



Alabama  
Department of Labor

Labor Market Information  
James Henry, Division Director

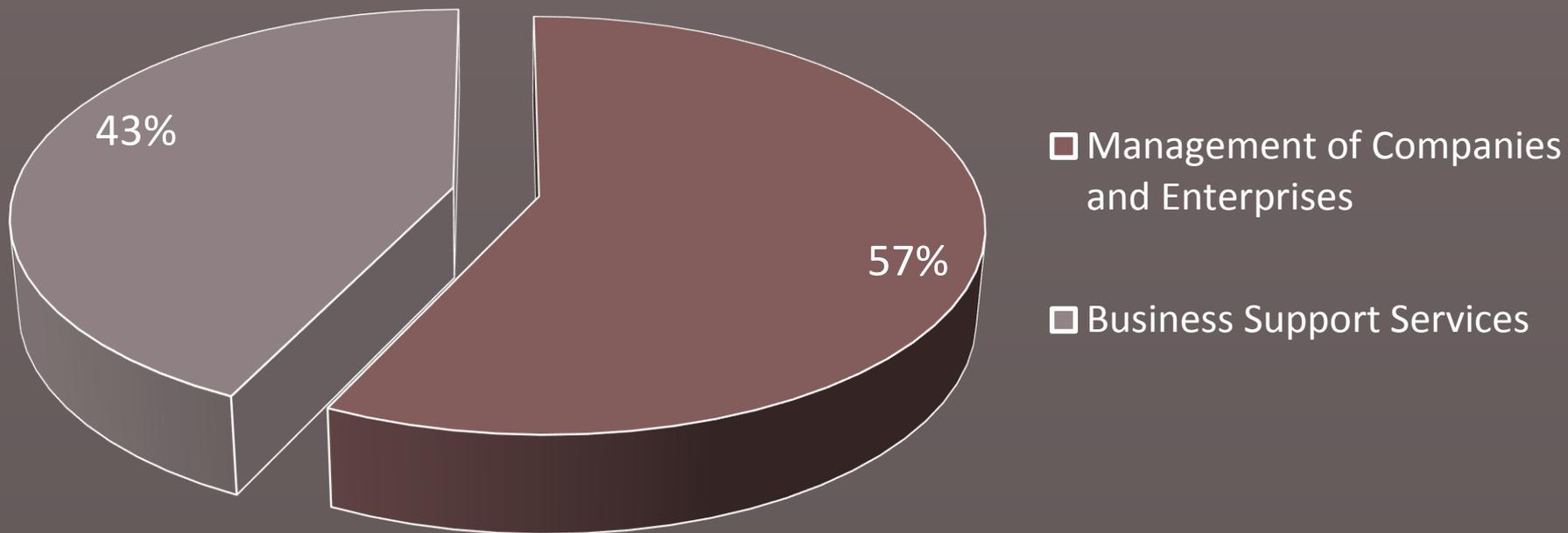


# Accelerate Alabama Corporate Operations

Alabama Department of Labor  
Labor Market Information Division



## Alabama Corporate Operations Employment by Industry Sectors





## Alabama Corporate Operations Industry Overview

Sector	# of Companies	# Employed
Management of Companies and Enterprises	1,130	15,119
Business Support Services	499	11,361



# Management of Companies and Enterprises

## 5511 Management of Companies and Enterprises

This industry comprises (1) establishments primarily engaged in holding the securities of (or other equity interests in) companies and enterprises for the purpose of owning a controlling interest or influencing the management decisions or (2) establishments (except government establishments) that administer, oversee, and manage other establishments of the company or enterprise and that normally undertake the strategic or organizational planning and decision making role of the company or enterprise. Establishments that administer, oversee, and manage may hold the securities of the company or enterprise.

1,130 companies; 15,119 employed;  
57% of HQs & CCs Industry Employment

# of Employees	% of Companies
1-49	95%
50-99	3%
100-249	1%
250+	1%

**Source:** Quarterly Census of Employment and Wages, 2014 annual average. *Note: Numbers may not equal 100% due to rounding.*

### Top 5 Job Categories:

- 9% General and Operations Managers
- 7% Bookkeeping, Accounting, and Auditing Clerks
- 6% Accountants and Auditors
- 5% Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 4% Bill and Account Collectors

**Source:** 2015 Release of the Occupational Employment Statistics (OES) Report in cooperation with the Bureau of Labor Statistics. Wage data aged using latest Employment Cost Index (ECI) factors.



