

Industry Profiles – Business Services

The **Business Services** cluster includes a wide range of services available to today’s businesses, from business support services to waste management. Included in the cluster are radio stations, payroll services, public relations agencies, graphic design services and janitorial services to name a few. They tend to focus around three sub-clusters: those industries that help business market their products (**Media, Advertising & Marketing**); those that help in the day-to-day operations (**Operational Services**); and those that offer outside consulting services (**Professional & Consulting Services**)¹.

This report presents an overview of employment trends. We examine how Business Services has changed since 2007, the year before the Great Recession had an impact. Then, we examine the composition of the industry cluster by size of businesses and highlight clusters with the largest share of smaller businesses. The section on workers demographics shows the composition of industry clusters by gender, age, and education. Finally, we look at the major occupations that support industry clusters.

- The Business Services industry cluster represents 75,188 jobs in Philadelphia, over 11 percent of total employment. While employment in Operational Services increased by 23 percent since 2007, the other two sub-clusters experienced declines.

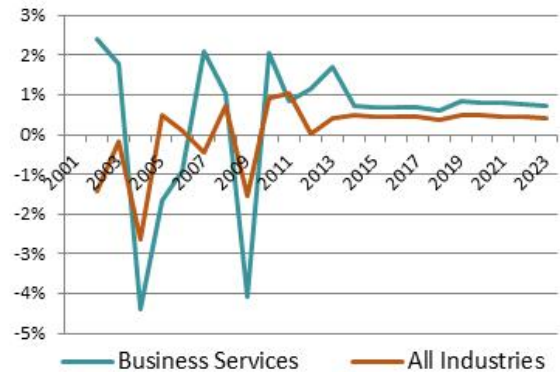
SUMMARY OF BUSINESS SERVICES INDUSTRY CLUSTER IN PHILADELPHIA

Industry Cluster Summary	Media, Adv., Marketing	Oper. Services	Prof. & Consulting	All Industries in Business Services
Number of Jobs	7,266	22,507	45,415	75,188
Number of Establishments	679	764	2,289	3,732
% of Total Phila. Jobs	1%	3%	7%	11%
% V. Small Businesses (1-4)	64%	48%	51%	53%
% Small Businesses (5-99)	34%	47%	45%	43%
% Big Businesses (100+)	2%	5%	3%	4%
Average Wages	\$78,873	\$52,087	\$116,106	\$93,344
Job Change 2007-2013 (#)	(548)	4,183	(1,683)	1,951
Job Change 2007-2013 (%)	-7%	23%	-4%	3%
% workers 55+	17%	21%	21%	20%

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

¹ Descriptions of industry clusters are borrowed directly from the State report. The full report can be found here: <http://www.portal.state.pa.us/portal/server.pt/community/products/19738>

% CHANGE IN EMPLOYMENT IN BUSINESS SERVICES INDUSTRIES IN PHILADELPHIA VS. PA AND U.S. AND VS. ALL INDUSTRIES



TRENDS IN EMPLOYMENT IN BUSINESS SERVICES SUB-CLUSTERS IN PHILADELPHIA: IN MEDIA, ADVERTISING & MARKETING



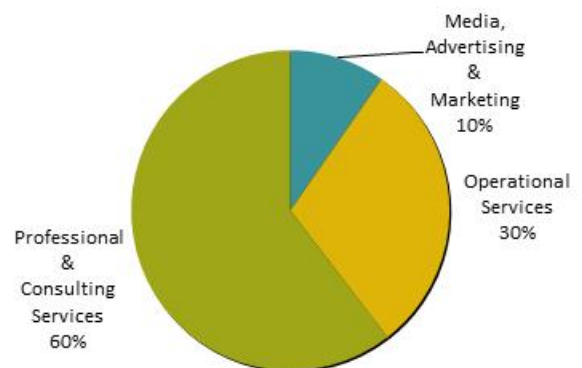
IN OPERATIONAL SERVICES



IN PROFESSIONAL & CONSULTING SERVICES



EMPLOYMENT BY INDUSTRY SUB-CLUSTER



Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Industry Highlights

- Employment in the Business Services industry cluster grew by 3 percent. Jobs in Operational Services increased by 23 percent, while employment in Media, Advertising & Marketing and Professional & Consulting services declined by 7 and 4 percent respectively.
- Wages in Business Services were above all the average across all industries in Philadelphia, at \$93,344. Professional & Consulting Services sub-cluster paid the highest wages, at \$116,106, while Operational Services paid wages comparable to average across Philadelphia, at \$52,087.

Media, Advertising & Marketing

- Employment in Media, Advertising & Marketing has declined by 7 percent since 2007. Marketing Research and Public Opinion Polling; Graphic Design Services; Motion Picture and Video Production; and Wholesale Trade Agents and Brokers lost the most jobs and registered larger declines compared to the nation.
- Other Specialized Design Services (such as engineering, architectural, interior, industrial design, for example); Electronic Shopping; and Teleproduction and Other Teleproduction Services added the most jobs, doing better as compared to similar industries nationwide. Internet Publishing and Broadcasting and Web Search Portals grew in line with national trends.
- Wages in Media, Advertising & Marketing in Philadelphia were higher compared to Pennsylvania and average wages across all industries in the city. Electronic Shopping and Marketing Research paid wages below Philadelphia average.

TOP INDUSTRIES IN MEDIA, ADVERTISING & MARKETING SUB-CLUSTER IN PHILADELPHIA

Description	2013 Jobs	% Change 2007-2013	Change	Expected Change	Competitive Effect	Wages
Media, Advertising & Marketing	7,814	▼ -7%	(548)	26	(213)	\$78,873
Television Broadcasting	1,303	▲ 11%	131	(50)	181	\$106,075
Advertising Agencies	1,207	▼ -14%	(192)	(9)	(182)	\$85,162
Wholesale Trade Agents and Brokers	921	▼ -37%	(535)	149	(684)	\$69,627
Internet Publishing and Broadcasting and Web Search Portals	693	▲ 157%	423	224	200	\$100,939
Electronic Shopping	356	▲ 572%	303	39	266	\$45,779
Marketing Research and Public Opinion Polling	331	▼ -53%	(368)	(42)	(325)	\$51,821
Radio Stations	294	▼ -10%	(32)	(51)	19	\$85,460
Public Relations Agencies	284	▲ 42%	84	13	72	\$85,014
Business to Business Electronic Markets	270	▲ 21%	47	(66)	113	\$82,439
Graphic Design Services	216	▼ -46%	(182)	(63)	(119)	\$59,230
Other Specialized Design Services	203	▲ 625%	175	-	175	\$56,028
Display Advertising	202	▲ 71%	84	(6)	90	\$78,996
Mail-Order Houses	200	▼ -6%	(12)	(28)	16	\$46,893
Motion Picture and Video Production	186	▼ -47%	(163)	13	(176)	\$83,043
Teleproduction and Other Postproduction Services	119	▲ 92%	57	-	56	\$92,845

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Operational Services

- The Operational Services sub-cluster added over 4,000 jobs since 2007 growing by 23 percent.
- All Other Business Support Services (such as mail consolidation, videoconferencing, fundraising, and other); Security Guards and Patrol Services; Landscaping Services; Janitorial Services; and Investigation Services, added the most jobs since 2007, growing largely due to unique regional factors.
- Packaging and Labeling Services; Office Supplies and Stationary Stores; Data Processing, Hosting, and Related Services; and Facilities Support Services lost jobs since 2007.
- Many of the industries in Operational Services paid wages below the average across Philadelphia.

