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## Occupational Employment and Wages in Knoxville — May 2019

Workers in the Knoxville, TN Metropolitan Statistical Area had an average (mean) hourly wage of \$21.85 in May 2019, about 15 percent below the nationwide average of \$25.72, the U.S. Bureau of Labor Statistics reported today. Regional Commissioner Janet S. Rankin noted that, after testing for statistical significance, 20 of the 22 major occupational groups had average wages in the local area that were significantly lower than their respective national averages, including computer and mathematical, legal, and construction and extraction.

When compared to the nationwide distribution, Knoxville area employment was more highly concentrated in 7 of the 22 occupational groups, including office and administrative support, production, and management. Eleven groups had employment shares significantly below their national representation, including business and financial operations, healthcare support, and educational instruction and library. (See [table A](#) and [box note](#) at end of release.)

**Table A. Occupational employment and wages by major occupational group, United States and the Knoxville, TN Metropolitan Statistical Area, and measures of statistical significance, May 2019**

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Knoxville	United States	Knoxville	Percent difference <sup>(1)</sup>
Total, all occupations .....	100.0	100.0	\$25.72	\$21.85*	-15
Management .....	5.5	6.4*	58.88	46.96*	-20
Business and financial operations .....	5.6	4.1*	37.56	31.09*	-17
Computer and mathematical .....	3.1	2.2*	45.08	34.26*	-24
Architecture and engineering .....	1.8	2.0*	42.69	39.82*	-7
Life, physical, and social science .....	0.9	0.9	37.28	33.11*	-11
Community and social service .....	1.5	1.3*	24.27	20.04*	-17
Legal .....	0.8	0.6*	52.71	40.33*	-23
Educational instruction and library .....	6.1	5.1*	27.75	24.33*	-12
Arts, design, entertainment, sports, and media .....	1.4	1.1*	29.79	23.76*	-20
Healthcare practitioners and technical .....	5.9	6.7*	40.21	33.70*	-16
Healthcare support .....	4.4	3.4*	14.91	13.97*	-6
Protective service .....	2.4	1.9*	23.98	19.21*	-20
Food preparation and serving related .....	9.2	9.4	12.82	10.97*	-14
Building and grounds cleaning and maintenance .....	3.0	3.7*	15.03	12.33*	-18
Personal care and service .....	2.2	2.0*	15.03	12.57*	-16
Sales and related .....	9.8	10.0	20.70	17.86*	-14
Office and administrative support .....	13.3	15.2*	19.73	17.63*	-11
Farming, fishing, and forestry .....	0.3	0.1*	15.07	15.47	3
Construction and extraction .....	4.2	3.5*	25.28	19.95*	-21
Installation, maintenance, and repair .....	3.9	4.3*	24.10	21.57*	-10
Production .....	6.2	7.3*	19.30	18.67	-3

Note: See footnotes at end of table.

**Table A. Occupational employment and wages by major occupational group, United States and the Knoxville, TN Metropolitan Statistical Area, and measures of statistical significance, May 2019 - Continued**

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Knoxville	United States	Knoxville	Percent difference <sup>(1)</sup>
Transportation and material moving .....	8.5	9.0	18.23	16.11*	-12

Footnotes:

(1) A positive percent difference measures how much the mean wage in the Knoxville, TN Metropolitan Statistical Area is above the national mean wage, while a negative difference reflects a lower wage.

\* The mean hourly wage or percent share of employment is significantly different from the national average of all areas at the 90-percent confidence level.

One occupational group—office and administrative support—was chosen to illustrate the diversity of data available for any of the 22 major occupational categories. Knoxville had 58,120 jobs in office and administrative support occupations, accounting for 15.2 percent of local area employment, significantly higher than the 13.3-percent share nationally. The local average hourly wage for this occupational group was \$17.63, significantly lower than the national wage of \$19.73.

Some of the larger detailed occupations within the office and administrative support group included customer service representatives (11,350); general office clerks (8,900); and secretaries and administrative assistants, except legal, medical, and executive (5,930). Among the higher-paying jobs in this group were executive secretaries and executive administrative assistants, and first-line supervisors of office and administrative support workers, with mean hourly wages of \$27.31 and \$26.63, respectively. At the lower end of the wage scale were clerical library assistants (\$12.50) and tellers (\$13.13). (Detailed data for the office and administrative support occupations are presented in [table 1](#); for a complete listing of detailed occupations available go to [www.bls.gov/oes/current/oes\\_28940.htm](http://www.bls.gov/oes/current/oes_28940.htm).)

Location quotients allow us to explore the occupational make-up of a metropolitan area by comparing the composition of jobs in an area relative to the national average. (See [table 1](#).) For example, a location quotient of 2.0 indicates that an occupation accounts for twice the share of employment in the area than it does nationally. In the Knoxville area, above-average concentrations of employment were found in some of the occupations within the office and administrative support group. For instance, order clerks were employed at 2.5 times the national rate in Knoxville, and customer service representatives, at 1.5 times the U.S. average. Medical secretaries and administrative assistants had a location quotient of 1.0 in Knoxville, indicating that this particular occupation’s local and national employment shares were similar.

