

Phoenix-Mesa-Scottsdale MSA

Labor Market Analysis

Advanced Business Services Labor Force & Training Needs

INDUSTRY OVERVIEW

Demand for Advanced Business Services has continued to grow over the past ten years. An industry that continues to show growth in the Phoenix MSA is Finance and Insurance (NAICS 52) for insurance agents and financial service agents. The fourth quarter of 2023 resulted in high demand for certifications in IT (CompTIA and CISA) as well as healthcare's Certified Pharmacy Technician. The last quarter of 2023 resulted in high demand for certifications in Insurance and Financial services such as Series 7 and Series 6 licenses; however, training for these certifications is provided after employment by the employers. SIE exams are pre-vocational requirements to both series licenses.

ESSENTIALS

AVERAGE SALARY



\$69,513

% CHANGE OF WORKFORCE SINCE 2014



24%

EMPLOYED



168,810

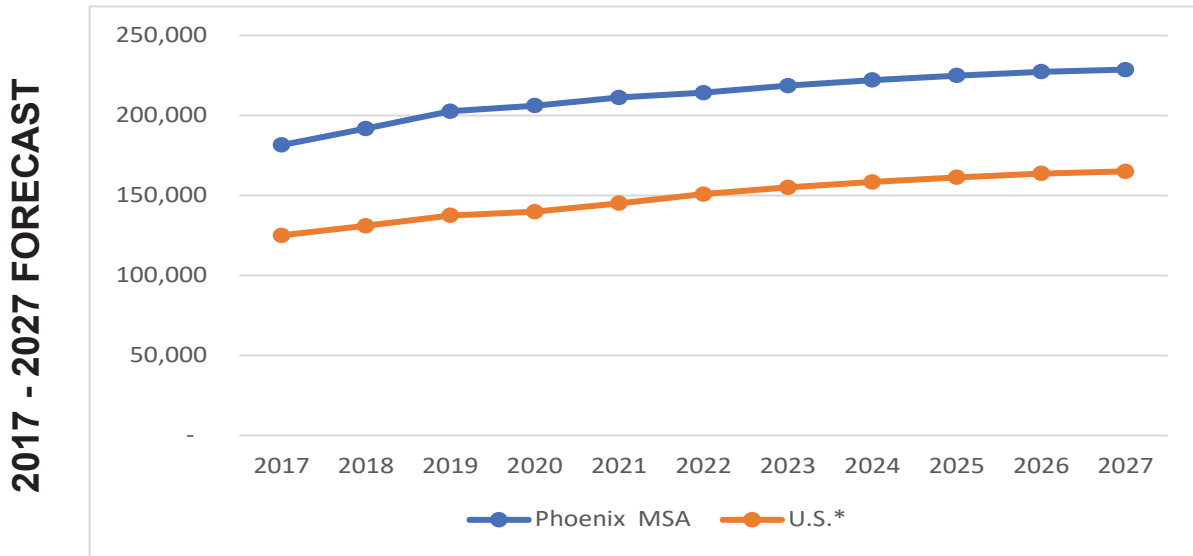
COMPANIES



7,744

SOURCE: Lightcast, Mar. 2024; Arizona COG/MPO Employer Database, Businesses with 5 or more employees.

EMPLOYMENT TRENDS



*the values represent the national average adjusted for region size.

SOURCE: Lightcast, Phoenix MSA, Q4 2023

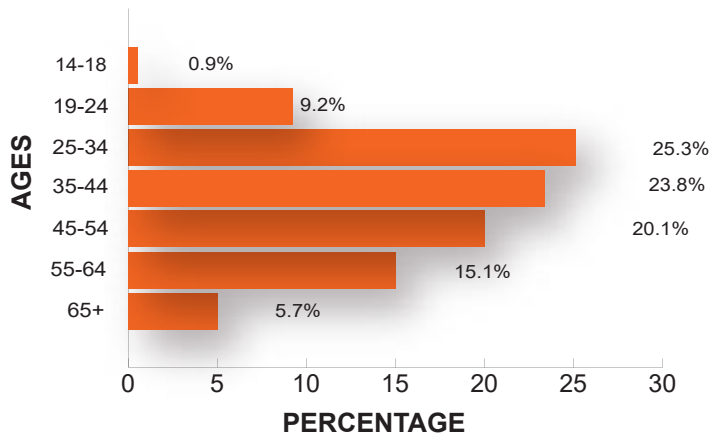
STAFFING PROJECTIONS

HIGHEST DEMAND	TRAINING	OPENINGS (2025)	2021-2025 % CHANGE	EARNINGS (2022)
Credit Analysts	None	2,024	20%	\$63,720
Insurance Sales Agents	Moderate-term on-the-job training	14,381	20%	\$58,200
Securities, Commodities, & Financial Sales	None	9,728	15%	\$62,634
Loan Officers	Short-term on-the-job training	14,146	15%	\$60,702
Accountants and Auditors	None	21,598	15%	\$78,530
Market Research Analysts	Moderate-term on-the-job	13,933	14%	\$64,763
Computer User Support Specialists	None	19,088	13%	\$59,395

