questions and helping to resolve complaints.

Interpersonal skills. Representatives should be able to create positive interactions with customers.

Listening skills. Representatives must listen carefully to ensure that they understand customers in order to assist them.

Patience. Representatives should be patient and polite, especially when interacting with dissatisfied customers.

Problem-solving skills. Representatives must determine solutions to customers' problems. By doing so, representatives contribute to customer loyalty and retention.

<- Work Environment

Pay ->

Pay

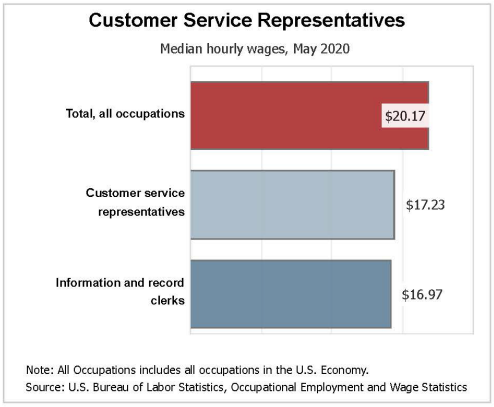
Pay

About this section

The median hourly wage for customer service representatives was $17.23 in May 2020. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $11.59, and the highest 10 percent earned more than $27.80.

In May 2020, the median hourly wages for customer service representatives in the top industries in which they worked were as follows:

Wholesale trade	$19.43
Insurance carriers and related activities	18.77
Professional, scientific, and technical services	18.28
Business support services	14.81
Retail trade	14.20



Although most customer service representatives work full time, some work part time. Customer service representatives often need to work during busy times, which may include evenings, weekends, and holidays.

Jobs in call centers may require representatives to work shifts early in the morning or late at night because some call centers are open 24 hours a day.

<- How to Become One

Job Outlook ->

Job Outlook

Job Outlook

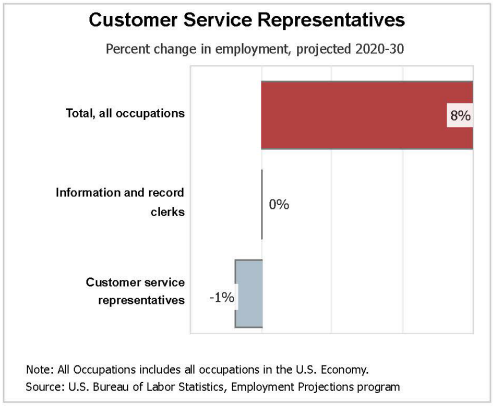
About this section

Employment of customer service representatives is projected to show little or no change from 2020 to 2030.

Despite limited employment growth, about 361,700 openings for customer service representatives are projected each year, on average, over the decade. Most of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Employment

There is expected to be less demand for customer service representatives, especially in retail trade, as their tasks continue to be automated. Self-service systems, social media, and mobile applications enable customers to do simple tasks without interacting with a representative. Advancements in technology will gradually allow these automated systems to do even more tasks. Some companies will continue to use in-house service centers to differentiate themselves from competitors, particularly for complex inquiries such as refunding accounts or confirming insurance coverage.



However, jobs for customer service representatives are projected to be added in business support services, which includes telephone call centers. Some businesses will contract out their customer service operations to telephone call centers that provide consolidated sales and customer service functions.

Employment projections data for customer service representatives, 2020-30

Occupational Title	SOC Code	Employment, 2020	Projected Employment, 2030	Change, 2020-30 Percent	Change, 2020-30 Numeric	Employment by Industry
Customer service representatives	43-4051	2,923,400	2,888,800	-1	-34,500	Get data

SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program

<- Pay

State & Area Data ->

State & Area Data

State & Area Data

About this section

Occupational Employment and Wage Statistics (OEWS)

The Occupational Employment and Wage Statistics (OEWS) program produces employment and wage estimates annually for over 800 occupations. These estimates are available for the nation as a whole, for individual states, and for metropolitan and nonmetropolitan areas. The link(s) below go to OEWS data maps for employment and wages by state and area.