TOP INDUSTRIES IN OPERATIONAL SERVICES SUB-CLUSTER IN PHILADELPHIA

Description	2013 Jobs	% Change 2007-2013	Change	Expected Change	Competitive Effect	Wages
Operational Services	18,324	▲ 23%	4,183	(384)	4,448	\$52,087
Security Guards and Patrol Services	6,617	▲ 114%	3,524	258	3,266	\$21,999
Janitorial Services	5,143	▲ 46%	1,618	287	1,331	\$24,404
Wired Telecommunications Carriers	4,278	▼ -9%	(445)	(539)	94	\$120,575
Computer and Computer Peripheral Equipment and Software Merchant Wholesalers	555	▲ 6%	30	(42)	72	\$130,034
Data Processing, Hosting, and Related Services	551	▼ -33%	(273)	(40)	(233)	\$78,503
Packaging and Labeling Services	520	▼ -42%	(375)	(153)	(223)	\$33,225
Landscaping Services	491	▲ 76%	212	(11)	223	\$33,037
Facilities Support Services	361	▼ -27%	(135)	(15)	(120)	\$53,061
Investigation Services	348	▲ 39%	98	(37)	135	\$40,508
All Other Support Services	338	▼ -10%	(39)	9	(47)	\$29,864
Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance	326	▬ 0%	(1)	13	(14)	\$67,327
Office Equipment Merchant Wholesalers	316	▲ 11%	31	(39)	71	\$66,295
Office Supplies and Stationery Stores	316	▼ -40%	(212)	(83)	(129)	\$22,298
Other Commercial Equipment Merchant Wholesalers	312	▲ 21%	54	(14)	68	\$54,961
All Other Business Support Services	293	▲ 171%	185	6	180	\$15,487

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Professional & Consulting Services

- Professional & Consulting Services industries declined by 4 percent since 2007. Office Administrative Services, Professional Organizations; and Offices of Lawyers lost the most jobs, declining due to unique local factors at a rate higher compared to the nation.
- Custom Computer Programming Services; Engineering Services grew due to unique regional factors. All Other Legal Services; Administrative Management and General Consulting Services;

and Testing Laboratories added jobs, however these grew slower as compared to similar industries across the nation.

TOP INDUSTRIES IN PROFESSIONAL & CONSULTING SERVICES SUB-CLUSTER IN PHILADELPHIA

Description	2013 Jobs	% Change 2007-2013	Change	Expected Change	Competitive Effect	Wages
Professional & Consulting Services	47,098	-4%	3,340	(5,256)	(339)	\$116,106
Offices of Lawyers	16,343	▼ -9%	(1,686)	(644)	(1,042)	\$111,929
Corporate, Subsidiary, and Regional Managing Offices	12,075	▼ -7%	(952)	1,594	(2,546)	\$154,201
Administrative Management and General Management Consulting Services	3,919	▲ 13%	459	812	(353)	\$126,780
Engineering Services	3,193	▲ 15%	415	5	409	\$90,502
Custom Computer Programming Services	1,779	▲ 99%	887	198	690	\$87,199
Labor Unions and Similar Labor Organizations	1,286	▼ -12%	(175)	(143)	(31)	\$51,056
Professional Organizations	1,152	▼ -18%	(251)	114	(365)	\$78,229
Marketing Consulting Services	930	▼ -8%	(83)	309	(392)	\$92,204
Computer Systems Design Services	818	▲ 5%	41	230	(190)	\$99,751
Other Scientific and Technical Consulting Services	784	▼ -6%	(53)	449	(502)	\$86,860
Business Associations	651	▼ -7%	(46)	(35)	(11)	\$72,951
All Other Legal Services	610	▲ 14%	76	132	(56)	\$50,657
Office Administrative Services	454	▼ -48%	(426)	107	(534)	\$110,831
All Other Professional, Scientific, and Technical Services	279	▬ -3%	(10)	139	(148)	\$77,255
Testing Laboratories	229	▲ 5%	10	16	(7)	\$103,431

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Employers in Business Services

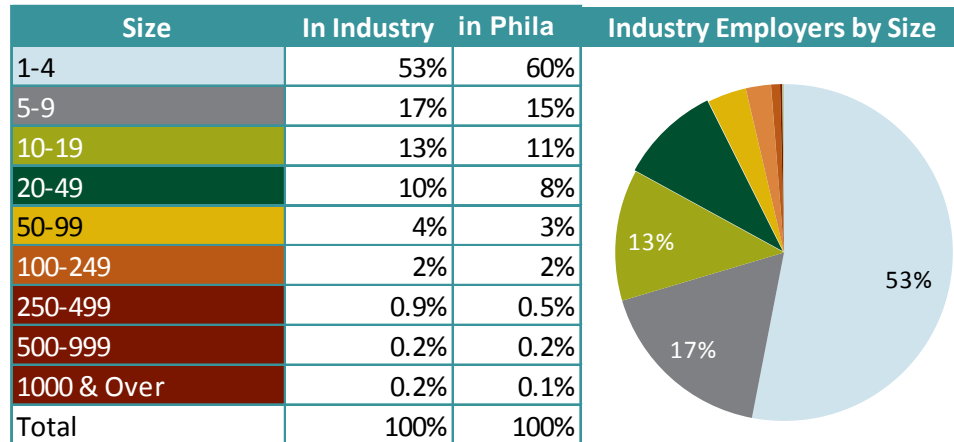
- Over 3,700 businesses represent the Business Services industry cluster. The majority of businesses are “very small” (1-4 employees) and “small” (5-99 employees). Media, Advertising & Marketing had the highest number of “very small” businesses and Operational Services sub-cluster had more employers in “medium” and “large” categories.

SUB-CLUSTERS IN BUSINESS SERVICES BY SIZE (NUMBER AND PERCENT OF EMPLOYERS)

Sub-Cluster	V. Small (1-4)	Small (5-99)	Medium (100-249)	Large (250+)	Total (#)
Media, Advertising & Marketing	64%	34%	2%	0%	679
Operational Services	48%	47%	4%	2%	764
Professional & Consulting Services	51%	45%	2%	1%	2,289
Total	53%	43%	2%	1%	3,732

Source: PA Employer Database 2013

EMPLOYERS IN BUSINESS SERVICES INDUSTRY CLUSTER BY SIZE



Source: PA Employer Database 2013

TOP EMPLOYERS IN MEDIA, ADVERTISING & MARKETING

ABC INC	BERNY BROWNSTEIN ADVERTISING INC
CBS/CTS INC	CLEAR CHANNEL OUTDOOR
CENTER CITY VIDEO INC	CUTTING EDGE PRODUCTIONS INC
INTERNET ORDER LLC	DMI PARTNERS INC
NBC UNIVERSAL PRODUCTION SERVICES L	MOVIES UNLIMITED INC
RAZORFISH PHILADELPHIA LLC	NBC UNIVERSAL PRODUCTION SERVICES L
SHOOTERS INC	PHILADELPHIA MEDIA NETWORK DIGITAL
URBAN OUTFITTERS DIRECT LLC	RED TETTEMER INC
WHYY INC	SS PHILADELPHIA PA
COMCAST CABLEVISION CORP(PA)	THE PHONE COMPANY, INC.
FOCUS POINTE GLOBAL MARKETLAB RSRCH	TIERNEY & PARTNERS INC
CBS RADIO SERVICES INC KYW-AM	THE NEIMAN GROUP
CBS RADIO SERVICES INC WIP-AM&FM	STARCITE INC
FOX TELEVISION STATIONS INC	WPHL LLC

Source: PA Employer Database 2013

TOP EMPLOYERS IN OPERATIONAL SERVICES

COMCAST CABLEVISION CORP(PA)	IBM CORPORATION
ALLIEDBARTON SECURITY SERVICES	VERIZON PENNSYLVANIA INC
CROTHALL HEALTHCARE INC	APEA SECWRITY GROUP INC
CATALENT USA PACKAGING LLC	BRINKS INC
COMCAST CABLEVISION CORP(PA)	C & D ENTERPRISES INC
PROSPECT AIRPORT SERVICES INC	COMCAST CABLEVISION CORP(PA)
SECURITAS SECURITY SERVICES USA INC	COMPUTER SCIENCES CORPORATION
TEAM CLEAN INC	CROTHALL HEALTHCARE INC
URBAN OUTFITTERS WHOLESALE INC	CSI INTERNATIONAL INC
CONTEMPORARY SERVICES CORPORATION	DIGITAL BUSINESS PROCESSES INC

