



Alabama  
Department of Labor

Labor Market Information  
James Henry, Division Director

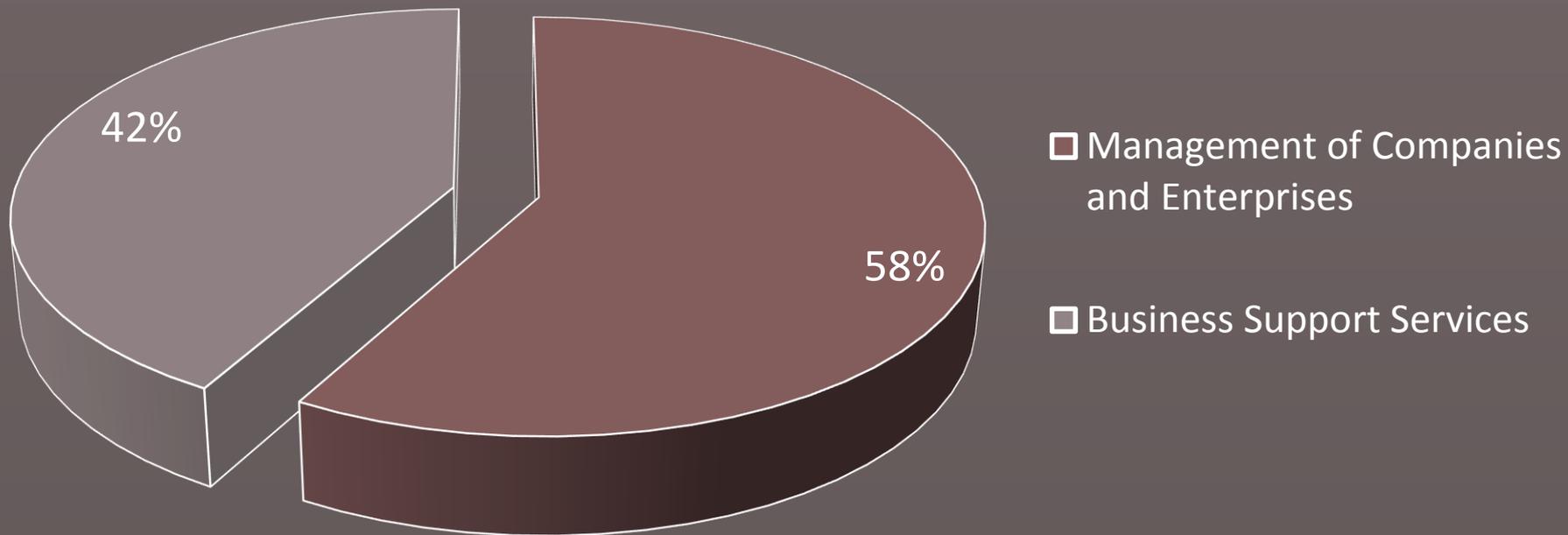


# Accelerate Alabama Headquarters and Customer Centers

Alabama Department of Labor  
Labor Market Information Division



## Alabama Headquarters and Customer Centers Employment by Industry Sectors





# Alabama Headquarters and Customer Centers Industry Overview

Sector	# of Companies	# Employed
Management of Companies and Enterprises	1,173	15,903
Business Support Services	490	11,458



# 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.

1,173 companies; 15,903 employed;  
58% of HQs & CCs Industry Employment

# of Employees	% of Companies
1-49	94%
50-99	3%
100-249	2%
250+	1%

**Source:** Quarterly Census of Employment and Wages, 2013 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
- 5% First-Line Supervisors of Office and Administrative Support Workers

**Source:** 2014 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	187	\$4,286	\$3,408	11.0%
2 – 3 Years	225	\$6,539	\$3,462	9.7%
4 – 5 Years	427	\$4,222	\$2,521	10.5%
6 – 10 Years	840	\$3,773	\$2,370	10.3%
11+ Years	13,804	\$4,626	\$3,018	7.2%
All Firm Ages	15,483	\$4,592	\$2,973	7.6%



# 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.

490 companies; 11,458 employed;  
42% 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
- 4% First-Line Supervisors of Office and Administrative Support Workers
- 2% Computer User Support Specialists

**Source:** Quarterly Census of Employment and Wages, 2013 annual average. *Note: Numbers may not equal 100% due to rounding.*