These statistics are from the Occupational Employment Statistics (OES) survey, a federal-state cooperative program between BLS and State Workforce Agencies, in this case, the Tennessee Department of Labor & Workforce Development.

## Changes to the Occupational Employment Statistics (OES) Data

With the May 2019 estimates, the OES program has begun implementing the 2018 Standard Occupational Classification (SOC) system. Each set of OES estimates is calculated from six panels of survey data collected over three years. Because the May 2019 estimates are based on a combination of survey data collected using the 2010 SOC and survey data collected using the 2018 SOC, these estimates use a hybrid of the two classification systems that contains some combinations of occupations that are not found in either the 2010 or 2018 SOC. These combinations may include occupations from more than one 2018 SOC minor group or broad occupation. Therefore, OES will not publish data for some 2018 SOC minor groups and broad occupations in the May 2019 estimates. The May 2021 estimates, to be published in Spring 2022, will be the first OES estimates based entirely on survey data collected using the 2018 SOC.

In addition, the OES program has replaced some 2018 SOC detailed occupations with SOC broad occupations or OES-specific aggregations. These include home health aides and personal care aides, for which OES will publish only the 2018 SOC broad occupation 31-1120 Home Health and Personal Care Aides.

For more information on the occupational classification system used in the May 2019 OES estimates, please see [www.bls.gov/oes/soc\\_2018.htm](http://www.bls.gov/oes/soc_2018.htm) and [www.bls.gov/oes/oes\\_ques.htm#qf10](http://www.bls.gov/oes/oes_ques.htm#qf10).

The May 2019 OES estimates use the metropolitan area definitions delineated in Office of Management and Budget (OMB) Bulletin 17-01, which add a new Metropolitan Statistical Area (MSA) for Twin Falls, Idaho. For more information on the area definitions used in the May 2019 estimates, please see [www.bls.gov/oes/current/msa\\_def.htm](http://www.bls.gov/oes/current/msa_def.htm).

## Technical Note

The Occupational Employment Statistics (OES) survey is a semiannual survey measuring occupational employment and wage rates for wage and salary workers in nonfarm establishments in the United States. The OES data available from BLS include cross-industry occupational employment and wage estimates for the nation; over 580 areas, including states and the District of Columbia, metropolitan statistical areas (MSAs), nonmetropolitan areas, and territories; national industry-specific estimates at the NAICS sector, 3-digit, most 4-digit, and selected 5- and 6-digit industry levels, and national estimates by ownership across all industries and for schools and hospitals. OES data are available at [www.bls.gov/oes/tables.htm](http://www.bls.gov/oes/tables.htm).

The OES survey is a cooperative effort between BLS and the State Workforce Agencies (SWAs). BLS funds the survey and provides the procedures and technical support, while the State Workforce Agencies collect most of the data. OES estimates are constructed from a sample of about 1.1 million establishments. Each year, two semiannual panels of approximately 180,000 to 200,000 sampled establishments are contacted, one panel in May and the other in November. Responses are obtained by mail, Internet or other electronic means, email, telephone, or personal visit. The May 2019 estimates are based on responses from six semiannual panels collected over a 3-year period: May 2019, November 2018, May 2018, November 2017, May 2017, and November 2016. The unweighted sample employment of 83 million across all six semiannual panels represents approximately 57 percent of total national employment. The overall national response rate for the six panels, based on the 50 states and the District of Columbia, is 71 percent based on establishments and 68

percent based on weighted sampled employment. The sample in the Knoxville, TN Metropolitan Statistical Area included 2,885 establishments with a response rate of 66 percent. For more information about OES concepts and methodology, go to [www.bls.gov/oes/current/oes\\_tec.htm](http://www.bls.gov/oes/current/oes_tec.htm).

A value that is statistically different from another does not necessarily mean that the difference has economic or practical significance. Statistical significance is concerned with the ability to make confident statements about a universe based on a sample. It is entirely possible that a large difference between two values is not significantly different statistically, while a small difference is, since both the size and heterogeneity of the sample affect the relative error of the data being tested.

The May 2019 OES estimates are the first set of OES estimates to be based in part on survey data collected using the 2018 SOC. These estimates use a hybrid of the 2010 and 2018 SOC systems. More information on the hybrid classification system is available at [www.bls.gov/oes/soc\\_2018.htm](http://www.bls.gov/oes/soc_2018.htm).

The May 2019 OES estimates are based on the 2017 North American Industry Classification System (NAICS). More information about the 2017 NAICS is available at [www.bls.gov/bls/naics.htm](http://www.bls.gov/bls/naics.htm).

### **Metropolitan area definitions**

The substate area data published in this release reflect the standards and definitions established by the U.S. Office of Management and Budget.

The **Knoxville, TN Metropolitan Statistical Area** includes Anderson, Blount, Campbell, Grainger, Knox, Loudon, Morgan, Roane, and Union Counties.