Source: PA Employer Database 2013

TOP EMPLOYERS IN OPERATIONAL SERVICES, CONTINUED

GUARDSMARK LLC	SOVEREIGN SECURITY LLC
HONOR GUARD SECURITY	SSC SERVICE SOLUTIONS
IMPERIAL SECURITY INC	T.U.C.S. CLEANING SERVICE INC
LEAF COMMERCIAL CAPITAL INC	THACKRAY CRANE RENTAL INC
LRC SERVICES,INC	TOP OF THE CLOCK INC
MCGINN SERVICES INC	UTILITY LINE CLEARANCE INC
METRO ONE LOSS PREVENTION SVCS GRP	ST MORITZ SECURITY SERVICES INC
NBC UNIVERSAL PRODUCTION SERVICES L	TEAM CLEAN INC
PECO ENERGY POWER COMPANY	VERIZON DATA SERVICES INC
PRWT SERVICES INC	

Source: PA Employer Database 2013

TOP EMPLOYERS IN PROFESSIONAL & CONSULTING SERVICES SUB-CLUSTER

ACCENTURE LLP	DELOITTE CONSULTING LLP
ARAMARK MANAGEMENT LLC	DRINKER BIDDLE & REATH
SMITHKLINE BEECHAM CORPORATION	DUANE MORRIS LLP
SUNOCO INC.	EXCELLERX INC
COZEN O'CONNOR	EXELON BUSINESS SERVICES CO
FMC CORPORATION	FOX ROTHSCHILD LLP
MORGAN-LEWIS & BOCKIUS	INFOSYS LIMITED
PEPPER HAMILTON LLP	MARSHALL DENNEHEY WARNER COLEMAN &
YOH SERVICES LLC	MEDICAL BROADCASTING COMPANY LLC
THE PEP BOYS-MANNY MOE & JACK	PHELAN HALLINAN LLP
TOWERS WATSON PENNSYLVANIA INC	RESOURCES FOR HUMAN DEVELOPMENT INC
AMERICAN COLLEGE OF PHYSICIANS	THE AMERICAN ONCOLOGIC HOSPITAL
BALLARD SPAHR LLP	THE INSTITUTE FOR CANCER RESEARCH
BLANK ROME LLP	THE KLINGSTUBBINS INC
DEB SHOPS SDFMC LLC	COMCAST CORPORATION
DECHERT LLP	URBAN OUTFITTERS
DEFENDER ASSOCIATION OF PHILA	

Source: PA Employer Database 2013

Worker Demographics

Workforce demographics are examined by gender, age, and education of workers.

Gender of Workers in Business Services

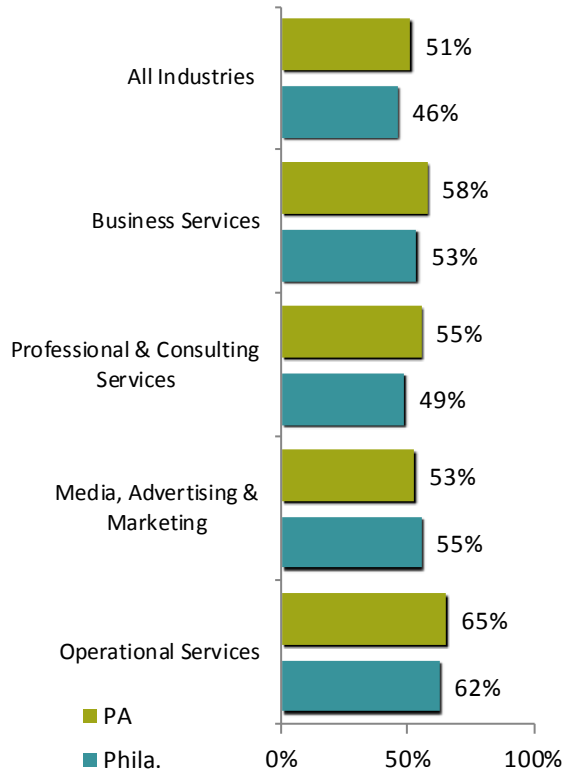
- 53 percent of workers in Business Services were men, below the share of men in the industry cluster across Pennsylvania (58 percent).
- In sub-clusters, men were overrepresented in Operational Services. The gender split was even in Professional & Consulting Services.

GENDER OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS

% MEN EMPLOYED IN BUSINESS SERVICES IN PHILADELPHIA VS. PA

	% men
Commercial Machinery Repair/Maint.	83%
Commercial Goods Merch. Whls.	68%
Investigation & Security Svc	67%
Comp. Systems Design & Rel Svc	66%
Wired Telecomm. Carriers	66%
Fac. Support Svc	65%
Arch. & Engineering Svc	64%
Electr. Markets & Agents/Brokers	63%
Radio & Television Broadcasting	62%
Svc to Buildings & Dwellings	58%
Electr. Shopping & Mail-Order Houses	57%
Manag. & Tech. Consulting Svc	55%
Other Information Svc	54%
Data Processing & Related Svc	54%
Business Services	53%
Professional & Similar Org.	53%
Adv., Pub. Relat., & Related Svc	51%
Manag. of Comp. & Enterprises	48%
Office Administrative Svc	47%
All Industries	46%
Specialized Design Svc	40%
Other Professional & Tech. Svc	38%
Legal Svc	36%
Other Support Svc	33%

% MEN EMPLOYED BY CLUSTER AND GEOGRAPHY



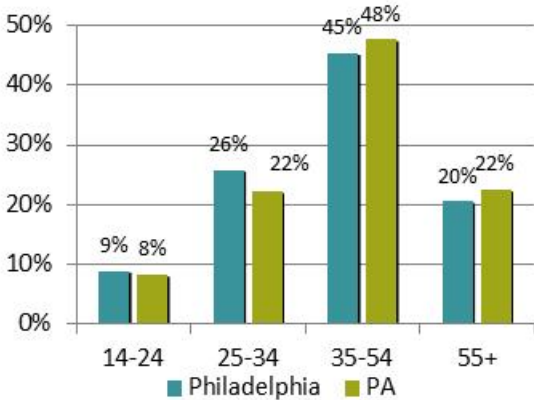
Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data

Age of Workers in Business Services

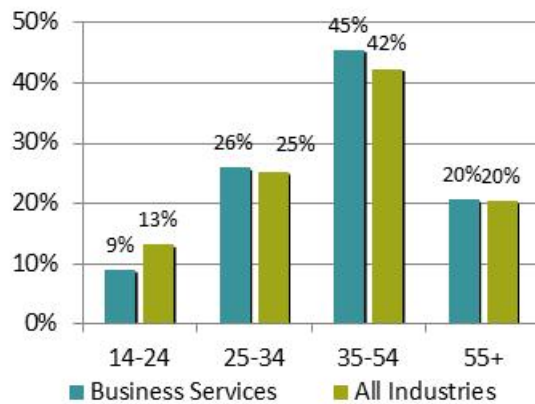
- Age of workers employed in Business Services is similar to all other industries. Philadelphia workers in Business Services are younger compared to workers across Pennsylvania.
- More younger workers ages 25-34 are employed in Media, Advertising & Marketing. Younger workers ages 14-24 make up a larger share of Operational Services.

