** Account Clerk and Payroll Occupations**

**Labor Market Information Report**

**Santa Rosa Junior College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

February 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Account Clerk and Payroll workers compared to the demand for this cluster of occupations in the Bay region and in the North Bay sub-region (Marin, Napa, Solano and Sonoma Counties). The gap is about 16,309 students annually in the Bay region and 2,158 students annually in the North Bay Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 0501.00 - Business and Commerce, General in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at Santa Rosa Junior College (SRJC) and in the region.

# Introduction

This report profiles Account Clerk and Payroll Occupations in the 12 county Bay region and in the North Bay sub-region for a proposed new program at Santa Rosa Junior College.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
| * **Office Clerks, General (SOC 43-9061)**: 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.
 |
| *Entry-Level Educational Requirement: High school diploma or equivalent* |
| *Training Requirement: Short-term on-the-job training* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 44%* |
|  |
| * **Bookkeeping, Accounting, and Auditing Clerks (SOC 43-3031):** Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Excludes “Payroll and Timekeeping Clerks” (43-3051).
 |
| *Entry-Level Educational Requirement: Some college, no degree* |
| *Training Requirement: Moderate-term on-the-job training* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 48%* |
|  |
| * **Payroll and Timekeeping Clerks (SOC 43-3051**): Compile and record employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions, or prepare paychecks. Excludes “Bookkeeping, Accounting, and Auditing Clerks” (43-3031).
 |
| *Entry-Level Educational Requirement: High school diploma or equivalent* |
| *Training Requirement: Moderate-term on-the-job training* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 48%* |

 |

# Occupational Demand

**Table 1. Employment Outlook for Account Clerk and Payroll Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Office Clerks, General | 81,378 | 84,881 | 3,503  | 4% | 51,827 | 10,365 | $11.69  | $19.33  |
| Bookkeeping, Accounting, and Auditing Clerks | 48,359 | 49,642 | 1,283  | 3% | 28,300 | 5,660 | $15.46  | $23.85  |
| Payroll and Timekeeping Clerks | 6,232 | 6,383 | 151  | 2% | 3,265 | 653 | $18.34  | $27.78  |
| **Total** | **135,968** | **140,907** | **4,938** | **4%** | **83,392** | **16,678** | **$13.33**  | **$21.32**  |

*Source: EMSI 2019.1*

**Bay Region** includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

**Table 2. Employment Outlook for Account Clerk and Payroll Occupations in North Bay Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Office Clerks, General | 9,883 | 10,238 | 355  | 4% | 6,219 | 1,244 | $11.13  | $17.97  |
| Bookkeeping, Accounting, and Auditing Clerks | 7,341 | 7,425 | 84  | 1% | 4,175 | 835 | $15.37  | $23.05  |
| Payroll and Timekeeping Clerks | 824 | 832 | 8  | 1% | 419 | 84 | $17.56  | $24.98  |
| **TOTAL** | **18,048** | **18,495** | **447**  | **2%** | **10,814** | **2,163** | **$14.69**  | **$22.00**  |

*Source: EMSI 2019.1*

**North Bay Sub-Region** includes Marin, Napa, Solano and Sonoma Counties

### Job Postings in Bay Region and North Bay Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (Feb 2018 - Jan 2018)**

| Occupation | Bay Region | North Bay |
| --- | --- | --- |
| Bookkeeping, Accounting, and Auditing Clerks (43-3031.00) | 11,411 | 1,025 |
| Office Clerks, General (43-9061.00) | 7,205 | 488 |
| Payroll and Timekeeping Clerks (43-3051.00) | 2,772 | 196 |
| **Total** | **21,388** | **1,709** |