**Source:** 2014 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.

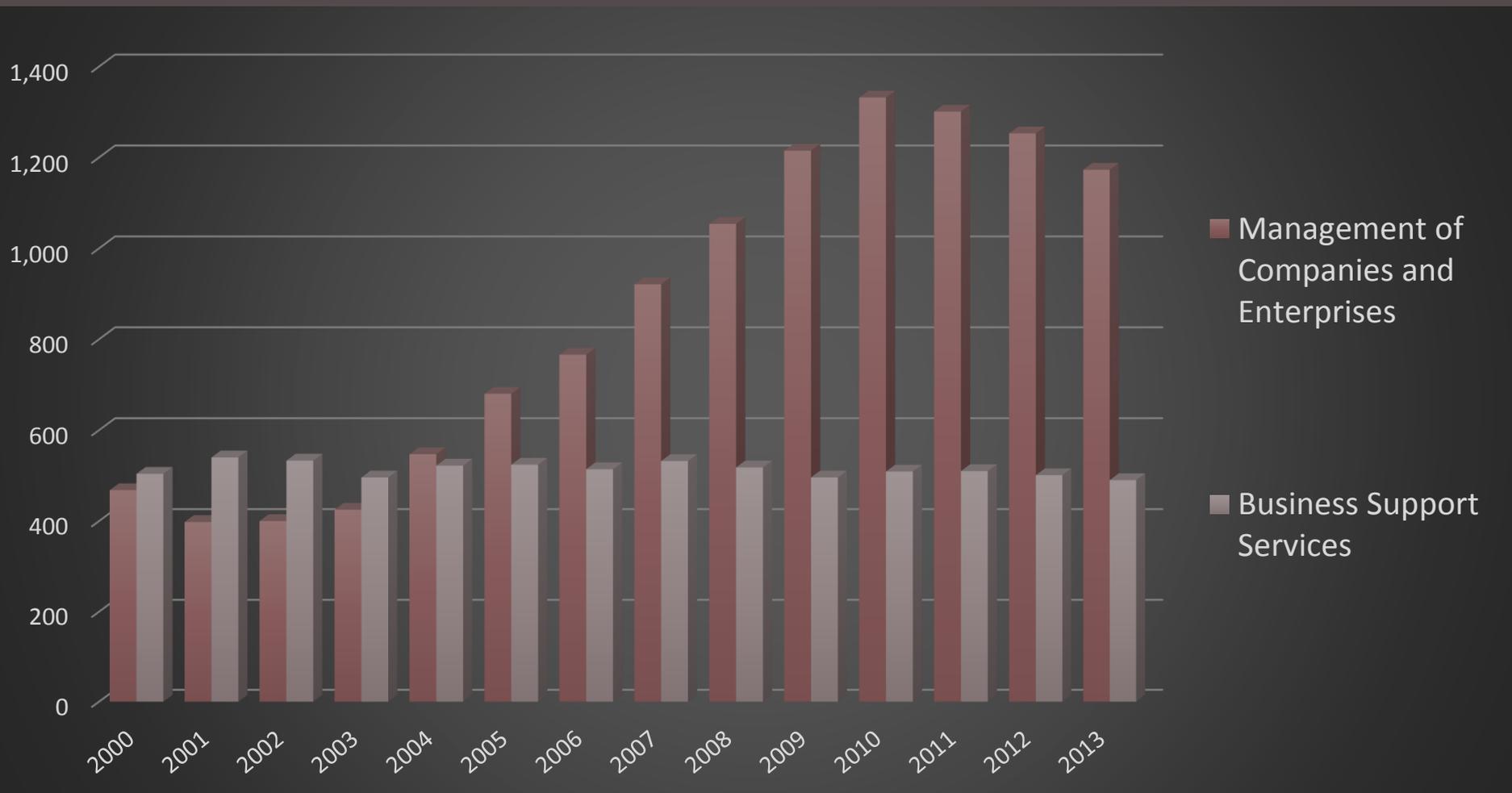


## Business Support Services Firm Age Workforce Indicators

Firm Age	Employment	Monthly Earnings	Monthly Earnings New Hires	Turnover
0 – 1 Year	101	\$2,715	\$1,533	16.5%
2 – 3 Years	148	\$2,456	\$1,773	14.1%
4 – 5 Years	112	\$3,142	\$2,159	7.5%
6 – 10 Years	649	\$2,325	\$1,630	11.6%
11+ Years	8,516	\$2,657	\$1,760	12.0%
All Firm Ages	9,527	\$2,638	\$1,752	12.0%