# Management of Companies and Enterprises

## Firm Age Workforce Indicators

Firm Age	Employment	Monthly Earnings	Monthly Earnings New Hires	Turnover
0 – 1 Year	276	\$4,723	\$4,044	9.9%
2 – 3 Years	164	\$6,352	\$3,882	7.7%
4 – 5 Years	235	\$5,481	\$3,818	9.6%
6 – 10 Years	741	\$3,694	\$2,340	9.9%
11+ Years	13,301	\$4,672	\$2,757	7.2%
All Firm Ages	14,716	\$4,656	\$2,815	7.4%

Source: Local Employment Household Dynamics Partnership between Alabama Department of Labor, Labor Market Information Division, and the U.S. Census Bureau, LED Extraction Tool; 2014 annual average data shown. *\*Data not available or marked confidential. Note: Data may not add due to rounding.*



# Business Support Services

## 5614 Business Support Services

This industry group comprises establishments engaged in performing activities that are ongoing routine business support functions that businesses and organizations traditionally do for themselves.

499 companies; 11,361 employed;  
43% of HQs & CCs Industry Employment

# of Employees	% of Companies
1-49	93%
50-99	3%
100-249	1%
250+	3%

### Top 5 Job Categories:

- 46% Customer Service Representatives
- 16% Telemarketers
- 9% Bill and Account Collectors
- 2% Computer User Support Specialists
- 2% Interviewers, Except Eligibility and Loan

**Source:** Quarterly Census of Employment and Wages, 2014 annual average. *Note: Numbers may not equal 100% due to rounding.*

**Source:** 2015 Release of the Occupational Employment Statistics (OES) Report in cooperation with the Bureau of Labor Statistics. Wage data aged using latest Employment Cost Index (ECI) factors.

