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Occupational Employment and Wages in Phoenix-Mesa-Glendale, May 2014

Workers in the Phoenix-Mesa-Glendale Metropolitan Statistical Area had an average (mean) hourly wage of \$22.04 in May 2014, about 3 percent below the nationwide average of \$22.71, according to the U.S. Bureau of Labor Statistics. Regional Commissioner Richard J. Holden noted that, after testing for statistical significance, wages in the local area were higher than their respective national averages in 1 of the 22 major occupational groups: healthcare support. Eleven groups had significantly lower wages than their respective national averages, including arts, design, entertainment, sports, and media; education, training, and library; and management.

When compared to the nationwide distribution, local employment was more highly concentrated in 9 of the 22 occupational groups, including office and administrative support; sales and related; and computer and mathematical. Conversely, eight groups had employment shares significantly below their national representation, including production; education, training, and library; and transportation and material moving. (See [table A](#) and [box note](#) at end of release.)

Table A. Occupational employment and wages by major occupational group, United States and the Phoenix-Mesa-Glendale Metropolitan Statistical Area, and measures of statistical significance, May 2014

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Phoenix	United States	Phoenix	Percent difference ⁽¹⁾
Total, all occupations	100.0%	100.0%	\$22.71	\$22.04*	-3
Management	5.0	5.2*	54.08	50.65*	-6
Business and financial operations.....	5.1	5.5*	34.81	31.53*	-9
Computer and mathematical	2.8	3.6*	40.37	38.20*	-5
Architecture and engineering	1.8	2.1*	39.19	37.73*	-4
Life, physical, and social science	0.8	0.5*	33.69	30.49*	-9
Community and social services.....	1.4	1.4	21.79	20.01*	-8
Legal.....	0.8	0.8	48.61	45.21	-7
Education, training, and library.....	6.2	5.1*	25.10	21.61*	-14
Arts, design, entertainment, sports, and media.....	1.3	1.3	26.82	22.90*	-15
Healthcare practitioner and technical	5.8	5.3*	36.54	36.82	1
Healthcare support	2.9	2.6*	13.86	15.19*	10
Protective service	2.4	2.7*	21.14	20.70	-2
Food preparation and serving related	9.1	9.4*	10.57	10.69	1
Building and grounds cleaning and maintenance ...	3.2	2.9*	12.68	11.64*	-8
Personal care and service.....	3.1	3.2	12.01	12.02	0
Sales and related	10.5	11.8*	18.59	18.12	-3
Office and administrative support.....	16.0	17.9*	17.08	17.06	0
Farming, fishing, and forestry	0.3	0.2*	12.09	11.04*	-9
Construction and extraction.....	3.9	4.4*	22.40	20.34*	-9
Installation, maintenance, and repair	3.9	3.8	21.74	21.61	-1

Note: See footnotes at end of table.

Table A. Occupational employment and wages by major occupational group, United States and the Phoenix-Mesa-Glendale Metropolitan Statistical Area, and measures of statistical significance, May 2014 - Continued

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Phoenix	United States	Phoenix	Percent difference ⁽¹⁾
Production	6.6	4.5*	17.06	16.91	-1
Transportation and material moving	6.8	5.9*	16.57	17.38	5

Footnotes:

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

* The percent share of employment or mean hourly wage for this area 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. Phoenix-Mesa-Glendale had 326,400 jobs in office and administrative support, accounting for 17.9 percent of local area employment, significantly higher than the 16.0-percent share nationally. The average hourly wage for this occupational group locally was \$17.06, compared to the national wage of \$17.08.

