## Business Information Professional (Office Technology/Office Computer Applications TOP: 0514.00)

October 2019
Prepared by the South Central Coast Center of Excellence for Labor Market Research

## Program Recommendation

This report was compiled by the South Central Coastı Center of Excellence to provide regional labor market data for the program recommendation - Business Information Professional. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and nonCCC) that align with this occupation group.

## Key Findings

- In the South Central Coast region, the number of jobs for Office Clerks, General, are projected to remain steady over the next five years, while an increase is projected in the number of jobs for Administrative Services Managers. A decline is expected, over the next five years, in the number of jobs for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive.
- Administrative Services Managers, Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive are expected to experience a low risk of automation, while Office Clerks are at a medium risk of automation.
- In 2018 there were 2,870 regional completions in programs related to the occupations identified as related to Office Technology/Office Computer Applications and 4,371 openings, indicating an undersupply.
- Typical entry-level education ranges from a high school diploma or equivalent for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive, and Office Clerks, General to a bachelor's degree for Administrative Services Managers.
- Completers of Office Technology/Office Computer Applications programs from the 2015-2016 academic year had a median annual wage upon completion of $\$ 21,923$.
- $69 \%$ of students are employed within a year after completing a program.
- $45 \%$ of students are earning a living wage.

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## Occupation Codes and Descriptions

Currently, there are four occupations in the standard occupational classification (SOC) system that were identified as related to Office Technology/Office Computer Applications for this analysis. The occupation titles and descriptions, as well as reported job titles are included in Exhibit 1.

Exhibit 1 - Occupation, description, and sample job titles

| SOC Code | Title | Description | Sample of Reported Job Titles |
| :---: | :---: | :---: | :---: |
| 11-3011 | Administrative Services Managers | Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services. | Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrative Specialist, Administrator, Business Administrator, Business Manager, Facilities Manager, Office Manager |
| 43-6011 | Executive <br> Secretaries and Executive <br> Administrative <br> Assistants | Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. | Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant |
| 43-6014 | Secretaries and <br> Administrative <br> Assistants, <br> Except Legal, <br> Medical, and <br> Executive | Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. | Administrative Assistant (Admin Assistant), Administrative Clerk, Administrative Secretary (Admin Secretary), Administrative Specialist (Admin Specialist), Administrative Support Assistant (ASA), Administrative Technician, Department Secretary, Office Assistant, Secretary, Staff Assistant |
| 43-9061 | 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. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. | Administrative Clerk (Admin Clerk), Clerical Aide, Clerical Assistant, Clerk, General Clerk, Office Assistant, Office Clerk, Office Coordinator, Office Services Specialist, Office Support Assistant |

Source: O*NET Online

## Current and Future Employment

In the South Central Coast region, the number of jobs for Office Clerks, General, are projected to remain steady over the next five years, while an increase is projected in the number of jobs for Administrative Services Managers. A decline is expected, over the next five years, in the number of jobs for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive. Exhibit 2 contains detailed employment projections data for these occupations.

Exhibit 2 - Five-year projections for Office Technology/Office Computer Applications in the South Central Coast region

| Occupation | 2018 <br> SOC | 2023 <br> Jobs | 2018-2023 <br> Change | 2018-2023 <br> \% Change |  |
| :--- | :--- | :---: | :---: | :---: | :---: |
| $11-3011$ | Administrative Services Managers | 1,490 | 1,594 | 104 | $7 \%$ |
| $43-6011$ | Executive Secretaries and Executive <br> Administrative Assistants | 2,916 | 2,717 | -199 | $-7 \%$ |
| $43-6014$ | Secretaries and Administrative <br> Assistants, Except Legal, Medical, <br> and Executive | 15,065 | 14,909 | -156 | $-1 \%$ |
| $43-9061$ | Office Clerks, General | 19,135 | 19,439 | 304 | $2 \%$ |

Source: Economic Modeling Specialists International (EMSI)

## Earnings

In the South Central Coast region, the average wage for the listed occupations is $\$ 19.19$ per hour.

Exhibit 3 contains hourly wages and annual average earnings for these occupations. Entry-level hourly earnings are represented by the $25_{\text {th }}$ percentile of wages, median hourly earnings are represented by the 50th percentile of wages, and experienced hourly earnings is represented by the $75_{\text {th }}$ percentile of wages, demonstrating various levels of employment.

