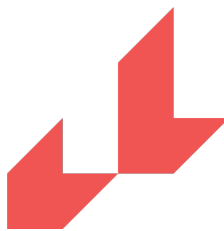


# Job Posting Analytics

Lightcast Q4 2024 Data Set

December 2024

Lightcast



232 N. Almon St.  
Moscow, Idaho 83843

# Parameters

Select Timeframe: Apr 2022 - Apr 2023

Occupations:

Results should include

Code	Description
43-4051	Customer Service Representatives

Regions:

Code	Description
19740	Denver-Aurora-Centennial, CO

Keyword Search:

Minimum Experience Required: Any

Advertised Salary: Include all postings regardless

Education Level: Any

Job Type: Include Internships

Posting Type: Active Postings

# Job Postings Overview

17,160

Unique Postings

68,284 Total Postings

3,702

Employers Competing

46,327 Total Employers

27 Days

Median Posting Duration

Regional Average: 28 Days

4 : 1

Posting Intensity



Regional Average: 3 : 1

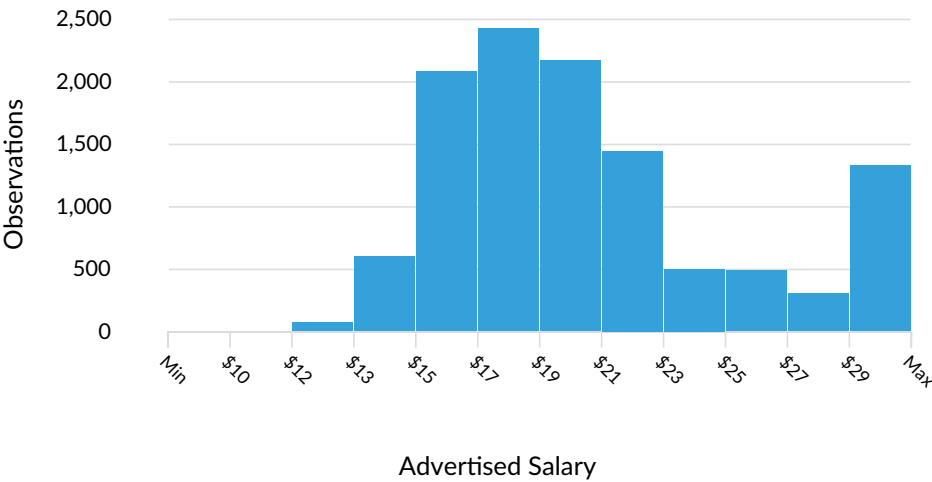
## Advertised Salary

There are 11,372 advertised salary observations (66% of the 17,160 matching postings).

\$19.75/hr

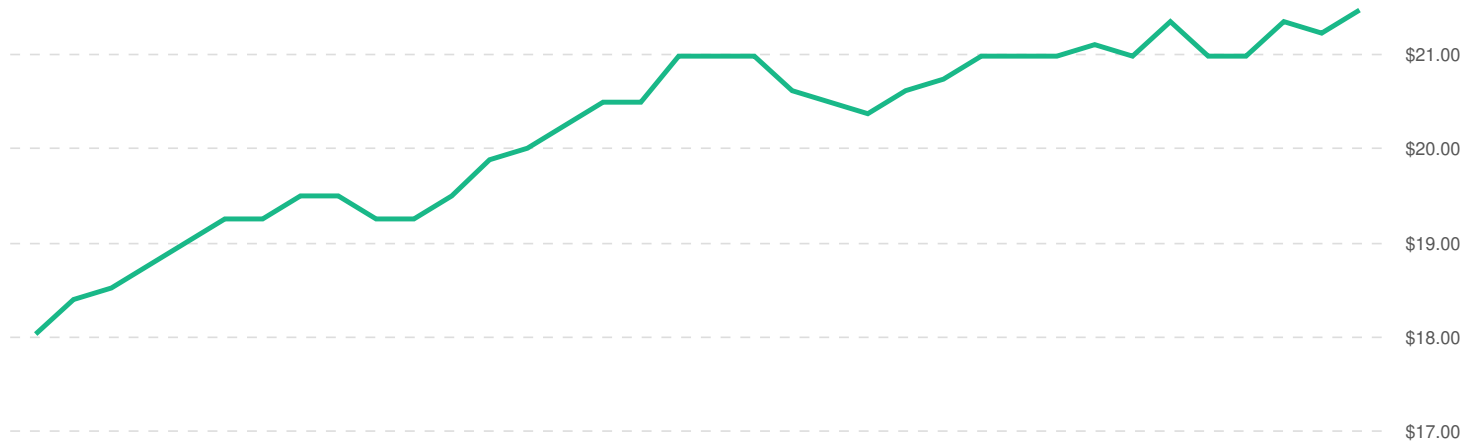
Median Advertised Salary

This is \$1.90/hr below the government recorded median salary for Customer Service Representatives in Denver-Aurora-Centennial, CO.

