Customer Service Representatives
in 3 Texas Counties

Contents

What is Emsi Data?

Customer Service Representatives (SOC 43-4051):
Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May handle and resolve general complaints. Excludes individuals whose duties are primarily installation, sales, repair, and technical support.

Sample of Reported Job Titles:
Customer Service Agent
Service Representative
Customer Service Representative (Customer Service Rep)
Customer Care Representative (CCR)
Customer Service Specialist
Patient Service Representative
Patient Advocate
Patient Access Specialist
Admissions Coordinator
Patient Resource Worker

Related O*NET Occupations:
Customer Service Representatives (43-4051.00)
Patient Representatives (43-4051.03)

Emsi data is a hybrid dataset derived from official government sources such as the US Census Bureau, Bureau of Economic Analysis, and Bureau of Labor Statistics. Leveraging the unique strengths of each source, our data modeling team creates an authoritative dataset that captures more than 99% of all workers in the United States. This core offering is then enriched with data from online social profiles, resumés, and job postings to give you a complete view of the workforce.

Emsi data is frequently cited in major publications such as *The Atlantic*, *Forbes*, *Harvard Business Review*, *The New York Times*, *The Wall Street Journal*, and *USA Today*.

Report Parameters

1 Occupation

43-4051	Customer Service Representatives

3 Counties

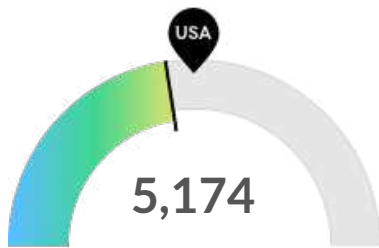| 48215	Hidalgo County, TX	48489	Willacy County, TX
48427	Starr County, TX		

Class of Worker

QCEW Employees, Non-QCEW Employees, and Self-Employed

The information in this report pertains to the chosen occupation and geographical areas.

Executive Summary

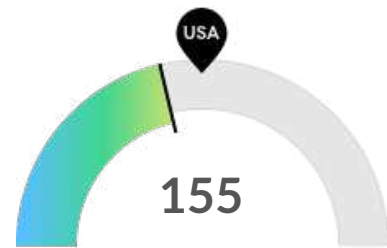## Light Job Posting Demand Over a Thin Supply of Regional Jobs

5,174

Jobs (2020)

Your area is not a hotspot for this kind of job. The national average for an area this size is 5,989* employees, while there are 5,174 here.

$26,900

Compensation

Earnings are low in your area. The national median salary for Customer Service Representatives is $34,692, compared to $26,900 here.

155

Job Posting Demand

Job posting activity is low in your area. The national average for an area this size is 194* job postings/mo, while there are 155 here.

*National average values are derived by taking the national value for Customer Service Representatives and scaling it down to account for the difference in overall workforce size between the nation and your area. In other words, the values represent the national average adjusted for region size.

