

Advanced Business Services Labor Force & Training Needs



For more information, contact the Business Services Team at business.services@phoenix.gov

INDUSTRY OVERVIEW

AVERAGE SALARY



\$61,143

% CHANGE OF WORKFORCE SINCE 2016



13%

EMPLOYED



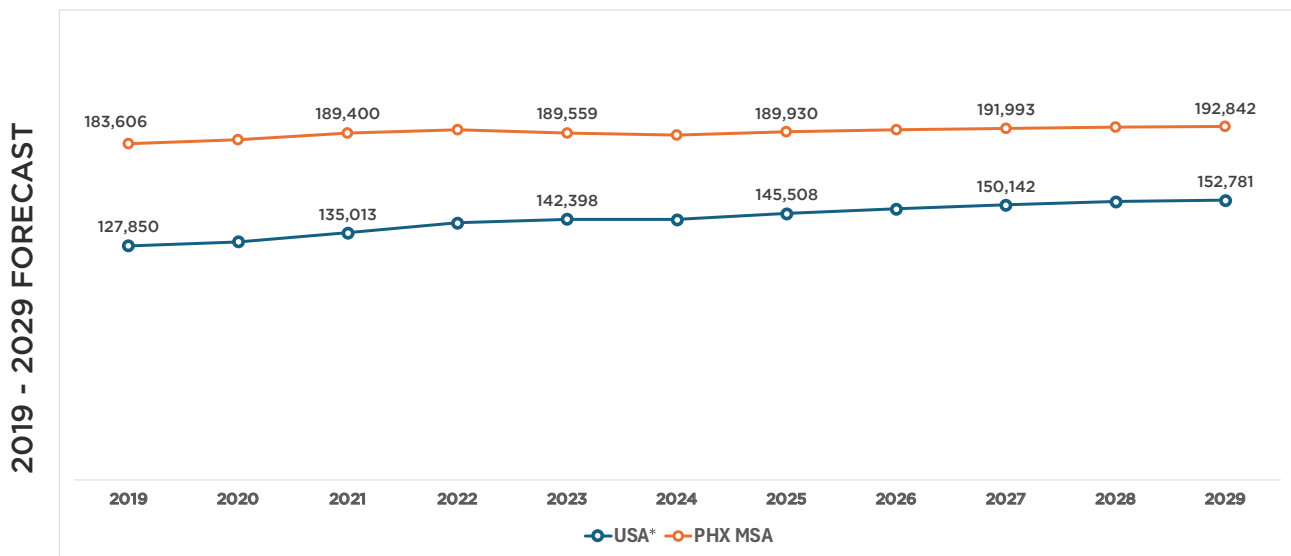
189,930

COMPANIES



7,256

Source: Lightcast, Jan. 2026; Maricopa Association of Governments, 2024



*the values represent the national average adjusted for region size.

