

Customer Service Representatives in Albuquerque, NM

New Mexico

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What is Emsi Data?

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

1 MSA

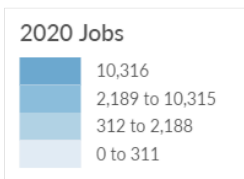
10740 Albuquerque, NM

Class of Worker

QCEW Employees

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

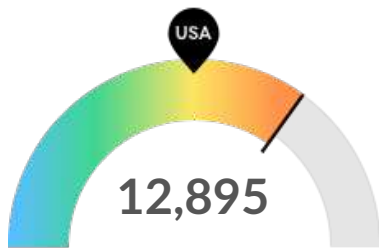
Workforce Map



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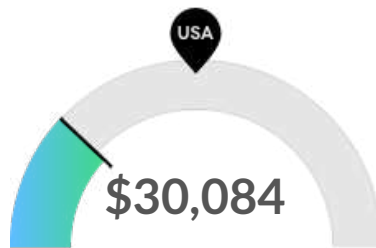
Executive Summary

Average Hiring Competition Over a Deep Supply of Regional Talent



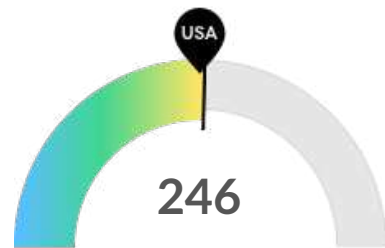
Supply (Jobs)

Albuquerque, NM is a hotspot for this kind of talent. The national average for an area this size is 7,443* employees, while there are 12,895 here.



Compensation

The cost for talent is low in Albuquerque, NM. The national median salary for Customer Service Representatives is \$34,715, while you'll pay \$30,084 here.



Demand (Job Postings)

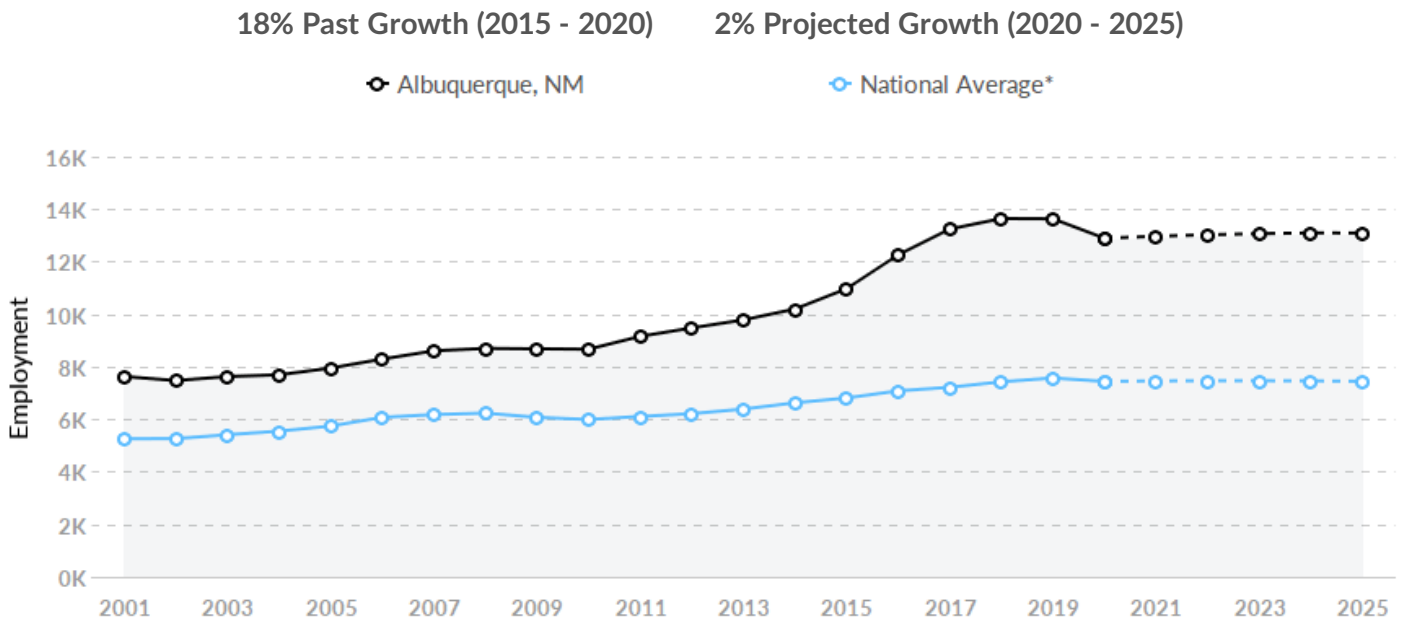
Competition from online job postings is about average in Albuquerque, NM. The national average for an area this size is 241* job postings/mo, while there are 246 here.