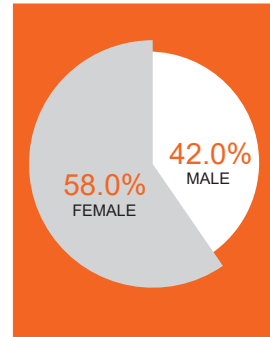
SOURCE: Lightcast, Phoenix MSA, Q4 2023

TALENT ACQUISITION

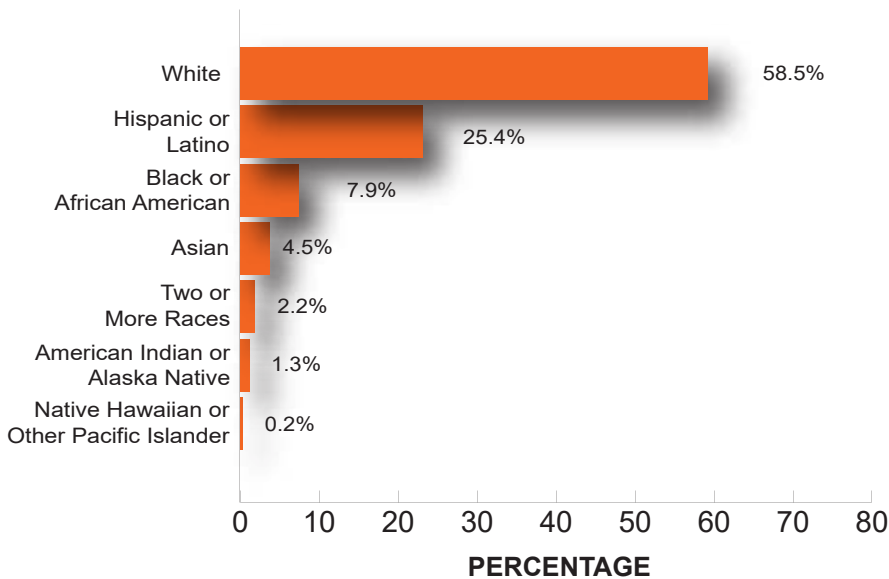
AGE BREAKDOWN



GENDER BREAKDOWN



RACE/ETHNICITY BREAKDOWN



WHERE TALENT WORKS

ZIP Code	CITY	EMPLOYMENT (2022)
85281	Tempe, AZ	13,438
85260	Scottsdale, AZ	9,674
85016	Phoenix, AZ	9,161
85027	Phoenix, AZ	8,476
85034	Phoenix, AZ	7,132

WHERE TALENT LIVES

ZIP Code	CITY	EMPLOYMENT (2022)
85225	Chandler, AZ	3,805
85142	Queen Creek, AZ	3,587
85383	Peoria, AZ	3,471
85032	Phoenix, AZ	3,422
85308	Glendale, AZ	3,282

CAREER PATHING

Top five occupations by educational attainment and median hourly wages.

HIGH SCHOOL DIPLOMA

Tellers	\$18.08
Customer Service Rep.	\$18.18
Insurance Sales Agents	\$27.98
Claims Adjusters, Examiners, and Investigators	\$28.94
Supervisors of Office & Administrative Support	\$29.33

ASSOCIATE'S DEGREE

Desktop Publishers	\$24.26
Human Resource Assistants	\$21.64
Web Developers	\$28.19
Legal Support Workers	\$28.82
Computer Network Support Specialists	\$31.84

BACHELOR'S DEGREE

Securities, Commodities, and Financial Services Sales Agents	\$30.11
Accountants and Auditors	\$37.76
Financial Analysts	\$38.15
Insurance Underwriters	\$31.04
Management Analysts	\$39.16

SOURCE: Lightcast, Phoenix MSA, Q4 2023

PROFESSIONAL SKILLS

The contact center professionals must possess a diverse set of skills to be successful within this industry.

KNOWLEDGE

- Business
- Arts and Humanities
- Financial Statements
- Customer Service
- Sales and Marketing
- Administration and Management
- Customer and Personal Service

SKILLS

- Management
- Operations
- Active Listening
- Critical Thinking
- Sales
- Problem Solving
- Persuasion

QUALIFICATIONS

- Inductive Reasoning
- Deductive Reasoning
- Critical Thinking
- Problem Sensitivity
- Coordination
- Active Listing
- Written Comprehension

SOURCE: ONET, United States

TOP EMPLOYERS

EMPLOYER WITH MOST JOB OPENINGS

- Wells Fargo & Company
- UnitedHealth Group
- JPMorgan Chase
- Charles Schwab
- Circle K
- Cyber Coders
- Walgreens
- State Farm
- State of Arizona
- U-Haul

