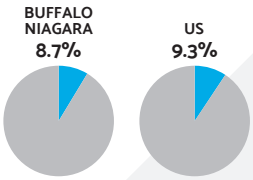
TARGET INDUSTRY

Advanced Business Services

Advanced Business Services includes nearly 57,000 workers across 3,249 firms in Buffalo Niagara. While employment in Advanced Business Services, as a share of the total economy, remains nearly the same today as it did in 2009, the industry experienced job losses in each of its four subsectors. While employment in Advanced Business Services declined overall since 2009, the industry added nearly 150 jobs between 2013 and 2014. Employment gains in Banking, Accounting & Insurance and Technical Professional Services contributed. Advanced Business Services also gained 254 firms since 2009. The region remains an attractive location for Advanced Business Services firms, with the access it offers to thousands of new graduates annually.

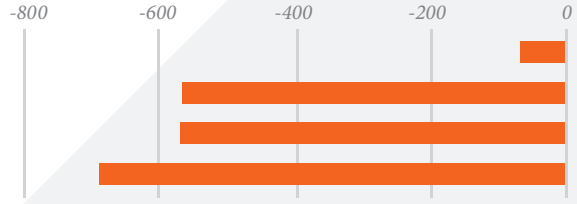
Industry employment as a share of total economy in...



FIRMS AND EMPLOYEES BY INDUSTRY SUBSECTOR

SUBSECTOR	# OF FIRMS	# OF EMPLOYEES
Technical Professional Services	1,137	11,121
Data & Telecommunications	90	3,595
Banking, Accounting & Insurance	1,395	30,758
General Business Support	627	11,345
TOTAL	3,249	56,819

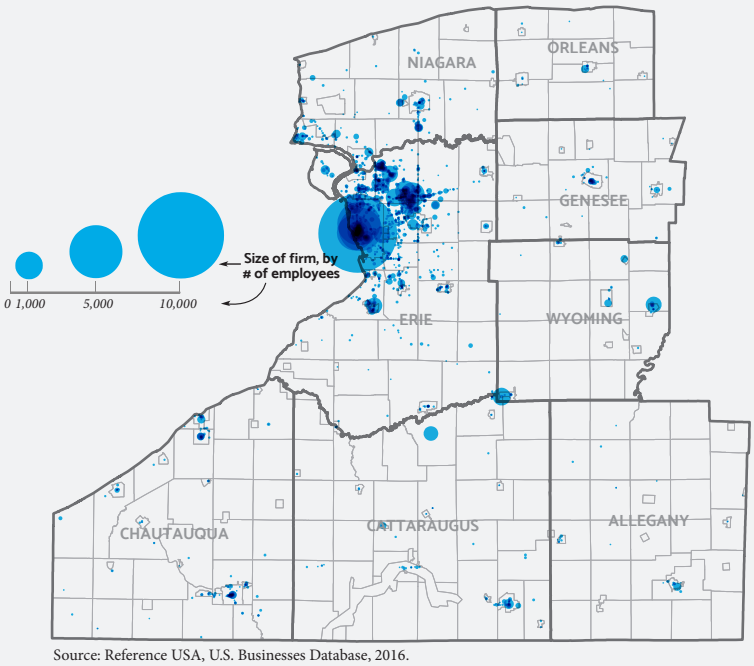
CHANGE IN # OF EMPLOYEES, 2009-2014



Source: NYS DOL, Quarterly Census of Employment and Wages, 2009 and 2014.

ADVANCED BUSINESS SERVICES FIRMS ACROSS THE REGION

The City of Buffalo and its surrounding suburbs contain the highest concentration of firms providing Advanced Business Services.



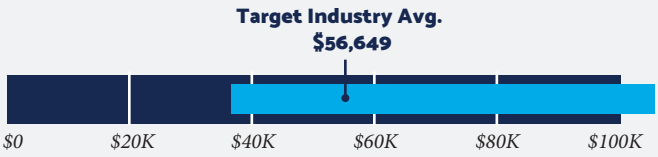
Source: Reference USA, U.S. Businesses Database, 2016.

Common jobs offer workers annual salaries starting at nearly $40,000.

TOP 10 OCCUPATIONS IN ADVANCED BUSINESS SERVICES

Customer Service Representatives	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints
Tellers	Receive and pay out money
Accountants and Auditors	Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others
First-Line Supervisors of Office and Administrative Support Workers	Directly supervise and coordinate the activities of clerical and administrative support workers
Insurance Sales Agents	Sell life, property, casualty, health, automotive, or other types of insurance
Bill and Account Collectors	Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining files
Securities, Commodities, and Financial Services Sales Agents	Buy and sell securities or commodities in investment and trading firms, or provide financial services to businesses and individuals
Office Clerks, General	Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures
General and Operations Managers	Plan, direct, or coordinate the operations of public or private sector organizations

Wage Range for Top 10 Occupations

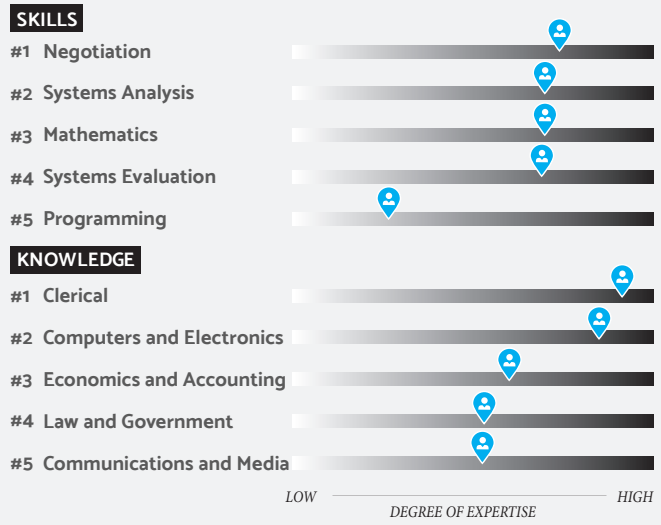


Source: NYS DOL, Quarterly Census of Employment and Wages, 2014; NYS DOL, Occupational Employment Statistics, 8-county roll-up (Q1), 2015; NYS DOL, Staffing Patterns, 2014; O*Net 20.2 Database, 2015.

Higher than average competencies in these specialized areas characterize jobs in this target industry.

TOP 5 SPECIALIZED SKILLS AND KNOWLEDGE IN ADVANCED BUSINESS SERVICES

*Level of expertise for **top 5 specialized skills and knowledge areas** for this target industry*



Source: O*NET 20.2 Database, "Skills by Occupation" and "Knowledge by Occupation", 2015; NYS DOL, Occupational Employment Statistics, 8-county roll-up (Q1), 2015.

Thousands of new graduates annually earn degrees related to Advanced Business Services.

ADVANCED BUSINESS SERVICES-RELATED DEGREES GRANTED IN BUFFALO NIAGARA

	Associate's	Bachelor's	Master's	Doctoral/ Professional	TOTAL '13-'14
Business, management, marketing, and related support services	871	2,497	968	9	4,345
Engineering	38	743	363	61	1,205
Computer and information sciences and support services	263	259	152	25	699
Public administration and social service professions	166	167	225	14	572

Source: National Center for Education Statistics, Integrated Postsecondary Education Data System, 2014.