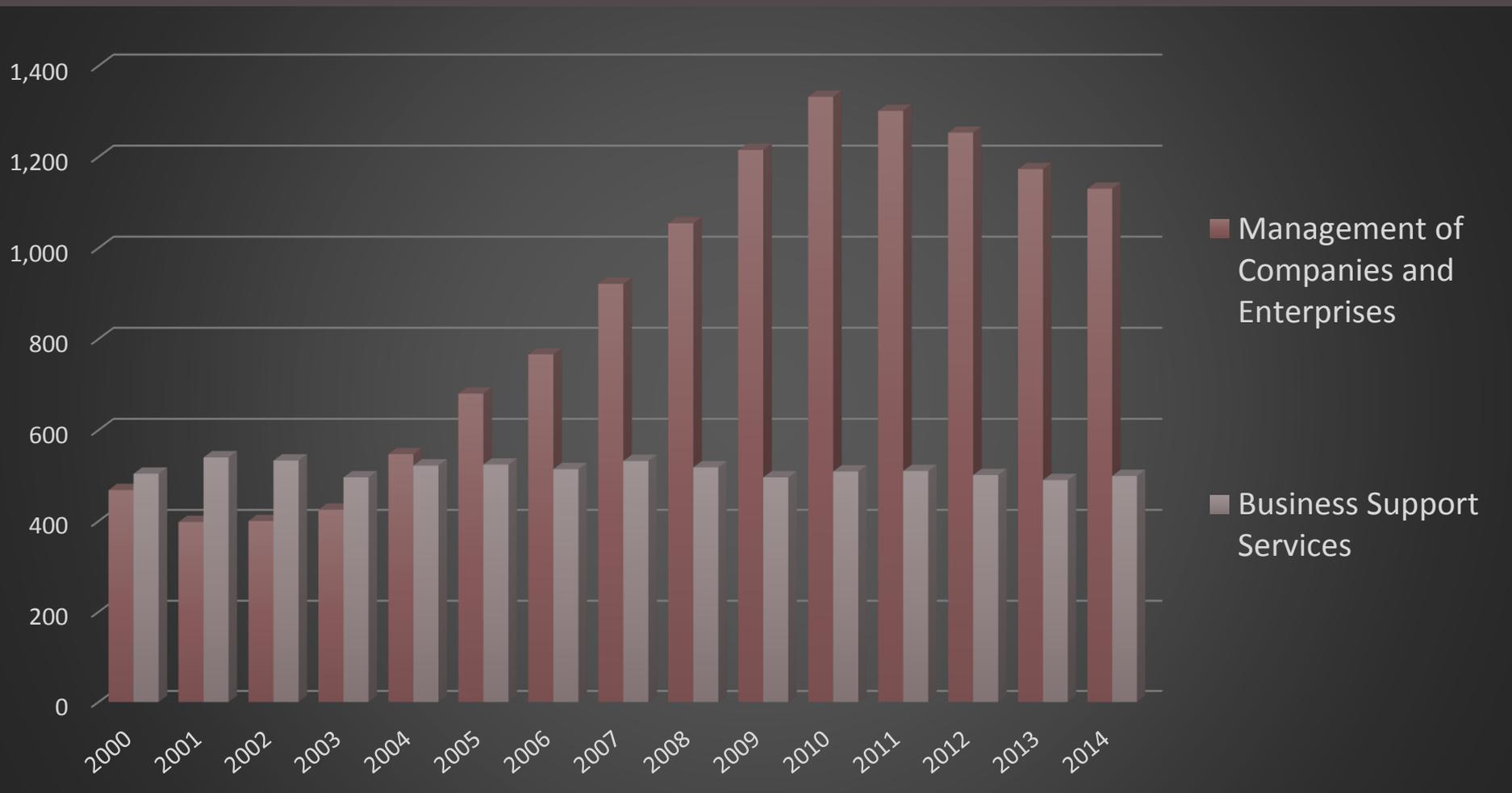


## Business Support Services Firm Age Workforce Indicators

Firm Age	Employment	Monthly Earnings	Monthly Earnings New Hires	Turnover
0 – 1 Year	189	\$2,615	\$1,768	17.0%
2 – 3 Years	160	\$2,588	\$1,288	14.4%
4 – 5 Years	106	\$2,775	\$1,550	11.6%
6 – 10 Years	423	\$2,326	\$1,789	12.2%
11+ Years	8,515	\$2,779	\$1,954	12.2%
All Firm Ages	9,392	\$2,753	\$1,921	12.3%