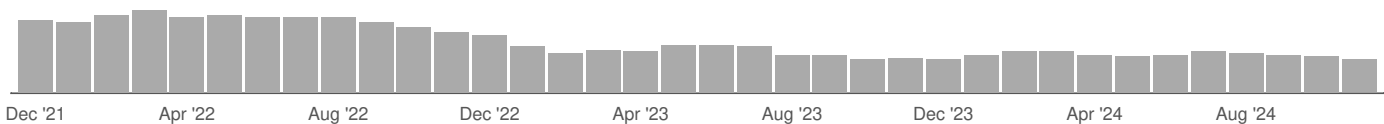


# Advertised Salary Trend

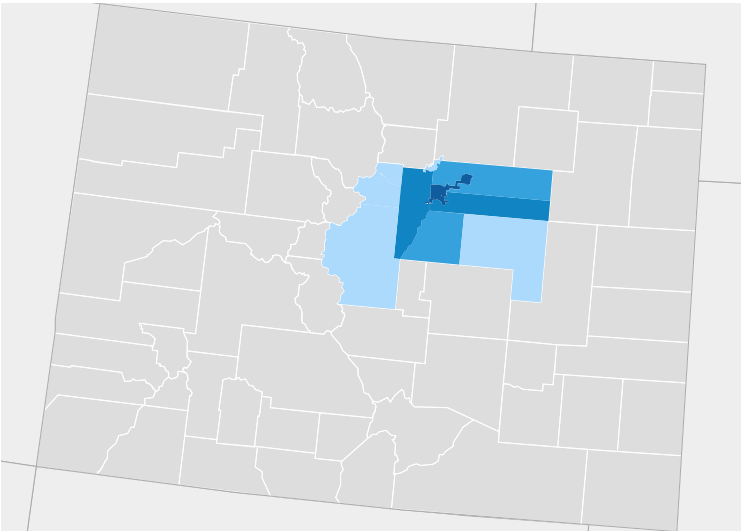
▲ 19.1% Dec 2021 – Nov 2024  
\$20.00 Median



25,279 Job Postings

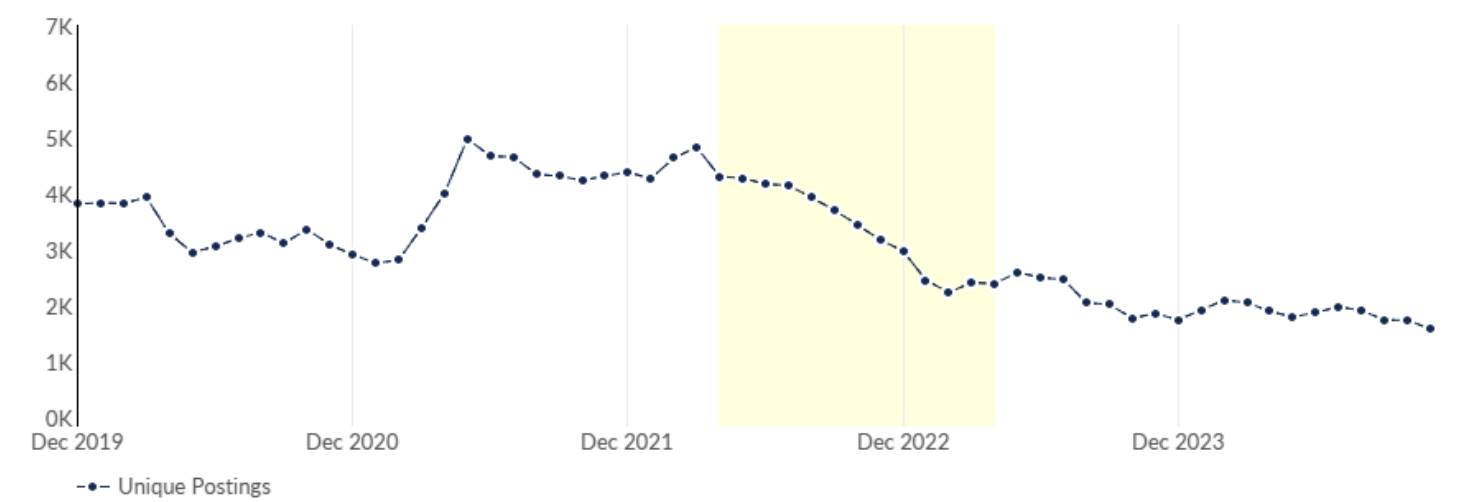


# Job Postings Regional Breakdown



County	Unique Postings (Apr 2022 - Apr 2023)
Denver County, CO	4,825
Arapahoe County, CO	4,249
Jefferson County, CO	3,718
Adams County, CO	2,407
Douglas County, CO	1,373

# Unique Postings Trend



Month	Unique Postings	Posting Intensity
Nov 2024	1,581	4 : 1
Oct 2024	1,740	4 : 1
Sep 2024	1,743	4 : 1
Aug 2024	1,911	4 : 1
Jul 2024	1,979	4 : 1
Jun 2024	1,876	4 : 1
May 2024	1,797	4 : 1
Apr 2024	1,898	4 : 1
Mar 2024	2,053	4 : 1
Feb 2024	2,098	4 : 1
Jan 2024	1,919	5 : 1
Dec 2023	1,745	5 : 1
Nov 2023	1,861	5 : 1
Oct 2023	1,773	5 : 1
Sep 2023	2,021	5 : 1
Aug 2023	2,049	5 : 1
Jul 2023	2,468	4 : 1
Jun 2023	2,499	4 : 1
May 2023	2,596	4 : 1
Apr 2023	2,389	4 : 1