*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 Albuquerque, NM. In other words, the values represent the national average adjusted for region size.

Supply (Jobs)

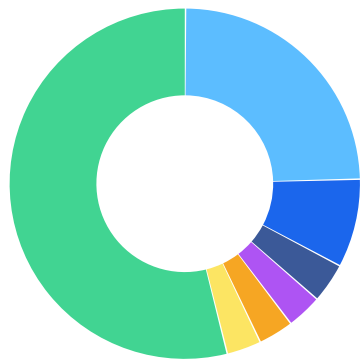
Supply Is Higher Than the National Average

The regional vs. national average employment helps you understand if the supply of Customer Service Representatives is a strength or weakness for Albuquerque, NM, and how it is changing relative to the nation. An average area of this size would have 7,443* employees, while there are 12,895 here. This higher than expected supply may make it easier to find candidates. The gap between expected and actual employment is expected to remain roughly the same over the next 5 years.



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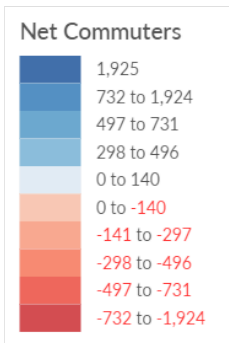
Most Jobs are Found in the Business Support Services Industry Sector



Industry	% of Occupation in Industry (2020)
Business Support Services	24.5%
Insurance Carriers	8.2%
Wired and Wireless Telecommunications Carriers	3.7%
Agencies, Brokerages, and Other Insurance Related Activities	3.2%
Depository Credit Intermediation	3.2%
Local Government, Excluding Education and Hospitals	3.2%
Other	54.0%

Place of Work vs Place of Residence

Understanding where talent in Albuquerque, NM currently works compared to where talent lives can help you optimize site decisions. For example, the #1 ranked ZIP for employment ranks #10 for resident workers. The top ZIP for resident workers is 87114.



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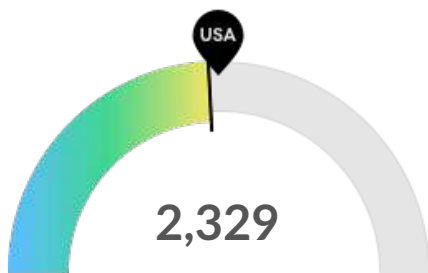
Where Talent Works

ZIP	Name	2020 Employment
87109	Albuquerque, NM (in Be...	2,479
87144	Rio Rancho, NM (in San...	1,679
87113	Albuquerque, NM (in Be...	1,158
87110	Albuquerque, NM (in Be...	1,053
87107	Albuquerque, NM (in Be...	983

Where Talent Lives

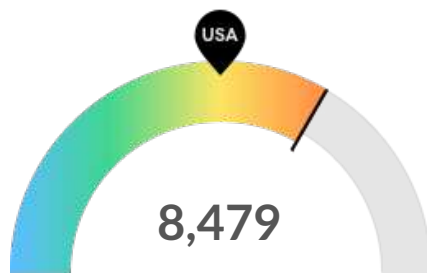
ZIP	Name	2020 Workers
87114	Albuquerque, NM (in Be...	1,032
87120	Albuquerque, NM (in Be...	982
87121	Albuquerque, NM (in Be...	948
87124	Rio Rancho, NM (in San...	936
87144	Rio Rancho, NM (in San...	848

Retirement Risk Is About Average, While Overall Diversity Is High



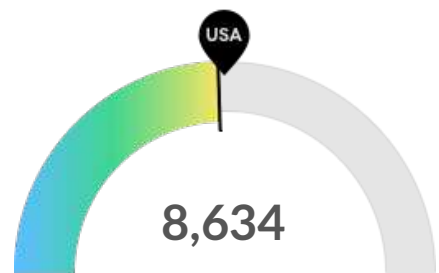
Retiring Soon

Retirement risk is about average in Albuquerque, NM. The national average for an area this size is 2,438* employees 55 or older, while there are 2,329 here.