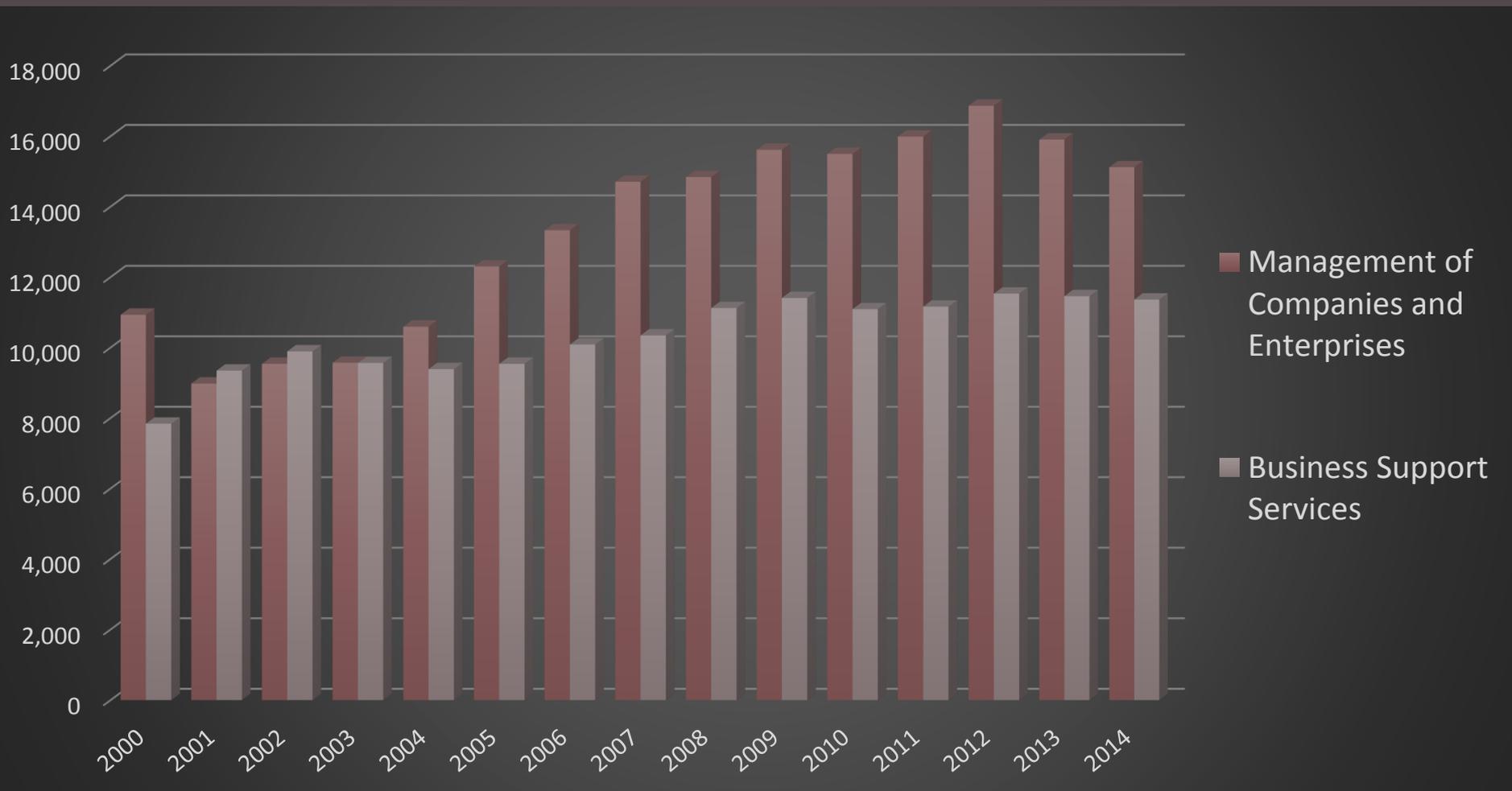


# Development of Alabama's Headquarters and Customer Centers Industries by Company





# Development of Alabama's Headquarters and Customer Centers Industries by Employment





# Top Occupations for Headquarters and Customer Centers by Rounded Employment

Occupations	# of Jobs	% of Total
Customer Service Representatives	5,770	22%
Telemarketers	1,870	7%
General and Operations Managers	1,490	6%
Bill and Account Collectors	1,470	6%
Bookkeeping, Accounting, and Auditing Clerks	1,110	4%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	990	4%
Accountants and Auditors	970	4%
Office Clerks, General	560	2%
Computer User Support Specialists	540	2%
Remaining Occupations	11,710	44%

Source: 2015 release of the Occupational Employment Statistics (OES) Report in cooperation with the Bureau of Labor Statistics; wage data aged using the most current Employment Cost Index (ECI) factors. Annual wage information rounded to the nearest whole dollar. *Note: Data reflects wages across all industries, not specifically to respective industry cluster.*



