

Buffalo Niagara BACK OFFICE

Buffalo Niagara is perfectly suited for your expansion or relocation. Available talented labor, affordability, and a proven track-record of success make your decision easy. Come grow your business with us.



16,000

EMPLOYEES IN BACK OFFICE OPERATIONS

21

COLLEGES AND UNIVERSITIES PRODUCING NEARLY 25,000 GRADS ANNUALLY

Affordable Labor Costs

Median Hourly Wages

OCCUPATION	BUFFALO NIAGARA	MIAMI, FL	PHILA., PA	CHICAGO, IL
CUSTOMER SERVICE REPRESENTATIVES	\$16.12	\$14.32	\$16.89	\$17.29
TELEMARKETERS	\$13.17	\$11.10	\$12.32	\$12.24
BILL AND ACCOUNT COLLECTORS	\$15.19	\$17.80	\$18.02	\$17.31
FIRST-LINE SUPERVISORS OF OFFICE & ADMINISTRATIVE SUPPORT WORKERS	\$25.63	\$31.14	\$26.33	\$28.69
SALES REPRESENTATIVES	\$22.65	\$22.85	\$26.37	\$27.61
SWITCHBOARD OPERATORS	\$15.74	\$13.32	\$15.12	\$14.01
OFFICE CLERKS	\$13.88	\$13.46	\$16.28	\$15.95
COMPUTER USER SUPPORT SPECIALISTS	\$21.40	\$20.93	\$25.12	\$24.92
GENERAL AND OPERATIONS MANAGERS	\$43.76	\$55.73	\$50.06	\$59.41
MEDICAL TRANSCRIPTIONISTS	\$17.53	\$16.43	\$16.08	\$17.05
TRAINING AND DEVELOPMENT SPECIALISTS	\$26.75	\$29.26	\$27.35	\$31.00

Source: EMSI - Quarterly Census of Employment and Wages (Q1-2018)

Buffalo Niagara, More for Your Money

COST OF LIVING	
LOCATION	COST OF LIVING INDEX
Buffalo-Niagara Falls, NY	94.2
Philadelphia, PA	113.9
Miami, FL	115.2
Chicago, IL	124.1

Source: C2ER COLI 2018 Q1

\$ = 10 index points

RECENT ANNOUNCEMENTS



“We’ve had great success. We’ve had three [training] classes now of unbelievably great, young, talent, focused people that really just fit our culture and our values.” - **Ryan Sasson, CEO** of Strategic Financial Solutions, **creating 1,500 jobs in Buffalo Niagara.**

INVEST

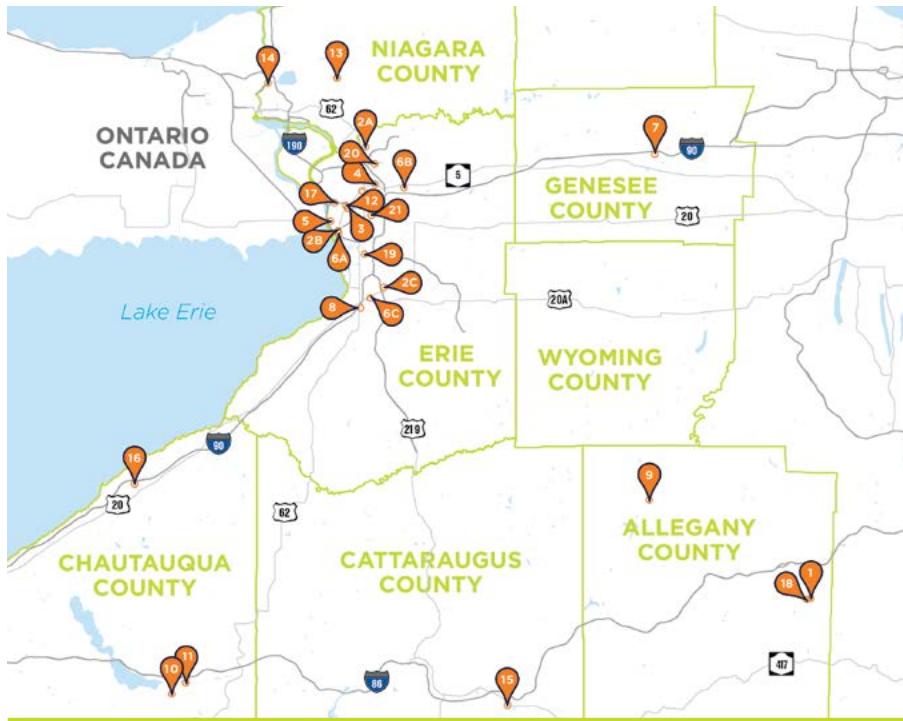
**BUFFALO
NIAGARA**

1.800.916.9073
BUFFALONIAGARA.ORG

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Strong Educational Pipeline

Buffalo Niagara is full of talented, hardworking, and educated people. The region's 21 colleges and universities produce 25,000 graduates annually.



Talented Graduates

- 1 Alfred University
- 2A Bryant & Stratton Business Institute - Amherst
- 2B Bryant & Stratton Business Institute - Buffalo
- 2C Bryant & Stratton Business Institute - Southtowns
- 3 Canisius College
- 4 Daemen College
- 5 D'Youville College
- 6A SUNY Erie Community College - City Campus
- 6B SUNY Erie Community College - North Campus
- 6C SUNY Erie Community College - South Campus
- 7 Genesee Community College
- 8 Hilbert College
- 9 Houghton College
- 10 Jamestown Business College
- 11 Jamestown Community College
- 12 Medaille College
- 13 Niagara Community College
- 14 Niagara University
- 15 Saint Bonaventure University
- 16 SUNY at Fredonia
- 17 SUNY College at Buffalo
- 18 SUNY College of Technology at Alfred
- 19 Trocaire College
- 20 University at Buffalo
- 21 Villa Maria College

Workforce Fast Facts



Access to bilingual employees and employees with a lack of regional accent



Turnover rates 15% less than other comparable metro regions



47 colleges and universities within 100 miles of downtown, expanding an employer's available workforce significantly



Eastern Standard Time increases access to a large portion of the world's customers, including South American, Europe, Africa, and Australia during normal business hours

Success Story: One Touch Direct | 271 JOBS CREATED | \$7.7 MILLION INVESTMENT



“ We are thrilled to be expanding into Western New York because of the availability of strong qualified talent and an unrivaled work ethic. ”

- Dave Masi
OneTouch Direct Executive Vice President