Racial Diversity

Racial diversity is high in Albuquerque, NM. The national average for an area this size is 5,330* racially diverse employees, while there are 8,479 here.



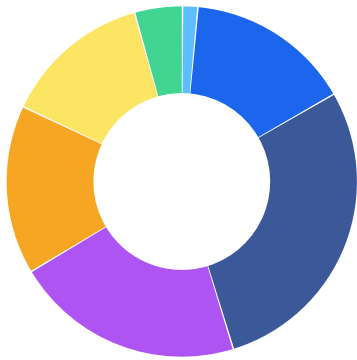
Gender Diversity

Gender diversity is about average in Albuquerque, NM. The national average for an area this size is 8,892* female employees, while there are 8,634 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 Albuquerque, NM. In other words, the values represent the national average adjusted for region size.

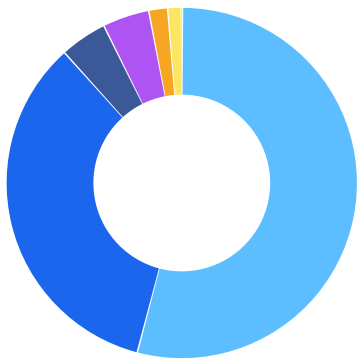
Demographic Details

Occupation Age Breakdown



	% of Jobs	Jobs
14-18	1.4%	181
19-24	15.2%	1,963
25-34	28.5%	3,680
35-44	21.2%	2,731
45-54	15.6%	2,010
55-64	13.7%	1,761
65+	4.4%	569

Occupation Race/Ethnicity Breakdown



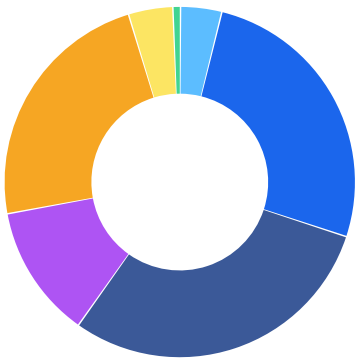
	% of Jobs	Jobs
Hispanic or Latino	54.0%	6,966
White	34.2%	4,416
Black or African American	4.3%	559
American Indian or Alaska Native	4.3%	555
Two or More Races	1.7%	224
Asian	1.3%	162
Native Hawaiian or Other Pacific Islander	0.1%	14

