

Patient Representatives*

in Minneapolis-St. Paul-Bloomington, MN-WI

*Job titles used in government data sources are slightly different from the one you've chosen. This report uses data from the closest matching official classifications (listed below) as a proxy for Patient Representatives data.

Customer Service Representatives

Workforce Development Board of Central Ohio



2338 N. 27th St.
Milwaukee, Wisconsin 53210

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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, resumes, 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*.

The Atlantic

Forbes

**Harvard
Business
Review**

*The
New York
Times*

WSJ

 **USA
TODAY**

Report Parameters

1 Job Title

Patient Representatives

1 MSA

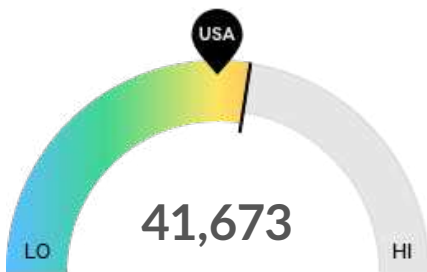
33460 Minneapolis-St. Paul-Bloomington, MN-WI

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



Executive Summary

Aggressive Hiring Competition Over a Deep Supply of Regional Talent



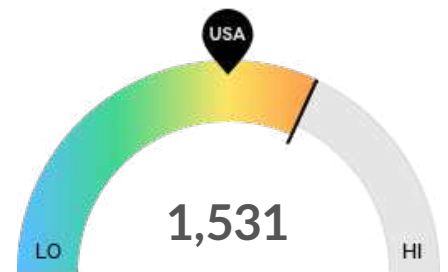
Supply (Jobs)

Minneapolis-St. Paul-Bloomington, MN-WI is a hotspot for this kind of talent. The national average for an area this size is 36,195* employees, while there are 41,673 here.



Compensation

The cost for talent is high in Minneapolis-St. Paul-Bloomington, MN-WI. The national median salary for Patient Representatives is \$32,302, while you'll pay \$38,667 here.



Demand (Job Postings)

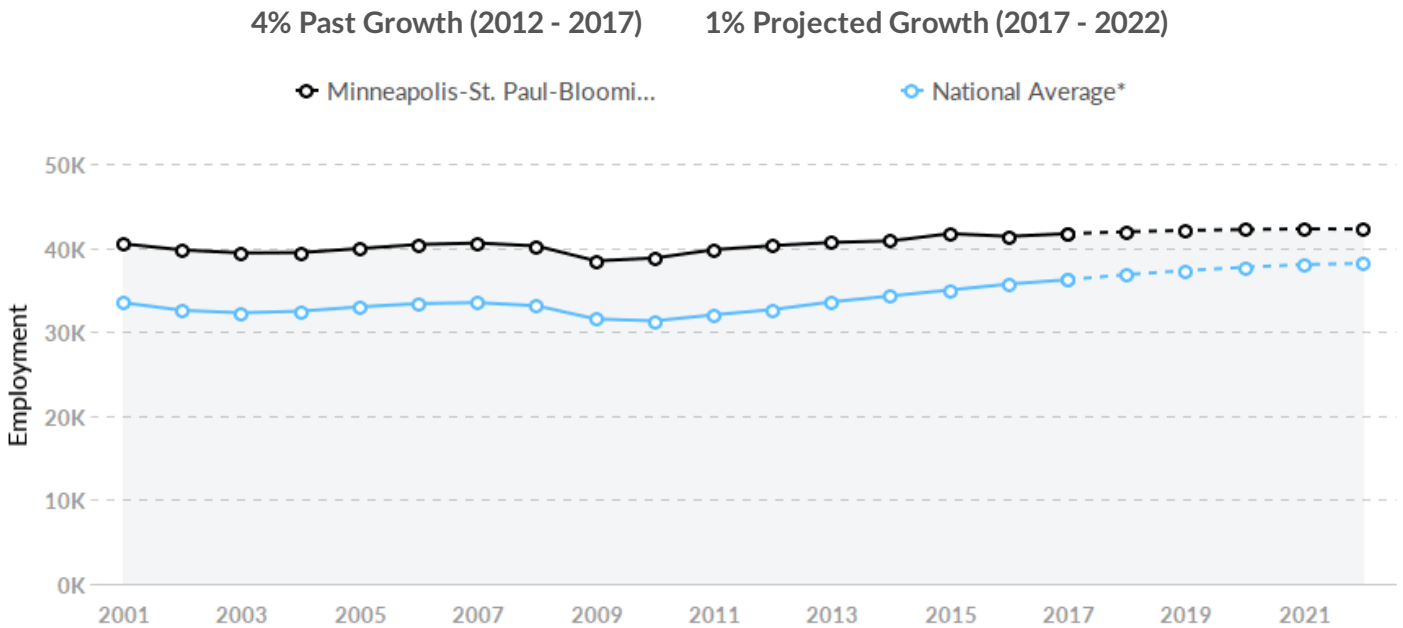
Competition from online job postings is high in Minneapolis-St. Paul-Bloomington, MN-WI. The national average for an area this size is 1,044* job postings/mo, while there are 1,531 here.