AGE OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS:

EMPLOYED IN BUSINESS SERVICES IN PHILADELPHIA VS. PA

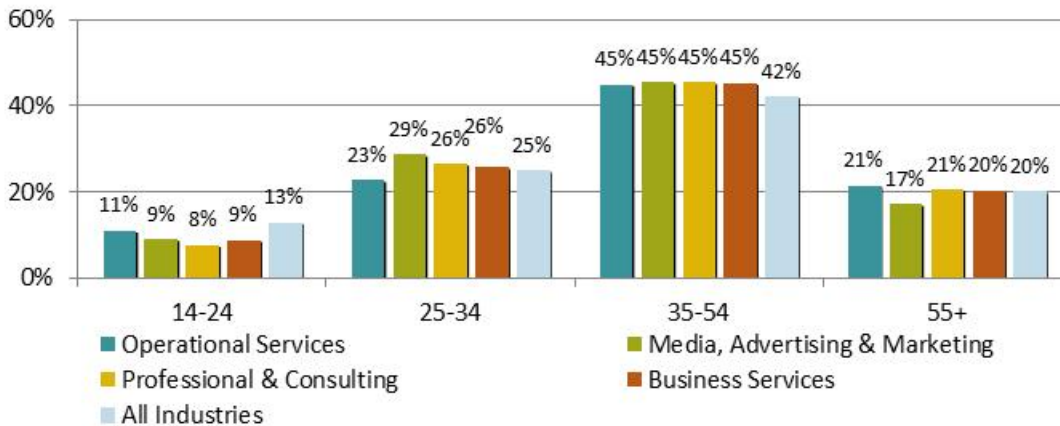


EMPLOYED IN BUSINESS SERVICES VS. ALL INDUSTRIES IN PHILADELPHIA



Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data.

SUB-CLUSTERS IN BUSINESS SERVICES IN PHILADELPHIA BY AGE OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS



Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data.

TOP INDUSTRIES IN BUSINESS SERVICES IN PHILADELPHIA BY AGE OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS

Industry/Age	14-24	25-54	55+	Total	# Employed
Legal Svc	5.5%	71.5%	23.0%	100%	18,460
Manag. of Comp. & Enterprises	11.5%	69.8%	18.7%	100%	12,695
Investigation & Security Svc	19.5%	60.2%	20.3%	100%	8,726
Manag. & Tech. Consulting Svc	9.2%	76.3%	14.6%	100%	7,419
Wired Telecomm. Carriers	2.6%	81.5%	16.0%	100%	6,153
Arch. & Engineering Svc	6.3%	73.4%	20.3%	100%	5,865
Svc to Buildings & Dwellings	11.8%	66.1%	22.1%	100%	5,849
Electr. Markets & Agents/Brokers	5.5%	73.9%	20.6%	100%	4,297
Professional & Similar Org.	4.0%	64.4%	31.6%	100%	4,023
Comp. Systems Design & Rel Svc	7.0%	78.5%	14.5%	100%	3,858
Adv., Pub. Relat., & Related Svc	12.2%	75.1%	12.7%	100%	1,925
Commercial Goods Merch. Whls.	5.7%	72.1%	22.2%	100%	1,647
Other Support Svc	6.8%	53.9%	39.2%	100%	1,548
Radio & Television Broadcasting	5.8%	76.7%	17.5%	100%	1,461
Other Professional & Tech. Svc	15.4%	68.4%	16.2%	100%	1,281
Data Processing & Related Svc	3.4%	69.5%	27.1%	100%	968
Other Information Svc	9.4%	76.3%	14.3%	100%	889
Specialized Design Svc	9.5%	72.9%	17.7%	100%	741
Electr. Shopping & Mail-Order Houses	16.9%	72.5%	10.5%	100%	581
Office Administrative Svc	14.2%	64.2%	21.6%	100%	517
Commercial Machinery Repair/Maint.	3.7%	67.2%	29.0%	100%	407
Fac. Support Svc	9.9%	62.8%	27.3%	100%	309
Business Services	9%	71%	20%	100%	89,988
All Industries	13%	67%	20%	100%	558,394

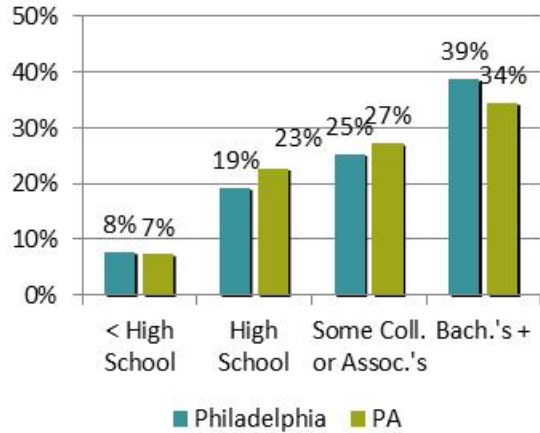
Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data.

Education of Workers in Business Services

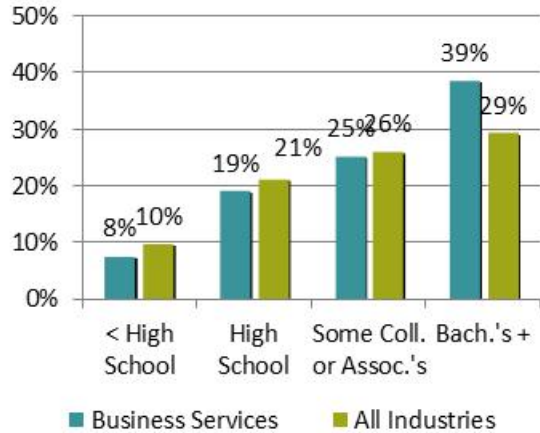
- Most workers employed in Business Services have a Bachelor’s degree or more education. Philadelphia workers employed in Business Services were more educated compared to workers in Pennsylvania.
- Workers in Professional & Consulting Services were most educated, while individuals employed in Operational services had the least education.

EDUCATION OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS:

% EMPLOYED IN BUSINESS SERVICES IN PHILADELPHIA VS. PA

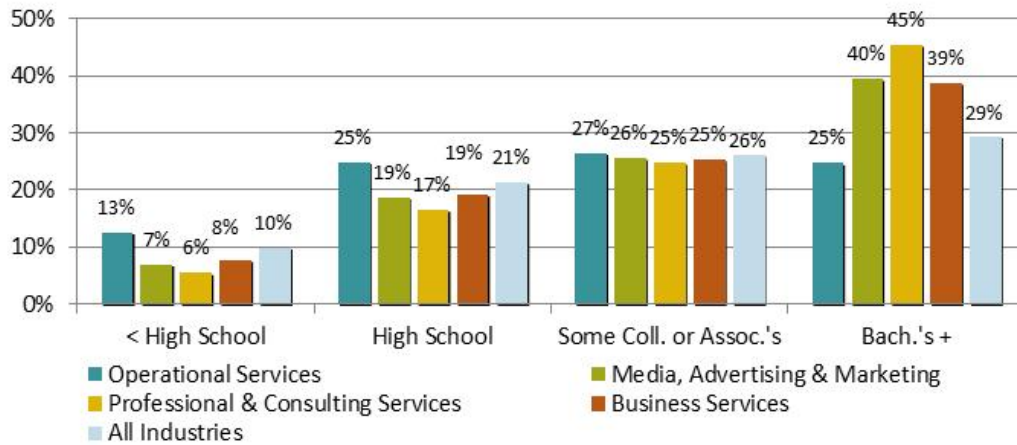


% EMPLOYED IN BUSINESS SERVICES VS. ALL INDUSTRIES IN PHILADELPHIA



Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data. Education attainment is not available for workers under 25 – this category is not shown.

SUB-CLUSTERS IN BUSINESS SERVICES IN PHILADELPHIA BY EDUCATION OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS



Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data. Education attainment is not available for workers under 25 – this category is not shown.