Occupation Gender Breakdown



	% of Jobs	Jobs
● Males	33.0%	4,261
● Females	67.0%	8,634

National Educational Attainment

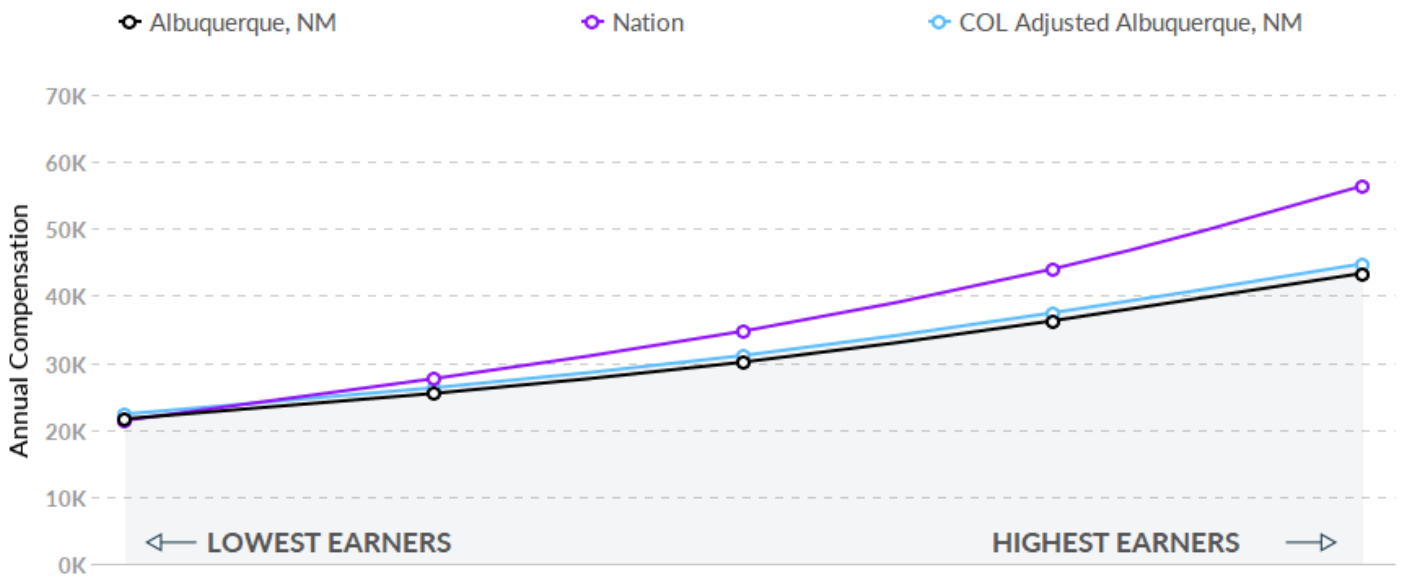


	% of Jobs
● Less than high school diploma	3.8%
● High school diploma or equivalent	26.2%
● Some college, no degree	29.8%
● Associate's degree	12.3%
● Bachelor's degree	23.2%
● Master's degree	4.1%
● Doctoral or professional degree	0.7%

Compensation

Talent Is 13% Cheaper, While the Cost of Living May Make Attraction Difficult

In 2019, the median compensation for Customer Service Representatives in Albuquerque, NM is \$30,084. Based on the national median wage of \$34,715 for this position, this means you will spend about 13% less to employ Customer Service Representatives here. However, their actual purchasing power will be 10% less than the national median when we adjust for regional cost of living (which is 3% lower than average). This may make it harder to attract talent to the region at this price.



Demand



630 Employers Competing

All employers in the region who posted for this job over the last 12 months.



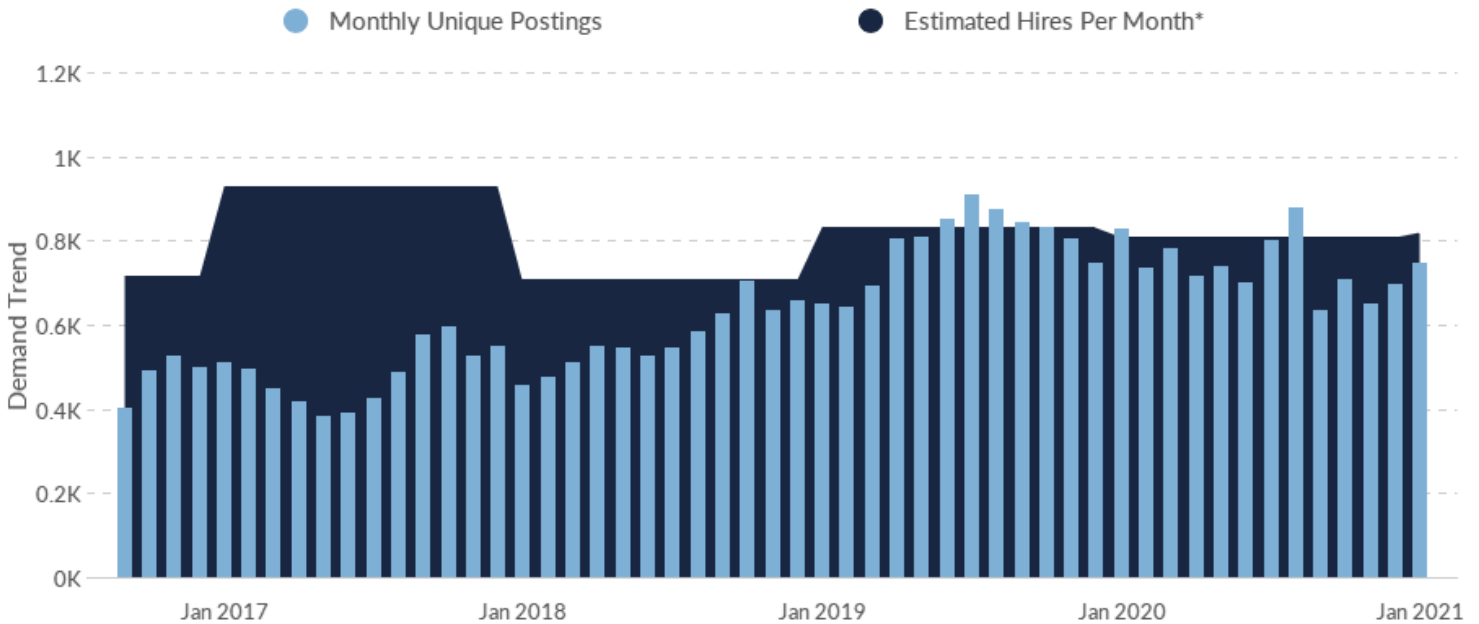
2,954 Unique Job Postings

The number of unique postings for this job over the last 12 months.