# Wage Information

## Top 10 by Rounded Occupational Employment

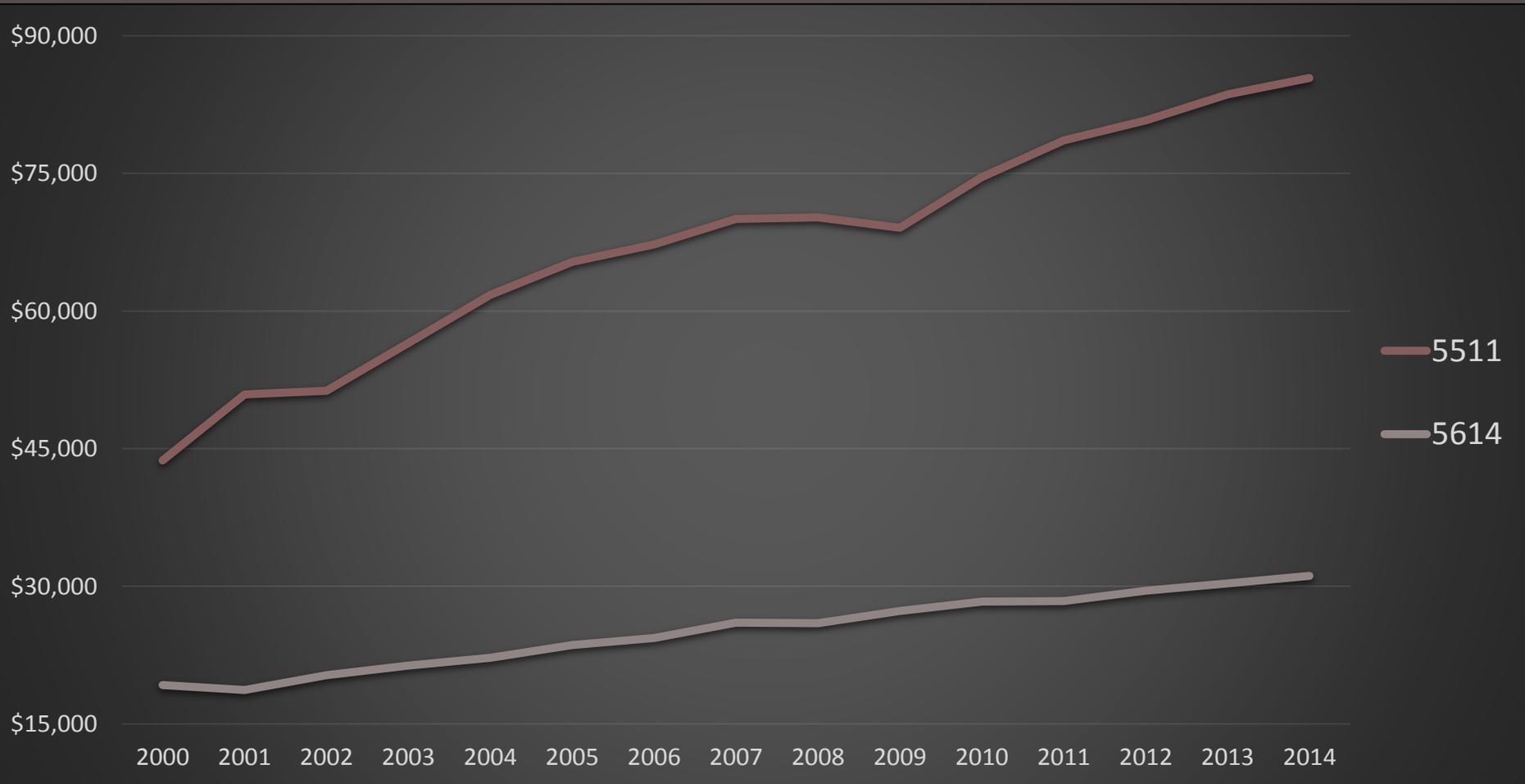
Occupation	Rounded Emp.	Mean Hourly	Mean Annual	Entry Hourly	Entry Annual	Experience Hourly	Experience Annual
Customer Service Representatives	5,770	\$15.46	\$32,144	\$10.01	\$20,828	\$18.18	\$37,802
Telemarketers	1,870	\$11.82	\$24,584	\$8.44	\$17,551	\$13.51	\$28,101
General and Operations Managers	1,490	\$60.32	\$125,465	\$31.74	\$66,038	\$74.61	\$155,179
Bill and Account Collectors	1,470	\$15.83	\$32,917	\$11.63	\$24,188	\$17.92	\$37,287
Bookkeeping, Accounting, and Auditing Clerks	1,110	\$18.04	\$37,514	\$12.42	\$25,837	\$20.84	\$43,357
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	990	\$16.71	\$34,741	\$12.15	\$25,281	\$18.97	\$39,472
Accountants and Auditors	970	\$33.03	\$68,713	\$21.32	\$44,350	\$38.90	\$80,900
Office Clerks, General	560	\$11.99	\$24,930	\$8.48	\$17,644	\$13.74	\$28,568
Computer User Support Specialists	540	\$23.05	\$47,929	\$14.53	\$30,213	\$27.31	\$56,797
Laborers and Freight, Stock, and Material Movers, Hand	410	\$12.10	\$25,157	\$8.53	\$17,742	\$13.87	\$28,860

Source: 2015 release of the Occupational Employment Statistics (OES) Report in cooperation with the Bureau of Labor Statistics; wage data aged using the most current Employment Cost Index (ECI) factors. Annual wage information rounded to the nearest whole dollar. *Note: Data reflects wages across all industries, not specifically to respective industry cluster.*