- Customer service representatives

Projections Central

Occupational employment projections are developed for all states by Labor Market Information (LMI) or individual state Employment Projections offices. All state projections data are available at www.projectionscentral.com. Information on this site allows projected employment growth for an occupation to be compared among states or to be compared within one state. In addition, states may produce projections for areas; there are links to each state's websites where these data may be retrieved.

CareerOneStop

CareerOneStop includes hundreds of occupational profiles with data available by state and metro area. There are links in the left-hand side menu to compare occupational employment by state and occupational wages by local area or metro area. There is also a salary info tool to search for wages by zip code.

<- Job Outlook

Similar Occupations ->

Similar Occupations

Similar Occupations

About this section

This table shows a list of occupations with job duties that are similar to those of customer service representatives.

	OCCUPATION	JOB DUTIES	ENTRY-LEVEL EDUCATION	2020 MEDIAN PAY
	Computer Support Specialists	Computer support specialists provide help and advice to computer users and organizations.	See How to Become One	$55,510
	Financial Clerks	Financial clerks do administrative work, help customers, and carry out transactions that involve money.	High school diploma or equivalent	$41,520
	General Office Clerks	General office clerks perform a variety of clerical tasks, including answering telephones, typing documents, and filing records.	High school diploma or equivalent	$35,330
	Information Clerks	Information clerks perform routine clerical duties, maintain records, collect data, and provide information to customers.	See How to Become One	$36,920
	Insurance Sales Agents	Insurance sales agents contact potential customers and sell one or more types of insurance.	High school diploma or equivalent	$52,180
	Receptionists	Receptionists do tasks such as answering phones, receiving visitors, and providing information about their organization to the public.	High school diploma or equivalent	$31,110
	Retail Sales Workers	Retail sales workers help customers find products they want and process customers' payments.	No formal educational credential	$27,320
	Tellers	Tellers are responsible for accurately processing routine transactions at a bank.	High school diploma or equivalent	$32,620
	Wholesale and Manufacturing Sales Representatives	Wholesale and manufacturing sales representatives sell goods for wholesalers or manufacturers to businesses, government agencies, and other organizations.	See How to Become One	$65,420

<- State & Area Data

More Info ->

More Info

Contacts for More Information

About this section

The *Handbook* does not have contacts for more information for this occupation.

Related BLS articles

Career Outlook: Customer service skills: Occupational employment, outlook, and wages

O*NET

Customer Service Representatives

<- Similar Occupations

SUGGESTED CITATION:

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Customer Service Representatives, at https://www.bls.gov/ooh/office-and-administrative-support/customer-service-representatives.htm (visited *December 26, 2021*).

Last Modified Date: Monday, November 1, 2021

U.S. BUREAU OF LABOR STATISTICS

Occupational Employment and Wage Statistics

OEWS | PRINT

Occupational Employment and Wages, May 2020

43-4051 Customer Service Representatives

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.

- National estimates for Customer Service Representatives
- Industry profile for Customer Service Representatives
- Geographic profile for Customer Service Representatives

National estimates for Customer Service Representatives:

Employment estimate and mean wage estimates for Customer Service Representatives:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
2,833,250	0.5 %	$ 18.51	$ 38,510	0.2 %

Percentile wage estimates for Customer Service Representatives:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	$ 11.59	$ 13.83	$ 17.23	$ 21.83	$ 27.80
Annual Wage (2)	$ 24,120	$ 28,760	$ 35,830	$ 45,400	$ 57,830

Industry profile for Customer Service Representatives:

Industries with the highest published employment and wages for Customer Service Representatives are provided. For a list of all industries with employment in Customer Service Representatives, see the Create Customized Tables function.

