**Management and Supervisor Occupations**

**Labor Market Information Report**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

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# Recommendation

Based on all available data included in this report, there appears to be a large undersupply of Management and Supervisor occupations compared to the demand for this cluster of occupations in the Bay region and the East Bay sub-region. The annual gap between demand and supply is about 5,450 in the region and around 1,500 in the East Bay sub-region. Two of the five occupations selected are classified as Middle Skill while the other three are Above Middle Skill and tend to require a four-year degree. In this report, data on job titles, employers, skills, certifications and minimum advertised education level are shown for all five occupations and for the two Middle Skill occupations separately.

This report also provides student outcomes data on employment and earnings for Business Management and Management Development and Supervision programs in the region and state. It is recommended that this data be reviewed to better understand how student outcomes for Laney College compare to potentially similar programs at colleges in the state, region and sub-region as well as to outcomes across all programs in the region.

# Introduction

This report profiles Management and Supervisor occupations in the 12 county Bay Region and the East Bay Sub-Region (Alameda and Contra Costa counties) for an existing program at Laney College.

* **General and Operations Managers (SOC 11-1021)**: Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.

*Entry-Level Educational Requirement:* *Bachelor’s Degree*

*Training Requirement:* *None*

*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 32%

* **Administrative Service Managers (SOC 11-3011)**: 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.

*Entry-Level Educational Requirement:* *Bachelor’s Degree*

*Training Requirement:* *None*

*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 42%

* **Training and Development Managers (SOC 11-3131)**: Plan, direct, or coordinate the training and development activities and staff of an organization.

*Entry-Level Educational Requirement:* *Bachelor’s Degree*

*Training Requirement:* *None*

*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 26%

* **Managers, All Other (SOC 11-9199)**: All managers not listed separately.

*Entry-Level Educational Requirement:* *Bachelor’s Degree*

*Training Requirement:* *None*

*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 27%

* **First-line Supervisors of Office and Administrative Workers (SOC 43-1011)**: Directly supervise and coordinate the activities of clerical and administrative support workers.

*Entry-Level Educational Requirement:* *High School Diploma or Equivalent*

*Training Requirement:* *None*

*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 41%

# Occupational Demand

**Table 1. Employment Outlook for Management and Supervisor Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | Skill Level | 2016 Jobs | 2021 Jobs | 5-Yr Change | 5-Yr % Change | 5-year Open-ings | Annual Open-ings | 10% Hrly Wage | Median Hrly Wage |
| General & Operations Managers | Above Middle Skill | 71,243 | 77,533 | 6,290 | 8.8% | 35,726 | 7,145 | $26.22 | $59.61 |
| Administrative Services Managers | Middle Skill | 11,461 | 12,279 | 818 | 7.1% | 5,464 | 1,093 | $28.48 | $52.36 |
| Training & Development Managers | Above Middle Skill | 1,262 | 1,381 | 119 | 9.4% | 687 | 137 | $41.28 | $67.86 |
| Managers, All Other | Above Middle Skill | 29,699 | 32,122 | 2,423 | 8.2% | 13,033 | 2,607 | $15.11 | $34.60 |
| First-Line Supervisors of Office & Admin Support Workers | Middle Skill | 39,722 | 43,053 | 3,331 | 8.4% | 23,192 | 4,638 | $19.52 | $30.15 |
| **Total** |  | **153,387** | **166,367** | **12,980** | **8.5%** | **78,102** | **15,620** | **$22.63**  | **$46.66**  |
| **Middle Skill Sub-Total** | **51,183** | **55,332** | **4,149** | **8.1%** | **28,656** | **5,731** | **$21.53**  | **$35.12**  |

*Source: EMSI 2017.4*

**Bay Region** includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties***Middle Skill*** *as defined by Centers of Excellence:
1. All occupations listed as having some college or associate degree = Yes*

*2. All occupations needing an apprenticeship = Yes*

*3. All occupations with a Bachelor’s degree with ~>= 33% of workers (CPS) having some college to associate degree = Yes*

*4. All occupations with high school or equivalent or no formal education with long-term OJT = Yes*

*5. All supervisorial occupations (skills-builder qualified) = Yes*

*6. All occupations with high school or equivalent or no formal education with more than 5-yrs work experience = Yes*

*7. Exceptions for Bachelor’s degree where there is pre-existing CCs level programs*