Mar 2023	2,413	4 : 1
Feb 2023	2,234	5 : 1
Jan 2023	2,454	5 : 1
Dec 2022	2,977	5 : 1
Nov 2022	3,176	5 : 1
Oct 2022	3,443	5 : 1
Sep 2022	3,707	5 : 1
Aug 2022	3,933	5 : 1
Jul 2022	4,148	5 : 1
Jun 2022	4,170	5 : 1
May 2022	4,276	4 : 1
Apr 2022	4,308	4 : 1
Mar 2022	4,827	4 : 1
Feb 2022	4,637	5 : 1
Jan 2022	4,266	5 : 1
Dec 2021	4,385	5 : 1
Nov 2021	4,312	6 : 1
Oct 2021	4,237	6 : 1
Sep 2021	4,314	6 : 1
Aug 2021	4,344	5 : 1
Jul 2021	4,660	5 : 1
Jun 2021	4,665	5 : 1
May 2021	4,983	4 : 1
Apr 2021	4,003	5 : 1
Mar 2021	3,388	5 : 1
Feb 2021	2,812	5 : 1
Jan 2021	2,759	5 : 1
Dec 2020	2,909	6 : 1
Nov 2020	3,088	5 : 1
Oct 2020	3,362	5 : 1
Sep 2020	3,112	6 : 1

Aug 2020	3,308	6 : 1
Jul 2020	3,200	6 : 1
Jun 2020	3,055	7 : 1
May 2020	2,952	7 : 1
Apr 2020	3,283	7 : 1
Mar 2020	3,934	6 : 1
Feb 2020	3,824	6 : 1
Jan 2020	3,838	6 : 1
Dec 2019	3,817	6 : 1

## Education Breakdown

Education Level	Unique Postings	% of Total
No Education Listed	7,790	45%
High school or GED	7,189	42%
Associate's degree	867	5%
Bachelor's degree	2,562	15%
Master's degree	148	1%
Ph.D. or professional degree	57	0%

## Minimum Education Breakdown

Minimum Education Level	Unique Postings (minimum)	Unique Postings (max advertised)	% of Total (minimum)
High school or GED	7,189	0	42%
Associate's degree	414	279	2%
Bachelor's degree	1,745	777	10%
Master's degree	22	121	0%
Ph.D. or professional degree	0	57	0%



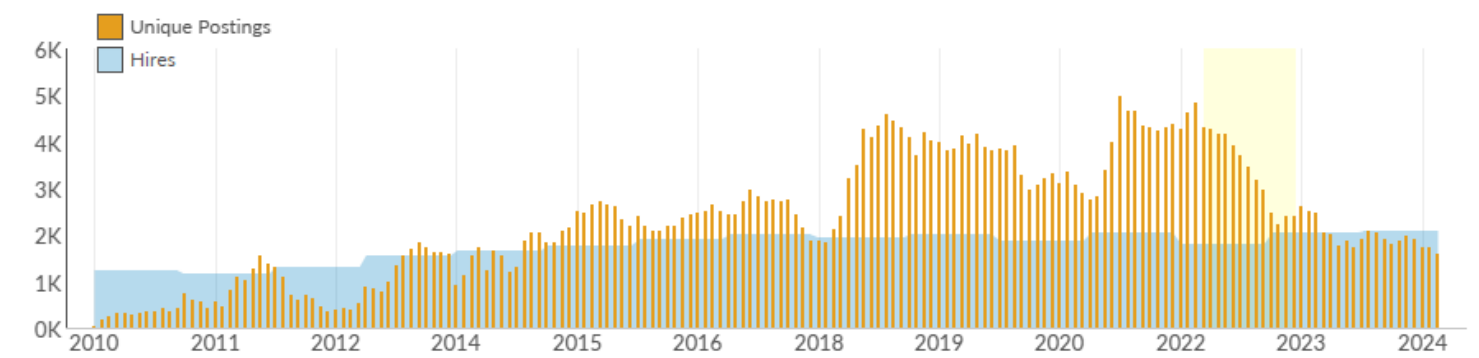
# Experience Breakdown

Minimum Experience	Unique Postings	% of Total
No Experience Listed	10,364	60%
0 - 1 Years	3,682	21%
2 - 3 Years	2,630	15%
4 - 6 Years	385	2%
7 - 9 Years	47	0%
10+ Years	52	0%

# Job Postings vs. Hires


<div>3,356</div> <div>Avg. Monthly Postings (Apr 2022 - Apr 2023)</div>	<div>1,860</div> <div>Avg. Monthly Hires (Apr 2022 - Apr 2023)</div>
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In an average month, there were 3,356 active job postings for *Customer Service Representatives*, and 1,860 actually hired. This means there was approximately 1 hire for every 2 unique job postings for *Customer Service Representatives*.



Occupation	Avg Monthly Postings (Apr 2022 - Apr 2023)	Avg Monthly Hires (Apr 2022 - Apr 2023)
Customer Service Representatives	3,356	1,860

# Top Companies Posting

	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Aston Carter	1,202 / 620	2 : 1 	23 days
Fidelity Investments	4,610 / 353	13 : 1 	29 days
Walgreens Boots Alliance	4,056 / 247	16 : 1 	30 days
Charles Schwab	624 / 201	3 : 1 	25 days
Planet Fitness	1,030 / 169	6 : 1 	35 days
Randstad	259 / 158	2 : 1 	20 days
Circle K	928 / 154	6 : 1 	38 days
Domino's Pizza	536 / 153	4 : 1 	25 days
Stinker Stores	623 / 143	4 : 1 	32 days
The Home Depot	1,517 / 137	11 : 1 	22 days
Robert Half	181 / 123	1 : 1 	25 days
Raising Cane's	573 / 92	6 : 1 	22 days
Sherwin-Williams	574 / 78	7 : 1 	25 days
Amazon	219 / 67	3 : 1 	21 days
State Farm	322 / 64	5 : 1 	20 days
Elevance Health	319 / 63	5 : 1 	26 days
VCA Animal Hospitals	337 / 62	5 : 1 	39 days
Office Depot	303 / 61	5 : 1 	32 days
U-Haul	461 / 58	8 : 1 	49 days
Farmers Insurance	151 / 54	3 : 1 	34 days