*National average values are derived by taking the national value for Patient Representatives and scaling it down to account for the difference in overall workforce size between the nation and Minneapolis-St. Paul-Bloomington, MN-WI. 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 Patient Representatives is a strength or weakness for Minneapolis-St. Paul-Bloomington, MN-WI, and how it is changing relative to the nation. An average area of this size would have 36,194* employees, while there are 41,672 here. This higher than expected supply may make it easier to find candidates. The gap between expected and actual employment is projected to narrow over the next 5 years.



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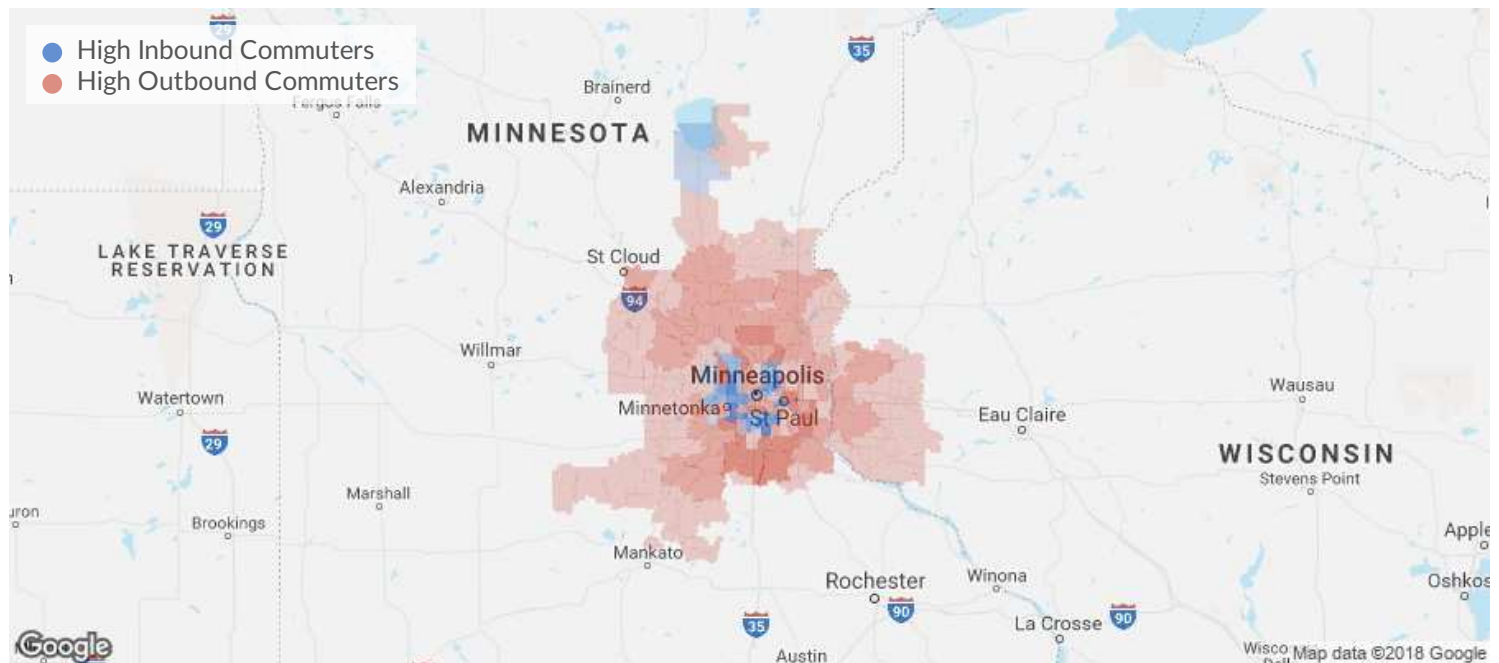
Most Talent is Found in the Insurance Carriers Sector

