



Occupation Skills Transferability Guide

This guide is designed to help job seekers coming from a specific occupation see potentially compatible alternative occupations. This is useful for those looking for a career change, looking for career growth, or those who are struggling to find employment in their previous occupation that want to explore additional options. Occupations listed will require varying levels of additional training, skills, and experience but provides a solid starting point to explore additional options or see what specific training opportunities exist to help make these transitions. This guide is part of our series on skills-based career pathways shifting away from career navigation by industry towards an understanding of how individuals can navigate across multiple industries depending on their individual skill sets and experience.

2023 Edition

Customer Service Representatives

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Overview		Education	
Median Hourly Earnings:	\$18.17/hr	Bachelor's Degree	16.0%
2021 Jobs:	30,371	Associate's Degree (or other 2-year degree)	3.7%
2021-2032 Change:	1,391	Some College Courses	6.4%
2021-2032 Estimated Annual Openings:	4,120	Post-Secondary Certificate - awarded for training completed after high school (for example, in agriculture or natural resources, computer services, personal or culinary services, engineering technologies, healthcare, construction trades, mechanic and repair technologies, or precision production)	2.6%
		High School Diploma - or the equivalent (for example, GED)	67.2%
		Less than a High School Diploma	4.2%

Compatible Occupations			
O*NET Occupation	Median Hourly Earnings	2021 Jobs	2032 Expected Growth
Receptionists and Information Clerks	\$15.11	11,631	8.4%
Insurance Claims Clerks	\$21.68	1,932	6.9%
Insurance Policy Processing Clerks	\$21.68	1,932	6.9%
Billing, Cost, and Rate Clerks	\$18.22	4,075	5.9%
Statement Clerks	\$18.22	4,075	5.9%
Credit Checkers	\$22.44	241	5.2%
Correspondence Clerks	\$19.67	49	3.5%
Office Clerks, General	\$16.64	23,940	2.1%
Bill and Account Collectors	\$17.91	2,067	-4.9%
Interviewers, Except Eligibility and Loar	\$16.98	2,132	-6.0%

Top 10 Competencies		
Knowledge	Skill	Ability
Customer and Personal Service	Active Listening	Oral Comprehension
Computers and Electronics	Speaking	Oral Expression
Clerical	Service Orientation	Written Comprehension
English Language	Reading Comprehension	Speech Clarity
Mathematics	Critical Thinking	Written Expression
Communications and Media	Coordination	Near Vision
Economics and Accounting	Writing	Speech Recognition
Sales and Marketing	Persuasion	Problem Sensitivity
Administration and Management	Monitoring	Category Flexibility
Telecommunications	Complex Problem Solving	Deductive Reasoning