TOP QUALIFICATIONS

MOST POSTED QUALIFICATIONS

- Certified Public Accountant
- CompTIA A+
- FINRA Series 7 (General Securities Rep.)
- Master of Business Administration (MBA)
- Certified Internal Auditor
- Property and Casualty Insurance License
- Insurance License
- CompTIA Network+
- Certified Information System Auditor (CISA)
- Microsoft Certified Professional

SOURCE: Lightcast, Phoenix MSA, Q4 2023



Photo by iStock on Unsplash

GETTING STARTED

- **Learn about certification programs** — Arizona Job Connection (<https://www.azjobconnection.gov/ada/training>) , ARIZONA@WORK (<http://arizonaatwork.com>)
- **Plan for a career in a contact center** — My Next Move (www.mynextmove.org)
- **Enroll in a paid apprenticeship program** — State of Arizona DES (des.az.gov/services/employment/registered-apprenticeship/apprenticeship-employers)

APPRENTICESHIPS

Want to grow your skills, earn while you are learning, and while not creating large student debt? Apprenticeships provide job-driven training with a nationally recognized completion certificate pending completion. Grow your craft while participating in combined classroom instruction and on the job learning. Most apprenticeships last from one to six years, however the average is three to four years. There are 357 different apprenticeship programs in Maricopa County. The following is a list of apprenticeship programs in the ARIZONA@WORK Phoenix MSA area.

TRAINING PROVIDER	PROGRAM NAME
Apprentice Now	Network And Computer Systems Administrator
Apprentice Now	Computer Support Specialist
Apprentice Now	Information Technology Specialist
Apprentice Now	Application Developer
Arizona State University	Help Desk Technician
Arizona State University	It Project Manager
Arizona State University	Application Developer
Arizona State University	IT Analyst
Arizona State University	Software Quality Assurance Analyst
Data Doctors, Inc.	Computer Support Specialist-Desktop Support Tech
DeVry University	Network Support Technician
DeVry University	IT Project Manager
DeVry University	Cyber Security Support Technician
DeVry University	Computer Support Specialist-Desktop Support Tech
DeVry University	Data Analyst
Infinity Commercial Insurance Inc.	Customer Service Representative
Kudelski Security	Cyber Security Support Technician
The Hartford	Information Management (Word Processing) (Military Only)
The Hartford	General Insurance Associate



EDUCATIONAL PROVIDERS

ARIZONA@WORK has over 60 training programs listed in our eligible training provider list. The certifications help increase your craft and are connected to jobs in the contact center industry. We encourage job seekers to make an informed choice regarding what are the next steps in their career. Go to azjobconnection.gov to review more details regarding the training programs listed below. You can also go to ARIZONATWORK.com to discover resources such as career assessment, workshops, job search assistance, and resume review.

TRAINING PROVIDER	PROGRAM NAME	CATEGORY
Interface Technical Training	Project Management Professional - PMP	Project Management
Paradise Valley Community College	Enrolled Agent	Accounting
Phoenix College	Accounting, Certificate of Completion	Accounting
Phoenix College	General Business (Certificate)	Business
Phoenix College	Human Resources Management, Certificate of Completion	Human Resources
Phoenix College	Management (Certificate)	Business
Phoenix College	Microsoft Desktop Associate CCL	Info. Technology
Phoenix Computer Academy	Program/Project Management Master Certificate	Project Management
Phoenix Computer Academy	Business Office Assistant (Microsoft Office Specialist)	Computer Support
Phoenix Computer Academy	Advanced Project Management Professional Certificate	Project Management
Phoenix Computer Academy	IT Project Management with Agile Scrum	Info. Technology
Phoenix Computer Academy	Lean Six Sigma Green Belt Professional	Management
Phoenix Computer Academy	Microsoft Office Specialist with QuickBooks OR Web Design	Business
Phoenix Computer Academy	Project Management Professional /CAPM with Agile Scrum	Project Management
Phoenix Computer Academy	Project Management Program (PMP/CAPM) with Agile Scrum	Project Management
Phoenix Computer Academy	SHRM Professional Training	Human Resources
Tekskills, Computer Learning Center	Office Specialist	Business
Tekskills, Computer Learning Center	Quickbooks Accounting	Accounting



ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. We are a public and private partnership with 12 regional areas and 48 local offices, providing innovative workforce solutions to employers and job seekers at no charge.

We strengthen Arizona's economy by developing the workforce and matching employers with job seekers.

Visit <http://www.arizonaatwork.com/> for center locations and additional online resources to assist you.

LOCATIONS:

City of Phoenix – North
9801 North 7th Street
Phoenix, Arizona 85020
Phone (602) 861-0208

City of Phoenix - West
3406 North 51st Avenue
Phoenix, Arizona 85031
Phone (623) 245-6200

City of Phoenix - South
4732 South Central Avenue
Phoenix, Arizona 85040
Phone (602) 534-5902

Phoenix Business & Workforce Development Center
302 N. 1st Avenue
Phoenix, Arizona 85003
Phone (602) 256-3147