Some of the largest detailed occupations within the office and administrative support group included customer service representatives (62,010), general office clerks (36,100), and secretaries and administrative assistants, except legal, medical, and executive (28,900). Among the higher paying jobs were postal service clerks and postal service mail carriers, with mean hourly wages of \$25.72 and \$25.45, respectively. At the lower end of the wage scale were hotel, motel, and resort desk clerks (\$10.85) and clerical library assistants (\$12.34). (Detailed occupational data for office and administrative support are presented in [table 1](#); for a complete listing of detailed occupations available go to www.bls.gov/oes/2014/may/oes_38060.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 Phoenix-Mesa-Glendale Metropolitan Statistical Area, above-average concentrations of employment were found in some of the occupations within the office and administrative support group. For instance, reservation and transportation ticket agents and travel clerks were employed at 1.9 times the national rate in Phoenix, and customer service representatives, at 1.8 times the U.S. average. On the other hand, secretaries and administrative assistants, except legal, medical, and executive, had a location quotient of 1.0 in Phoenix, 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 Arizona Department of Administration.

Note

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.

Technical Note

The Occupational Employment Statistics (OES) survey is a semiannual mail survey measuring occupational employment and wage rates for wage and salary workers in nonfarm establishments in the United States. Guam, Puerto Rico, and the Virgin Islands are also surveyed, but their data are not included in the national estimates. OES estimates are constructed from a sample of about 1.2 million establishments. Forms are mailed to approximately 200,000 sampled establishments in May and November each year. May 2014 estimates are based on responses from six semiannual panels collected over a 3-year period: May 2014, November 2013, May 2013, November 2012, May 2012, and November 2011. The overall national response rate for the six panels is 74.3 percent based on establishments and 70.5 percent based on weighted sampled employment. The unweighted employment of sampled establishments across all six semiannual panels represents approximately 57.1 percent of total national employment. (Response rates are slightly lower for these estimates due to the federal shutdown in October 2013.) The sample in the Phoenix-Mesa-Glendale Metropolitan Statistical Area included 7,228 establishments with a response rate of 75 percent. For more information about OES concepts and methodology, go to www.bls.gov/news.release/ocwage.tn.htm.

The OES survey provides estimates of employment and hourly and annual wages for wage and salary workers in 22 major occupational groups and 821 detailed occupations for the nation, states, metropolitan statistical areas, metropolitan divisions, and nonmetropolitan areas. In addition, employment and wage estimates for 94 minor groups and 458 broad occupations are available in the national data. OES data by state and metropolitan/nonmetropolitan area are available from www.bls.gov/oes/current/oessrcst.htm and www.bls.gov/oes/current/oessrcma.htm, respectively.

The May 2014 OES estimates are based on the 2010 Standard Occupational Classification (SOC) system and the 2012 North American Industry Classification System (NAICS). Information about the 2010 SOC is available on the BLS website at www.bls.gov/soc and information about the 2012 NAICS is available at www.bls.gov/bls/naics.htm.

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 **Phoenix-Mesa-Glendale, Ariz. Metropolitan Statistical Area** includes Maricopa and Pinal Counties.

Additional information

OES data are available on our regional web page at www.bls.gov/regions/west. Answers to frequently asked questions about the OES data are available at www.bls.gov/oes/oes_ques.htm. Detailed technical information about the OES survey is available in our Survey Methods and Reliability Statement on the BLS website at www.bls.gov/oes/2014/may/methods_statement.pdf.

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 from the Occupational Employment Statistics survey, by occupation, Phoenix-Mesa-Glendale Metropolitan Statistical Area, May 2014