# Top Cities Posting

City	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Denver, CO	26,969 / 6,518	4 : 1 	26 days
Aurora, CO	12,739 / 2,393	5 : 1 	27 days
Englewood, CO	5,183 / 1,589	3 : 1 	27 days
Littleton, CO	3,469 / 1,019	3 : 1 	29 days
Lakewood, CO	3,137 / 885	4 : 1 	24 days
Broomfield, CO	2,630 / 826	3 : 1 	27 days
Westminster, CO	1,752 / 484	4 : 1 	27 days
Castle Rock, CO	1,867 / 463	4 : 1 	26 days
Arvada, CO	1,733 / 431	4 : 1 	26 days
Golden, CO	1,179 / 397	3 : 1 	26 days
Thornton, CO	1,526 / 392	4 : 1 	30 days
Parker, CO	1,145 / 324	4 : 1 	29 days
Commerce City, CO	1,082 / 277	4 : 1 	27 days
Wheat Ridge, CO	750 / 265	3 : 1 	29 days
Lone Tree, CO	961 / 260	4 : 1 	33 days
Brighton, CO	554 / 177	3 : 1 	29 days
Henderson, CO	569 / 91	6 : 1 	30 days
Evergreen, CO	290 / 88	3 : 1 	25 days
Morrison, CO	151 / 51	3 : 1 	38 days
Watkins, CO	51 / 23	2 : 1 	29 days

# Top Posted Occupations

	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Customer Service Representatives	68,284 / 17,160	4 : 1 	27 days











# Top Posted Occupations

Occupation (O*NET)	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Customer Service Representatives	68,284 / 17,160	4 : 1 	27 days


# Top Posted Occupations

Occupation	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Customer Service Representative	68,284 / 17,160	4 : 1 	27 days