46 Day Median Duration

Posting duration is 4 days longer than what's typical in the region.

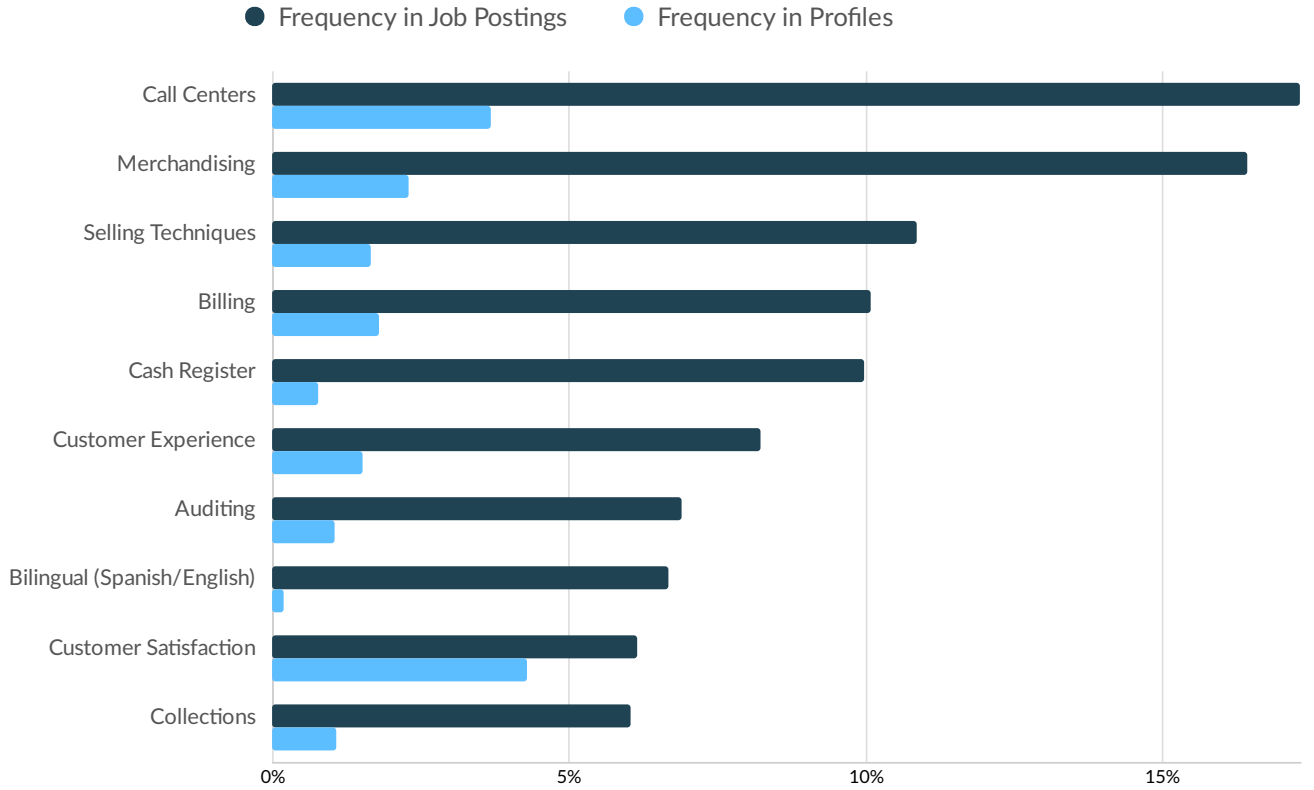


Occupation	Avg Monthly Postings (Feb 2020 - Jan 2021)	Avg Monthly Hires (Feb 2020 - Jan 2021)
Customer Service Representatives	733	811

*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.