Exhibit 3 - Earnings for Office Technology/Office Computer Applications in the South Central Coast region

| SOC | Occupation | Entry-Level <br> Hourly <br> Earnings | Median <br> Hourly <br> Earnings | Experienced <br> Hourly <br> Earnings |
| :---: | :--- | :---: | :---: | :---: |
| $11-3011$ | Administrative Services Managers | $\$ 37.07$ | $\$ 49.92$ | $\$ 63.82$ |
| $43-6011$ | Executive Secretaries and Executive <br> Administrative Assistants | $\$ 26.46$ | $\$ 32.92$ | $\$ 38.57$ |
| $43-6014$ | Secretaries and Administrative Assistants, <br> Except Legal, Medical, and Executive | $\$ 16.27$ | $\$ 20.06$ | $\$ 24.87$ |
| $43-9061$ | Office Clerks, General | $\$ 12.27$ | $\$ 16.38$ | $\$ 21.57$ |

Source: Economic Modeling Specialists International (EMSI)

## Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Employer job postings are consulted to understand who is employing office technology professionals, and what they are looking for in potential candidates. To identify job postings related to Office Technology/Office Computer Applications, the following standard occupational classifications were used:

| $11-3011$ | Administrative Services Managers |
| :--- | :--- |
| $43-6011$ | Executive Secretaries and Executive Administrative Assistants |
| $43-6014$ | Secretaries and Administrative Assistants, Except Legal, Medical, and Executive |
| $43-9061$ | Office Clerks, General |

## Top Occupations

In 2018, there were 2,894 employer postings for occupations related to Office Technology/Office Computer Applications.

Exhibit 4 - Top occupations in job postings and risk of automation tables

| SOC Code | Occupation | Job Postings, <br> Full Year 2018 |
| :--- | :--- | :---: |
| $43-6014$ | Secretaries and Administrative Assistants, Except <br> Legal, Medical, and Executive | 1,664 |
| $43-9061$ | Office Clerks, General | 595 |
| $43-6011$ | Executive Secretaries and Executive Administrative <br> Assistants | 297 |
| $11-3011$ | Administrative Services Managers | 268 |

Source: Labor Insight/Jobs (Burning Glass)

| SOC Code | Occupation | Risk of Automation |
| :--- | :--- | :---: |
| $11-3011$ | Administrative Services Managers | Low |
| $43-6011$ | Executive Secretaries and Executive Administrative <br> Assistants | Low |
| $43-6014$ | Secretaries and Administrative Assistants, Except <br> Legal, Medical, and Executive | Low |
| $43-9061$ | Office Clerks, General | Medium |
| Source: Labor Insight/Jobs (Burning Glass) |  |  |

## Top Titles

The top job titles for employers posting ads for jobs related to Office Technology/Office Computer Applications are listed in Exhibit 5. Administrative Assistant is mentioned as the job title in $30 \%$ of all relevant job postings (853 postings).

Exhibit 5 -Job titles

| Title | Job Postings, <br> Full Year 2018 |
| :--- | :---: |
| Administrative Assistant | 853 |
| Office Assistant | 233 |
| Executive Assistant | 233 |
| Secretary | 96 |
| Administrative Coordinator | 95 |

Source: Labor Insight/Jobs (Burning Glass)

## Top Employers

Exhibit 6 lists the major employers hiring professionals in the Office Technology/Office Computer Applications field. The top employer posting job ads was University of California. The top worksite cities in the region for these occupations were Santa Barbara, Santa Clarita, Thousand Oaks, Oxnard and San Luis Obispo.

Exhibit 6 - Top employers ( $n=1067$ )

| Employer | Job Postings, <br> Full Year 2018 |
| :--- | :---: |
| University of California | 40 |
| Anthem Blue Cross | 32 |
| Associated Students Incorporated | 23 |
| College of Canyons | 19 |
| Target | 18 |
| US Navy | 18 |
| Lucia Mar Unified School District | 17 |
| California State University | 16 |
| Dignity Health | 16 |
| US Air Force | 16 |
| Ventura Community College District | 16 |
| Source Labor Insigh/ Bubs |  |

Source: Labor Insight/Jobs (Burning Glass)

## Skills

Administrative Support is the most sought after skill for employers hirting for jobs related to Office Technology/Office Computer Applications.