Jobs

## Regional Employment Is Lower Than the National Average

An average area of this size typically has 5,989* jobs, while there are 5,174 here. This lower than average supply of jobs may make it more difficult for workers in this field to find employment in your area.
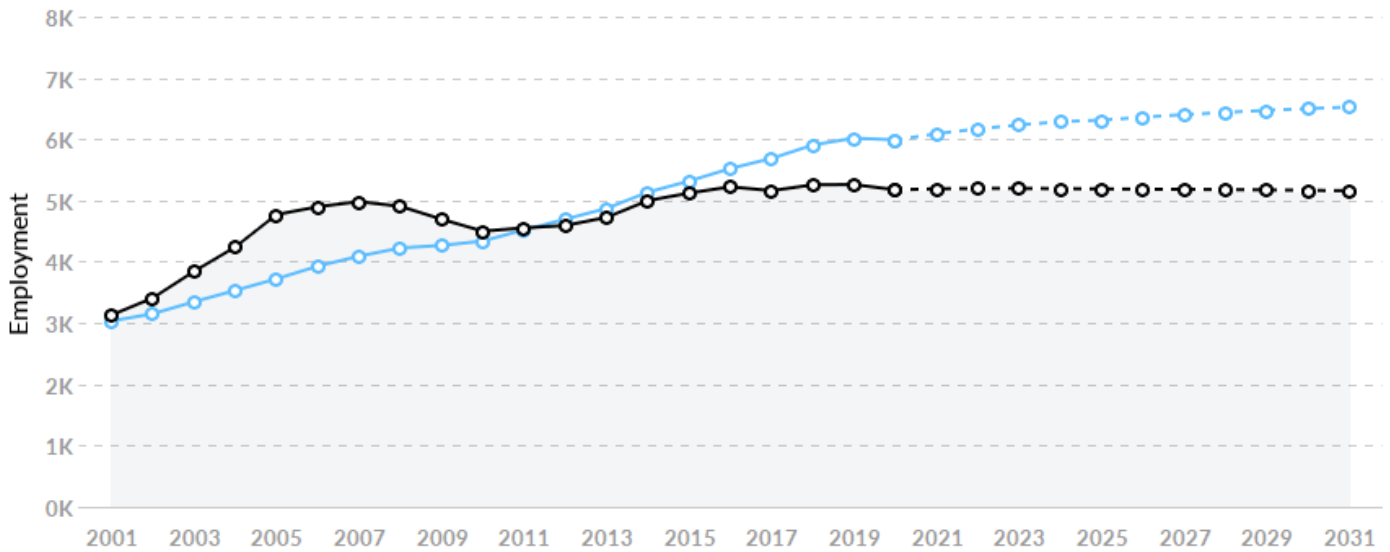
|	Region	2020 Jobs	2030 Jobs	Change	% Change
●	3 Texas Counties	5,174	5,166	-8	-0.2%
●	National Average	5,989	6,499	510	8.5%

*National average values are derived by taking the national value for Customer Service Representatives and scaling it down to account for the difference in overall workforce size between the nation and your area. In other words, the values represent the national average adjusted for region size.

Regional Breakdown
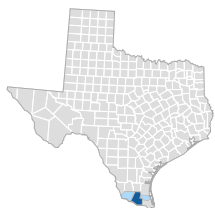
County	2020 Jobs
Hidalgo County, TX	5,041
Starr County, TX	100
Willacy County, TX	33

## Most Jobs are Found in the Business Support Services Industry Sector
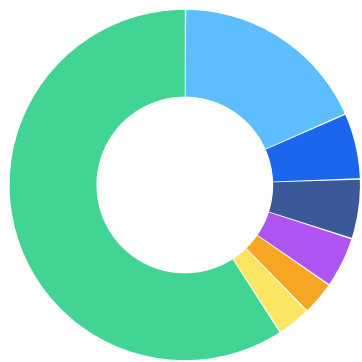
Industry	% of Occupation in Industry (2020)
● Business Support Services	18.3%
● Agencies, Brokerages, and Other Insurance Related Activities	6.1%
● Grocery Stores	5.5%
● Depository Credit Intermediation	4.7%
● Building Material and Supplies Dealers	3.1%
● General Medical and Surgical Hospitals	3.1%
● Other	59.2%