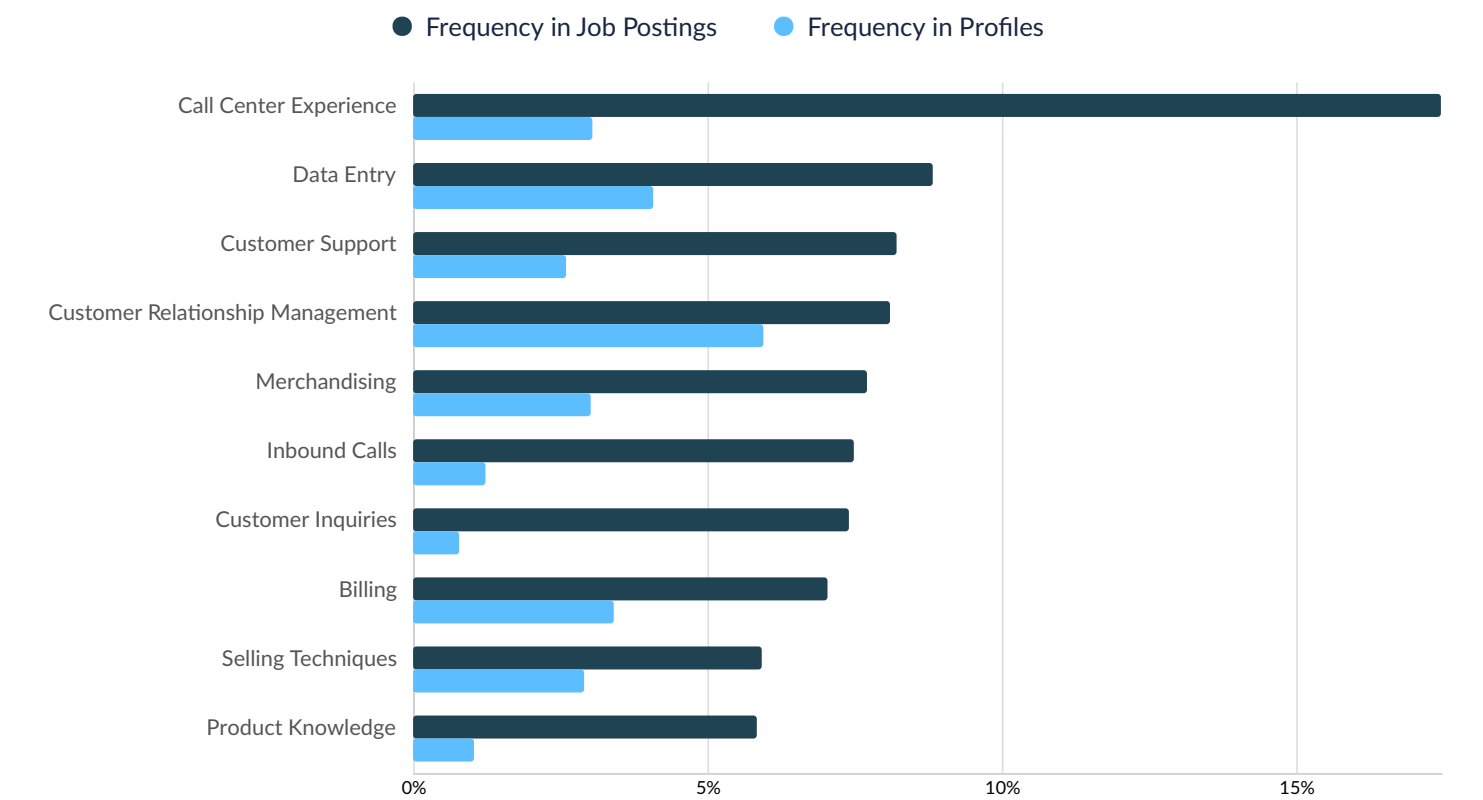
# Top Posted Job Titles

	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Customer Service Representatives	16,006 / 3,896	4 : 1 	26 days
Customer Service Associates	5,286 / 612	9 : 1 	25 days
Service Advisors	1,765 / 570	3 : 1 	30 days
Customer Service Specialists	2,055 / 467	4 : 1 	31 days
Call Center Representatives	1,889 / 410	5 : 1 	20 days
Client Service Representatives	1,546 / 380	4 : 1 	28 days
Customer Care Representatives	1,085 / 260	4 : 1 	27 days
Customer Service Cashiers	677 / 256	3 : 1 	33 days
Customer Support Specialists	826 / 221	4 : 1 	27 days
Customer Service Agents	1,372 / 182	8 : 1 	25 days

# Top Industries

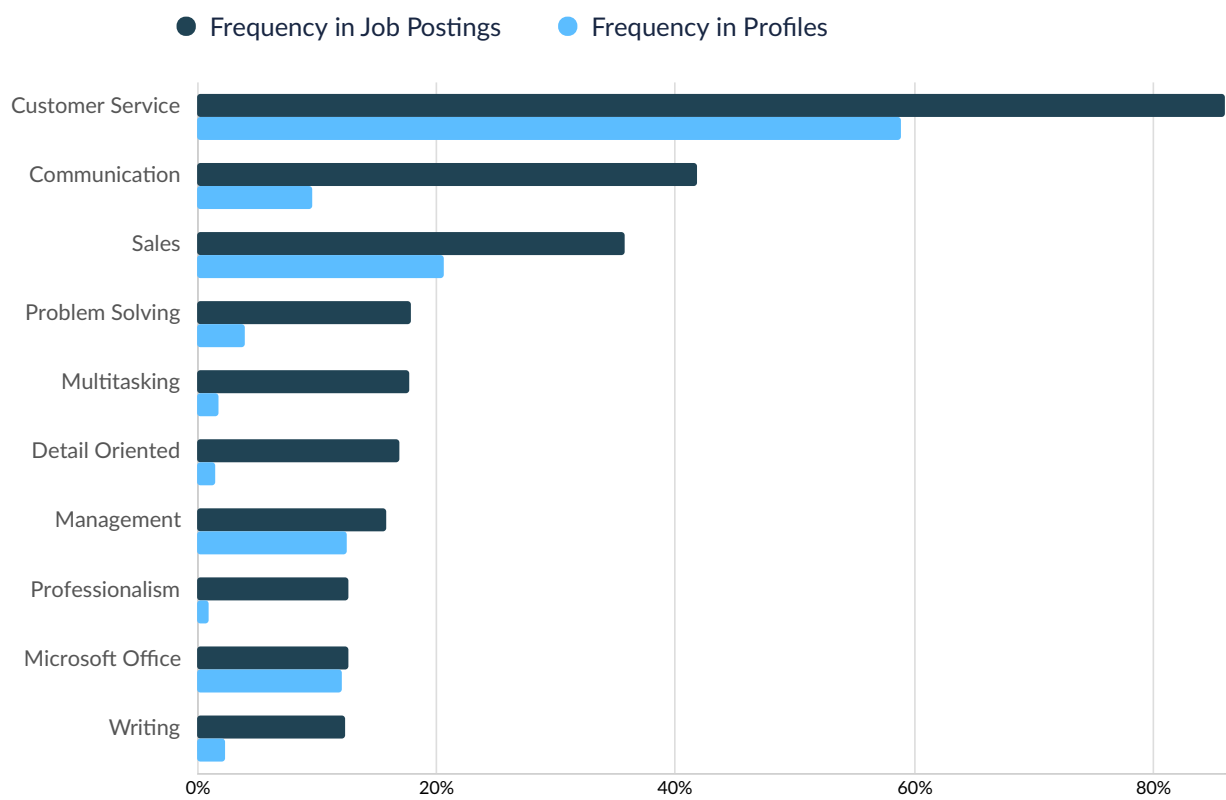
	Total/Unique (Apr 2022 - Apr 2023)	Posting Intensity	Median Posting Duration
Employment Placement Agencies	2,745 / 1,372	2 : 1 	24 days
Portfolio Management and Investment Advice	5,389 / 613	9 : 1 	29 days
Limited-Service Restaurants	1,404 / 331	4 : 1 	25 days
New Car Dealers	1,178 / 293	4 : 1 	27 days
Pharmacies and Drug Retailers	4,101 / 273	15 : 1 	23 days
Temporary Help Services	884 / 262	3 : 1 	23 days
Insurance Agencies and Brokerages	698 / 242	3 : 1 	28 days
Credit Unions	948 / 224	4 : 1 	29 days
Gasoline Stations with Convenience Stores	904 / 218	4 : 1 	35 days

