

Real-Time Job Demand: September/October 2015



Economic Growth Region 10

Clark, Crawford, Floyd, Harrison, Scott and Washington Counties



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

Spotlight on Frequent Job Openings in Information for EGR 10

Occupation Title	Other Common Job Titles	Job Description	Average Wage	Minimum Education Required
Telecommunications Equipment Installers and Repairers, Except Line Installers	Central Office Technician, Combination Technician, Communications Technician, Customer Service Technician (CST), Field Technician, Install / Repair Technician, Installer, Outside Plant Technician, Service Technician, Telecommunications Technician	Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings.	\$46,561	Post-secondary certificate
Retail Salespersons	Bridal Consultant, Clerk, Customer Assistant, Design Consultant, Sales Associate, Sales Clerk, Sales Consultant, Sales Person, Sales Representative, Salesman	Sell merchandise, such as furniture, motor vehicles, appliances, or apparel to consumers.	\$24,100	High school diploma or equivalent
Stock Clerks and Order Fillers	Checker Stocker, Checker/Stocker, Clerk, Dairy Clerk, Grocery Clerk, Night Stocker, Sales Support Specialist, Stock Clerk, Stocker, Store Clerk	Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays.	\$24,048	High school diploma or equivalent

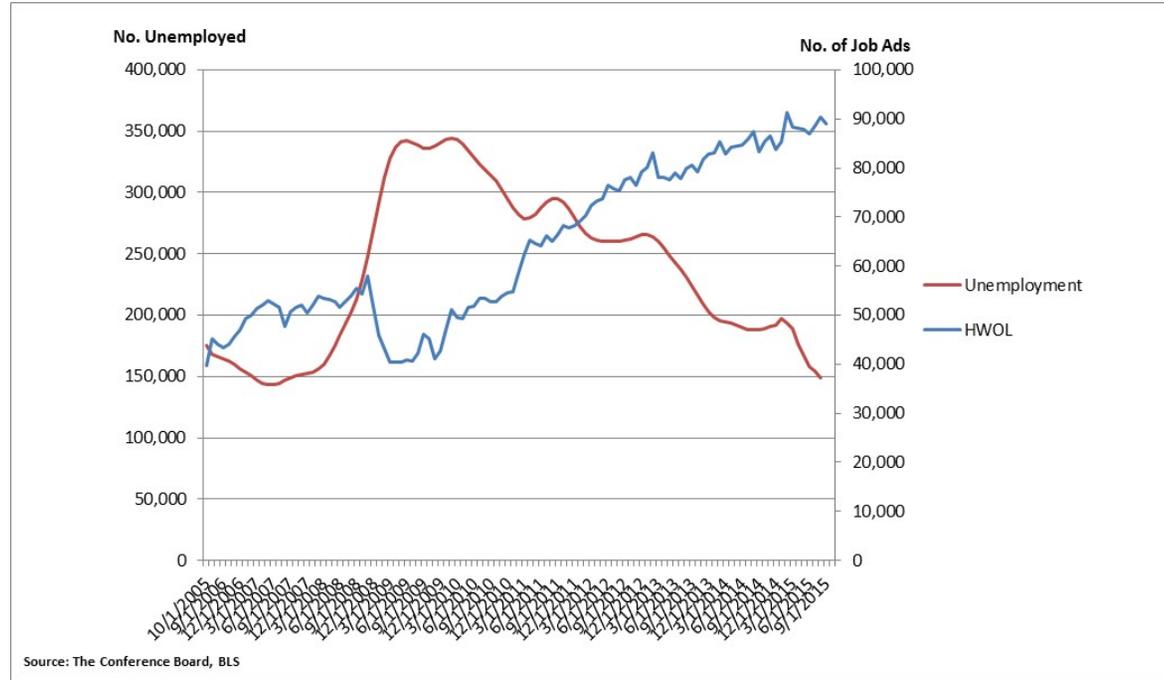
Occupation Title	Other Common Job Titles	Job Description	Average Wage	Minimum Education Required
Customer Service Representatives	Account Manager, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.	\$34,165	High school diploma or equivalent
First-Line Supervisors of Retail Sales Workers	Assistant Manager, Assistant Store Manager, Bakery Manager, Deli Manager, Department Manager, Manager, Meat Department Manager, Office Manager, Shift Manager, Store Manager	Directly supervise and coordinate activities of retail sales workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.	\$35,615	High school diploma or equivalent
First-Line Supervisors of Office and Administrative Support Workers	Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager	Directly supervise and coordinate the activities of clerical and administrative support workers.	\$46,464	High school diploma or equivalent
First-Line Supervisors of Mechanics, Installers, and Repairers	Crew Leader, Electrical Foreman, Facilities Manager, Facility Maintenance Supervisor, Maintenance Foreman, Maintenance Manager, Maintenance Planner, Maintenance Supervisor, Production Crew Supervisor, Superintendent	Directly supervise and coordinate the activities of mechanics, installers, and repairers.	\$60,409	High school diploma or equivalent

Note: Entry-level and Experienced-level wages are not available for most educational occupations. **Also, State wages were used if Regional wages were not available.

Key Hiring Employers	Key Hiring Industries
<ul style="list-style-type: none"> ▪ Multiband ▪ Verizon ▪ Sprint Corporation ▪ AT&T ▪ Time Warner Inc. ▪ THE CELLULAR CONNECTION ▪ T-Mobile ▪ HHGregg ▪ New Albany-Floyd County Public Library ▪ The News Tribune 	<ul style="list-style-type: none"> ▪ Cable and Other Subscription Programming ▪ Wireless Telecommunications Carriers (except Satellite) ▪ Libraries and Archives ▪ Newspaper Publishers

<i>Top Skills in Demand</i>	<i>Top Certifications in Demand</i>
<ul style="list-style-type: none"> ▪ Coaching ▪ Work independently ▪ Oral and written communication skills ▪ Retail sales ▪ Customer service oriented ▪ Power system modeling ▪ Video on Demand ▪ Sales experience / ability ▪ Basic computer skills ▪ Business operations ▪ 	<ul style="list-style-type: none"> ▪ Driver's License ▪ Telecommunications

Supply vs. Demand State of Indiana



Sources

1. **Job Postings, Top Employers, Industries, Skills and Certifications:** The Conference Board: Help Wanted OnLine. The Help-Wanted Online (HWOL)® Data Series is a job market vacancy listing that provides data collected from online job board sources throughout the U.S., including Indiana Career Connect. IndianaCareerConnect.com is the state of Indiana's free service to benefit individuals and employers.
2. **Wages:** Occupational Employment Statistics, Indiana Department of Workforce Development. **State wages were used if Regional wages were not available.
3. **Education:** U.S. Bureau of Labor Statistics
4. **Job Titles and Descriptions:** O*NET Online



The Indiana Department of Workforce Development serves the worker and the employer to ensure workplace success. DWD is committed to innovating and invigorating Indiana's economic future. Primary services include Work One career centers, unemployment insurance, labor market information, regional workforce strategies, and professional training.

For more regional labor market information, please contact your Regional Market Analyst:

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