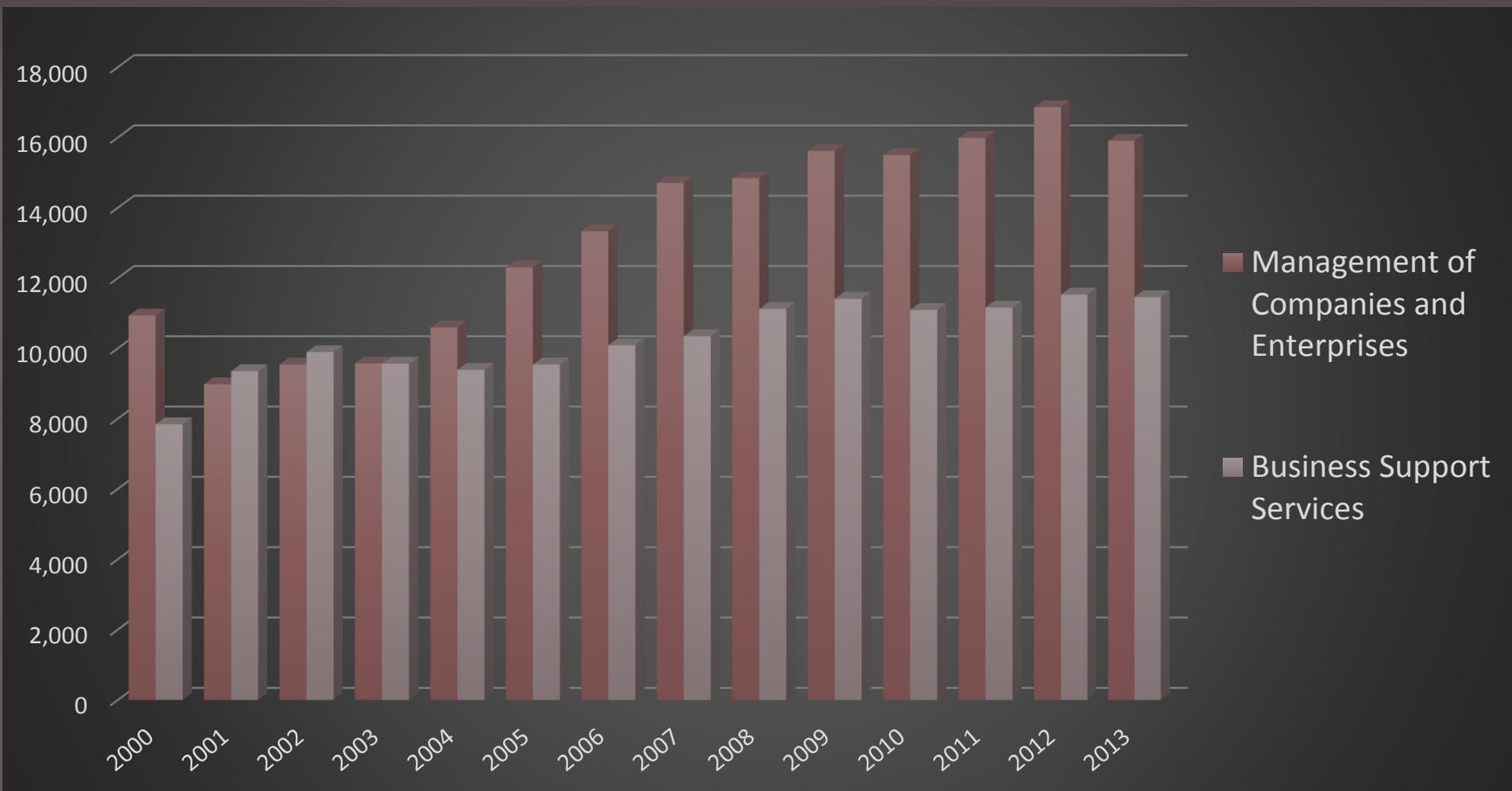


# Development of Alabama's Headquarters and Customer Centers Industries by Company





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



Source: Alabama Department of Labor, Quarterly Census of Employment and Wages.