Compensation

Regional Compensation Is 22% Lower Than National Compensation

For Customer Service Representatives, the 2019 median wage in your area is $26,900, while the national median wage is $34,692.
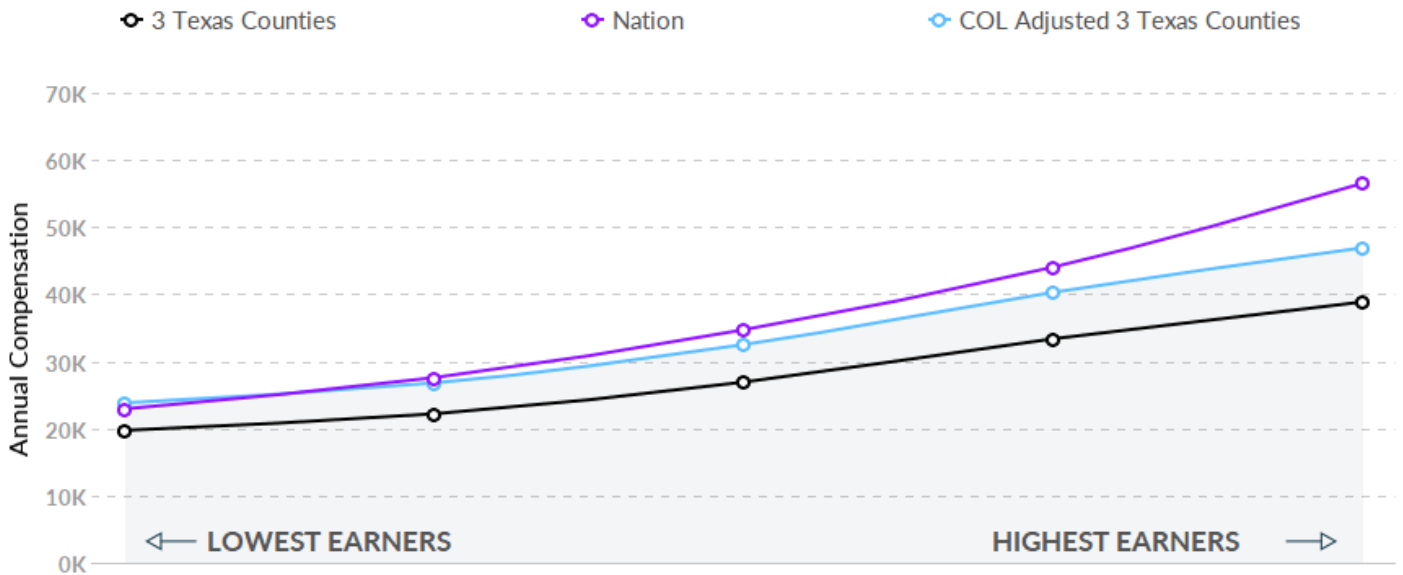
Job Posting Activity

2,330 Unique Job Postings

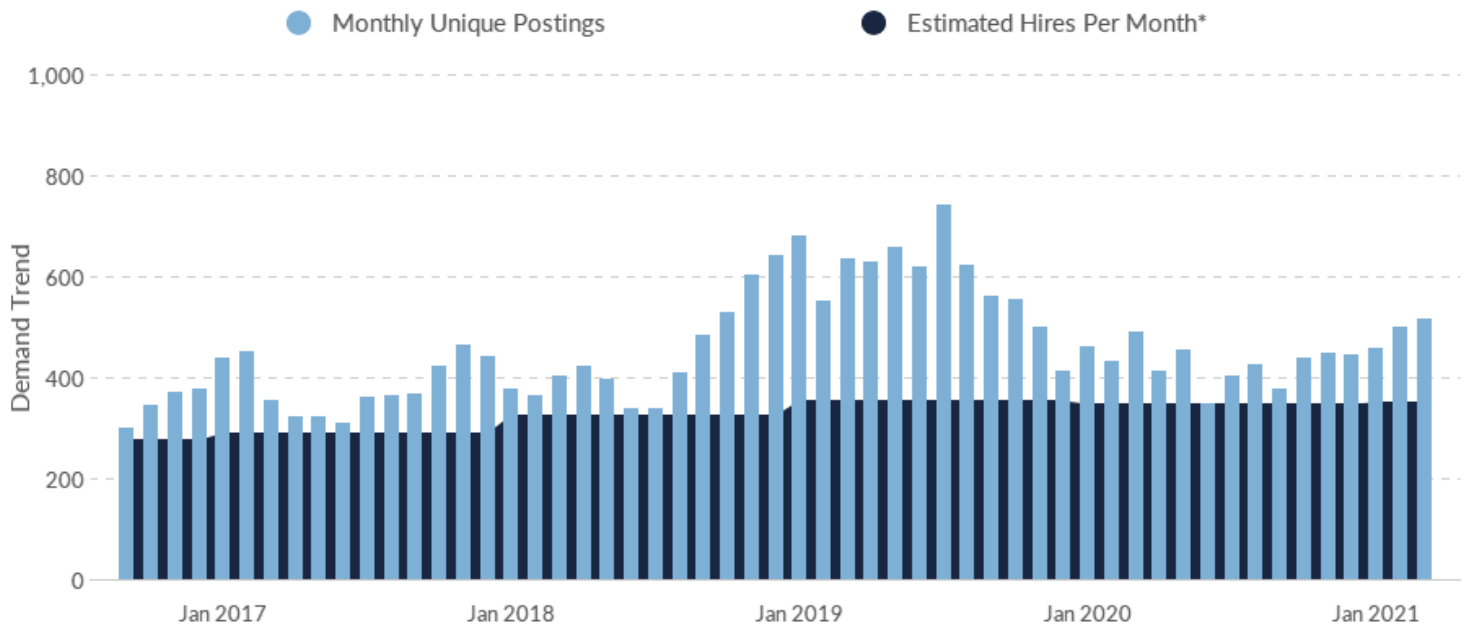The number of unique postings for this job from Jan 2020 to Mar 2021.