**Table 2. Employment Outlook for Management and Supervisor Occupations in East Bay Sub-Region**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | Skill Level | 2016 Jobs | 2021 Jobs | 5-Yr Change | 5-Yr % Change | 5-year Open-ings | Annual Open-ings | 10% Hrly Wage | Median Hrly Wage |
| General & Operations Managers | Above Middle Skill | 19,700 | 21,106 | 1,406 | 7.1% | 9,497 | 1,899 | $27.97 | $57.03 |
| Administrative Services Managers | Middle Skill | 3,025 | 3,207 | 182 | 6.0% | 1,404 | 281 | $27.28 | $47.57 |
| Training & Development Managers | Above Middle Skill | 283 | 302 | 19 | 6.7% | 146 | 29 | $42.02 | $64.55 |
| Managers, All Other | Above Middle Skill | 8,248 | 8,962 | 714 | 8.7% | 3,671 | 734 | $14.84 | $22.71 |
| First-Line Supervisors of Office & Admin Support Workers | Middle Skill | 12,083 | 12,946 | 863 | 7.1% | 6,875 | 1,375 | $18.52 | $29.47 |
| **Total** |  | **43,339** | **46,523** | **3,184** | **7.3%** | **21,593** | **4,319** | **$22.88**  | **$42.20**  |
| **Middle Skill Sub-Total** | **15,108** | **16,153** | **1,045** | **6.9%** | **8,278** | **1,656** | **$20.27**  | **$33.09** |

*Source: EMSI 2017.4***East Bay Sub-Region** includes Alameda and Contra Costa counties

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

**Table 3. Number of Job Postings by Occupation for latest 12 months (Dec 2016 – Nov 2017)**

|  |  |  |
| --- | --- | --- |
| Occupation | Bay Region | East Bay |
| Managers, All Other (11-9199.00) | 18,997 | 4,012 |
| General and Operations Managers (11-1021.00) | 9,979 | 2,036 |
| First-Line Supervisors of Office and Administrative Support Workers (43-1011.00) | 7,552 | 1,893 |
| Administrative Services Managers (11-3011.00) | 3,164 | 666 |
| Compliance Managers (11-9199.02) | 864 | 159 |
| Supply Chain Managers (11-9199.04) | 782 | 174 |
| Training and Development Managers (11-3131.00) | 558 | 124 |
| Security Managers (11-9199.07) | 435 | 78 |
| Regulatory Affairs Managers (11-9199.01) | 379 | 87 |
| Investment Fund Managers (11-9199.03) | 235 | 46 |
| Loss Prevention Managers (11-9199.08) | 223 | 75 |
| **Total** | **43,168** | **9,350** |
| **Middle Skill Sub-Total** | **10,716** | **2,559** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Management and Supervisor Occupations for latest 12 months (Dec 2016 – Nov 2017)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Common Title | Bay Region | East Bay | Common Title | Bay Region | East Bay |
| Project Manager | 2,048 | 602 | Customer Service Manager | 252 | 84 |
| Office Manager | 2,047 | 567 | Area Sales Manager | 241 | 91 |
| Program Manager | 826 | 120 | Senior Program Manager | 236 | 35 |
| Project Coordinator | 710 | 257 | Training Manager | 234 | 50 |
| Operations Manager | 619 | 198 | Operations Supervisor | 229 | 91 |
| Facilities Manager | 563 | 117 | Store Associate | 229 | 81 |
| Assistant Manager | 442 | 124 | Front Office Manager | 217 | 52 |
| Payroll Manager | 404 | 82 | Director of Regulatory Affairs | 214 | 38 |
| Supply Chain Manager | 400 | 95 | Manager In Training | 154 | 35 |
| General Manager | 379 | 116 | Administrative Manager | 148 | 37 |
| Senior Project Manager | 377 | 92 | Customer Service Supervisor | 148 | 60 |
| Security Manager | 373 | 60 | Agency Manager | 124 | 124 |
| Customer Success Manager | 333 | 20 | Payroll Supervisor | 113 | 55 |