# Top Specialized Skills



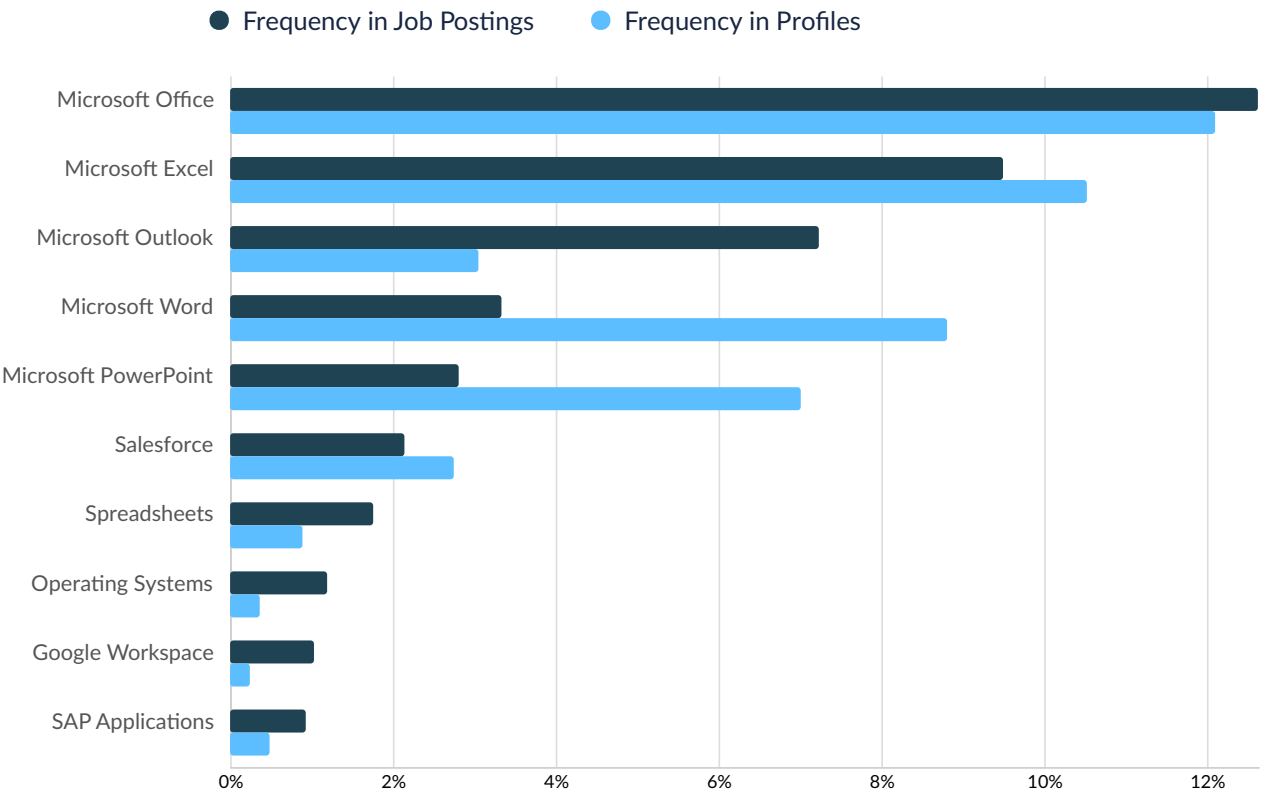
	Postings	% of Total Postings	Profiles	% of Total Profiles	Projected Skill Growth	Skill Growth Relative to Market
Call Center Experience	2,997	17%	762	3%	+8.7%	Growing
Data Entry	1,517	9%	1,016	4%	+2.6%	Lagging
Customer Support	1,410	8%	650	3%	+28.1%	Rapidly Growing
Customer Relationship Management	1,391	8%	1,485	6%	+22.1%	Rapidly Growing
Merchandising	1,322	8%	756	3%	+15.0%	Growing
Inbound Calls	1,287	8%	310	1%	+9.2%	Growing
Customer Inquiries	1,272	7%	196	1%	+12.2%	Growing
Billing	1,210	7%	850	3%	+20.0%	Rapidly Growing
Selling Techniques	1,016	6%	728	3%	-1.2%	Lagging
Product Knowledge	1,003	6%	257	1%	+17.6%	Growing

# Top Common Skills



	Postings	% of Total Postings	Profiles	% of Total Profiles	Projected Skill Growth	Skill Growth Relative to Market
Customer Service	14,769	86%	14,720	59%	+5.2%	Stable
Communication	7,189	42%	2,399	10%	+3.6%	Lagging
Sales	6,150	36%	5,146	21%	+7.8%	Stable
Problem Solving	3,069	18%	980	4%	+11.3%	Growing
Multitasking	3,057	18%	432	2%	+18.4%	Growing
Detail Oriented	2,907	17%	373	1%	+7.1%	Stable
Management	2,726	16%	3,131	13%	+5.3%	Stable
Professionalism	2,179	13%	225	1%	+15.1%	Growing
Microsoft Office	2,166	13%	3,021	12%	+18.5%	Growing
Writing	2,115	12%	588	2%	+11.8%	Growing