Industries with the highest levels of employment in Customer Service Representatives:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Business Support Services	307,110	36.94	$ 15.85	$ 32,970
Agencies, Brokerages, and Other Insurance Related Activities	165,220	13.85	$ 19.60	$ 40,760
Credit Intermediation and Related Activities (5221 and 5223 only)	156,070	7.69	$ 19.27	$ 40,070
Insurance Carriers	152,280	12.63	$ 20.44	$ 42,520
Management of Companies and Enterprises	108,440	4.48	$ 19.96	$ 41,520

Industries with the highest concentration of employment in Customer Service Representatives:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Business Support Services	307,110	36.94	$ 15.85	$ 32,970
Electronic Shopping and Mail-Order Houses	57,730	14.00	$ 17.15	$ 35,670
Agencies, Brokerages, and Other Insurance Related Activities	165,220	13.85	$ 19.60	$ 40,760
Insurance Carriers	152,280	12.63	$ 20.44	$ 42,520
Cable and Other Subscription Programming	4,650	9.27	$ 19.16	$ 39,860

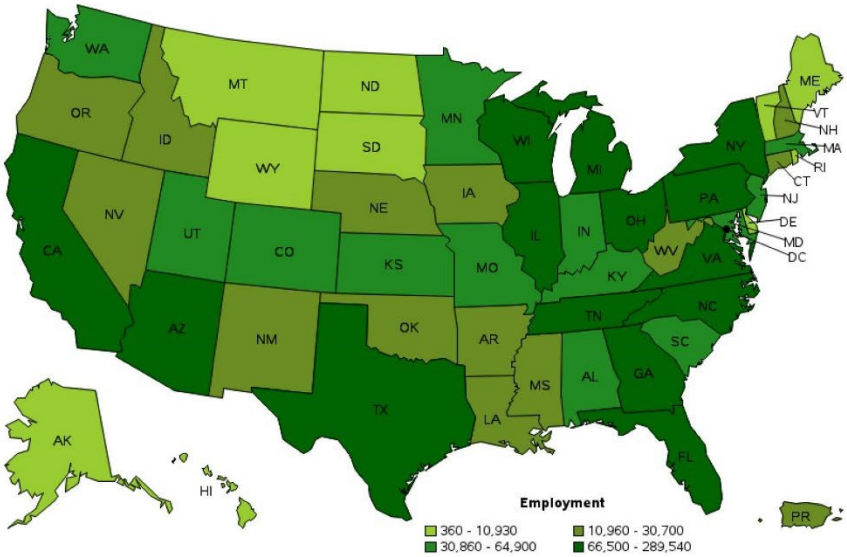
Top paying industries for Customer Service Representatives:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Postal Service (federal government)	40	0.01	$ 33.47	$ 69,620
Natural Gas Distribution	7,310	6.78	$ 29.71	$ 61,800
Other Pipeline Transportation	30	0.42	$ 26.64	$ 55,410
Iron and Steel Mills and Ferroalloy Manufacturing	320	0.38	$ 25.86	$ 53,790
Aerospace Product and Parts Manufacturing	1,570	0.30	$ 25.01	$ 52,020

Geographic profile for Customer Service Representatives:

States and areas with the highest published employment, location quotients, and wages for Customer Service Representatives are provided. For a list of all areas with employment in Customer Service Representatives, see the Create Customized Tables function.