# Top Occupations for Headquarters and Customer Centers by Rounded Employment

Occupations	# of Jobs	% of Total
Customer Service Representatives	5,910	21%
Telemarketers	1,900	7%
General and Operations Managers	1,650	6%
Bill and Account Collectors	1,550	5%
Bookkeeping, Accounting, and Auditing Clerks	1,230	4%
First-Line Supervisors of Office and Administrative Support Workers	1,220	4%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,080	4%
Accountants and Auditors	1,080	4%
Office Clerks, General	610	2%
Remaining Occupations	12,170	43%



# Wage Information

## Top 10 by Rounded Occupational Employment

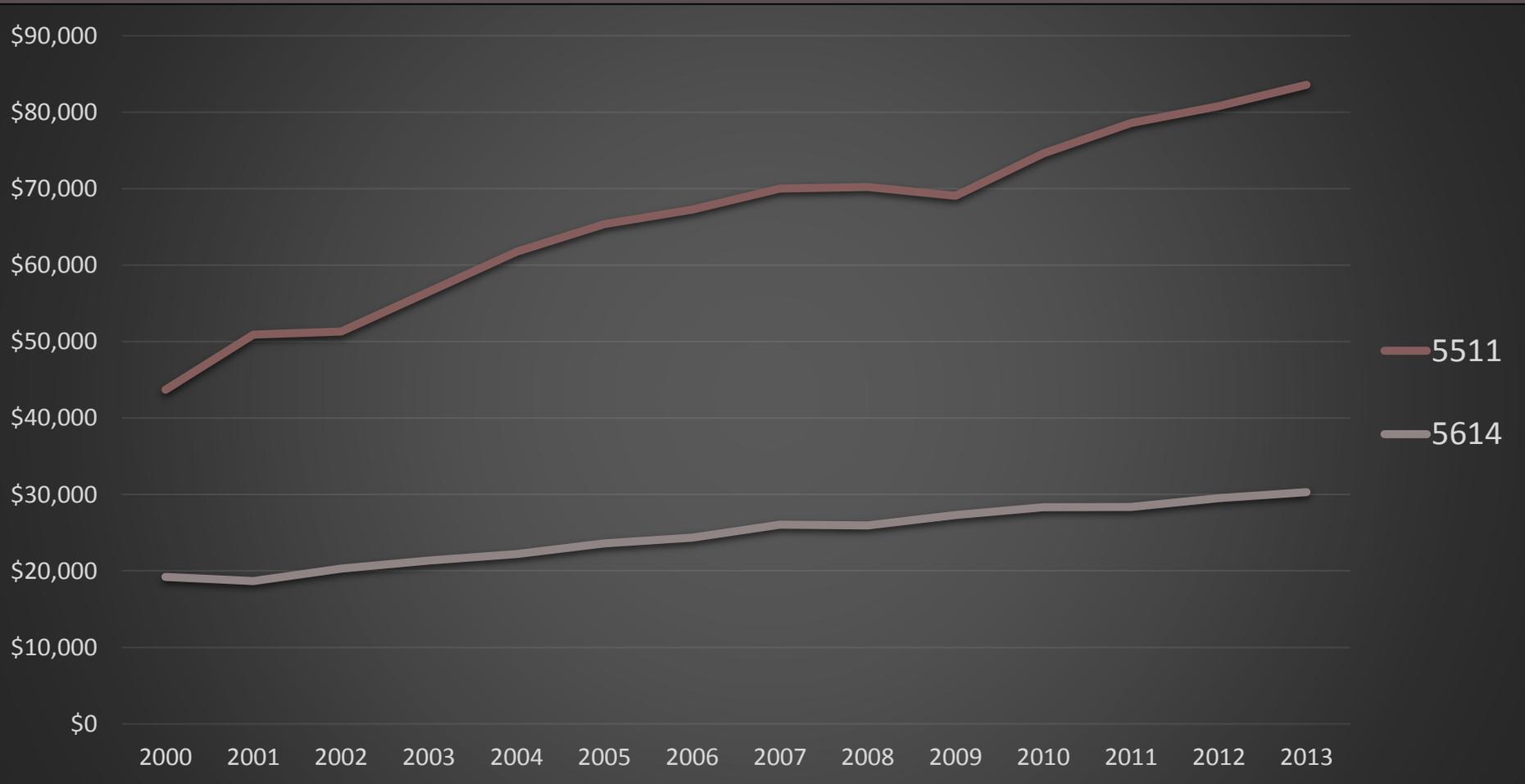
Occupation	Rounded Emp.	Mean Hourly	Mean Annual	Entry Hourly	Entry Annual	Experience Hourly	Experience Annual
Customer Service Representatives	5,910	\$14.48	\$30,126	\$9.57	\$19,902	\$16.94	\$35,228
Telemarketers	1,900	\$10.55	\$21,953	\$8.32	\$17,314	\$11.67	\$24,278
General and Operations Managers	1,650	\$58.48	\$121,631	\$31.12	\$64,738	\$72.15	\$150,073
Bill and Account Collectors	1,550	\$15.00	\$31,195	\$10.66	\$22,161	\$17.17	\$35,722
Bookkeeping, Accounting, and Auditing Clerks	1,230	\$17.06	\$35,470	\$12.08	\$25,115	\$19.55	\$40,652
First-Line Supervisors of Office and Administrative Support Workers	1,220	\$24.25	\$50,442	\$15.17	\$31,568	\$28.78	\$59,879
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,080	\$16.14	\$33,584	\$11.91	\$24,772	\$18.27	\$37,990
Accountants and Auditors	1,080	\$31.97	\$66,502	\$20.51	\$42,668	\$37.71	\$78,429
Office Clerks, General	610	\$11.09	\$23,058	\$8.23	\$17,120	\$12.51	\$26,033
Computer User Support Specialists	580	\$22.15	\$46,073	\$13.89	\$28,909	\$26.28	\$54,650