*Source: Burning Glass*

**Table 4. Top Job Titles for Account Clerk and Payroll Occupations for latest 12 months (Feb 2018 - Jan 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Common Title | Bay | North Bay | Common Title | Bay | North Bay |
| Office Assistant | 2,534 | 155 | Office Associate | 306 | 22 |
| Bookkeeper | 1,675 | 162 | Specialist | 288 | 12 |
| Accounting Clerk | 1,264 | 131 | Clerk | 270 | 14 |
| Office Administrator | 1,224 | 93 | Accounts Payable | 264 | 22 |
| Accounts Payable Specialist | 1,209 | 78 | Student Assistant | 248 | 11 |
| Payroll Specialist | 1,064 | 68 | Real Estate Assistant | 243 | 8 |
| Accounts Payable Clerk | 966 | 87 | Accountant | 213 | 6 |
| Office Clerk | 673 | 41 | Payroll Analyst | 210 | 10 |
| Accounts Receivable Clerk | 588 | 77 | Administrative Clerk | 171 | 21 |
| Accounting Assistant | 521 | 38 | Bookkeeper/Office Manager | 167 | 25 |
| Accounts Receivable Specialist | 514 | 57 | Accounting Associate | 159 | 7 |
| Payroll Administrator | 434 | 22 | Accounts Receivable | 143 | 8 |
| Accounting Specialist | 411 | 51 | Desk Clerk | 131 | 1 |
| Payroll Clerk | 401 | 27 | Office Coordinator | 131 | 5 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Account Clerk and Payroll Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2017) | Jobs in Industry (2022) | % Change (2017-22) | % in Industry (2017) |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 8,379 | 8,687 | 10% | 6.4% |
| Local Government, Excluding Education and Hospitals (903999) | 6,640 | 6,613 | 1% | 4.9% |
| Colleges, Universities, and Professional Schools (611310) | 4,950 | 5,034 | 7% | 3.7% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 3,811 | 4,022 | 7% | 3.0% |
| Temporary Help Services (561320) | 3,102 | 3,067 | 2% | 2.2% |
| Offices of Certified Public Accountants (541211) | 2,554 | 2,539 | 5% | 1.9% |
| Colleges, Universities, and Professional Schools (Local Government) (903612) | 2,670 | 2,519 |  (18%) | 1.8% |
| Religious Organizations (813110) | 2,219 | 2,219 |  (1%) | 1.6% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 2,046 | 2,126 | 33% | 1.6% |
| Plumbing, Heating, and Air-Conditioning Contractors (238220) | 2,092 | 2,111 | 6% | 1.5% |
| Custom Computer Programming Services (541511) | 2,056 | 2,082 | 12% | 1.5% |
| Other Accounting Services (541219) | 1,933 | 1,985 | 7% | 1.5% |
| Elementary and Secondary Schools (Local Government) (903611) | 1,925 | 1,908 | 2% | 1.4% |
| Services for the Elderly and Persons with Disabilities (624120) | 1,706 | 1,719 | 22% | 1.3% |
| Office Administrative Services (561110) | 1,924 | 1,700 |  (17%) | 1.2% |
| Offices of Lawyers (541110) | 1,683 | 1,677 |  (2%) | 1.2% |
| Offices of Dentists (621210) | 1,602 | 1,600 | 4% | 1.2% |
| Offices of Physicians (except Mental Health Specialists) (621111) | 1,434 | 1,421 |  (3%) | 1.0% |
| New Car Dealers (441110) | 1,387 | 1,393 | 6% | 1.0% |
| Electrical Contractors and Other Wiring Installation Contractors (238210) | 1,329 | 1,328 | 8% | 1.0% |
| Computer Systems Design Services (541512) | 1,352 | 1,326 | 6% | 1.0% |