# Wage Information

## Total Wages by NAICS Code 2000-2014



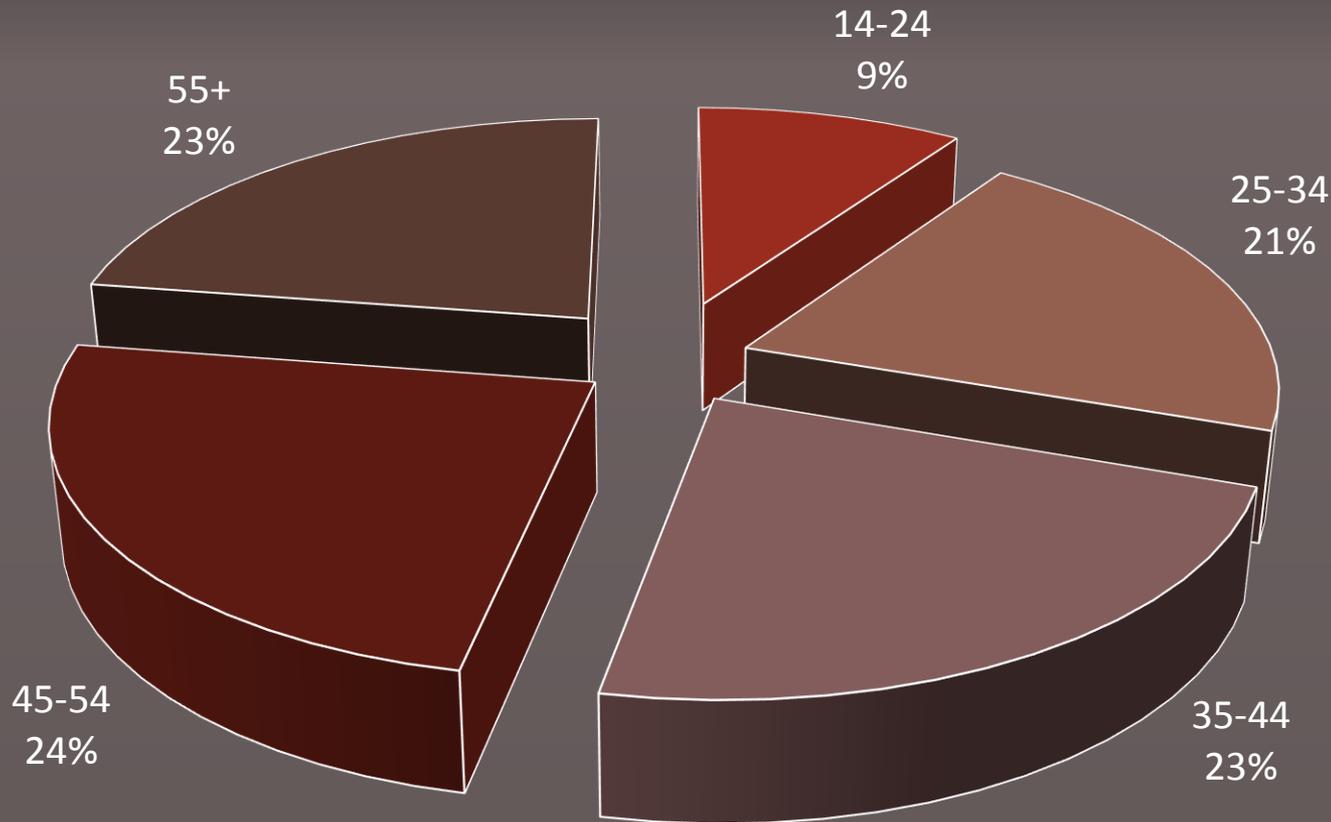


## 2014 Quarterly Workforce Indicators

NAICS	Industry	Average Turnover Rate	Average Job Gains	Average Net Job Flows	Average Monthly Earnings	Average Monthly Earnings – New Hires
5511	Management of Companies and Enterprises	7.4%	381	10	\$4,656	\$2,815
5614	Business Support Services	12.3%	400	3	\$2,753	\$1,921