418 Employers Competing

All employers in the region who posted for this job from Jan 2020 to Mar 2021.

33 Day Median Duration

Posting duration is the same as what's typical in the region.

Occupation	Avg Monthly Postings (Jan 2020 - Mar 2021)	Avg Monthly Hires (Jan 2020 - Mar 2021)
Customer Service Representatives	441	350

*A hire is reported by the Quarterly Workforce Indicators when an individual's Social Security Number appears on a company's payroll and was not there the quarter before. Emsi hires are calculated using a combination of Emsi jobs data, information on separation rates from the Bureau of Labor Statistics (BLS), and industry-based hires data from the Census Bureau.

Top Companies	Unique Postings		Top Job Titles	Unique Postings	
Heb Grocery Company, LP	116	▬▬▬	Customer Service Representativ...	542	▬▬▬▬▬
Family Dollar Stores, Inc.	106	▬▬▬	Bilingual Customer Service Repr...	117	▬
Teleperformance	98	▬▬▬	Customer Service Associates	109	▬
Walgreens Boots Alliance, Inc.	87	▬▬	Call Center Representatives	94	▬
Domino's Pizza	68	▬▬	Customer Service Assistants	82	▬
AppleOne	59	▬▬	Insurance Representatives	56	▮
Circle K Stores Inc.	59	▬▬	Customer Service Professionals	44	▮
Spectrum	59	▬▬	Home Customer Service Repres...	41	▮
TTEC	56	▬▬	Independent Contractor Repres...	34	▮
UnitedHealth Group Incorporate...	37	▬	Bilingual Spanish Customer Serv...	28	▮