*Source: Burning Glass*

**Table 4b. Top Job Titles for MIDDLE SKILL Management and Supervisor Occupations (Dec 2016 – Nov 2017)**

Note: MIDDLE SKILL occupations include the two SOC codes referenced above: Administrative Service Managers and First-Line Supervisors of Office and Administrative Support Workers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Common Title | Bay Region | East Bay | Common Title | Bay Region | East Bay |
| Office Manager | 2,010 | 565 | Administrative Manager | 145 | 37 |
| Facilities Manager | 513 | 103 | Director of Facilities | 138 | 34 |
| Payroll Manager | 389 | 78 | Front Office Supervisor | 137 | 21 |
| Customer Success Manager | 333 | 20 | Payroll Supervisor | 113 | 55 |
| Customer Service Manager | 251 | 84 | Administrative Analyst | 112 | 15 |
| Front Office Manager | 217 | 52 | Accounting Supervisor | 110 | 33 |
| Store Associate | 169 | 69 | Practice Manager | 95 | 35 |
| Customer Service Supervisor | 147 | 60 | Accounts Payable Supervisor | 93 | 26 |
| Accounts Payable Manager | 145 | 19 | Coordinator | 90 | 34 |

*Source: Burning Glass*

# Industry Concentration

**Table 5a. Industries hiring Management and Supervisor Occupations in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 2 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2016) | Jobs in Industry (2021) | % Change (2016-21) | % in Industry (2016) |
| Professional, Scientific, and Technical Services (54) | 23,485 | 26,391 | 12% | 15.3% |
| Health Care and Social Assistance (62) | 14,736 | 16,501 | 12% | 9.6% |
| Government (90) | 13,421 | 13,847 | 3% | 8.7% |
| Manufacturing (31) | 12,792 | 13,161 | 3% | 8.3% |
| Retail Trade (44) | 12,238 | 13,003 | 6% | 7.9% |
| Construction (23) | 10,000 | 11,110 | 11% | 6.6% |
| Finance and Insurance (52) | 8,876 | 9,412 | 6% | 5.8% |
| Admin & Support & Waste Management & Remediation Services (56) | 8,656 | 9,276 | 7% | 5.6% |
| Information (51) | 7,970 | 9,426 | 18% | 5.2% |
| Wholesale Trade (42) | 7,676 | 8,000 | 4% | 5.0% |
| Other Services (except Public Administration) (81) | 6,674 | 7,105 | 6% | 4.4% |
| Management of Companies and Enterprises (55) | 6,000 | 6,152 | 3% | 3.9% |
| Accommodation and Food Services (72) | 4,863 | 5,325 | 10% | 3.2% |
| Transportation and Warehousing (48) | 4,023 | 4,335 | 8% | 2.6% |
| Educational Services (61) | 3,374 | 3,767 | 12% | 2.2% |
| Arts, Entertainment, and Recreation (71) | 3,068 | 3,390 | 10% | 2.0% |

*Source: EMSI 2017.4*

**Table 5b. Industries hiring Management and Supervisor Occupations in East Bay Sub-Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 2 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2016) | Jobs in Industry (2021) | % Change (2016-21) | % in Industry (2016) |
| Professional, Scientific, and Technical Services (54) | 5,778 | 6,321 | 9% | 13.4% |
| Health Care and Social Assistance (62) | 4,780 | 5,359 | 12% | 11.0% |
| Government (90) | 3,879 | 3,965 | 2% | 8.9% |
| Retail Trade (44) | 3,785 | 4,075 | 8% | 8.7% |
| Construction (23) | 3,326 | 3,724 | 12% | 7.8% |
| Manufacturing (31) | 3,249 | 3,367 | 4% | 7.5% |
| Finance and Insurance (52) | 2,805 | 3,036 | 8% | 6.5% |
| Wholesale Trade (42) | 2,769 | 2,883 | 4% | 6.4% |
| Admin & Support & Waste Management & Remediation Services (56) | 2,376 | 2,485 | 5% | 5.5% |
| Other Services (except Public Administration) (81) | 1,939 | 2,031 | 5% | 4.5% |
| Management of Companies and Enterprises (55) | 1,925 | 1,765 |  (8%) | 4.4% |
| Information (51) | 1,389 | 1,559 | 12% | 3.2% |
| Transportation and Warehousing (48) | 1,304 | 1,424 | 9% | 3.0% |
| Accommodation and Food Services (72) | 1,018 | 1,144 | 12% | 2.4% |
| Educational Services (61) | 817 | 929 | 14% | 1.9% |
| Arts, Entertainment, and Recreation (71) | 800 | 886 | 11% | 1.9% |