### **For more information**

Answers to frequently asked questions about the OES data are available at [www.bls.gov/oes/oes\\_ques.htm](http://www.bls.gov/oes/oes_ques.htm). Detailed information about the OES program is available at [www.bls.gov/oes/oes\\_doc.htm](http://www.bls.gov/oes/oes_doc.htm).

Information in this release will be made available to sensory impaired individuals upon request. Voice phone: (202) 691-5200; Federal Relay Service: (800) 877-8339.

**Table 1. Employment and wage data for office and administrative support occupations, Knoxville, TN Metropolitan Statistical Area, May 2019**

Occupation <sup>(1)</sup>	Employment		Mean wages	
	Level <sup>(2)</sup>	Location quotient <sup>(3)</sup>	Hourly	Annual <sup>(4)</sup>
Office and administrative support occupations.....	58,120	1.1	\$17.63	\$36,660
First-line supervisors of office and administrative support workers.....	4,940	1.3	26.63	55,390
Switchboard operators, including answering service .....	150	0.9	14.00	29,130
Bill and account collectors.....	660	1.1	16.42	34,160
Billing and posting clerks.....	1,420	1.2	17.78	36,980
Bookkeeping, accounting, and auditing clerks.....	4,400	1.1	19.40	40,360
Payroll and timekeeping clerks.....	300	0.8	20.57	42,780
Procurement clerks .....	160	0.9	22.16	46,090
Tellers.....	1,420	1.2	13.13	27,320
Financial clerks, all other.....	60	0.7	22.09	45,940
Brokerage clerks .....	150	1.2	(5)	(5)
Court, municipal, and license clerks.....	580	1.5	18.23	37,920
Credit authorizers, checkers, and clerks .....	180	2.6	18.17	37,790
Customer service representatives.....	11,350	1.5	14.77	30,710
Eligibility interviewers, government programs.....	220	0.6	18.08	37,610
File clerks .....	290	1.1	14.81	30,800
Hotel, motel, and resort desk clerks.....	460	0.7	10.02	20,840
Interviewers, except eligibility and loan.....	620	1.3	13.73	28,570
Library assistants, clerical .....	270	1.2	12.50	26,010
Loan interviewers and clerks.....	400	0.7	20.10	41,800
New accounts clerks .....	120	1.0	16.49	34,300
Order clerks.....	900	2.5	15.04	31,290
Human resources assistants, except payroll and timekeeping .....	180	0.6	19.68	40,930
Receptionists and information clerks.....	2,470	0.9	14.07	29,270
Reservation and transportation ticket agents and travel clerks .....	280	0.9	20.05	41,710
Cargo and freight agents.....	250	1.0	19.98	41,570
Couriers and messengers .....	320	1.6	13.49	28,060
Public safety telecommunicators.....	180	0.7	19.38	40,310
Dispatchers, except police, fire, and ambulance.....	570	1.1	19.04	39,610
Meter readers, utilities .....	70	0.9	24.05	50,020
Postal service clerks.....	160	0.8	24.79	51,560
Postal service mail carriers .....	940	1.1	24.96	51,910
Postal service mail sorters, processors, and processing machine operators.....	420	1.6	23.49	48,850
Production, planning, and expediting clerks.....	1,040	1.1	22.54	46,880
Shipping, receiving, and inventory clerks.....	2,190	1.2	15.92	33,110
Weighers, measurers, checkers, and samplers, recordkeeping.....	220	1.4	16.39	34,090
Executive secretaries and executive administrative assistants .....	570	0.4	27.31	56,800
Legal secretaries and administrative assistants.....	360	0.8	23.26	48,390
Medical secretaries and administrative assistants.....	1,490	1.0	15.54	32,330
Secretaries and administrative assistants, except legal, medical, and executive.....	5,930	1.1	17.30	35,990
Data entry keyers .....	470	1.1	16.25	33,790
Insurance claims and policy processing clerks .....	590	0.9	16.25	33,810
Mail clerks and mail machine operators, except postal service .....	120	0.6	15.48	32,210
Office clerks, general.....	8,900	1.2	16.51	34,350
Office machine operators, except computer.....	100	0.9	14.17	29,460
Office and administrative support workers, all other .....	340	0.7	13.77	28,640

Footnotes:

- (1) For a complete listing of all detailed occupations in the Knoxville, TN Metropolitan Statistical Area, see [www.bls.gov/oes/current/oes\\_28940.htm](http://www.bls.gov/oes/current/oes_28940.htm)  
(2) Estimates for detailed occupations may not sum to the totals due to rounding, and because the totals may include occupations that are not shown

Note: See footnotes at end of table.

separately. Estimates do not include self-employed workers.

(3) The location quotient is the ratio of the area concentration of occupational employment to the national average concentration. A location quotient greater than one indicates the occupation has a higher share of employment than average, and a location quotient less than one indicates the occupation is less prevalent in the area than average.

(4) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

(5) Estimate not released.