Top Hard Skills

● Frequency in Job Postings   ● Frequency in Profiles
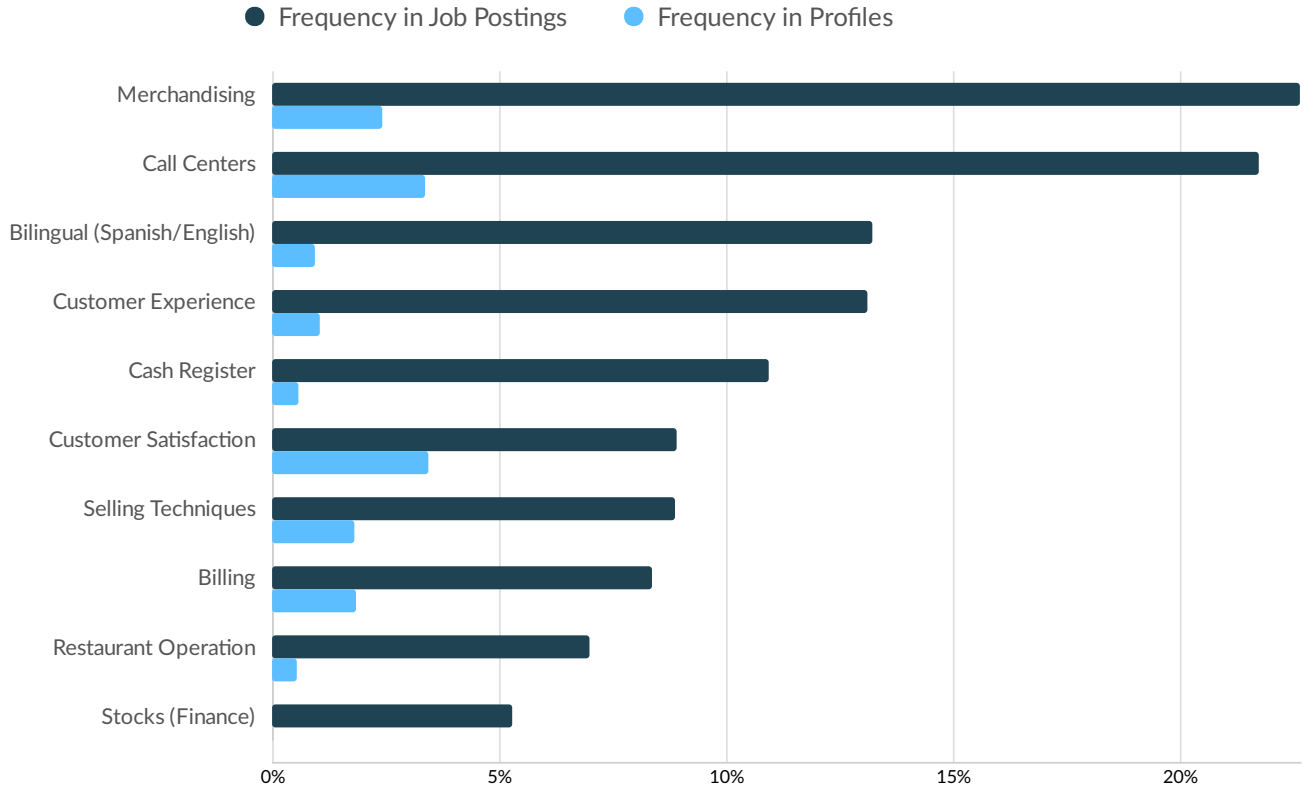
Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Merchandising	528	23%	46	2%
Call Centers	507	22%	64	3%
Bilingual (Spanish/English)	308	13%	18	1%
Customer Experience	306	13%	20	1%
Cash Register	255	11%	11	1%
Customer Satisfaction	208	9%	65	3%
Selling Techniques	207	9%	34	2%
Billing	195	8%	35	2%
Restaurant Operation	163	7%	10	1%
Stocks (Finance)	123	5%	0	0%