# Top Software Skills



	Postings	% of Total Postings	Profiles	% of Total Profiles	Projected Skill Growth	Skill Growth Relative to Market
Microsoft Office	2,166	13%	3,021	12%	+18.5%	Growing
Microsoft Excel	1,629	9%	2,624	11%	+17.7%	Growing
Microsoft Outlook	1,242	7%	762	3%	+25.0%	Rapidly Growing
Microsoft Word	572	3%	2,196	9%	+7.2%	Stable
Microsoft PowerPoint	483	3%	1,749	7%	+26.1%	Rapidly Growing
Salesforce	369	2%	684	3%	+24.7%	Rapidly Growing
Spreadsheets	300	2%	222	1%	+22.2%	Rapidly Growing
Operating Systems	204	1%	92	0%	+22.6%	Rapidly Growing
Google Workspace	177	1%	58	0%	+18.8%	Growing
SAP Applications	158	1%	120	0%	+21.6%	Rapidly Growing



# Top Qualifications

	Postings with Qualification
Valid Driver's License	1,513
FINRA Series 7 (General Securities Representative)	451
FINRA Series 63 (Uniform Securities Agent State Law)	333
Property And Casualty Insurance License	144
Cardiopulmonary Resuscitation (CPR) Certification	65
First Aid Certification	63
Certified Pharmacy Technician	53
Automotive Service Excellence (ASE) Certification	51
Radiology Certified Coder	48
Insurance License	43

# Appendix A

## Top Posting Sources

Website	Postings on Website (Apr 2022 - Apr 2023)
simplyhired.com	8,393
indeed.com	6,500
recruiternetworks.com	3,043
dejobs.org	1,875
denverrecruiter.com	1,522
ziprecruiter.com	1,004
monster.com	581
glassdoor.com	493
careerbuilder.com	432
disabledperson.com	369
dice.com	351
myworkdayjobs.com	322
careerarc.com	317
icims.com	277
craigslist.org	226
adp.com	157
walgreens.com	149
taleo.net	145
latpro.com	139
governmentjobs.com	118
ultipro.com	115
brassring.com	106
careerjet.com	105
arkansasjobboard.com	100
randstadusa.com	92

# Appendix B

## Sample Postings

Customer Service and Sales Associate - Uncapped Bonuses	
Link to Live Job Posting: Posting is no longer active	
Location: Denver, CO	O*NET: 43-4051.00
Company: Four Seasons Car Wash	Job Title: Customer Service and Sales Associates

#### Find Jobs Customer Service and Sales Associate

- Uncapped Bonuses Four Seasons car wash Denver, CO 80221 \$15.50
- \$20.00 an hour
- Full-time, Part-time Job details No matching Salary \$15.50
- \$20.

00 an hour Job Type Full-time Part-time Shift and Schedule 8 hour shift Weekend availability Morning shift Evening shift Every weekend Day shift Monday to Friday Customer Service Attendant This is a terrific opportunity, in a rapid growth industry, for restaurant employees and those who enjoy working outdoors! We are seeking team members who have the following characteristics: Friendly and professional Respectful in their interactions with others Responsible with tasks and commitments Inquisitive with a desire to learn Carry a positive attitude Have humility in approach and leadership Exemplifies hard work Can have FUN while working

#### Roles and Responsibilities:

Stand up to 98% of the time Walk up to 85% of the time Bend up to 80% of the time Lift 15-50 lb. up to 5% of the time Sit up to 2% of the time Climb and balance up to a height of 30 ft 10% of the time Speak and listen Full mobility of extremities Stoop, kneel, crouch, or crawl Uphold company policies Apply training consistently and correctly

#### Skills and Abilities:

Effective communication Problem solving Coachable Multi-Tasking Critical thinking Computer and various programs Equipment awareness Pay start \$15.87

- \$20 plus commission FREE Weekly Car Wash and Health Benefits available!

#### Job Type:

#### Full-time Pay:

\$15.87

- \$18.

00 per hour' '

#### Work Remotely No Job Types:

#### Full-time, Part-time Pay:

\$15.50

- \$20.

00 per hour

#### Benefits:

Dental insurance Flexible schedule Health insurance Paid time off Experience level: No experience needed

#### Shift:

8 hour shift Day shift Evening shift Morning shift Weekly day range: Every weekend Monday to Friday Weekend availability Work setting:

#### In-person Work Location:

In person Health insurance If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

Parts Customer Service Representatives — Unclassified in Aurora, CO (Apr 2023 - J...

UNITS Customer Service Representative	
Link to Live Job Posting: Posting is no longer active	
Location: Aurora, CO	O*NET: 43-4051.00
Company: Unclassified	Job Title: Parts Customer Service Representatives
We're transferring you to another site...It looks like your job is on another site. One moment while we transfer you.This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.	

Client Service Representative	
Link to Live Job Posting: Posting is no longer active	
Location: Denver, CO	O*NET: 43-4051.00
Company: Evolution Veterinary Specialists	Job Title: Client Service Representatives

Client Service Representative Evolution Veterinary Specialists Denver, CO, USA Compensation \$16 to \$23 per hour Phil Your personal recruiter Can I help with your job search? Get Started We are seeking an outgoing, enthusiastic Veterinary Emergency CSR (Client Services Representative) to join our passionate veterinary team. Experience in customer service and a fast-paced and hands-on environment is a must. The CSR will be our clients' first and last contact when entering and leaving the hospital, so a friendly, enthusiastic, and warm personality is a must. They will also be assisting with all client contact, scheduling, records auditing, accounts receivable and accounts payable, as well as scheduling ultrasounds or surgeries through third-party organizations for patients.