TOP INDUSTRIES IN BUSINESS SERVICES IN PHILADELPHIA BY EDUCATION OF WORKERS IN 2013Q1+3 PREVIOUS QUARTERS

Industry/Education	< High School	High School	Some College or Assoc.'s	Bach.'s +	Unknown	Total	# Employed
Legal Svc	4.3%	15.4%	24.6%	50.2%	5.5%	100%	18,460
Manag. of Comp. & Enterprises	6.6%	18.2%	25.0%	38.6%	11.5%	100%	12,695
Investigation & Security Svc	15.4%	27.0%	25.0%	13.1%	19.5%	100%	8,726
Manag. & Tech. Consulting Svc	5.7%	14.9%	22.6%	47.7%	9.2%	100%	7,419
Wired Telecomm. Carriers	5.0%	17.8%	27.2%	47.4%	2.6%	100%	6,153
Arch. & Engineering Svc	4.3%	14.6%	24.3%	50.5%	6.4%	100%	5,865
Svc to Buildings & Dwellings	19.4%	29.3%	26.4%	13.1%	11.8%	100%	5,849
Electr. Markets & Agents/Brokers	6.8%	20.8%	27.8%	39.1%	5.5%	100%	4,297
Professional & Similar Org.	8.3%	23.9%	31.1%	32.7%	4.0%	100%	4,023
Comp. Systems Design & Rel Svc	6.1%	15.2%	22.8%	49.0%	7.0%	100%	3,858
Adv., Pub. Relat., & Related Svc	6.5%	16.2%	23.5%	41.6%	12.2%	100%	1,925
Commercial Goods Merch. Whls.	8.1%	23.2%	29.3%	33.7%	5.7%	100%	1,647
Other Support Svc	14.2%	32.9%	29.2%	16.7%	7.0%	100%	1,548
Radio & Television Broadcasting	4.4%	13.7%	24.2%	52.0%	5.8%	100%	1,461
Other Professional & Tech. Svc	7.7%	19.2%	24.8%	32.9%	15.4%	100%	1,281
Data Processing & Related Svc	4.0%	16.1%	27.3%	49.0%	3.6%	100%	968
Other Information Svc	5.7%	17.0%	24.9%	42.8%	9.6%	100%	889
Specialized Design Svc	11.6%	20.2%	25.1%	33.3%	9.8%	100%	741
Electr. Shopping & Mail-Order Houses	12.3%	25.9%	24.0%	20.5%	17.2%	100%	581
Office Administrative Svc	8.0%	21.1%	28.3%	28.2%	14.5%	100%	517
Commercial Machinery Repair/Maint.	7.4%	25.6%	28.4%	34.2%	4.4%	100%	407
Fac. Support Svc	14.3%	29.3%	27.0%	18.6%	10.8%	100%	309
Business Services	7.8%	19.3%	25.4%	38.8%	8.8%	100%	89,988
All Industries	10.0%	21.4%	26.2%	29.5%	12.9%	100%	558,394

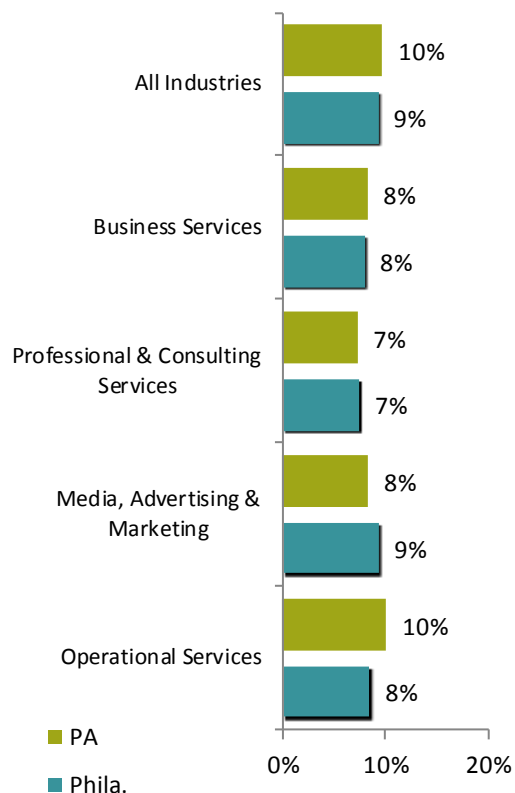
Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data.

Turnover in Business Services

- Turnover rates help us evaluate the churning in the labor force – average number of separations and hires for the industry group. The rate shows what percentage of the labor force is new.
- Turnover rates in the Business Services industry cluster in Philadelphia was 8 percent – the same as in Pennsylvania but below the turnover rate across all industries in Philadelphia (9 percent).
- Turnover rate in Facilities Support Services industry (18 percent) was much higher as compared to the cluster average.

TURNOVER RATES IN BUSINESS SERVICES PHILADELPHIA IN 2012Q3 (FOUR QUARTER MOVING AVERAGE)

Industry/Turnover Rate	Turnover
Fac. Support Svc	18%
Electr. Shopping & Mail-Order Houses	13%
Other Professional & Tech. Svc	12%
Comp. Systems Design & Rel Svc	11%
Investigation & Security Svc	11%
Svc to Buildings & Dwellings	10%
Office Administrative Svc	10%
Other Support Svc	9%
All Industries	9%
Adv., Pub. Relat., & Related Svc	9%
Specialized Design Svc	9%
Electr. Markets & Agents/Brokers	9%
Manag. of Comp. & Enterprises	9%
Radio & Television Broadcasting	9%
Other Information Svc	8%
Manag. & Tech. Consulting Svc	8%
Arch. & Engineering Svc	8%
Business Services	8%
Commercial Goods Merch. Whls.	7%
Data Processing & Related Svc	7%
Professional & Similar Org.	6%
Legal Svc	5%
Commercial Machinery Repair/Maint.	5%
Wired Telecomm. Carriers	5%



Source: Philadelphia Works Analysis of Quarterly Workforce Indicators data.

Occupation Highlights

Staffing patterns analysis was used to identify occupations that are needed in the industry. In Business Services we examine staffing patterns for sub-clusters.

- Office and Administrative Support occupations were important to all sub-clusters within Business Services.
- Arts, Design, Entertainment, Sports, and Media occupations; and Sales and Related Occupations mostly supported the Media, Marketing & Advertising sub-cluster. Computer and Mathematical Occupations grew by 19 percent since 2007, while many other occupational families within the cluster declined.

- Protective Service; Building and Grounds Cleaning and Maintenance Occupations were the largest occupational families in the Operational Service sub-cluster. These occupational families added a large number of jobs since 2007.
- Legal; Business and Financial Operations, and Management occupational families support the Professional & Consulting Services sub-cluster.

TOP OCCUPATIONAL FAMILIES IN BUSINESS SERVICES INDUSTRY CLUSTER

Occupational Family	Jobs 2013	Change % 2007-2013	Jobs 2013	Change % 2007-2013	Jobs 2013	Change % 2007-2013	Jobs 2013	Change % 2007-2013
	Media, Mark. & Adv.		Oper. Services		Prof. & Cons. Serv		All Bus. Serv.	
Office and admin. support	1,472	-8%	2,946	-4%	13,661	-9%	18,217	-8%
Legal	-	n/a	16	-6%	9,315	-7%	9,353	-7%
Business and financial operations	435	-5%	723	-8%	6,527	-1%	7,786	-2%
Protective service	-	n/a	6,602	98%	193	-8%	6,835	91%
Comp. and mathematical	360	19%	1,071	-11%	3,833	13%	5,316	7%
Building and grounds cleaning and maint.	18	4%	4,998	47%	236	-11%	5,272	42%
Sales and related	1,628	-10%	1,744	-8%	1,665	4%	5,114	-5%
Management	401	-10%	536	-1%	3,392	-7%	4,381	-7%
Arts, design, ent., sports, and media	1,947	-3%	75	-12%	801	10%	2,924	0%
Unidentified + Other	1,004	n/a	3,796	n/a	5,792	n/a	9,990	n/a
Total	7,266	-7%	22,507	23%	45,415	-4%	75,188	3%

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

- While 36 percent of occupations in Business Services required a Bachelor’s degree or higher education, the second largest group was occupations requiring only short-term on-the-job training. Occupations requiring only short-term on-the-job training grew by 16 percent since 2007.
- A larger share of occupations requiring only short-term on-the-job training was concentrated in the Operational Services sub-cluster. Professional & Consulting Services mostly relied on workers with a Bachelor’s degree or higher.
- While total jobs in Media, Marketing & Advertising declined by 7 percent, jobs requiring postsecondary non-degree award or an Associate’s degree grew by 10 and 9 percent respectively.
- Operational Services added jobs due to the expansion of less skilled positions requiring only short-term on-the-job training.