Top Common Skills

● Frequency in Job Postings   ● Frequency in Profiles
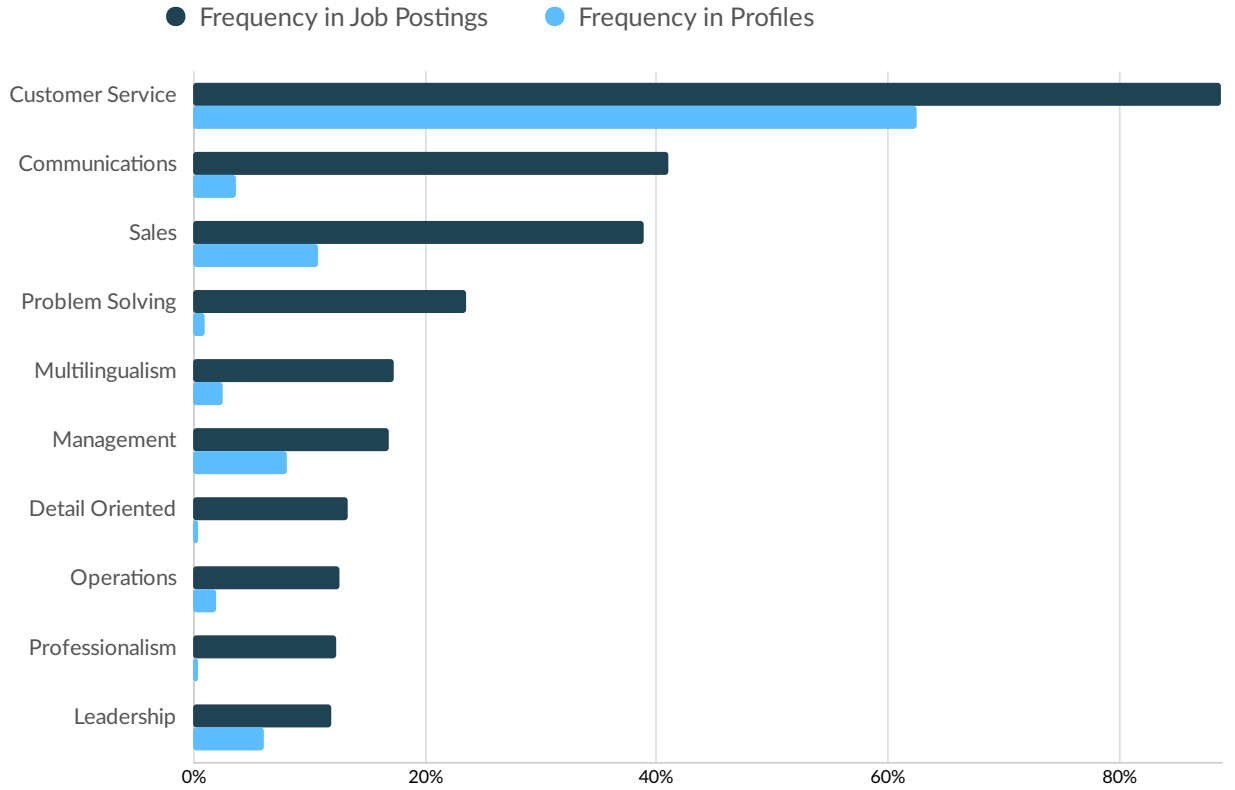
Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Customer Service	2,071	89%	1,185	63%
Communications	957	41%	70	4%
Sales	907	39%	204	11%
Problem Solving	549	24%	18	1%
Multilingualism	403	17%	48	3%
Management	393	17%	154	8%
Detail Oriented	310	13%	8	0%
Operations	294	13%	38	2%
Professionalism	289	12%	8	0%
Leadership	277	12%	117	6%

Demographics

Retirement Risk Is Low, While Overall Diversity Is High

668
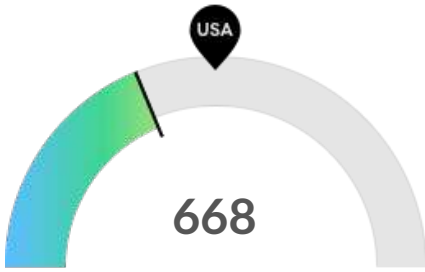
Retiring Soon

Retirement risk is low in your area. The national average for an area this size is 984* employees 55 or older, while there are 668 here.
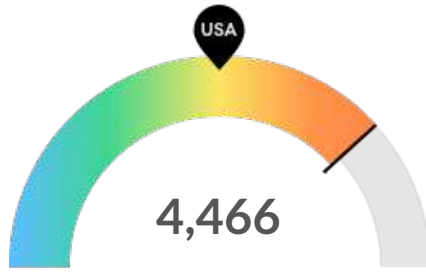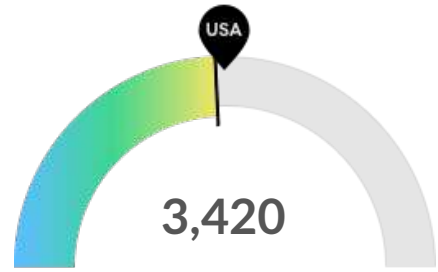
4,466

Racial Diversity

Racial diversity is high in your area. The national average for an area this size is 2,131* racially diverse employees, while there are 4,466 here.