*Source: EMSI 2017.4*

**Table 6a. Top Employers Posting Management and Supervisor Jobs in Bay Region and East Bay for latest 12 months (Dec 2016 – Nov 2017)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Employer** | **Bay** | **Employer** | **Bay** |  | **Employer** | **East Bay** |
| Google Inc. | 458 | Amazon.com | 178 |  | Kaiser Permanente | 219 |
| Facebook | 440 | UC San Diego | 172 |  | Uc San Diego | 172 |
| Accenture | 371 | The Home Depot Inc | 171 |  | Tesla Motors | 159 |
| Kaiser Permanente | 328 | Dignity Health | 166 |  | UC Berkeley | 146 |
| Apple Inc. | 323 | CVS Caremark | 163 |  | University of California | 122 |
| Cisco Systems Inc | 319 | Khosla Ventures | 160 |  | Accenture | 90 |
| Stanford University | 317 | Jones Lang Lasalle Inc | 154 |  | Zurich Insurance | 79 |
| University of California | 301 | UCSF | 154 |  | 24 Hour Fitness | 74 |
| Deloitte | 265 | 24 Hour Fitness | 149 |  | Bank of America | 73 |
| Wells Fargo | 238 | UC Berkeley | 146 |  | Lam Research Corporation | 69 |
| Salesforce.Com | 229 | Uber Technologies Inc | 144 |  | Sysco Corporation | 69 |
| Tesla Motors | 204 | Execunet | 141 |  | The Home Depot Inc | 69 |
| Bank of America | 202 | H&R Block | 136 |  | Bank of the West | 68 |
| Gap Inc. | 189 | Vmware | 136 |  | CVS Caremark | 60 |
| Sysco Corporation | 181 | Visa | 134 |  | General Electric Company | 55 |

*Source: Burning Glass*

**Table 6b. Top Employers Posting MIDDLE SKILL Management and Supervisor Jobs in Bay Region and East Bay for latest 12 months (Dec 2016 – Nov 2017)**

Note: MIDDLE SKILL occupations include the two SOC codes referenced above: Administrative Service Managers and First-Line Supervisors of Office and Administrative Support Workers

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Employer** | **Bay** | **Employer** | **Bay** |  | **Employer** | **East Bay** |
| The Home Depot Inc | 156 | CA State University | 52 |  | UC Berkeley | 70 |
| H&R Block | 132 | Deloitte | 52 |  | The Home Depot Incorporated | 64 |
| University of California | 113 | Jones Lang Lasalle Inc | 52 |  | UC San Diego | 62 |
| Stanford University | 110 | Dignity Health | 51 |  | Kaiser Permanente | 57 |
| Kaiser Permanente | 87 | SF Public Utilities Commission | 50 |  | University of California | 54 |
| Marriott International Inc | 79 | Apple Inc. | 46 |  | H&R Block | 48 |
| Wells Fargo | 75 | Cisco Systems Inc | 45 |  | San Ramon Valley Unified | 33 |
| Accenture | 70 | Hilton Hotel Corporation | 39 |  | Marriott International Inc | 30 |
| UC Berkeley | 70 | UCSF | 39 |  | Lawrence Livermore National Lab | 22 |
| Uc San Diego | 62 | Sfmta | 36 |  | Wells Fargo | 18 |

*Source: Burning Glass*

# Educational Supply

The TOP code for this program, selected by Laney College, is TOP 0506.00 Business Management. There are 14 community colleges issuing 182 awards on TOP 0506.00 in the Bay Region. There is also TOP 0506.30 Management Development and Supervision, which seems like an even closer match, with seven colleges issuing 98 awards on TOP 0506.30 in the Bay Region.