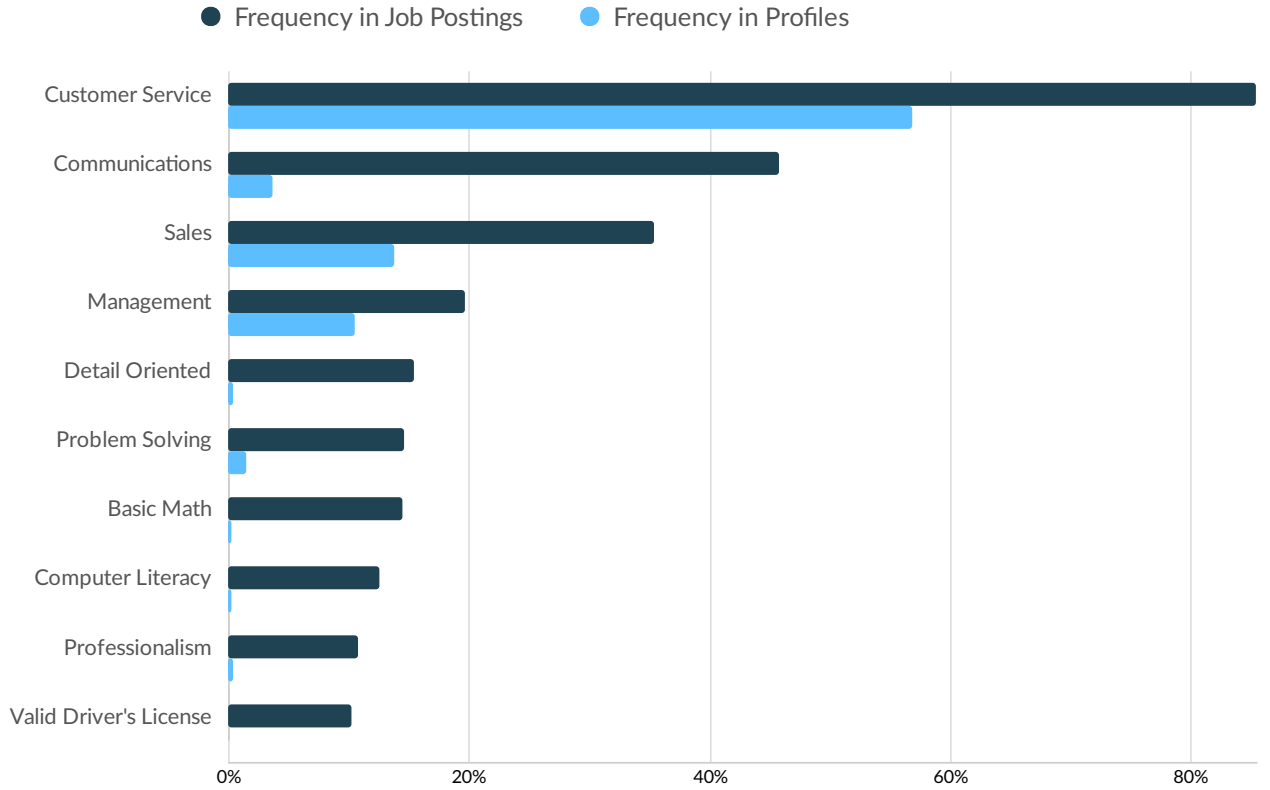
Top Companies	Unique Postings	Top Job Titles	Unique Postings
Walgreens Boots Alliance, Inc.	114 	Customer Service Representativ...	609 
Circle K Stores Inc.	107 	Customer Service Associates	166 
Presbyterian Healthcare Services	61 	Call Center Representatives	79 
Liveops, Inc.	48 	Customer Service Professionals	62 
TTEC	48 	Healthcare Customer Service Re...	49 

Top Hard Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Call Centers	158	17%	160	4%
Merchandising	150	16%	100	2%
Selling Techniques	99	11%	72	2%
Billing	92	10%	78	2%
Cash Register	91	10%	34	1%
Customer Experience	75	8%	66	2%
Auditing	63	7%	46	1%
Bilingual (Spanish/English)	61	7%	9	0%
Customer Satisfaction	56	6%	187	4%
Collections	55	6%	47	1%

Top Common Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Customer Service	779	85%	2,472	57%
Communications	417	46%	159	4%
Sales	323	35%	601	14%
Management	180	20%	458	11%
Detail Oriented	141	15%	19	0%
Problem Solving	133	15%	67	2%
Basic Math	132	14%	14	0%
Computer Literacy	115	13%	14	0%
Professionalism	98	11%	16	0%
Valid Driver's License	94	10%	1	0%

Graduate Pipeline



1 Program

2 programs can train for this job, while only 1 program has produced completers in this region.



41 Completions (2019)

The completions from all regional institutions for all degree types.



1,624 Openings (2019)

The average number of openings for an occupation in the region is 58.

Top Programs

Completions (2019)

Customer Service Support/Call ...

41



Top Schools

Completions (2019)

Central New Mexico Communit...

41