## JOB DUTIES AND RESPONSIBILITIES

### ESSENTIAL

## JOB FUNCTIONS

Competently speak and write the English language, Spanish a plus Possess exceptional organizational and multitasking skills. Excellent verbal and written communication skills, especially to a diverse range of audiences and settings. Engage in productive work during slow periods. Answer phones promptly and professionally using a multi-line phone system; answer client inquiries about basic animal care and procedures, questions about veterinary services and products, and provide knowledgeable advice to clients in distress. Have knowledge of or the ability to quickly learn electronic medical records systems and treatment monitoring systems (EzyVet and Instinct) Willingness and ability to present and explain fees and costs in a positive light during check out while discharging patients and processing payments Can display tact and diplomacy with staff members and clients even when busy or hectic. Assisting in accounts receivable and accounts payable Assisting in scheduling diagnostics for patients such as ultrasounds and surgeries when necessary Accurately manage financial transactions such as processing bills, taking payments, ordering, and checking in supplies. Maintain proper communication with clients, referring doctors and in house doctors by requesting and inputting medical records, making comments in records and sending memos, emails, and phone messages whenever necessary and appropriate

## GENERAL JOB REQUIREMENTS

Comfort and interest working with animals of all types, including exotic species such as snakes, lizards, rabbits, guinea pigs, birds, ferrets, and turtles. Commitment to doing the best job possible at all times and under all circumstances Confidence in working independently and making appropriate, informed decisions Prioritization of safety and care in the operation of all equipment and handling of all patients Adaptability to new environments, situations, practices, and challenges Excellent communication to clients, teammates, supervisors, subordinates, and any other hospital staff. Enthusiasm for knowledge, innovation, learning, and growth in all aspects on the job Dedication to the EVS company values of gold standard medicine, respect, integrity, and a team oriented approach

## BENEFITS

Matching 401(k) Medical/Dental/Vision/Life Insurance PTO Employee Pet Insurance Employee assistance program Tuition/CE reimbursement Uniform reimbursement

## SCHEDULING

A regular, Full time employee of Evolution Veterinary Specialists, Inc, will be expected to work an average/minimum 36 hours/week. Hours typically vary and include holidays, weekends, swing shifts, overnights, and on-call as necessary to fill the needs of the hospital. A typical starting schedule (subject to change) would be 4 x 10 hour shifts weekly with 4 on-call shifts per month.

Employment Status:

Full-Time Supervisory Role:

No Report Job Posted date: yesterday



Customer Service Representative Weekend Closer	
Link to Live Job Posting: Posting is no longer active	
Location: Denver, CO	O*NET: 43-4051.00
Company: Planet Fitness	Job Title: Customer Service Representatives
<div>Find Jobs Customer Service Representative Weekend Closer Planet Fitness</div> <div><ul style="list-style-type: none"><li>PF Baseline Fitness Denver, CO 80226 \$14 an hour</li><li>Part-time Planet Fitness</li><li>PF Baseline Fitness 6,360 reviews Read what people are saying about working here.</li></ul></div> <div>Job Company Job details No matching Salary \$14 an hour Job Type Part-time Shift and Schedule Weekend availability Job Summary Saturday-Sunday 2pm-10pm The Customer Service Representative will be responsible for creating a positive member experience by providing a superior level of customer service to Planet Fitness members, prospective members and guests. Essential Duties and Responsibilities Customer Service Representative greets members, prospective members and guests, providing exceptional customer service. Handle all front desk related activities including: Answer phones in a friendly manner and assist callers with a variety of questions. Check members into the system. New member sign-up. Take prospective members on tours. Facilitate needed updates to members accounts. Respond to member questions and concerns in a timely and professional manner and elevate to Assistant Manager or Manager as needed. Assist in maintaining the neatness and cleanliness of the club. Qualifications/Requirements Customer service background preferred. Basic computer proficiency. A passion for fitness and health. Upbeat and positive attitude! Punctuality and reliability is a must. Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the members expectations. Strong listener with the ability to empathize and problem solve. Demonstrate diplomacy in all interactions while using appropriate behavior and language. Must be 18 years of age or older. Physical Demands Continual standing and walking during shift. Continual talking in person or on the phone during shift. Must be able to occasionally lift up to 50 lbs. Will occasionally encounter toxic chemicals during shift. Other Employee Recognition Program Advancement Opportunities Check us out on LinkedIn at: Planet Fitness</div> <div><ul style="list-style-type: none"><li>PF Baseline Fitness Employees at a franchise location are employed by the Franchisee and are not employees of PFHQ (the Franchisor). PFHQ neither dictates nor controls labor or employment matters for franchisees or their employees, and does not retain any reserved authority to control the terms and conditions of employment for franchisees or their employees. Each franchisee is responsible for ensuring compliance with local, state and federal law. If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.</li></ul></div>	

Customer Service / Office Representative.	
Link to Live Job Posting: Posting is no longer active	
Location: Broomfield, CO	O*NET: 43-4051.00
Company: Unclassified	Job Title: Customer Service Representatives
We're transferring you to another site...It looks like your job is on another site. One moment while we transfer you.This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.	

# Appendix C - Data Sources and Calculations

## Lightcast Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

## Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates are also affected by county-level Emsi earnings by industry.

## State Data Sources

This report uses state data from the following agencies: Colorado Department of Labor and Employment