**Table 7. Business Management and Management Development and Supervision on TOP06 0506.00 and TOP06 0506.30 or CIP 52.0205 Operations Management and Supervision in the Bay Region**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| College | Sub-Region | TOP06 Code | CC Headcount | No of Transfer Students | Associate Degrees | Certificates or Other Credit Awards | Total Awards |
| Berkeley | East Bay | 0506.00 | 27 | 1 | 0 | 0 | 0 |
| Chabot | East Bay | 0506.00 | 1,983 | 95 | 0 | 8 | 8 |
| Chabot | East Bay | 0506.30 | n<10 | 0 | 9 | 24 | 33 |
| Contra Costa | East Bay | 0506.00 | 64 | 2 | 34 | 34 | 68 |
| DeAnza | Silicon Valley | 0506.00 | 364 | 16 | 7 | 20 | 27 |
| Diablo Valley | East Bay | 0506.00 | 328 | 14 | 0 | 3 | 3 |
| Diablo Valley | East Bay | 0506.30 | 63 | 1 | 0 | 0 | 0 |
| Evergreen | Silicon Valley | 0506.30 | 33 | 0 | 0 | 0 | 0 |
| Foothill | Silicon Valley | 0506.00 | 40 | 0 | 0 | 0 | 0 |
| Gavilan | Silicon Valley | 0506.30 | 22 | 0 | 0 | 0 | 0 |
| Hartnell | SC & Monterey | 0506.00 | 69 | 1 | 0 | 0 | 0 |
| Laney | East Bay | 0506.00 | 49 | 0 | 0 | 0 | 0 |
| Laney | East Bay | 0506.30 | 102 | 0 | 4 | 18 | 22 |
| Las Positas | East Bay | 0506.30 | 58 | 3 | 0 | 1 | 1 |
| Los Medanos | East Bay | 0506.00 | 152 | 3 | 0 | 0 | 0 |
| Los Medanos | East Bay | 0506.30 | 90 | 1 | 3 | 10 | 13 |
| Marin | North Bay | 0506.00 | 19 | 0 | 1 | 0 | 1 |
| Merritt | East Bay | 0506.00 | 108 | 2 | 0 | 2 | 2 |
| Merritt | East Bay | 0506.30 | 45 | 0 | 0 | 0 | 0 |
| Mission | Silicon Valley | 0506.00 | 9 | 0 | 0 | 1 | 1 |
| Monterey | SC & Monterey | 0506.00 | 230 | 8 | 0 | 0 | 0 |
| Napa | North Bay | 0506.00 | 22 | 0 | 1 | 6 | 7 |
| Ohlone | East Bay | 0506.30 | 121 | 2 | 3 | 5 | 8 |
| San Francisco | Mid-Peninsula | 0506.00 | 218 | 2 | 0 | 0 | 0 |
| San Francisco | Mid-Peninsula | 0506.30 | 17 | 0 | 0 | 16 | 16 |
| San Jose | Silicon Valley | 0506.00 | 27 | 1 | 4 | 5 | 9 |
| San Mateo | Mid-Peninsula | 0506.00 | 197 | 3 | 5 | 10 | 15 |
| Santa Rosa | North Bay | 0506.00 | 411 | 2 | 11 | 14 | 25 |
| Santa Rosa | North Bay | 0506.30 | 52 | 0 | 0 | 4 | 4 |
| Skyline | Mid-Peninsula | 0506.00 | 159 | 13 | 0 | 0 | 0 |
| Solano | North Bay | 0506.00 | 179 | 4 | 4 | 2 | 6 |
| West Valley | Silicon Valley | 0506.00 | n<10 | 0 | 4 | 6 | 10 |
| West Valley | Silicon Valley | 0506.30 | 81 | 3 | 0 | 0 | 0 |
| Golden Gate University SF | Mid-Peninsula | 0506.30 | n/a | n/a | 0 | 1 | 1 |
| **Total Bay Region (0506.00)** |  | **4,645** | **167** | **71** | **111** | **182** |
| **Total East Bay Sub-Region (0506.00)** | **2,706** | **117** | **34** | **47** | **81** |
| **Total Bay Region (0506.30)** | **681** | **10** | **19** | **79** | **98** |
| **Total East Bay Sub-Region (0506.30)** | **476** | **7** | **19** | **58** | **77** |
| **Total Bay Region** |  |  |  | **90** | **190** | **280** |
| **Total East Bay Sub-Region** |  |  |  | **53** | **105** | **158** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: For Community Colleges, the annual average for Associate Degrees and Certificates is 2014-17. There appears to be no programs at Other Educational Postsecondary Institutes based on a crosswalk of TOP to CIP codes. Headcount is for 2015-16. For Golden Gate University San Francisco, the annual average for awards is 2013-16 from IPEDS.

# Gap Analysis

The labor market gap is significant in the Bay region for this cluster of occupation with total annual openings of 5,731 for the two middle skill occupations and annual supply of 280 awards. This represents an undersupply of 5,451 students. In the East Bay sub-region, there is also a gap with total annual openings of 1,656 for the two middle skill occupations and annual supply of 158 awards for a gap of 1,498.