Employment of customer service representatives, by state, May 2020

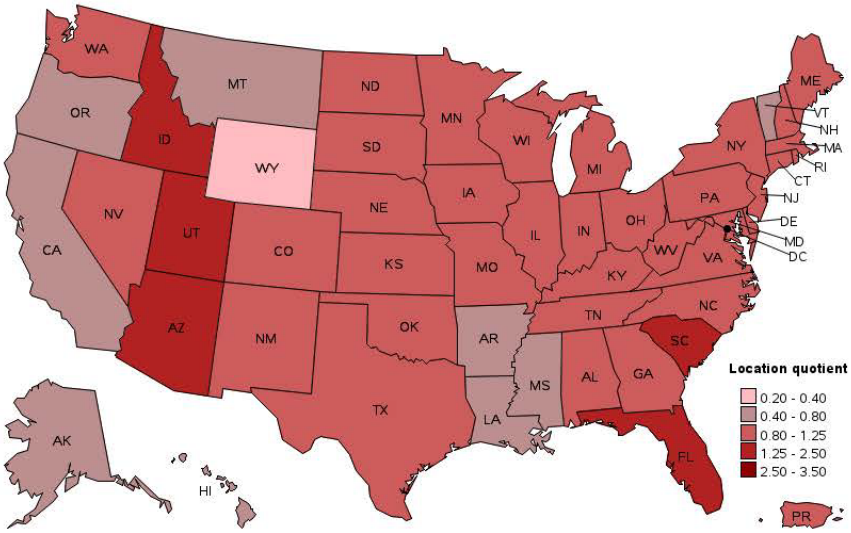


Blank areas indicate data not available.

States with the highest employment level in Customer Service Representatives:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Texas	289,540	23.92	1.17	$ 17.16	$ 35,690
Florida	249,500	29.56	1.45	$ 17.06	$ 35,490
California	200,920	12.23	0.60	$ 21.01	$ 43,710
New York	148,080	17.04	0.84	$ 21.28	$ 44,260
Illinois	122,350	21.74	1.07	$ 19.50	$ 40,560

Location quotient of customer service representatives, by state, May 2020

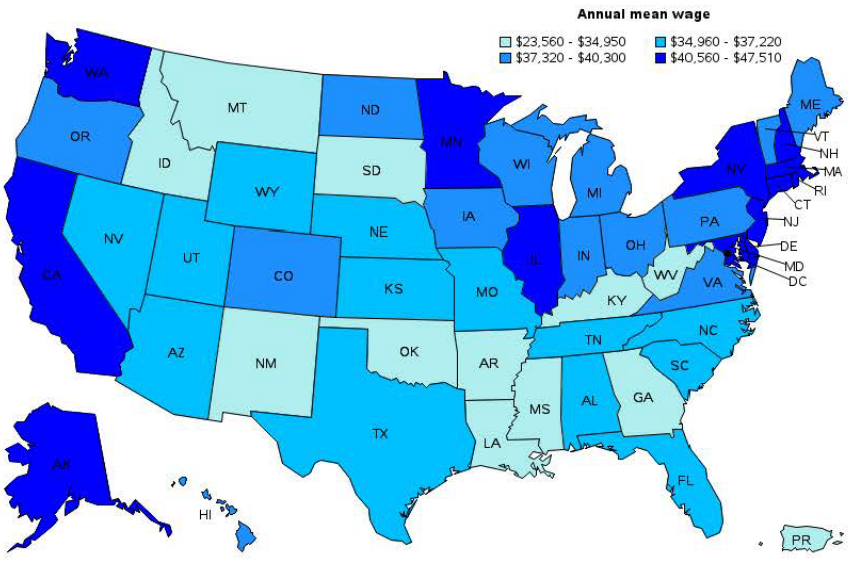


Blank areas indicate data not available.

States with the highest concentration of jobs and location quotients in Customer Service Representatives:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Arizona	106,300	37.49	1.84	$17.78	$36,990
Utah	50,290	33.77	1.66	$17.77	$36,960
Florida	249,500	29.56	1.45	$17.06	$35,490
Idaho	20,770	28.90	1.42	$15.99	$33,250
South Carolina	53,420	26.51	1.30	$17.13	$35,620