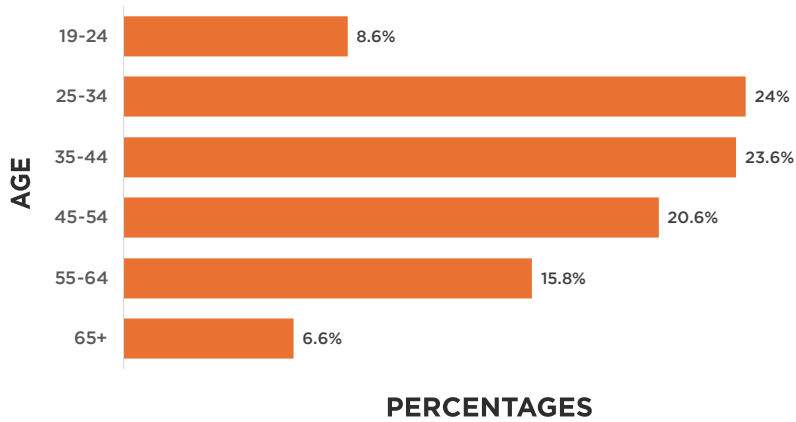
Source: Lightcast, Phoenix MSA, 2025

STAFFING PROJECTIONS

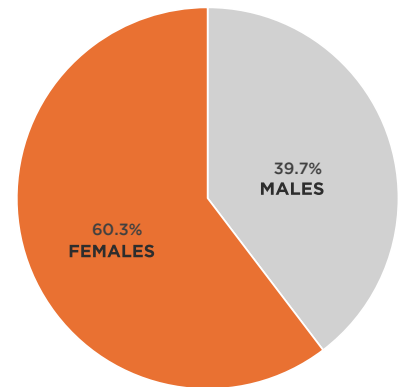
HIGHEST DEMAND	TRAINING	JOBS (2028)	2025-2028 % CHANGE	EARNINGS (2025)
Personal Financial Advisors	Long-term on-the-job training	456	15%	\$91,519.32
Management Analysts	None	1,309	12%	\$90,920.13
Insurance Sales Agents	Moderate-term on-the-job training	1,199	11%	\$61,395.94
Market Research Analysts and Marketing Specialists	None	1,422	11%	\$69,196.53
Securities, Commodities, and Financial Services Sales Agents	Moderate-term on-the-job training	924	11%	\$61,691.31
Accountants and Auditors	None	1,822	9%	\$80,203.72

TALENT ACQUISITION

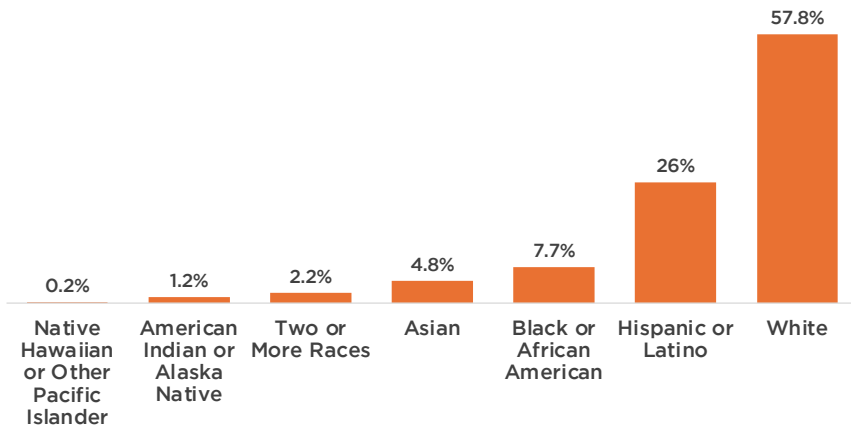
AGE BREAKDOWN



GENDER BREAKDOWN



RACE/ETHNICITY BREAKDOWN



STAFFING DEMOGRAPHICS

AGES	HIRE	SEPERATIONS
14-18	4,712	4,778
19-24	34,016	34,353
25-54	229,787	232,224
55-64	52,759	53,258
65+	26,624	26,872

EXPERIENCE BREAKDOWN

MIN EXPERIENCE	% OF TOTAL
No Experience	46%
0 - 1 Years	15%
2 - 6 Years	35%
7 - 9 Years	3%
10+ Years	2%

CAREER PATHING

Top five occupations by educational attainment and median hourly wages.

HIGH SCHOOL DIPLOMA

Sales Representatives	\$31.59
First-Line Supervisors	\$30.89
Office Clerks, General	\$22.82
Secretaries and Administrative Assistants	\$22.65
Customer Service Representatives	\$21.34

ASSOCIATE'S DEGREE

Paralegals and Legal Assistants	\$30.17
Legal Support Worker	\$30.03
Bookkeeping, Accounting, and Auditing Clerks	\$23.96
Human Resources Assistants	\$23.77
Order Clerks	\$22.84

BACHELOR'S DEGREE

Project Management Specialists	\$48.12
General and Operations Managers	\$45.29
Management Analysts	\$43.71
Accountants and Auditors	\$38.56
Human Resources Specialists	\$31.78

Source: Lightcast, Phoenix MSA, 2025

PROFESSIONAL SKILLS

The Advanced Business Service professionals must possess a diverse set of skills to be successful within this industry.

KNOWLEDGE

- Business
- Arts and Humanities
- Financial Statements
- Customer Service
- Sales and Marketing
- Administration and Management
- Customer and Personal Service

SKILLS

- Management
- Operations
- Active Listening
- Critical Thinking
- Sales
- Problem Solving
- Persuasion

QUALIFICATIONS

- Inductive Reasoning
- Deductive Reasoning
- Critical Thinking
- Problem Sensitivity
- Coordination
- Active Listening
- Written Comprehension

Source: ONET, United States

TOP EMPLOYERS

EMPLOYER WITH MOST JOB OPENINGS

Charles Schwab

TEKsystems

Wells Fargo

JPMorgan Chase

USAA

TOP QUALIFICATIONS

MOST POSTED QUALIFICATIONS

FINRA Series 7 (General Securities Representative)

Certified Public Accountant

Certified Financial Planner

FINRA Series 66 (Uniform Combined State Law)

Master Of Business Administration (MBA)

