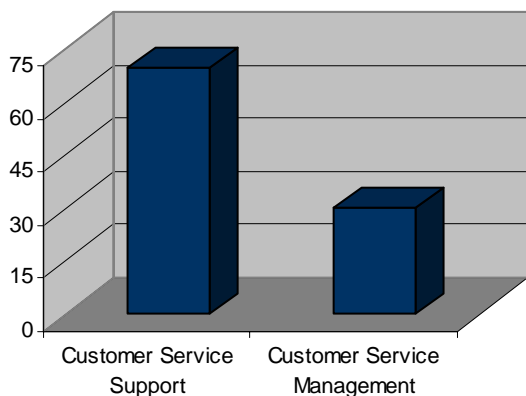


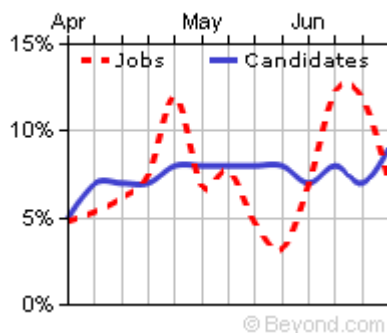
## Customer Service Channel

### 2Q09 Industry Outlook

**Candidate Breakdown – Percentage of Industry Customer Service**



**Customer Service Employment Trends (Percentage of Network – April 2009 to June 2009)**



**Customer Service Employment Forecast**

(Source: Bureau of Labor Statistics: Occupational Outlook Handbook, 2008-2009)

- Customer Service Representatives will have one of the largest number of new jobs arise, about 545,000 over the 2006-16 projection period.
- Customer service is very important to the success of any organization that deals with customers, such as financial services, communications, and utilities, which already employ numerous customer service representatives.

Quarterly Channel Statistics	
Active Resumes*	1,741,514
Jobs Posted	748
Channel Sites	40
Email Contacts	1,513,465
Monthly Channel Statistics	
Job Views	215,178
Online Applications	28,535
New Resumes	88,528

Most Popular Candidate Titles (%)
1. Customer Service Representative (47.11)
2. Customer Service Supervisor (13.84)
3. Customer Service Manager (13.39)
4. Collections Agent (11.69)
5. Sales Assistant (11.51)

Cities with the Most Jobs Posted
1. Adrian, MI
2. Plano, TX
3. Redmond, WA
4. Buffalo, NY
5. Atlanta, GA

\*Includes only one resume per candidate

**We can help you can effectively reach this candidate pool.**

Beyond.com, Inc. is the world's largest network of niche career communities, powering thousands of geographic and industry-specific sites. The Beyond.com Network is comprised of many distinct channels, each represented by a premier career destination and backed by a powerful group of associated communities.

By providing highly-relevant industry information and career opportunities, the Beyond.com Customer Service Channel attracts thousands of active and passive candidates each month. You can effectively target and hire these qualified and skilled industry professionals with our powerful recruitment solutions, including:

- Job Posting Packages
- E-Mail Marketing
- Banner Advertising
- Job Alert & Newsletter Sponsorships
- Featured Company Profiles



## The Beyond.com Network

We power thousands of industry, local and specialty career sites and connect users across all sites through a single destination – Beyond.com. As a result, our employers benefit from the undisputed quality of a niche job board combined with the expansive coverage of a national job board. To view a complete list of Beyond.com Network sites, please visit [www.Beyond.com/Channels](http://www.Beyond.com/Channels).

Top 10 States for New Candidates (%)
1. Texas (13.15)
2. Florida (11.59)
3. California (9.20)
4. Georgia (6.92)
5. New York (4.50)
6. Ohio (4.50)
7. North Carolina (4.29)
8. Illinois (3.94)
9. Tennessee (3.82)
10. Virginia (3.44)

### Top Customer Service Key Words Searched by Candidates:

Manager, Call Center, Customer Service Representative, Cashier, Receptionist, Management, Clerical, Retail, Data Entry and Collections

### City Sites

PhillyJobs.com	ManhattanJobs.com	SeattleJobs.com
BeyondLosAngeles.com	ChicagoCareerSite.com	PhoenixJobs.com
SanFranciscoGigs.com	DallasJobsite.com	AtlantaCareerPath.com

### Industry Sites

CustomerServiceJobs.com	AdministrativeClerical.com	CallCenterGigs.com
CustomerServiceRep.net	HelpDeskTechnican.com	OfficePosition.com
ClientServiceRepresentative.com	CustomerSupportSpecialist.com	CustomerServiceJobsite.com

## Key Customer Service Demographics

Beyond.com recruitment solutions are the best way for your company to tap into a highly-talented, knowledgeable and fresh candidate pool. As you can see, 55% of our network candidates have pursued higher education, 63% have 5 or more years of experience, and 35% have chosen the Beyond.com Network within the first 2 weeks of their job search.

Experience Level	%
Less than 1 year	4.65
1-3 Years	14.65
3-5 Years	17.72
5-10 Years	23.48
10-15 Years	15.67
15-20 Years	11.23
21+ Years	12.60

Educational Background	%
Post Graduate Degree	1.61
4 Year College Degree	12.85
2 Year College Degree	9.37
Some College	31.03
High School Diploma	45.15

Length of Job Search	%
Just Started	23.25
2 Weeks	11.53
4 Weeks	11.49
6 Weeks	7.06
2 Months	9.39
3 Months	11.99
6 Months	11.76
9 Months	3.89
12 Months	2.08
Over 1 Year	7.56

**Channel Personality Type: ISFJ** (Introvert, Sensor, Feeler, Judger). ISFJ traits include: cautious, gentle, and thoughtful; hesitant until they know people well then affectionate and caring; very literal and aware of the physical world; uncompromising about personal standards and easily offended; diligent and conscientious, organized and decisive. The most important thing to ISFJs is living a stable, predictable life and helping people in real ways.

## Start with Us...

**Beyond.com will help maximize your campaign today. Contact us now at [Employer@Beyond.com](mailto:Employer@Beyond.com) or by dialing 1-866-694-5627. Together we will help you Go Beyond!**