Annual mean wage of customer service representatives, by state, May 2020

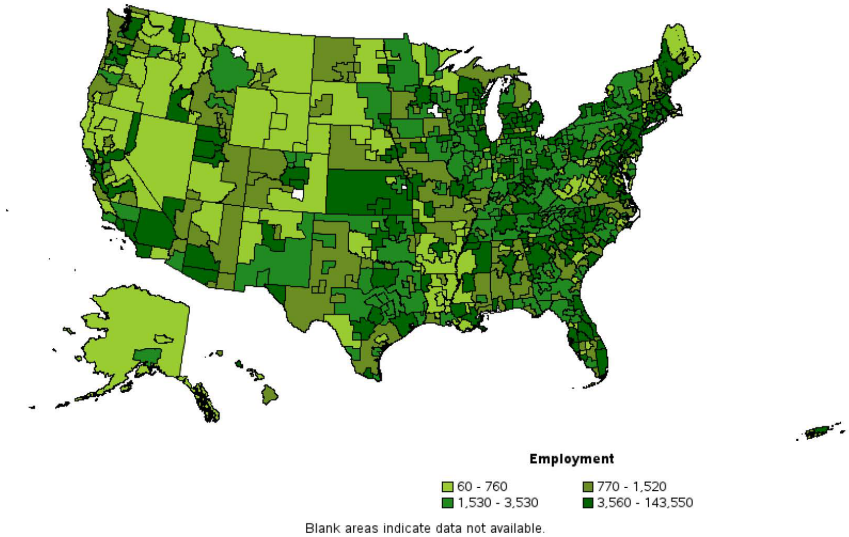


Blank areas indicate data not available.

Top paying states for Customer Service Representatives:

State	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
District of Columbia	7,000	10.19	0.50	$ 22.84	$ 47,510
Massachusetts	64,190	19.16	0.94	$ 22.12	$ 46,010
Washington	51,880	16.24	0.80	$ 21.46	$ 44,630
New York	148,080	17.04	0.84	$ 21.28	$ 44,260
California	200,920	12.23	0.60	$ 21.01	$ 43,710

Employment of customer service representatives, by area, May 2020

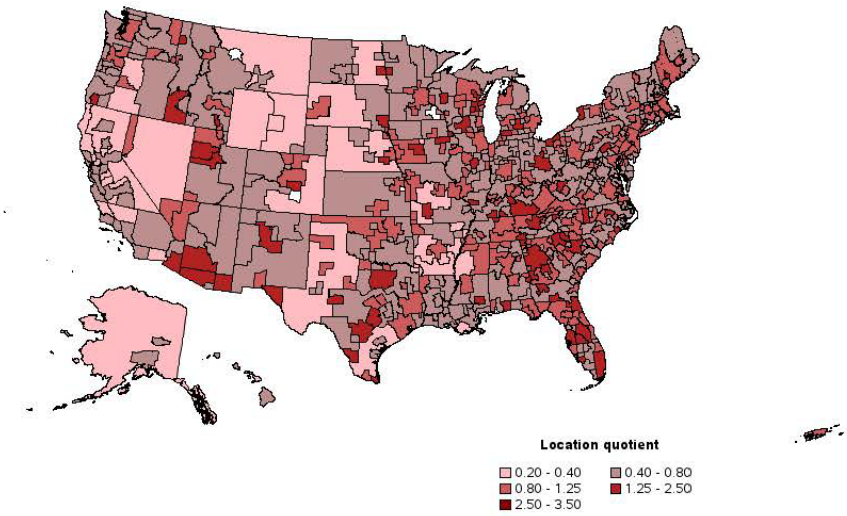


Blank areas indicate data not available.

Metropolitan areas with the highest employment level in Customer Service Representatives:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
New York-Newark-Jersey City, NY-NJ-PA	143,550	16.25	0.80	$ 21.93	$ 45,610
Dallas-Fort Worth-Arlington, TX	100,160	27.91	1.37	$ 18.59	$ 38,660
Chicago-Naperville-Elgin, IL-IN-WI	98,310	22.54	1.11	$ 20.08	$ 41,770
Phoenix-Mesa-Scottsdale, AZ	84,900	40.26	1.98	$ 18.18	$ 37,810
Los Angeles-Long Beach-Anaheim, CA	75,020	12.89	0.63	$ 20.32	$ 42,270
Miami-Fort Lauderdale-West Palm Beach, FL	74,050	29.53	1.45	$ 17.41	$ 36,210
Atlanta-Sandy Springs-Roswell, GA	71,250	27.06	1.33	$ 17.73	$ 36,880
Houston-The Woodlands-Sugar Land, TX	61,500	20.72	1.02	$ 17.51	$ 36,420
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD	59,520	22.07	1.08	$ 20.23	$ 42,080
Boston-Cambridge-Nashua, MA-NH	51,200	19.68	0.97	$ 22.68	$ 47,180