3,420

Gender Diversity

Gender diversity is about average in your area. The national average for an area this size is 3,568* female employees, while there are 3,420 here.

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Occupation Age Breakdown
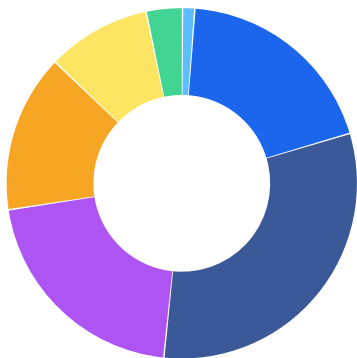
	% of Jobs	Jobs
14-18	1.1%	58
19-24	19.2%	994
25-34	31.2%	1,616
35-44	20.9%	1,084
45-54	14.6%	754
55-64	9.6%	496
65+	3.3%	172

Occupation Race/Ethnicity Breakdown
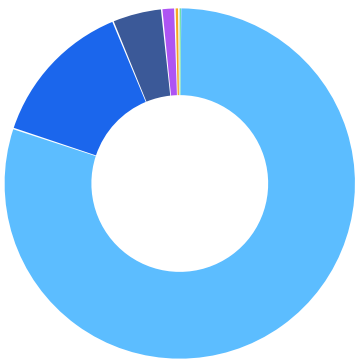
		% of Jobs	Jobs
●	Hispanic or Latino	80.0%	4,140
●	White	13.7%	709
●	Black or African American	4.6%	237
●	Asian	1.2%	62
●	Two or More Races	0.4%	18
●	American Indian or Alaska Native	0.1%	6
●	Native Hawaiian or Other Pacific Islander	0.0%	2

Occupation Gender Breakdown
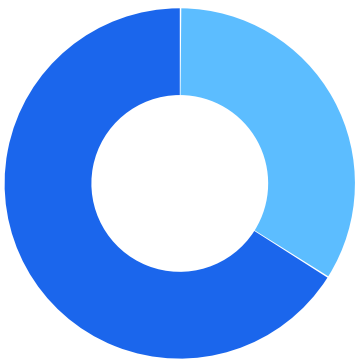
		% of Jobs	Jobs
●	Males	33.9%	1,754
●	Females	66.1%	3,420

National Educational Attainment
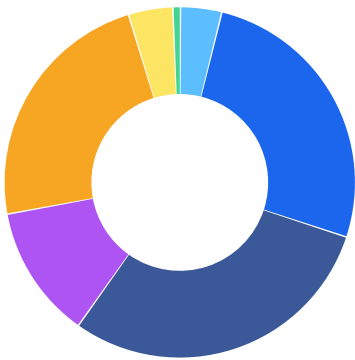
		% of Jobs
🔵	Less than high school diploma	3.8%
🔵	High school diploma or equivalent	26.2%
🔵	Some college, no degree	29.8%
🟣	Associate's degree	12.3%
🟠	Bachelor's degree	23.2%
🟡	Master's degree	4.1%
🟢	Doctoral or professional degree	0.7%

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Occupational Programs

0 Programs

Of the programs that can train for this job, 0 have produced completions in the last 5 years.

0 Completions (2019)

The completions from all regional institutions for all degree types.

630 Openings (2019)

The average number of openings for an occupation in the region is 51.

Not enough data to show the Top Programs section.

Not enough data to show the Top Schools section.

Appendix A - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

Staffing Patterns Data

The staffing pattern data in this report are compiled from several sources using a specialized process. For QCEW and Non-QCEW Employees classes of worker, sources include Occupational Employment Statistics, the National Industry-Occupation Employment Matrix, and the American Community Survey. For the Self-Employed and Extended Proprietors classes of worker, the primary source is the American Community Survey, with a small amount of information from Occupational Employment Statistics.

Cost of Living Data

Emsi's cost of living data is based on the Cost of Living Index published by the Council for Community and Economic Research (C2ER).

Emsi Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.