

Occupation Title: Customer Service Representative

Industry Sector: Business and Finance

EMSI Data As Of: September 2016

Standard Occupational Classification Code: 43-4051

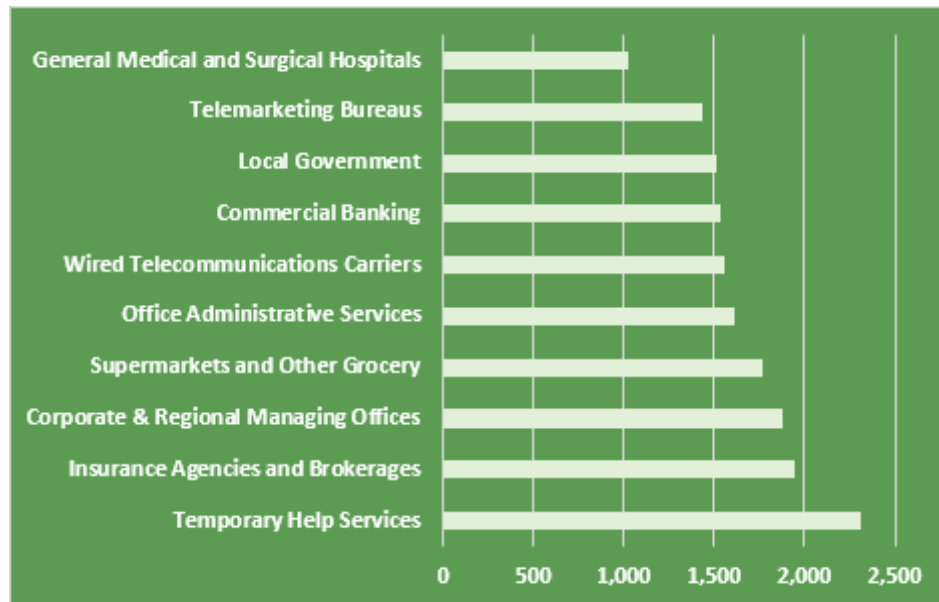
2015-2020 JOB OPENINGS AREA DISTRIBUTION					
Area	# of Jobs 2015	# of Jobs 2020	% Change 2015-20	Replacements 2015-20	Job Openings 2015-20
Los Angeles County	62,012	65,560	6%	7,922	11,470
Orange County	25,192	26,588	6%	3,224	4,620
Long Beach	2,345	2,428	4%	307	390

% Change represents employment growth projected in the next five years (new jobs created).
Replacements are the number of jobs that are projected to be open due to retirements and turnover.
Job Openings represent all job openings, whether the jobs are new or due to retirements /turnover.

EMPLOYMENT WAGE INFORMATION- LA COUNTY				
2015 Employment Wage Statistics	Rate type	Entry level	Median	Experienced
	Annual Wage or Salary	\$28,496	\$35,318.40	\$44,948
	Hourly Wage	\$13.70	\$16.98	\$21.61

Earnings exclude benefits. Median earnings represent the wage at which half of the workers in the occupation earned more than that amount

TOP 10 INDUSTRIES EMPLOYING THIS OCCUPATION—LA COUNTY



REAL-TIME EMPLOYERS WITH JOB OPENINGS- LA COUNTY

Employer	Title(s)
Appleone	Customer Service Representative
Domino's Pizza, Inc.	Customer Service Representative
Trade Press Publishing Corp	Customer Service Specialist
Wells Fargo & Company	Customer Service Representative
24 Hour Fitness Usa, Inc.	Customer Service Representative
Best Buy Co., Inc.	Customer Service Specialist
FedEx Corporation	Customer Service Representative
24 Hour Fitness Worldwide, Inc.	Member Service Representative
The Home Depot, Inc.	Customer Service Representative

Customer Service Representative: Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Sample of Reported Job Titles: 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.