EDUCATION REQUIRED OF WORKERS IN BUSINESS SERVICES INDUSTRY CLUSTER

Skill	Change		Change		Change		Change	
	Jobs 2013	% 2007-2013	Jobs 2013	% 2007-2013	Jobs 2013	% 2007-2013	Jobs 2013	% 2007-2013
	Media, Mark. & Adv.		Oper. Serv.		Prof. & Cons. Serv.		All Bus. Serv.	
Short-term on-the-job training	1,856	-7%	14,540	42%	8,827	-8%	25,513	16%
Moderate-term on-the-job training	1,357	-11%	1,549	0%	3,122	-6%	6,233	-6%
Long-term on-the-job training	279	-5%	1,158	-8%	928	(0)	2,400	-7%
Work experience in a related occupation	242	-11%	1,259	24%	2,180	-8%	3,764	1%
Postsecondary non-degree award	124	10%	750	-7%	3,622	-8%	4,611	-8%
Associate's degree	202	9%	378	-8%	4,007	(0)	4,646	-1%
Bachelor's degree	1,774	-6%	1,681	-8%	11,326	7%	15,021	3%
Bachelor's or higher degree or higher or work exp.	569	-38%	569	-2%	10,402	-7%	11,959	-6%
Unidentified	862	n/a	623	n/a	1,001	n/a	1,041	n/a
Total	7,266	-7%	22,507	23%	45,415	-4%	75,188	3%

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Top occupations in the cluster are shown in the tables below. Highlighted occupations are Philadelphia 2013 High Priority Occupations important to the cluster. Wage data are not industry specific and describe all workers in the occupation.

TOP OCCUPATIONS IN MEDIA, ADVERTISING & MARKETING INDUSTRIES IN BUSINESS SERVICES

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Limited Skills Required						
43-4051	Customer Service Representatives	317	3%	\$17.30	\$17.30	4.4%
43-9061	Office Clerks, General	204	(14%)	\$14.76	\$14.76	2.8%
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	151	(18%)	\$16.61	\$16.61	2.1%
41-9011	Demonstrators and Product Promoters	150	(1%)	\$16.12	\$16.12	2.1%
41-3099	Sales Representatives, Services, All Other	148	(5%)	\$28.58	\$28.58	2.0%
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	106	(10%)	\$12.60	\$12.60	1.5%
41-9041	Telemarketers	91	(17%)	\$12.70	\$12.70	1.3%
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	84	(8%)	\$14.75	\$14.75	1.2%
43-4151	Order Clerks	83	34%	\$12.58	\$12.58	1.1%

TOP OCCUPATIONS IN MEDIA, ADVERTISING & MARKETING IN BUSINESS SERVICES, CONTINUED

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Some Training or Experience						
41-3011	Advertising Sales Agents	590	9%	\$24.79	\$24.79	8.1%
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	438	(28%)	\$25.51	\$25.51	6.0%
27-4021	Photographers	143	9%	\$14.57	\$14.57	2.0%
43-3031	Bookkeeping, Accounting, and Auditing Clerks	105	(12%)	\$19.49	\$19.49	1.4%
43-1011	First-Line Supervisors of Office and Administrative Support Workers	80	(8%)	\$27.43	\$27.43	1.1%
41-1012	First-Line Supervisors of Non-Retail Sales Workers	70	(11%)	\$49.81	\$49.81	1.0%
43-5061	Production, Planning, and Expediting Clerks	50	(6%)	\$21.90	\$21.90	0.7%
43-6011	Executive Secretaries and Executive Administrative Assistants	45	(13%)	\$25.27	\$25.27	0.6%
Some College or Associate's						
27-4012	Broadcast Technicians	138	8%	\$16.33	\$16.33	1.9%
27-4011	Audio and Video Equipment Technicians	59	0%	\$18.42	\$18.42	0.8%
15-1151	Computer User Support Specialists	52	11%	\$19.76	\$19.76	0.7%
27-4014	Sound Engineering Technicians	34	0%	\$20.19	\$20.19	0.5%
Bachelor's or Higher						
27-2012	Producers and Directors	417	3%	\$39.32	\$39.32	5.7%
27-3031	Public Relations Specialists	201	0%	\$28.12	\$28.12	2.8%
13-1161	Market Research Analysts and Marketing Specialists	200	0%	\$30.14	\$30.14	2.8%
27-1024	Graphic Designers	199	(19%)	\$23.29	\$23.29	2.7%
11-1021	General and Operations Managers	144	(17%)	\$56.04	\$56.04	2.0%
27-3011	Radio and Television Announcers	124	1%	\$16.42	\$16.42	1.7%
27-4031	Camera Operators, Television, Video, and Motion Picture	92	1%	\$20.79	\$20.79	1.3%
13-2011	Accountants and Auditors	85	(6%)	\$34.46	\$34.46	1.2%
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	82	(29%)	\$43.83	\$43.83	1.1%
Bachelor's or Higher						
27-3022	Reporters and Correspondents	76	21%	\$18.20	\$18.20	1.0%
27-3041	Editors	65	23%	\$28.57	\$28.57	0.9%
27-3043	Writers and Authors	62	5%	\$29.73	\$29.73	0.8%
27-4032	Film and Video Editors	61	(3%)	\$26.23	\$26.23	0.8%
27-1011	Art Directors	60	(9%)	\$42.66	\$42.66	0.8%
15-1134	Web Developers	60	30%	\$30.08	\$30.08	0.8%
27-3021	Broadcast News Analysts	60	15%	\$27.43	\$27.43	0.8%
15-1142	Network and Computer Systems Administrators	59	23%	\$39.00	\$39.00	0.8%
11-2022	Sales Managers	58	(9%)	\$58.48	\$58.48	0.8%
19-3022	Survey Researchers	55	(53%)	\$11.37	\$11.37	0.8%
15-1132	Software Developers, Applications	53	36%	\$42.88	\$42.88	0.7%
15-1131	Computer Programmers	44	(2%)	\$31.73	\$31.73	0.6%
15-1133	Software Developers, Systems Software	39	26%	\$43.49	\$43.49	0.5%
11-2011	Advertising and Promotions Managers	38	(5%)	\$72.81	\$72.81	0.5%
11-2021	Marketing Managers	30	(9%)	\$71.41	\$71.41	0.4%