*Source: EMSI 2019.1*

**Table 6. Top Employers Posting Account Clerk and Payroll Occupations in Bay and North Bay Sub-Region (Feb 2018 - Jan 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | North Bay |
| University San Francisco | 94 | ARC Document Solutions | 21 | Lamperti Contracting & Design | 2 |
| Marriott International Incorporated | 67 | Auto Chlor System | 21 | 1975 | 1 |
| Tenderloin Neighborhood Development | 61 | Department of Veterans Affairs | 21 | All State Tank Lines | 1 |
| Stanford Health Care | 53 | Fenwick & West | 21 | Bridgeway Real Estate And Developme | 1 |
| Williams Lea | 44 | Jones Lang Lasalle Incorporated | 21 | Clisham Painting | 1 |
| Fremont Unified School District | 41 | La Clinica De La Raza | 21 | Garden Creek Ranch Vineyards Winery | 1 |
| State of California | 36 | Raleys | 21 | Kidz Love Soccer | 1 |
| Carmax | 35 | Alameda Health System | 20 |  |  |
| Sprouts Farmers Markets | 34 | City and County of San Francisco | 20 |  |  |
| Contra Costa Community College District | 32 | Stanford University | 20 |  |  |
| Millennium Group | 32 | University Enterprises Incorporated | 20 |  |  |
| Ricoh Electronics | 32 | Bio-Rad Laboratories | 18 |  |  |
| Aramark | 31 | State Farm Insurance Companies | 18 |  |  |
| Lucile Packard Childrens Hospital | 30 | Uc San Diego | 17 |  |  |
| John Stewart Company | 29 | Gardner Family Health Network | 16 |  |  |
| US Army | 29 | Hanger Incorporated | 16 |  |  |
| Compass Group | 27 | Hilton Hotel Corporation | 16 |  |  |
| University California | 26 | Cintas | 15 |  |  |
| Sfmta | 25 | Golden Gate University | 15 |  |  |
| California State University | 23 | La-Z-Boy | 15 |  |  |

*Source: Burning Glass*

# Educational Supply

There are 17 community colleges in the Bay Region issuing 369 awards on average annually on TOP 0501.00 - Business and Commerce, General. There are two colleges in the North Bay Sub-Region issuing 5 awards annually on average on this TOP code.

**Table 7. Awards on TOP 0501.00 - Business and Commerce, General in the Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Headcount | Associates | Certificates | Total |
| Berkeley City College  | East Bay | 504 | 5 | 7 | 11 |
| Cabrillo College  | Santa Cruz - Monterey | 997 | 36 | 8 | 44 |
| Cañada College  | Mid Peninsula | 609 |  |  |  |
| Chabot College  | East Bay | 550 | 0 | 19 | 19 |
| City College of San Francisco  | Mid Peninsula | 382 | 30 | 11 | 41 |
| College of Alameda  | East Bay | 510 |  |  |  |
| College of Marin  | North Bay | 202 | 0 | 0 | 1 |
| College of San Mateo  | Mid Peninsula | 539 | 28 |  | 28 |
| Contra Costa College  | East Bay |  |  |  |  |
| Diablo Valley College  | East Bay | 850 | 39 | 23 | 62 |
| Evergreen Valley College  | Silicon Valley | 718 |  |  |  |
| Gavilan College  | Santa Cruz - Monterey | 426 | 23 | 5 | 28 |
| Hartnell College  | Santa Cruz - Monterey | 553 |  |  |  |
| Laney College  | East Bay | 743 |  |  |  |
| Las Positas College  | East Bay | 1171 | 12 |  | 12 |
| Los Medanos College  | East Bay | 754 |  | 12 | 12 |
| Merritt College  | East Bay | 512 | 5 |  | 5 |
| Mission College  | Silicon Valley | 686 | 7 |  | 7 |
| Monterey Peninsula College  | Santa Cruz - Monterey | 46 | 5 | 1 | 6 |
| Napa Valley College  | North Bay | 472 | 5 |  | 5 |
| Ohlone College  | East Bay |  | 84 |  | 84 |
| San Francisco Centers | Mid Peninsula | 24 |  |  |  |
| San Jose City College  | Silicon Valley | 608 | 1 |  | 1 |
| Santa Rosa Junior College  | North Bay | 2404 |  |  |  |
| Skyline College  | Mid Peninsula | 1008 |  |  |  |
| Solano College  | North Bay | 906 |  |  |  |
| West Valley College | Silicon Valley | 659 |  | 4 | 4 |
| **Total Bay Region** | **16,833** | **279** | **90** | **369** |
| **Total North Bay Sub-Region** | **3,984** | **5** | **0** | **5** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: Headcount of students who took one or more courses is for 2016-17. The annual average for awards is 2014-17 unless there are only awards in 2016-17. The annual average for other postsecondary is for 2013-16.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 16,678 annual openings for the Account Clerk and Payroll occupational cluster and 369 annual awards (3-year average) for an annual undersupply of 16,309. In the North Bay Sub-Region, there is also a large gap with 2,163 annual openings and 5 annual awards (3-year average) for an annual undersupply of 2,158.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0501.00 - Business and Commerce, General**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | Santa Rosa Junior College (All CTE Programs) | State (TOP 0501.00) | Bay (TOP 0501.00) | North Bay (TOP 0501.00) | Santa Rosa Junior College (TOP 0501.00) |
| % Employed Four Quarters After Exit | 74% | 76% | 64% | 70% | 67% | 73% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $20,775 | $16,445 | $17,966 | $16,812 | $16,107 |
| Median % Change in Earnings | 46% | 50% | 49% | 52% | 50% | 55% |
| % of Students Earning a Living Wage | 63% | 62% | 53% | 58% | 48% | 49% |