Occupation ⁽¹⁾	Employment		Mean wages	
	Level ⁽²⁾	Location quotient ⁽³⁾	Hourly	Annual ⁽⁴⁾
Office and Administrative Support Occupations	326,400	1.1	\$17.06	\$35,480
First-Line Supervisors of Office and Administrative Support Workers	27,950	1.5	24.34	50,620
Switchboard Operators, Including Answering Service	1,080	0.7	12.77	26,560
Telephone Operators	60	0.4	14.88	30,950
Bill and Account Collectors	7,590	1.6	17.12	35,620
Billing and Posting Clerks	7,600	1.2	16.61	34,550
Bookkeeping, Accounting, and Auditing Clerks	18,370	0.9	17.99	37,410
Payroll and Timekeeping Clerks	1,820	0.8	18.32	38,100
Procurement Clerks	1,220	1.3	18.01	37,460
Tellers	5,210	0.8	13.08	27,210
Financial Clerks, All Other	1,650	3.3	19.34	40,230
Brokerage Clerks	1,730	2.2	24.50	50,950
Correspondence Clerks	200	1.9	19.84	41,270
Court, Municipal, and License Clerks	2,200	1.3	16.75	34,850
Credit Authorizers, Checkers, and Clerks	1,080	1.7	20.06	41,730
Customer Service Representatives	62,010	1.8	16.06	33,410
Eligibility Interviewers, Government Programs	810	0.5	18.53	38,550
File Clerks	2,340	1.2	15.99	33,270
Hotel, Motel, and Resort Desk Clerks	2,850	0.9	10.85	22,560
Interviewers, Except Eligibility and Loan	1,450	0.6	14.12	29,360
Library Assistants, Clerical	810	0.6	12.34	25,670
Loan Interviewers and Clerks	5,200	1.8	20.05	41,700
New Accounts Clerks	1,280	1.8	18.96	39,440
Order Clerks	3,700	1.4	16.02	33,330
Human Resources Assistants, Except Payroll and Timekeeping	1,600	0.9	17.13	35,640
Receptionists and Information Clerks	10,660	0.8	13.20	27,450
Reservation and Transportation Ticket Agents and Travel Clerks	3,490	1.9	16.63	34,600
Information and Record Clerks, All Other	4,100	1.7	18.75	39,000
Cargo and Freight Agents	320	0.3	20.72	43,090
Couriers and Messengers	480	0.5	13.37	27,800
Police, Fire, and Ambulance Dispatchers	1,100	0.8	22.22	46,230
Dispatchers, Except Police, Fire, and Ambulance	3,220	1.3	16.40	34,120
Meter Readers, Utilities	300	0.6	23.86	49,630
Postal Service Clerks	550	0.6	25.72	53,490
Postal Service Mail Carriers	3,430	0.8	25.45	52,930
Postal Service Mail Sorters, Processors, and Processing Machine Operators	1,430	0.9	23.78	49,460
Production, Planning, and Expediting Clerks	5,680	1.4	21.39	44,490
Shipping, Receiving, and Traffic Clerks	7,540	0.8	15.64	32,530
Stock Clerks and Order Fillers	24,050	1.0	12.36	25,700
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	710	0.8	14.87	30,940
Executive Secretaries and Executive Administrative Assistants	6,040	0.6	24.48	50,920
Legal Secretaries	2,360	0.8	20.64	42,940
Medical Secretaries	12,360	1.8	14.68	30,530
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	28,900	1.0	16.47	34,250
Computer Operators	490	0.6	17.88	37,200
Data Entry Keyers	3,560	1.3	13.87	28,850
Word Processors and Typists	330	0.3	16.08	33,460
Desktop Publishers	120	0.7	19.30	40,140
Insurance Claims and Policy Processing Clerks	4,340	1.3	17.22	35,810

Note: See footnotes at end of table.

Table 1. Employment and wage data from the Occupational Employment Statistics survey, by occupation, Phoenix-Mesa-Glendale Metropolitan Statistical Area, May 2014 - Continued

Occupation ⁽¹⁾	Employment		Mean wages	
	Level ⁽²⁾	Location quotient ⁽³⁾	Hourly	Annual ⁽⁴⁾
Mail Clerks and Mail Machine Operators, Except Postal Service	1,630	1.2	12.53	26,060
Office Clerks, General	36,100	0.9	15.98	33,240
Office Machine Operators, Except Computer.....	1,130	1.3	14.61	30,380
Proofreaders and Copy Markers	70	0.5	16.92	35,190
Statistical Assistants	180	0.9	19.29	40,120
Office and Administrative Support Workers, All Other.....	1,840	0.6	17.28	35,940

Footnotes:

(1) For a complete listing of all detailed occupations in Phoenix-Mesa-Glendale, AZ, see www.bls.gov/oes/current/oes_38060.htm

(2) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown 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.