The Insurance Carriers industry sector employs 8% of all Patient Representatives. Runners up are Depository Credit Intermediation (7%), and Management of Companies and Enterprises (7%).

Supply (Jobs) - Cont.

Place of Work vs Place of Residence

Understanding where talent in Minneapolis-St. Paul-Bloomington, MN-WI currently works compared to where talent lives can help you optimize site decisions. For example, the #1 ranked ZIP for employment ranks #220 for resident workers. The top ZIP for resident workers is 55044.



Where Talent Works

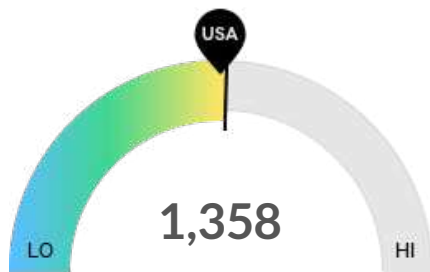
ZIP	Name	2017 Employment
55402	Minneapolis, MN (in Hennepin)	2,148
55343	Hopkins, MN (in Hennepin)	1,460
55344	Eden Prairie, MN (in Hennepin)	1,391
55122	Saint Paul, MN (in Dakota)	1,148
55441	Minneapolis, MN (in Hennepin)	905

Where Talent Lives

ZIP	Name	2017 Workers
55044	Lakeville, MN (in Dakota)	671
55124	Saint Paul, MN (in Dakota)	657
55125	Saint Paul, MN (in Washington)	599
55379	Shakopee, MN (in Scott)	576
55337	Burnsville, MN (in Dakota)	569

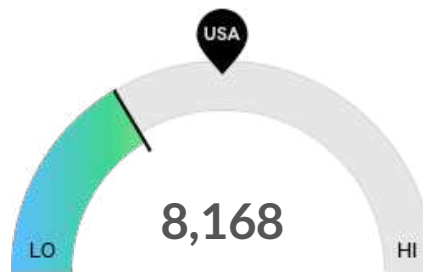
Supply (Jobs) - Cont.

Retirement Risk Is About Average, While Overall Diversity Is Low



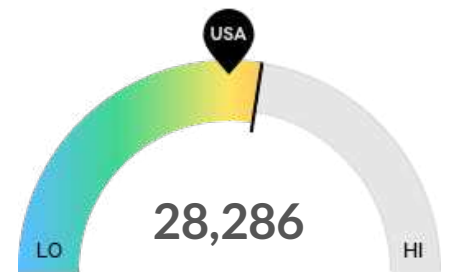
Retiring Soon

Retirement risk is about average in Minneapolis-St. Paul-Bloomington, MN-WI. The national average for an area this size is 1,322* employees 65 or older, while there are 1,358 here.



Racial Diversity

Racial diversity is low in Minneapolis-St. Paul-Bloomington, MN-WI. The national average for an area this size is 14,240* racially diverse employees, while there are 8,168 here.