Location quotient of customer service representatives, by area, May 2020

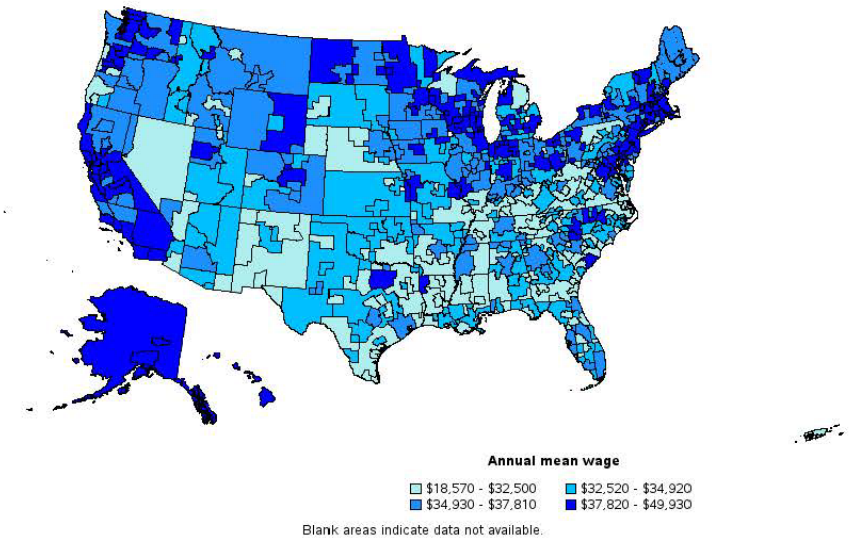


Blank areas indicate data not available.

Metropolitan areas with the highest concentration of jobs and location quotients in Customer Service Representatives:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
Pocatello, ID	1,440	42.93	2.11	$ 16.20	$ 33,700
Salt Lake City, UT	29,930	41.29	2.03	$ 18.57	$ 38,630
Appleton, WI	4,700	40.31	1.98	$ 17.71	$ 36,840
Albany, GA	2,360	40.30	1.98	$ 12.37	$ 25,740
Phoenix-Mesa-Scottsdale, AZ	84,900	40.26	1.98	$ 18.18	$ 37,810
Coeur d'Alene, ID	2,410	39.78	1.95	$ 14.49	$ 30,150
Provo-Orem, UT	10,020	39.59	1.94	$ 16.82	$ 34,980
Tampa-St. Petersburg-Clearwater, FL	49,590	38.05	1.87	$ 17.32	$ 36,020
Tucson, AZ	13,960	37.89	1.86	$ 16.79	$ 34,920
Hattiesburg, MS	2,290	37.64	1.85	$ 12.15	$ 25,270

Annual mean wage of customer service representatives, by area, May 2020



Top paying metropolitan areas for Customer Service Representatives:

Metropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
San Francisco-Oakland-Hayward, CA	29,130	12.50	0.61	$ 24.01	$ 49,930
San Jose-Sunnyvale-Santa Clara, CA	15,120	13.71	0.67	$ 22.94	$ 47,720
Midland, MI	760	24.64	1.21	$ 22.72	$ 47,250
Stockton-Lodi, CA	2,490	10.05	0.49	$ 22.69	$ 47,200
Boston-Cambridge-Nashua, MA-NH	51,200	19.68	0.97	$ 22.68	$ 47,180
Seattle-Tacoma-Bellevue, WA	34,470	17.62	0.87	$ 22.61	$ 47,020
Mount Vernon-Anacortes, WA	490	10.67	0.52	$ 22.09	$ 45,940
New York-Newark-Jersey City, NY-NJ-PA	143,550	16.25	0.80	$ 21.93	$ 45,610
Santa Cruz-Watsonville, CA	880	9.63	0.47	$ 21.90	$ 45,560
Napa, CA	550	7.94	0.39	$ 21.89	$ 45,520