*Source: Launchboard Pipeline (version available on 2/6/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Account Clerk and Payroll Occupations in Bay Region (Feb 2018 - Jan 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Accounting | 10,565 | Expense Reports | 2,001 | Mail Sorting | 966 |
| Accounts Payable / Accounts Receivable | 5,245 | Month-End Close Processes | 1,991 | External Auditing | 936 |
| Data Entry | 5,044 | General Office Duties | 1,571 | Cash Deposits and Receipts | 931 |
| Payroll Processing | 3,662 | Mailing | 1,453 | Copying | 921 |
| Bookkeeping | 3,529 | Customer Contact | 1,403 | Clerical Duties | 890 |
| Customer Service | 3,465 | Budgeting | 1,396 | Accounting Systems | 887 |
| Invoice Processing | 2,744 | Enterprise Resource Planning (ERP) | 1,366 | Invoice Preparation | 842 |
| Quickbooks | 2,668 | Record Keeping | 1,331 | Calculation | 813 |
| Account Reconciliation | 2,570 | Accounting Software | 1,216 | Accruals | 811 |
| Customer Billing | 2,489 | Financial Reporting | 1,139 | NetSuite | 802 |
| Scheduling | 2,444 | Filing | 1,090 | Financial Statements | 800 |
| Spreadsheets | 2,276 | Generally Accepted Accounting Principles (GAAP) | 1,071 | ADP Payroll | 796 |
| Administrative Support | 2,220 | Office Management | 1,050 | Invoice Matching | 762 |
| General Ledger | 2,220 | Invoicing | 1,046 | Appointment Setting | 756 |
| Customer Checkout | 2,113 | Administrative Functions | 1,022 | Bank Reconciliation | 743 |

*Source: Burning Glass*

**Table 10. Certifications for Account Clerk and Payroll Occupations in the Bay Region (Feb 2018 - Jan 2018)**

Note: 92% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

|  |  |  |  |
| --- | --- | --- | --- |
| Certification | Postings | Certification | Postings |
| Driver's License | 879 | Business License | 25 |
| Certified Payroll Professional (CPP) | 237 | Food Handler Certification | 17 |
| Real Estate Certification | 119 | 45 Words Per Minute | 15 |
| Certified Protection Professional (CPP) | 117 | Certified Information Systems Auditor (CISA) | 15 |
| Typing Certification | 91 | Contractors License | 13 |
| First Aid Cpr Aed | 75 | Registered Cardiac Sonographer | 13 |
| Certificate in Accounting | 47 | Professional in Human Resources | 12 |
| Basic Life Saving (BLS) | 43 | Bookkeeping Certification | 11 |
| Security Clearance | 42 | Cdl Class C | 11 |
| Fundamental Payroll Certification | 38 | Food Service Certification | 11 |
| Certified Public Accountant (CPA) | 37 | Quickbooks Certification | 11 |
| Institute of Internal Auditors (IIA) | 35 | Certified Information Systems Security Professional (CISSP) | 10 |

*Source: Burning Glass*

**Table 11. Education Requirements for Account Clerk and Payroll Occupations in Bay Region**

Note: 47% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |
| --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings |
| High school or vocational training | 4,407 (39%) |
| Associate Degree | 1,354 (12%) |
| Bachelor’s Degree or Higher | 5,476 (49%) |

*Source: Burning Glass*

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

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