Source: 2014 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 2000-2013





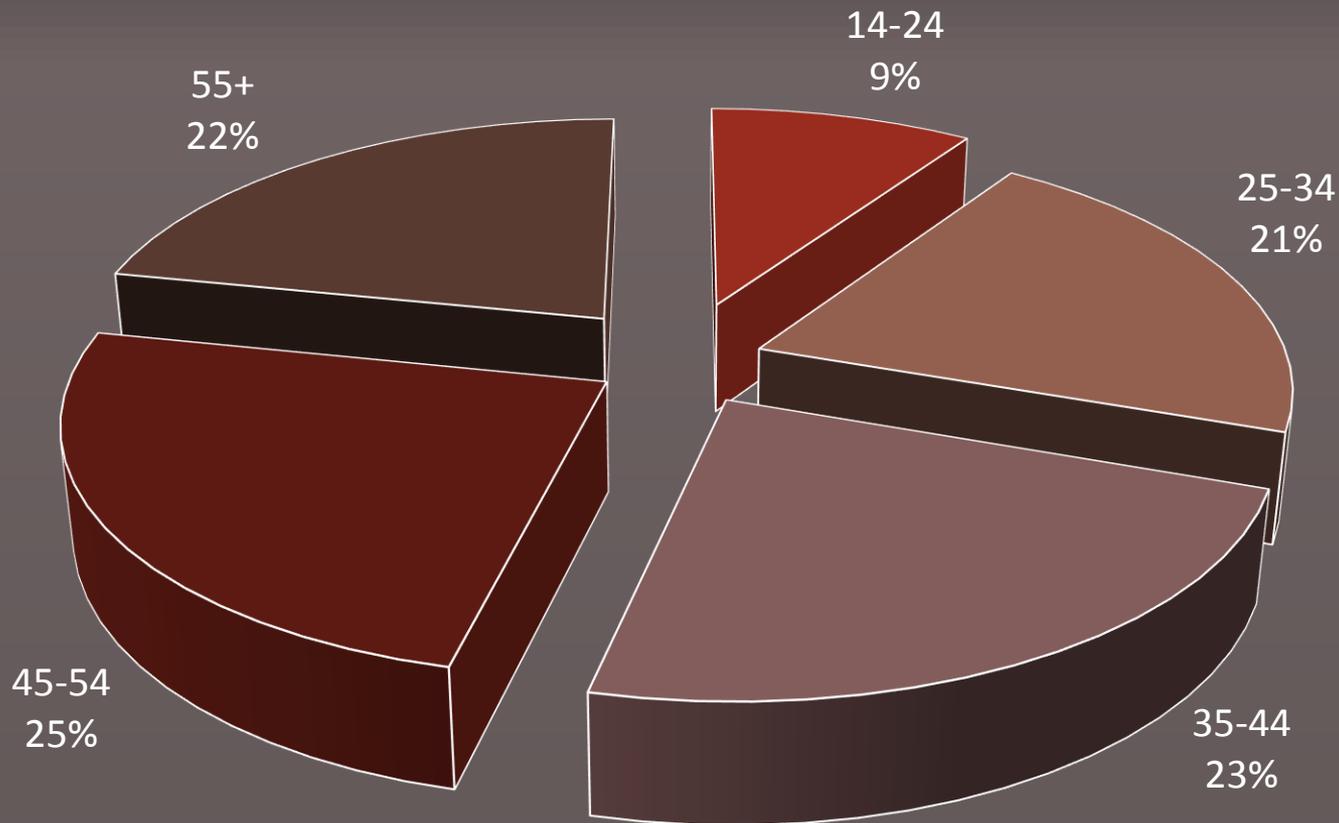
## 2013 Quarterly Workforce Indicators

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	7.6%	450	30	\$4,607	\$2,995
5614	Business Support Services	12.1%	398	-75	\$2,619	\$1,743