# Student Outcomes

Student Outcomes data from Launchboard is available for students who took courses on TOP 0506.00 Business Management and TOP 0506.30 Management Development and Supervision in the Bay Region

**Table 8a. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0506.00 Business Management**

* The outcomes for students who took courses on TOP 0506.00 in the East Bay are similar to the outcomes for students who took courses on the same TOP code at other colleges in the region for the percentage employed four quarters after exit and for percentage earning a living wage. However, the gain in earnings is higher for East Bay students, but salaries are lower by 15%.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2014-15** | **Bay Region (All Programs)** | **State (0506.00)** | **Bay Region (0506.00)** | **East Bay (0506.00)** | **Top Colleges on 0506.00 Business Management in Bay Region** |
| % Employed Four Quarters After Exit | 68% | 66% | 68% | 64% | San Jose City College | 91% |
| Median Earnings Two Quarters After Exit | $12,640 | $8,220 | $10,370 | $8,825 | DeAnza College | $13,600 |
| Median % Change in Earnings | 37% | 34% | 44% | 48% | Los Medanos College | 102% |
| % of Students Earning a Living Wage | 51% | 52% | 61% | 54% | San Jose City College | 83% |

*Source: Launchboard*

**Table 8b. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0506.30 Management Development and Supervision**

* The outcomes for students who took courses on TOP 0506.30 at Laney College are outstanding. The percentage employed four quarters after exit and the percentage earning a living wage are the highest for any college in the state for 2014-15.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2014-15** | **Bay Region (All Programs)** | **State (0506.30)** | **Bay Region (0506.30)** | **Laney (0506.30)** | **East Bay (0506.30)** | **Top Colleges on 0506.30 Management Development & Supervision in Bay Region** |
| % Employed Four Quarters After Exit | 68% | 47% | 68% | 88% | 78% | Laney | 88% |
| Median Earnings Two Quarters After Exit | $12,640 | $9,450 | $14,055 | $15,925 | $14,275 | Las Positas | $20,030 |
| Median % Change in Earnings | 37% | 29% | 33% | 14% | 25% | West Valley | 107% |
| % of Students Earning a Living Wage | 51% | 63% | 76% | 93% | 79% | Las Positas | 100% |

*Source: Launchboard*

# Skill & Certifications

**Table 9a. Top Skills for Management and Supervisor Occupations in the Bay Region (Dec 2016 – Nov 2017)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill** | **Latest 12 Mos. Postings** | **Skill** | **Latest 12 Mos. Postings** | **Skill** | **Latest 12 Mos. Postings** |
| Project Management | 14,485 | Key Performance Indicators | 2,001 | Software Development | 1,249 |
| Budgeting | 12,420 | Change Management | 1,931 | Business Operations | 1,232 |
| Microsoft Excel | 9,133 | Business Administration | 1,910 | SQL | 1,222 |
| Scheduling | 8,256 | Product Management | 1,842 | Optimization | 1,177 |
| Microsoft Office | 6,542 | Procurement | 1,805 | Account Management | 1,154 |
| Supervisory Skills | 5,905 | Forecasting | 1,791 | Data Analysis | 1,147 |
| Customer Service | 5,297 | Customer Billing | 1,736 | Software as a Service (SaaS) | 1,140 |
| Staff Management | 5,269 | Onboarding | 1,712 | Oracle | 1,129 |
| Microsoft Powerpoint | 4,654 | Product Development | 1,691 | Construction Management | 1,095 |
| Program Management | 4,351 | Salesforce | 1,664 | Financial Analysis | 1,091 |
| Contract Management | 3,506 | Cost Control | 1,650 | Microsoft Visio | 1,086 |
| Accounting | 3,354 | Conflict Management | 1,545 | Negotiation Skills | 1,085 |
| Operations Management | 3,339 | Retail Setting | 1,499 | Administrative Support | 1,078 |
| Microsoft Word | 3,065 | Repair | 1,405 | Inspection | 1,059 |
| Customer Contact | 2,855 | Risk Management | 1,396 | Occupational Health & Safety | 1,054 |
| Business Development | 2,697 | Performance Appraisals | 1,380 | Facility Management | 1,049 |
| Sales | 2,358 | Performance Management | 1,377 | Enterprise Resource Planning (ERP) | 1,044 |
| Office Management | 2,228 | Supply Chain Management | 1,358 | Legal Compliance | 1,037 |
| Process Improvement | 2,193 | Business Planning | 1,317 | Economics | 1,021 |
| Microsoft Project | 2,125 | Purchasing | 1,301 | Supply Chain Knowledge | 1,006 |
| Business Process | 2,102 | Spreadsheets | 1,289 | Financial Reporting | 999 |