TOP OCCUPATIONS IN OPERATIONAL SERVICES

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Limited Skills Required						
33-9032	Security Guards	6,034	105%	\$11.17	\$11.17	26.8%
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	3,859	46%	\$13.78	\$13.78	17.1%
43-4051	Customer Service Representatives	780	(8%)	\$17.30	\$17.30	3.5%
41-3099	Sales Representatives, Services, All Other	506	(6%)	\$28.58	\$28.58	2.2%
37-2012	Maids and Housekeeping Cleaners	386	40%	\$12.25	\$12.25	1.7%
37-3011	Landscaping and Groundskeeping Workers	369	71%	\$14.54	\$14.54	1.6%
43-9061	Office Clerks, General	358	6%	\$14.76	\$14.76	1.6%
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	240	3%	\$16.61	\$16.61	1.1%
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	238	(8%)	\$12.60	\$12.60	1.1%
41-2031	Retail Salespersons	215	(29%)	\$10.43	\$10.43	1.0%
43-2021	Telephone Operators	138	(16%)	\$19.98	\$19.98	0.6%
43-5081	Stock Clerks and Order Fillers	118	(20%)	\$10.10	\$10.10	0.5%
53-3033	Light Truck or Delivery Services Drivers	104	18%	\$15.06	\$15.06	0.5%
43-3021	Billing and Posting Clerks	84	(5%)	\$17.12	\$17.12	0.4%
33-9091	Crossing Guards	78	(1%)	\$13.95	\$13.95	0.3%
43-5071	Shipping, Receiving, and Traffic Clerks	77	(8%)	\$14.52	\$14.52	0.3%
37-2019	Building Cleaning Workers, All Other	70	40%	\$12.32	\$12.32	0.3%
53-3032	Heavy and Tractor-Trailer Truck Drivers	62	5%	\$19.39	\$19.39	0.3%
53-7064	Packers and Packagers, Hand	61	(24%)	\$9.76	\$9.76	0.3%
43-4151	Order Clerks	58	(11%)	\$12.58	\$12.58	0.3%
43-9071	Office Machine Operators, Except Computer	54	(11%)	\$14.81	\$14.81	0.2%
41-2021	Counter and Rental Clerks	51	(15%)	\$12.06	\$12.06	0.2%
39-3031	Ushers, Lobby Attendants, and Ticket Takers	50	28%	\$10.39	\$10.39	0.2%
43-4171	Receptionists and Information Clerks	49	7%	\$14.34	\$14.34	0.2%
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	46	21%	\$14.75	\$14.75	0.2%
41-9041	Telemarketers	42	11%	\$12.70	\$12.70	0.2%
Some Training or Experience						
49-9052	Telecommunications Line Installers and Repairers	802	(8%)	\$33.56	\$33.56	3.6%
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	462	5%	\$25.51	\$25.51	2.1%
33-9021	Private Detectives and Investigators	280	111%	\$15.93	\$15.93	1.2%
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	243	33%	\$22.90	\$22.90	1.1%
43-3031	Bookkeeping, Accounting, and Auditing Clerks	191	(5%)	\$19.49	\$19.49	0.8%
43-1011	First-Line Supervisors of Office and Administrative Support Workers	179	(2%)	\$27.43	\$27.43	0.8%

TOP OCCUPATIONS IN OPERATIONAL SERVICES, CONTINUED

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Some Training or Experience						
49-9071	Maintenance and Repair Workers, General	158	1%	\$17.56	\$17.56	0.7%
43-3011	Bill and Account Collectors	137	47%	\$16.64	\$16.64	0.6%
33-1099	First-Line Supervisors of Protective Service Workers, All Other	122	97%	\$25.49	\$25.49	0.5%
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	117	(6%)	\$33.40	\$33.40	0.5%
49-9041	Industrial Machinery Mechanics	95	7%	\$20.74	\$20.74	0.4%
49-2098	Security and Fire Alarm Systems Installers	84	17%	\$23.22	\$23.22	0.4%
13-1199	Business Operations Specialists, All Other	82	(13%)	\$36.54	\$36.54	0.4%
43-5061	Production, Planning, and Expediting Clerks	81	(11%)	\$21.90	\$21.90	0.4%
41-1012	First-Line Supervisors of Non-Retail Sales Workers	77	(1%)	\$49.81	\$49.81	0.3%
43-9021	Data Entry Keyers	69	(27%)	\$14.85	\$14.85	0.3%
43-5032	Dispatchers, Except Police, Fire, and Ambulance	59	4%	\$18.01	\$18.01	0.3%
Some Training or Experience						
13-1023	Purchasing Agents, Except Wholesale, Retail, and Farm Products	57	(8%)	\$29.89	\$29.89	0.3%
43-6011	Executive Secretaries and Executive Administrative Assistants	55	(4%)	\$25.27	\$25.27	0.2%
33-3012	Correctional Officers and Jailers	54	(27%)	\$22.25	\$22.25	0.2%
49-9099	Installation, Maintenance, and Repair Workers, All Other	47	47%	\$17.94	\$17.94	0.2%
41-1011	First-Line Supervisors of Retail Sales Workers	39	(30%)	\$20.70	\$20.70	0.2%
11-3011	Administrative Services Managers	37	(3%)	\$49.01	\$49.01	0.2%
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	37	68%	\$29.04	\$29.04	0.2%
Some College or Associate's						
49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	460	(9%)	\$30.63	\$30.63	2.0%
15-1151	Computer User Support Specialists	178	(11%)	\$19.76	\$19.76	0.8%
49-2011	Computer, Automated Teller, and Office Machine Repairers	123	0%	\$18.18	\$18.18	0.5%
15-1152	Computer Network Support Specialists	109	(11%)	\$30.01	\$30.01	0.5%
49-9062	Medical Equipment Repairers	41	14%	\$21.07	\$21.07	0.2%
27-4011	Audio and Video Equipment Technicians	31	(14%)	\$18.42	\$18.42	0.1%

TOP OCCUPATIONS IN OPERATIONAL SERVICES, CONTINUED

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Bachelor's or Higher						
11-1021	General and Operations Managers	253	7%	\$56.04	\$56.04	1.1%
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	190	2%	\$43.83	\$43.83	0.8%
15-1142	Network and Computer Systems Administrators	185	(7%)	\$39.00	\$39.00	0.8%
15-1133	Software Developers, Systems Software	170	(7%)	\$43.49	\$43.49	0.8%
13-2011	Accountants and Auditors	167	(20%)	\$34.46	\$34.46	0.7%
15-1121	Computer Systems Analysts	120	(15%)	\$41.04	\$41.04	0.5%
13-1161	Market Research Analysts and Marketing Specialists	103	4%	\$30.14	\$30.14	0.5%
17-2072	Electronics Engineers, Except Computer	99	(9%)	\$40.89	\$40.89	0.4%
15-1143	Computer Network Architects	79	(12%)	\$48.80	\$48.80	0.3%
15-1132	Software Developers, Applications	79	(12%)	\$42.88	\$42.88	0.4%
15-1131	Computer Programmers	64	(20%)	\$31.73	\$31.73	0.3%
13-1111	Management Analysts	63	(9%)	\$42.78	\$42.78	0.3%
11-2022	Sales Managers	60	(6%)	\$58.48	\$58.48	0.3%
13-1071	Human Resources Specialists	55	2%	\$29.86	\$29.86	0.2%
41-9031	Sales Engineers	54	(8%)	\$43.36	\$43.36	0.2%
11-3021	Computer and Information Systems Managers	52	(13%)	\$63.07	\$63.07	0.2%
13-1151	Training and Development Specialists	51	2%	\$27.56	\$27.56	0.2%
13-2051	Financial Analysts	36	(10%)	\$35.63	\$35.63	0.2%
11-3031	Financial Managers	35	(10%)	\$63.05	\$63.05	0.2%
15-1141	Database Administrators	32	(9%)	\$34.87	\$34.87	0.1%
11-1011	Chief Executives	27	0%	\$93.14	\$93.14	0.1%
11-2021	Marketing Managers	26	(7%)	\$71.41	\$71.41	0.1%
13-1121	Meeting, Convention, and Event Planners	24	(11%)	\$23.42	\$23.42	0.1%
13-1081	Logisticians	22	0%	\$32.98	\$32.98	0.1%