# 5511 Management of Companies and Enterprises

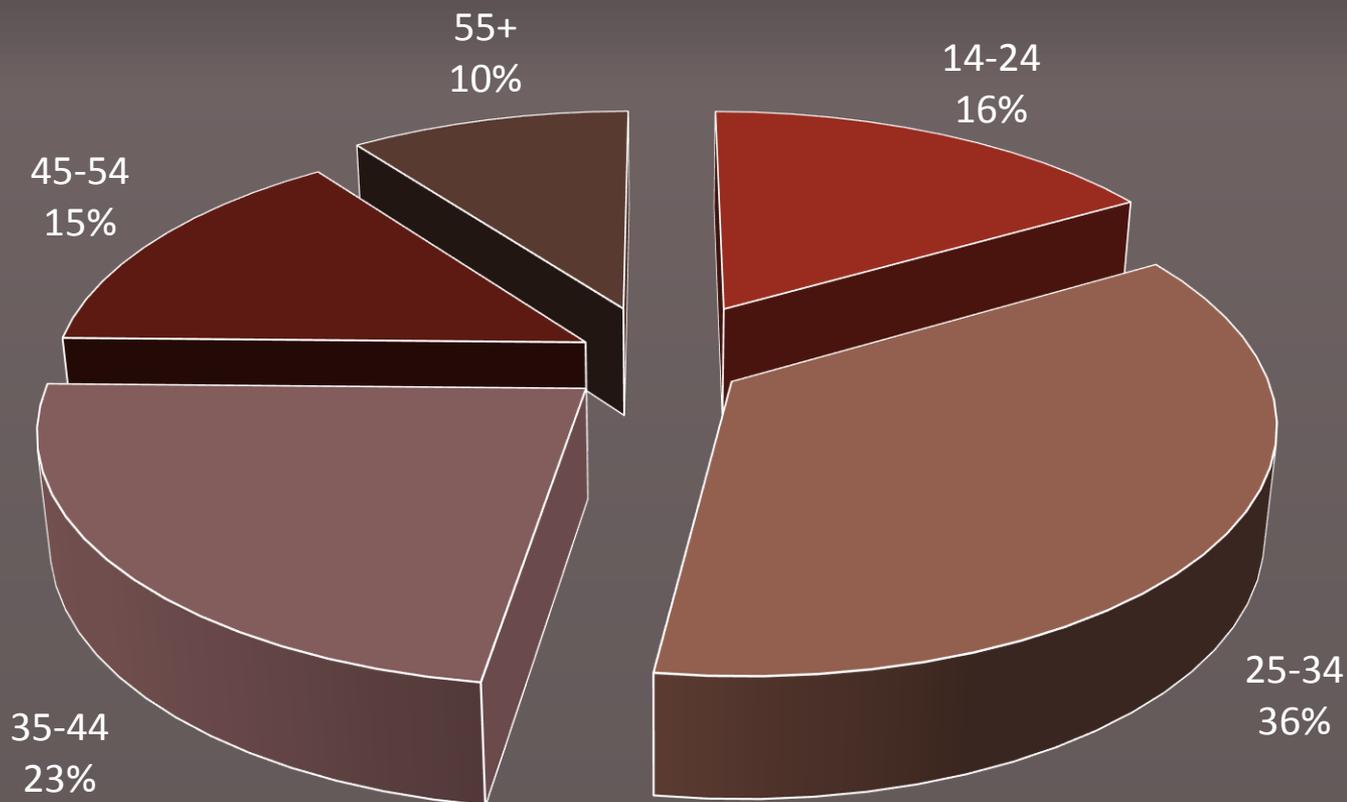
## 2013 Average Annual Employment by Age Group





# 5614 Business Support Services

## 2013 Average Annual Employment by Age Group





## Projections Information

### 2012 – 2022 Industry Projections by NAICS Code

NAICS	Industry	2012	2022	Net Change	Percent Change	Average Annual Growth	U.S. Average Annual Growth	Location Quotient
5511	Management of Companies and Enterprises	16,860	17,450	590	3.50	0.34	0.26	0.59
5614	Business Support Services	11,530	13,520	1,990	17.26	1.60	1.74	0.92



# Major Headquarters and Customer Centers Regions

## Headquarters and Customer Centers 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