*Source: Burning Glass*

**Table 9b. Top Skills for MIDDLE SKILL Management & Supervisor Occupations in the Bay Region (Dec 2016 - Nov 2017)**

Note: MIDDLE SKILL occupations include the two SOC codes referenced above: Administrative Service Managers and First-Line Supervisors of Office and Administrative Support Workers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill** | **Latest 12 Mos. Postings** | **Skill** | **Latest 12 Mos. Postings** | **Skill** | **Latest 12 Mos. Postings** |
| Budgeting | 2,599 | Repair | 574 | Spreadsheets | 347 |
| Microsoft Excel | 2,449 | Sales | 537 | Financial Analysis | 344 |
| Supervisory Skills | 2,146 | Administrative Support | 511 | Change Management | 340 |
| Office Management | 1,965 | Account Management | 494 | Expense Reports | 318 |
| Customer Service | 1,963 | Business Administration | 492 | Facility Management | 528 |
| Scheduling | 1,903 | Front Office | 467 | Software as a Service (SaaS) | 316 |
| Project Management | 1,795 | Process Improvement | 466 | Performance Management | 315 |
| Microsoft Office | 1,691 | Business Development | 441 | Property Management | 312 |
| Accounting | 1,611 | Data Entry | 438 | Technical Support | 310 |
| Staff Management | 1,555 | Business Process | 404 | Cash Handling | 305 |
| Microsoft Powerpoint | 1,011 | Purchasing | 398 | Retail Setting | 304 |
| Microsoft Word | 853 | Procurement | 393 | Performance Appraisals | 300 |
| Customer Contact | 852 | Salesforce | 389 | Guest Services | 298 |
| Contract Management | 746 | Key Performance Indicators | 385 | Conflict Management | 292 |
| Customer Billing | 708 | Operations Management | 384 | Forecasting | 291 |
| Onboarding | 592 | Accounts Payable/Accounts Receivable | 356 | Financial Reporting | 289 |
| Payroll Processing | 592 | Account Reconciliation | 349 | Enterprise Resource Planning (ERP) | 284 |

*Source: Burning Glass*

**Table 10a. Certifications for Management and Supervisor Occupations in the Bay Region (Dec 2016 – Nov 2017)**

Note: 86% 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** | **Latest 12 Mos. Postings** | **Certification** | **Latest 12 Mos. Postings** |
| Project Management Certification (e.g. PMP) | 2,599 | Insurance License | 154 |
| Registered Nurse | 259 | Security Clearance | 147 |
| First Aid Cpr Aed | 187 | Leadership In Energy & Environmental Design (LEED) | 145 |
| Certified Info Systems Security Professional (CISSP) | 182 | Certified Ambulatory Perianesthesia Nurse | 140 |
| Six Sigma Certification | 179 | Certified Information Systems Auditor (CISA) | 124 |
| Scrum | 170 | Certified Information Security Manager (CISM) | 123 |
| Series 6 | 167 | Certified Public Accountant (CPA) | 105 |

*Source: Burning Glass*

**Table 10b. Certifications for MIDDLE SKILL Management and Supervisor Occupations in the Bay Region (Dec 2016 – Nov 2017)**

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** | **Latest 12 Mos. Postings** | **Certification** | **Latest 12 Mos. Postings** |
| Project Management Certification (e.g. PMP) | 187 | First Aid CPR AED | 63 |
| Certified Payroll Professional | 71 | American Registry of Radiologic Technologists (ARRT) | 49 |

*Source: Burning Glass*

**Table 11a. Education Requirements for Management and Supervisor Occupations in Bay Region**

|  |  |  |
| --- | --- | --- |
| **Education (minimum advertised)** | **Latest 12 Mos. Postings** | **% of Total Indicating Ed. Level** |
| High school or vocational training | 3,641 | 13% |
| Associate Degree | 978 | 3% |
| Bachelor’s Degree or Higher | 23,948 | 84% |

*Source: Burning Glass*

**Table 11b. Education Requirements for MIDDLE SKILL Management and Supervisor Occupations in Bay Region**

|  |  |  |
| --- | --- | --- |
| **Education (minimum advertised)** | **Latest 12 Mos. Postings** | **% of Total Indicating Ed. Level** |
| High school or vocational training | 1,115 | 17% |
| Associate Degree | 402 | 6% |
| Bachelor’s Degree or Higher | 5,023 | 77% |

*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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