

# MANITOBA CUSTOMER CONTACT INDUSTRY

## Labour Market Information

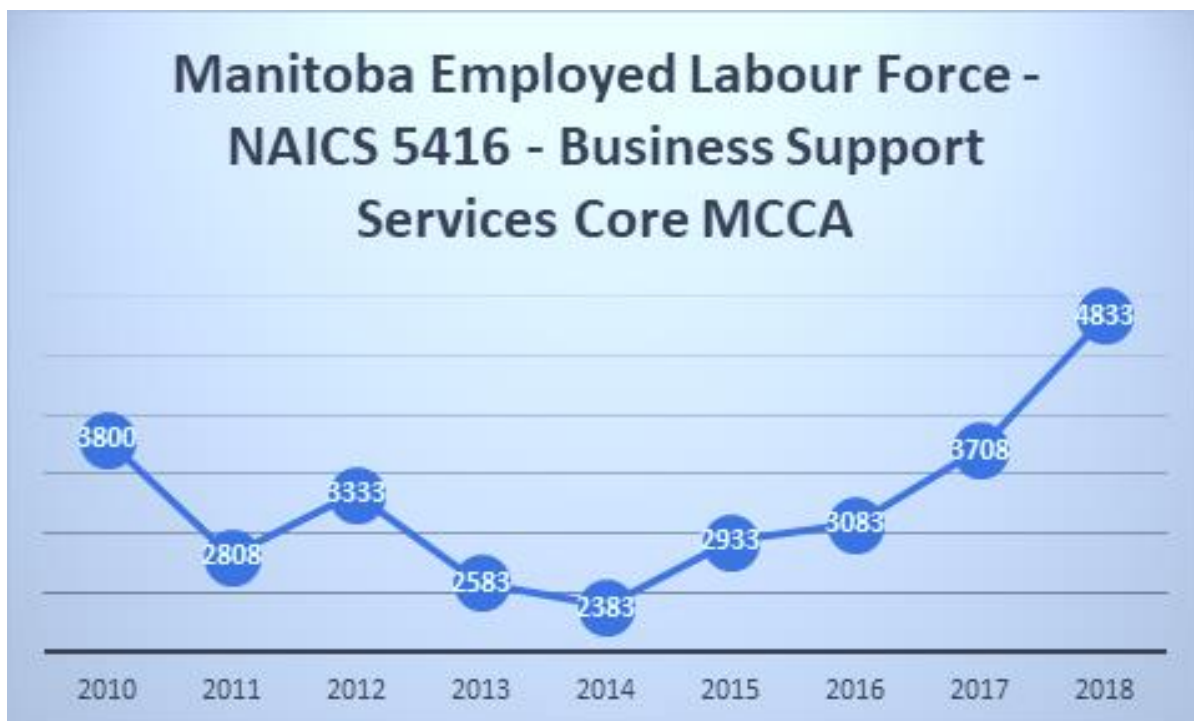
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### **Businesses**

