



Indianapolis Region

# Call Center Employment, Wages & Applicants

Occupation	Number of Employees*	Entry Hourly Wage*	Median Hourly Wage*
Customer Service Representatives	27,237	\$11.72	\$16.58
Office Clerks, General	33,721	\$11.31	\$16.45
First-Line Supervisors of Office and Administrative Support Workers	13,704	\$18.33	\$26.86
Sales Representatives, Services, All Other	8,878	\$17.36	\$27.95
Billing and Posting Clerks	4,296	\$13.65	\$17.68
Sales Managers	3,005	\$34.29	\$58.62
First-Line Supervisors of Non-Retail Sales Workers	2,932	\$24.47	\$35.31
Bill and Account Collectors	1,927	\$14.09	\$17.68
Order Clerks	1,500	\$11.57	\$16.71
Telemarketers	1,454	\$10.41	\$14.65
Data Entry Keyers	1,295	\$11.21	\$14.52
File Clerks	926	\$11.70	\$15.95
Switchboard Operators, Including Answering Service	544	\$11.99	\$14.36
Telephone Operators	41	\$11.59	\$16.19

Occupation	Applicants**	Average Desired Wage
Customer Service Representatives	9,551	\$11.45
Office Clerks, General	4,614	\$10.25
Sales Representatives, Services, All Other	2,446	\$14.12
Data Entry Keyers	1,979	\$9.90
Sales Managers	1,365	\$22.85
File Clerks	1,274	\$7.94
Bill and Account Collectors	1,212	\$11.00
Billing and Posting Clerks	1,192	\$10.53
Telephone Operators	881	\$8.29
First-Line Supervisors of Office and Administrative Support Workers	834	\$15.08
Switchboard Operators, Including Answering Service	597	\$8.14
Telemarketers	574	\$8.25
First-Line Supervisors of Non-Retail Sales Workers	278	\$19.02

\* Data is for a 50 mile radius from downtown Indianapolis

\*\* Data represent active applicants in the Indiana Career Connect system ([www.indianacareerconnect.com](http://www.indianacareerconnect.com)) from October 1, 2019-September 30, 2020 for the Indianapolis region labor shed, which is comprised of 27 counties in Central Indiana.

Sources: Chmura/JobsEQ Q2 2020 & Indiana Department of Workforce Development

The 9-county Indianapolis Region includes Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties.

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**Indy Partnership**

E-mail: [info@indypartnership.com](mailto:info@indypartnership.com)

Website: [www.indypartnership.com](http://www.indypartnership.com)