Nonmetropolitan areas with the highest employment in Customer Service Representatives:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
South Central Kentucky nonmetropolitan area	5,420	34.08	1.67	$ 14.79	$ 30,770
Kansas nonmetropolitan area	5,130	13.55	0.67	$ 15.66	$ 32,570
Northeast Mississippi nonmetropolitan area	4,610	20.58	1.01	$ 13.05	$ 27,140
Piedmont North Carolina nonmetropolitan area	3,900	15.86	0.78	$ 16.15	$ 33,600
North Georgia nonmetropolitan area	3,890	23.66	1.16	$ 14.42	$ 29,980

Nonmetropolitan areas with the highest concentration of jobs and location quotients in Customer Service Representatives:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
South Central Kentucky nonmetropolitan area	5,420	34.08	1.67	$ 14.79	$ 30,770

Southwest Virginia nonmetropolitan area	2,960	25.31	1.24	$ 13.81	$ 28,720
North Florida nonmetropolitan area	2,950	24.78	1.22	$ 16.15	$ 33,600
North Georgia nonmetropolitan area	3,890	23.66	1.16	$ 14.42	$ 29,980
North Central Tennessee nonmetropolitan area	2,310	21.83	1.07	$ 15.33	$ 31,890

Top paying nonmetropolitan areas for Customer Service Representatives:

Nonmetropolitan area	Employment (1)	Employment per thousand jobs	Location quotient (9)	Hourly mean wage	Annual mean wage (2)
West North Dakota nonmetropolitan area	1,050	9.06	0.44	$ 23.17	$ 48,200
Massachusetts nonmetropolitan area	670	11.92	0.59	$ 21.14	$ 43,980
Northwest Lower Peninsula of Michigan nonmetropolitan area	1,770	16.20	0.80	$ 20.96	$ 43,590
Alaska nonmetropolitan area	650	6.47	0.32	$ 20.90	$ 43,470
Eastern Sierra-Mother Lode Region of California nonmetropolitan area	270	4.94	0.24	$ 20.61	$ 42,860

About May 2020 National, State, Metropolitan, and Nonmetropolitan Area Occupational Employment and Wage Estimates

These estimates are calculated with data collected from employers in all industry sectors, all metropolitan and nonmetropolitan areas, and all states and the District of Columbia. The top employment and wage figures are provided above. The complete list is available in the downloadable XLS files.

The percentile wage estimate is the value of a wage below which a certain percent of workers fall. The median wage is the 50th percentile wage estimate—50 percent of workers earn less than the median and 50 percent of workers earn more than the median. More about percentile wages.

(1) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately. Estimates do not include self-employed workers.

(2) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly wage published, the annual wage has been directly calculated from the reported survey data.

(3) The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

(9) The location quotient is the ratio of the area concentration of occupational employment to the national average concentration. A location quotient greater than one indicates the occupation has a higher share of employment than average, and a location quotient less than one indicates the occupation is less prevalent in the area than average.

Other OEWS estimates and related information:

- May 2020 National Occupational Employment and Wage Estimates
- May 2020 State Occupational Employment and Wage Estimates
- May 2020 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates
- May 2020 National Industry-Specific Occupational Employment and Wage Estimates
- May 2020 Occupation Profiles
- Technical Notes

Last Modified Date: March 31, 2021

U.S. BUREAU OF LABOR STATISTICS Division of Occupational Employment and Wage Statistics PSB Suite 2135 2 Massachusetts Avenue NE Washington, DC 20212-0001

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