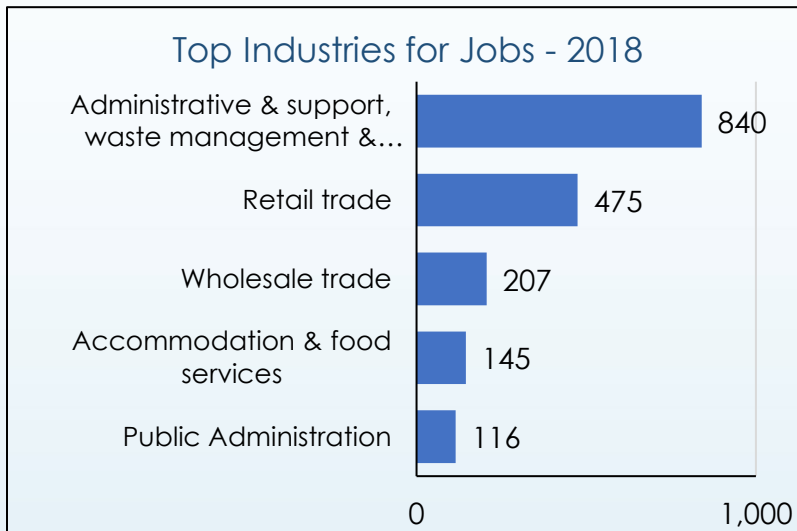


Occupational Profile: Other Customer and Information Services Representatives

Hourly Earning Estimates - 2018		
Low	Median	High
\$12.17	\$17.04	\$29.27
Median annual income: \$35,449		

Local available job postings throughout 2019: **523**



Number of Jobs in Niagara	
2011	2018
2,669	2,537

Local Job Counts - 2018	
St. Catharines	949
Niagara Falls	584
Welland	264
Niagara-on-the-Lake	150
Thorold	144

In-demand Soft Skills – 2019

- Customer service oriented
- Oral & written communication
- Detail oriented
- Problem solving
- Teamwork
- Marketing
- Organizational skills
- Decision making
- Creativity
- Team-oriented

The Big Picture:

- Educational requirements: High school diploma
- Full-time jobs: 62%
- Part-time jobs: 38%
- 2017-2021 provincial job outlook is **below average** based on Ontario job projections