Gender Diversity

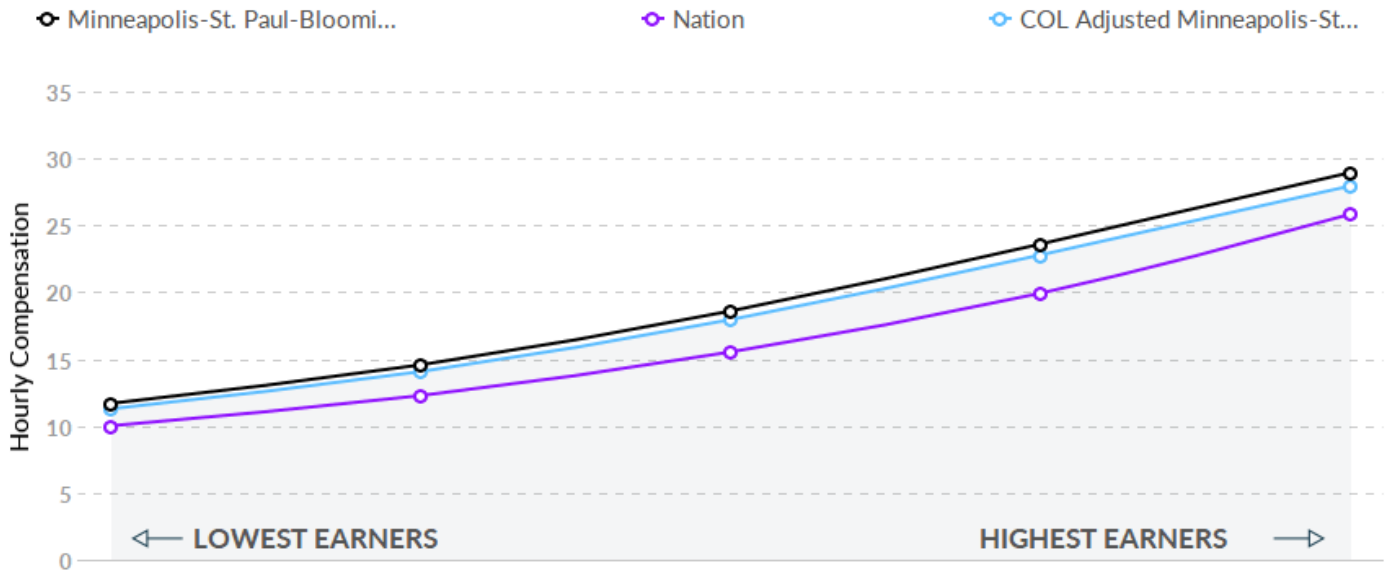
Gender diversity is high in Minneapolis-St. Paul-Bloomington, MN-WI. The national average for an area this size is 24,560* female employees, while there are 28,286 here.

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Compensation

Talent Is 20% More Expensive, While the Cost of Living Should Make Attraction Easier