TOP OCCUPATIONS IN PROFESSIONAL & CONSULTING SERVICES

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Limited Skills Required						
43-9061	Office Clerks, General	1,661	(6%)	\$14.76	\$14.76	3.7%
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,600	(11%)	\$16.61	\$16.61	3.5%
43-4051	Customer Service Representatives	1,068	(6%)	\$17.30	\$17.30	2.4%
43-4171	Receptionists and Information Clerks	619	(8%)	\$14.34	\$14.34	1.4%
41-3099	Sales Representatives, Services, All Other	509	8%	\$28.58	\$28.58	1.1%
43-3021	Billing and Posting Clerks	449	(7%)	\$17.12	\$17.12	1.0%
23-2093	Title Examiners, Abstractors, and Searchers	305	(13%)	\$22.59	\$22.59	0.7%
43-4071	File Clerks	236	(20%)	\$12.51	\$12.51	0.5%
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	199	(3%)	\$12.60	\$12.60	0.4%
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	153	(9%)	\$13.78	\$13.78	0.3%
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	129	(3%)	\$14.75	\$14.75	0.3%
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	128	(7%)	\$19.05	\$19.05	0.3%
33-9032	Security Guards	128	(9%)	\$11.17	\$11.17	0.3%
43-4111	Interviewers, Except Eligibility and Loan	124	(5%)	\$16.14	\$16.14	0.3%
43-4131	Loan Interviewers and Clerks	120	(8%)	\$18.08	\$18.08	0.3%
43-5021	Couriers and Messengers	109	(14%)	\$14.20	\$14.20	0.2%
Some Training or Experience						
43-3031	Bookkeeping, Accounting, and Auditing Clerks	1,083	(8%)	\$19.49	\$19.49	2.4%
43-1011	First-Line Supervisors of Office and Administrative Support Workers	714	(8%)	\$27.43	\$27.43	1.6%
43-6011	Executive Secretaries and Executive Administrative Assistants	561	(10%)	\$25.27	\$25.27	1.2%
13-1199	Business Operations Specialists, All Other	401	(13%)	\$36.54	\$36.54	0.9%
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	354	0%	\$25.51	\$25.51	0.8%
43-3011	Bill and Account Collectors	303	(8%)	\$16.64	\$16.64	0.7%
49-9071	Maintenance and Repair Workers, General	302	(10%)	\$17.56	\$17.56	0.7%
13-1023	Purchasing Agents, Except Wholesale, Retail, and Farm Products	236	(1%)	\$29.89	\$29.89	0.5%
11-3011	Administrative Services Managers	176	(8%)	\$49.01	\$49.01	0.4%
43-9021	Data Entry Keyers	175	(14%)	\$14.85	\$14.85	0.4%
11-9199	Managers, All Other	171	(11%)	\$49.08	\$49.08	0.4%
43-5061	Production, Planning, and Expediting Clerks	159	(1%)	\$21.90	\$21.90	0.3%
43-3051	Payroll and Timekeeping Clerks	145	(6%)	\$19.92	\$19.92	0.3%
13-1022	Wholesale and Retail Buyers, Except Farm Products	130	(8%)	\$25.70	\$25.70	0.3%
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	104	2%	\$18.38	\$18.38	0.2%

TOP OCCUPATIONS IN PROFESSIONAL & CONSULTING SERVICES, CONTINUED

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Some College or Associate's						
43-6012	Legal Secretaries	3,442	(9%)	\$24.71	\$24.71	7.6%
23-2011	Paralegals and Legal Assistants	2,540	(4%)	\$29.68	\$29.68	5.6%
15-1151	Computer User Support Specialists	530	8%	\$19.76	\$19.76	1.2%
17-3011	Architectural and Civil Drafters	147	(2%)	\$22.11	\$22.11	0.3%
15-1152	Computer Network Support Specialists	137	8%	\$30.01	\$30.01	0.3%
29-1141	Registered Nurses	97	(8%)	\$36.32	\$36.32	0.2%
17-3022	Civil Engineering Technicians	89	11%	\$23.17	\$23.17	0.2%
17-3023	Electrical and Electronics Engineering Technicians	80	10%	\$24.09	\$24.09	0.2%
17-3013	Mechanical Drafters	80	11%	\$23.90	\$23.90	0.2%
17-3025	Environmental Engineering Technicians	68	6%	\$19.49	\$19.49	0.1%
19-4091	Environmental Science and Protection Technicians, Including Health	52	2%	\$15.83	\$15.83	0.1%
Bachelor's or Higher						
23-1011	Lawyers	6,386	(8%)	\$65.10	\$65.10	14.1%
13-2011	Accountants and Auditors	1,104	0%	\$34.46	\$34.46	2.4%
13-1111	Management Analysts	963	(1%)	\$42.78	\$42.78	2.1%
13-1075	Labor Relations Specialists	946	(10%)	\$21.95	\$21.95	2.1%
11-1021	General and Operations Managers	919	(9%)	\$56.04	\$56.04	2.0%
13-1161	Market Research Analysts and Marketing Specialists	849	14%	\$30.14	\$30.14	1.9%
15-1121	Computer Systems Analysts	658	10%	\$41.04	\$41.04	1.4%
15-1133	Software Developers, Systems Software	629	30%	\$43.49	\$43.49	1.4%
17-2051	Civil Engineers	620	15%	\$35.83	\$35.83	1.4%
15-1142	Network and Computer Systems Administrators	488	11%	\$39.00	\$39.00	1.1%
15-1132	Software Developers, Applications	397	16%	\$42.88	\$42.88	0.9%
15-1131	Computer Programmers	396	15%	\$31.73	\$31.73	0.9%
11-3031	Financial Managers	389	(9%)	\$63.05	\$63.05	0.9%
13-1071	Human Resources Specialists	379	2%	\$29.86	\$29.86	0.8%
27-3031	Public Relations Specialists	297	(5%)	\$28.12	\$28.12	0.7%
13-2051	Financial Analysts	292	2%	\$35.63	\$35.63	0.6%
11-3021	Computer and Information Systems Managers	275	1%	\$63.07	\$63.07	0.6%
17-2141	Mechanical Engineers	273	9%	\$37.20	\$37.20	0.6%
13-1151	Training and Development Specialists	238	7%	\$27.56	\$27.56	0.5%
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	230	14%	\$43.83	\$43.83	0.5%

TOP OCCUPATIONS IN PROFESSIONAL & CONSULTING SERVICES, CONTINUED

SOC	Occupation	Jobs 2013	% Change from 2007	Entry-Level Earnings	Median Hourly Earnings	% of the Total Jobs in Cluster
Bachelor's or Higher						
11-1011	Chief Executives	224	(10%)	\$93.14	\$93.14	0.5%
11-2021	Marketing Managers	223	(4%)	\$71.41	\$71.41	0.5%
13-1081	Logisticians	206	16%	\$32.98	\$32.98	0.5%
27-1024	Graphic Designers	196	30%	\$23.29	\$23.29	0.4%
11-2022	Sales Managers	196	(6%)	\$58.48	\$58.48	0.4%
17-2071	Electrical Engineers	182	11%	\$41.88	\$41.88	0.4%
11-9041	Architectural and Engineering Managers	174	7%	\$61.31	\$61.31	0.4%
17-2081	Environmental Engineers	171	8%	\$37.51	\$37.51	0.4%
19-3022	Survey Researchers	153	10%	\$11.37	\$11.37	0.3%
17-2112	Industrial Engineers	149	8%	\$37.70	\$37.70	0.3%
13-1041	Compliance Officers	122	(1%)	\$31.21	\$31.21	0.3%
15-1141	Database Administrators	121	8%	\$34.87	\$34.87	0.3%
19-2041	Environmental Scientists and Specialists, Including Health	117	4%	\$26.34	\$26.34	0.3%
13-1141	Compensation, Benefits, and Job Analysis Specialists	116	(9%)	\$31.60	\$31.60	0.3%
15-1143	Computer Network Architects	110	9%	\$48.80	\$48.80	0.2%
11-3121	Human Resources Managers	105	(5%)	\$59.88	\$59.88	0.2%

Source: Philadelphia Works analysis of the QCEW Employees & Non-QCEW Employees - EMSI 2013.4 Class of Worker data

Notes on Data

We followed industry cluster definitions proposed by the Center for Workforce Information & Analysis. Some industries that have a low number of jobs in Philadelphia County were excluded from the analysis and PA industry clusters were formed in the same way to make comparisons possible.

All the wage, employment, and staffing patterns data in this report come from the EMSI 2013.4 Class of Worker Data. EMSI industry data have various sources including the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns and Current Employment Statistics. Non-QCEW employee data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics.

Philadelphia Works worked with the Quarterly Workforce Indicators data available through the U.S. Census and defined the industry clusters at the four-digit NAICS code level. An industry group was assigned to a cluster if most of the employment fell in that cluster. Because the data are cyclical, the quarterly data were smoothed using a simple moving average. This report shows the data for the third quarter of 2012 plus three previous quarters.

The PA Employer Database available through the Center for Workforce Information & Analysis was used to report on the employers by size.