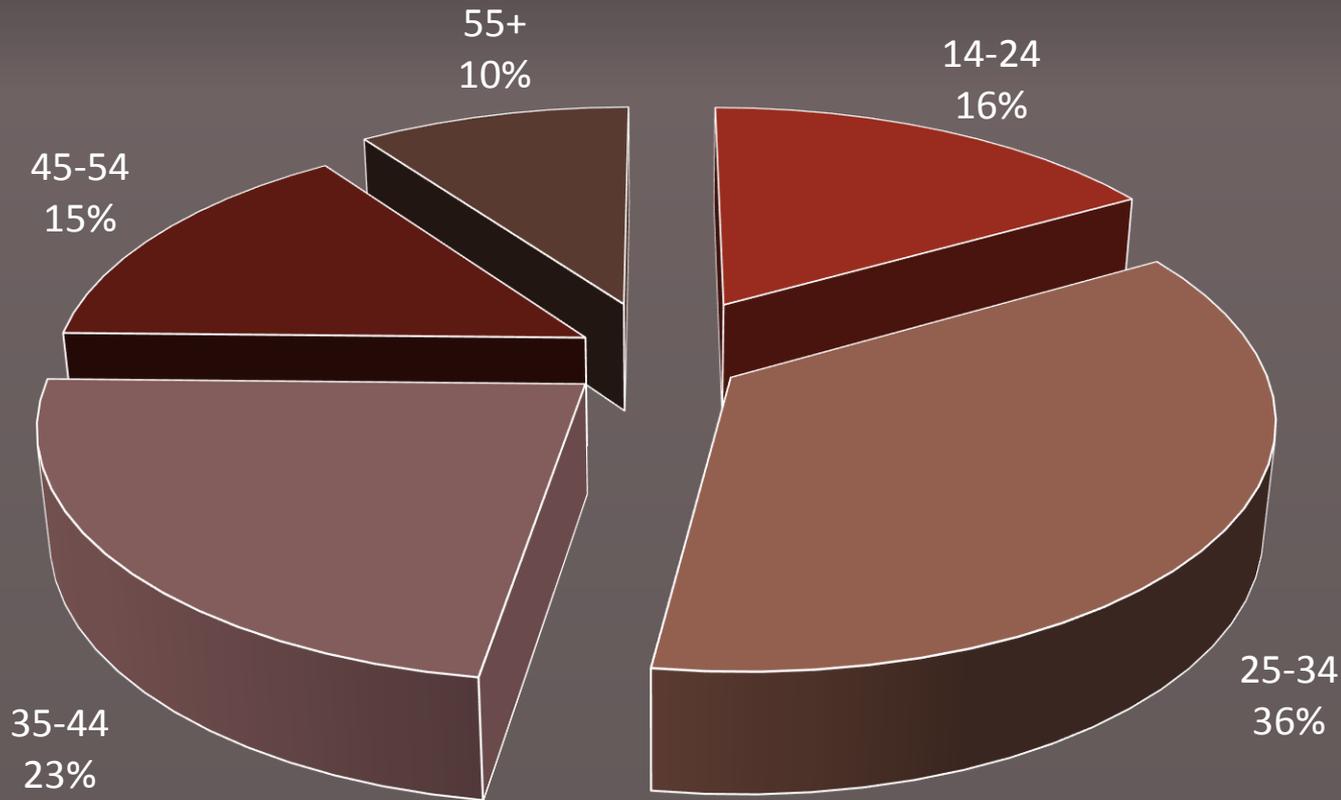


# 5511 Management of Companies and Enterprises 2014 Average Annual Employment by Age Group





# 5614 Business Support Services 2014 Average Annual Employment by Age Group





# Projections Information

## 2014 – 2024 Industry Projections by NAICS Code

NAICS	Industry	2014	2024	Net Change	Percent Change	Average Annual Growth	U.S. Average Annual Growth	Location Quotient
5511	Management of Companies and Enterprises	15,120	16,370	1,250	8.27	0.80	0.40	0.50
5614	Business Support Services	11,360	13,600	2,240	19.72	1.82	0.97	0.92



# Major Corporate Operations Regions

## Corporate Operations Industry Maps:

### Statewide

- Workforce Development Region 1
- Workforce Development Region 2
- Workforce Development Region 3
- Workforce Development Region 4
- Workforce Development Region 5
- Workforce Development Region 6
- Workforce Development Region 7
- Workforce Development Region 8
- Workforce Development Region 9
- Workforce Development Region 10