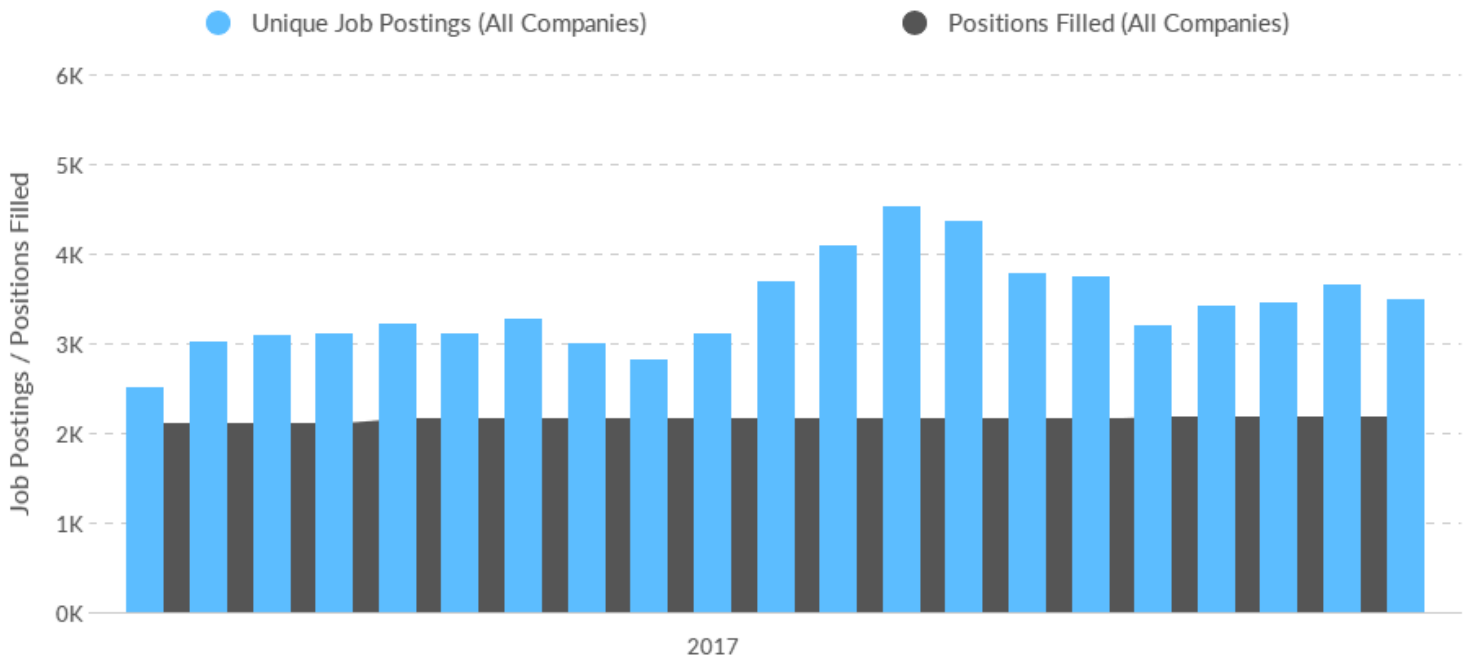
In 2016, the median compensation for Patient Representatives in Minneapolis-St. Paul-Bloomington, MN-WI is \$18.59/hr. Based on the national median wage of \$15.53/hr for this position, this means you will spend about 20% more to employ Patient Representatives here. However, their actual purchasing power will be 16% greater than the national median when we adjust for regional cost of living (which is 4% higher than average). This may make it easier to attract talent to the region at this price.



Demand (Job Postings)

For Every 3,711 Unique Job Postings, Only 2,166 Positions Are Filled

If there is a gap between unique job postings and positions filled, it may indicate unmet demand for Patient Representatives. In the average month over the last 12 months, there were 3,711 unique job postings for Patient Representatives, while 2,166 positions were filled. When there is significant unmet demand, competition will likely be higher.



Demand (Job Postings) - Cont.

2,524 Companies Are Competing for Talent



In the last 12 months, 2,524 companies in Minneapolis-St. Paul-Bloomington, MN-WI competed to hire Patient Representatives. The top 10 competitors and their job posting activity are listed below. Higher ratios of total postings to unique postings may suggest more intense hiring activity, as companies go to greater lengths to fill those positions.

Company	Total/Unique Job Postings (Jun 2017 - May 2018)	Posting Intensity	Unique Postings Trend (Jun 2017 - May 2018)
[Unknown]	11,961 / 2,300	5 : 1	
Robert Half International Inc.	4,877 / 672	7 : 1	
Aerotek, Inc.	2,727 / 468	6 : 1	
Walgreens Boots Alliance, Inc.	1,670 / 361	5 : 1	
Superamerica	773 / 344	2 : 1	
The Home Depot Inc	1,026 / 287	4 : 1	
The Right Staff Inc	3,113 / 246	13 : 1	
Kelly Services, Inc.	1,273 / 228	6 : 1	
Domino's Pizza	472 / 213	2 : 1	
Alorica Inc.	2,294 / 203	11 : 1	

Graduate Pipeline

2 Schools Are Producing Graduates

Over the last 5 years, 2 schools in Minneapolis-St. Paul-Bloomington, MN-WI produced graduates relevant to Patient Representatives. These schools are listed below. The highest share of these graduates come from Receptionist programs.

School	Relevant Graduates (2017)	Graduate Trend (2013 - 2017)
Dakota County Technical College	0	
Anoka Technical College	0	

● Certificate
 ● Associate's
 ● Bachelor's
 ● Master's or Higher