Exhibit 7 -Job skills (n=2321)

| Skills | Job Postings, <br> Full Year 2018 |
| :--- | :---: |
| Administrative Support | 1708 |
| Scheduling | 692 |
| Customer Service | 481 |
| Data Entry | 475 |
| Administrative Functions | 322 |
| Spreadsheets | 321 |
| Budgeting | 295 |
| Source: Labor Insight/Jobs (Burning Glass) |  |

## Industry Concentration

Exhibit 8 shows the industries with most Office Technology/Office Computer Applications postings in the South Central Coast. Note: 39\% of records have been excluded because they do not include an industry. As a result, the chart below may not be representative of the full sample.

Exhibit 8 - Industries employing the most in the Office Technology/Office Computer Applications field, 2018

| Industry | Occupation Group <br> Jobs in Industry | \% of Occupation <br> Group in Industry |
| :--- | :---: | :---: |
| Educational Services | 392 | $23 \%$ |
| Health Care and Social Assistance | 210 | $12 \%$ |
| Administrative and Support and Waste <br> Management and Remediation Services | 189 | $11 \%$ |
| Manufacturing | 170 | $10 \%$ |
| Public Administration | 127 | $7 \%$ |

Source: Labor Insight/Jobs (Burning Glass)

## Education and Training

Exhibit 9 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training needed to attain competency in the occupation.

Exhibit 9 - Education and training requirements

| SOC | Occupation | Typical entry-level <br> education | Typical on-the-job <br> training |
| :--- | :--- | :--- | :--- |
| $11-3011$ | Administrative Services Managers | Bachelor's Degree | None |
| $43-6011$ | Executive Secretaries and Executive <br> Administrative Assistants | High school diploma or <br> equivalent | None |
| $43-6014$ | Secretaries and Administrative <br> Assistants, Except Legal, Medical, and <br> Executive | High school diploma or <br> equivalent | Short-term on-the-job <br> training |
| $43-9061$ | Office Clerks, General | High school diploma or <br> equivalent | Short-term on-the-iob <br> training |

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

## Regional Completions and Openings

There were 2,870 regional completions (2018) and 43,71 regional openings (2018) in the South Central Coast region in programs related to the occupations identified as related to Office Technology/Office Computer Applications.

Exhibit 10 - Completions and Openings

|  |  |  |
| :---: | :---: | :---: |
| $\mathbf{7}$ | $\mathbf{2 , 8 7 0}$ | 4,371 |
| Regional Institutions had Related |  |  |
| Programs (2018) | Regional Completions (2018) | Annual Openings (2018) |

Source: Economic Modeling Specialists International (EMSI)

## Related Programs

| CIP Code | Program | Completions (2018) |
| :--- | :--- | :---: |
| 52.0201 | Business Administration and Management, General | 2508 |
| 52.0401 | Administrative Assistant and Secretarial Science, <br> General | 145 |
| 52.0101 | Business/Commerce, General | 96 |
| 51.0716 | Medical Administrative/Executive Assistant and <br> Medical Secretary | 79 |
| 44.0401 | Public Administration | 29 |
| 51.0711 | Medical/Health Management and Clinical <br> Assistant/Specialist | 8 |
| 52.0408 | General Office Occupations and Clerical Services | 5 |

Source: Economic Modeling Specialists International (EMSI)

## Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Office Technology/Office Computer Applications Program (TOP: 0514.00 ) in the South Central Coast region for the 2015-16 academic year.

- The median annual wage for students after exiting is $\$ 21,923$.
- Starting salary in the region for Executive Secretaries and Executive Administrative Assistants is $\$ 57,699$.
- Starting salary in the region for Secretaries and Administrative Assistants, Except Legal, Medical, and Executive is $\$ 37,648$.
- $69 \%$ of students are employed within a year after completing a program.
- $45 \%$ of students are earning a living wage.
- Most Common middle-skills jobs for this program are:
- Executive Secretaries and Executive Administrative Assistants
- Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Source: CTE LaunchBoard

## Sources

O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

## Notes

Data included in this analysis represents the labor market demand for positions most closely related to Office Technology/Office Computer Applications. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job posts advertisements for occupations relevant to the field of study and should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.


[^0]:    ${ }^{1}$ The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