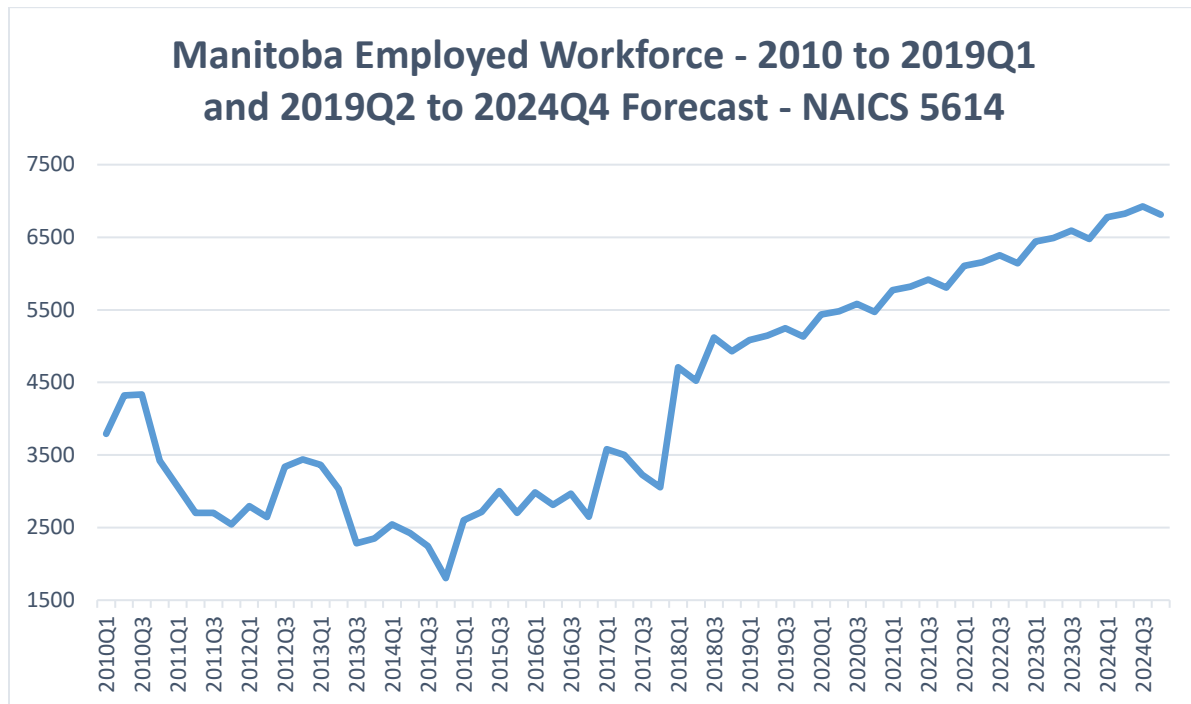
As of June 2018, there were approximately 890 businesses in Manitoba (increase from 842 in December 2017) that provide customer contact services employing a workforce of around 30,000 individuals. The industry contributes \$3 billion dollars to the Manitoba economy in terms of GDP.

The following tables present the historical and forecasted employed workforce for the core MCC industry -- Business Support Services (NAICS – 5614) from 2018 to 2024.

Recently, employment in this core industry has been rapidly increasing.



*2010 to 2018 Employed Labour Force*



*2010 to 2024 Quarterly Forecast NAICS 5614*

It is estimated that core Manitoba Customer Contact industry, NAICS 5614 – Business Support Services will employ 6,834 individuals by 2024.

## **Occupations**

There are 36,285 individuals employed in Manitoba Customer Contact related occupations. These individuals are employed in businesses and organizations that specialize in customer service and contact and in other sectors of the economy that require this service.

## **Occupational Forecast**

### **NOC Details: 6551 - Customer services representatives - financial institutions**

#### 2018-2024 Job Openings in Manitoba

<b>2016 Workforce</b>	<b>Expansion</b>	<b>Replacement</b>	<b>Net</b>
2,460	103	371	472

### **NOC Details: 6552 - Other customer and information services representatives**

#### 2018-2024 Job Openings in Manitoba

<b>2016 Workforce</b>	<b>Expansion</b>	<b>Replacement</b>	<b>Net</b>
6,830	675	824	1502

### **NOC Details: 6235 - Financial sales representatives**

#### 2018-2024 Job Openings in Manitoba

<b>2016 Workforce</b>	<b>Expansion</b>	<b>Replacement</b>	<b>Net</b>
2,080	91	336	427

### **NOC Details: 2282 - User support technicians**

#### 2018-2024 Job Openings in Manitoba

<b>2016 Workforce</b>	<b>Expansion</b>	<b>Replacement</b>	<b>Net</b>
1,460	144	231	375

## NOC Details: 6221 - Technical sales specialists - wholesale trade

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### 2018-2024 Job Openings in Manitoba

2016 Workforce	Expansion	Replacement	Net
2,325	211	467	678

## NOC Details: 6421 - Retail salespersons

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### 2018-2024 Job Openings in Manitoba

2016 Workforce	Expansion	Replacement	Net
20,300	2204	2408	4611

## NOC Details: 6314 - Customer and information services supervisors

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### 2018-2024 Job Openings in Manitoba

2016 Workforce	Expansion	Replacement	Net
475	34	98	131

## NOC Details: 1435 - Collectors

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### 2018-2024 Job Openings in Manitoba

2016 Workforce	Expansion	Replacement	Net
355	37	65	102

**TOTAL JOB OPENINGS 2018-2024 = 8,298**