

# 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.



## 15,500

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	\$18.05	\$17.19	\$16.41	\$18.96
TELEMARKETERS	\$16.95	\$16.44	\$17.97	\$17.80
BILL AND ACCOUNT COLLECTORS	\$19.03	\$18.71	\$20.27	\$20.35
FIRST-LINE SUPERVISORS OF OFFICE AND ADMINISTRATIVE SUPPORT WORK-	\$29.01	\$29.05	\$32.10	\$31.46
SALES REPRESENTATIVES	\$26.02	\$26.18	\$28.97	\$28.13
SWITCHBOARD OPERATORS	\$19.17	\$18.23	\$19.89	\$20.18
OFFICE CLERKS	\$17.49	\$16.62	\$18.22	\$18.34
COMPUTER USER SUPPORT SPECIALISTS	\$26.07	\$26.38	\$28.90	\$28.83
GENERAL AND OPERATIONS MANAGERS	\$50.59	\$52.45	\$57.88	\$52.88
MEDICAL TRANSCRIPTIONISTS	\$19.89	\$19.00	\$20.56	\$20.45
TRAINING AND DEVELOPMENT SPECIALISTS	\$31.42	\$31.61	\$34.99	\$34.27

Source: ERI - Economic Research Institute, Wages are displayed as Median Hourly wages with 5 years experience

### Buffalo Niagara, More for Your Money

COST OF LIVING	
LOCATION	COST OF LIVING INDEX
Buffalo-Niagara Falls, NY	94.0
Philadelphia, PA	109.0
Miami, FL	116.3
Chicago, IL	123.0

Source: C2ER COLI Q2-2021

\$ = 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

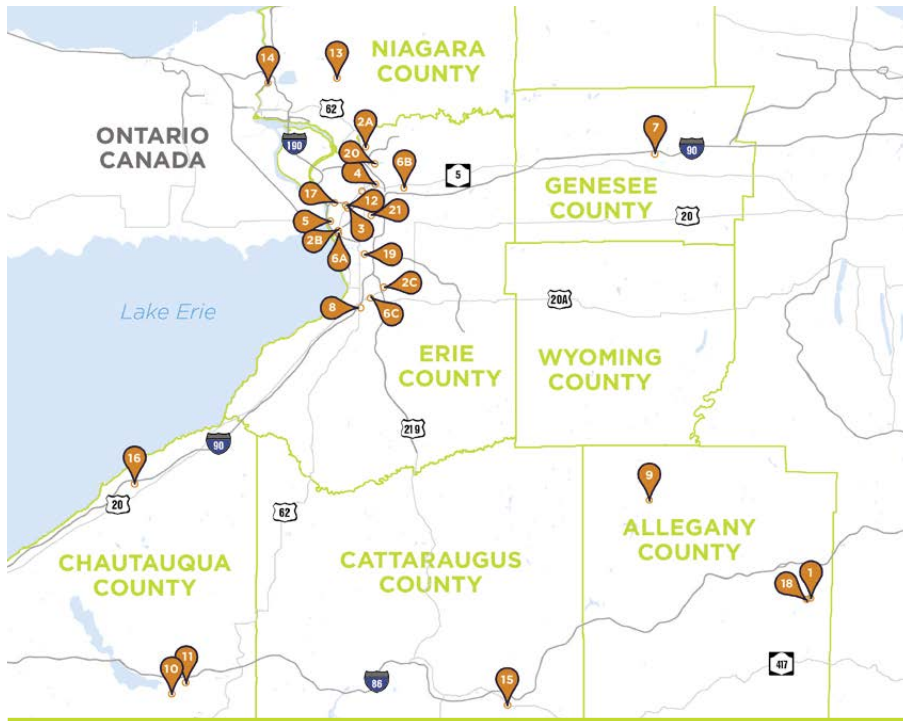
**BUFFALO  
NIAGARA**

1.800.916.9073  
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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