

Labor Market Analysis: 0514.00/Office Technology/Office Computer Applications
Office Support (Associate of Science; Certificate 30 to <60 semester units)
Virtual Support (Associate of Science; Certificate 30 to <60 semester units)
Customer Support (Associate of Science; Certificate 30 to <60 semester units)
Customer Relations Specialist (Certificate 8 units)

Los Angeles Center of Excellence, December 2022

Summary

Program Endorsement:	Endorsed: All Criteria Met <input type="checkbox"/>	Endorsed: Some Criteria Met <input checked="" type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Living Wage: (Entry-Level, 25 th)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Education:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Emerging Occupation(s)			
Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>	

The Los Angeles Center of Excellence for Labor Market Research (LA COE) prepared this report to provide regional labor market supply and demand data related to four middle-skill occupations:

- **Executive Secretaries and Executive Administrative Assistants (43-6011)** Provide high-level administrative support by conducting research, preparing statistical reports, and handling information requests, as well as performing routine administrative functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.¹
- **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)** Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.²
- **Office Clerks, General (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, office machine operation, and filing.³
- **Customer Service Representatives (43-4051)** Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May

¹ [Executive Secretaries and Executive Administrative Assistants \(bls.gov\)](https://www.bls.gov/occupational-outlook-handbook/43-6011)

² [Secretaries and Administrative Assistants : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics \(bls.gov\)](https://www.bls.gov/occupational-outlook-handbook/43-6014)

³ [General Office Clerks : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics \(bls.gov\)](https://www.bls.gov/occupational-outlook-handbook/43-9061)

handle and resolve general complaints. Excludes individuals whose duties are primarily installation, sales, repair, and technical support.⁴

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.⁵ This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be a supply gap for these middle-skill office technology occupations in the region. While the majority of annual openings in Los Angeles County have entry-level wages below the self-sufficiency standard wage, nearly one-half of current workers in the field have completed some college or an associate degree. **Therefore, due to some of the criteria being met, the LA COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, **34,438 jobs are projected to be available annually** in the region due to retirements and workers leaving the field, **which is more than the three-year average of 1,308 awards conferred** by educational institutions in the region.
- **Living Wage Criteria** – Within Los Angeles County, the **majority (93%) of annual job openings** for these middle-skill office technology occupations have **entry-level wages below the self-sufficiency standard hourly wage** (\$18.10/hour).⁶
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for all four occupation in this report.
 - However, the national-level educational attainment data indicates **between 42% and 46% of workers in the field have completed some college or an associate degree.**

Supply:

- There are **27 community colleges** in the greater LA/OC region that issue awards related to office technology, conferring an average of **1,040 awards annually** between 2018 and 2021.
- Between 2017 and 2020, there was an average of **268 awards conferred annually** in related training programs by non-community college institutions throughout the greater LA/OC region.

⁴ [Customer Service Representatives : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics \(bls.gov\)](#)

⁵ The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor's degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

⁶ Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California. For more information, visit: <http://selfsufficiencystandard.org/california>.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these middle-skill office technology occupations. In the greater Los Angeles/Orange County region, the number of jobs related to these occupations is projected to decrease by 4% through 2026. However, there will be more than 34,400 job openings per year through 2026 due to retirements and workers leaving the field.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties⁷

Geography	2021 Jobs	2026 Jobs	2021-2026 Change	2021-2026 % Change	Annual Openings
Los Angeles	220,627	211,395	(9,232)	(4%)	24,901
Orange	83,276	80,905	(2,370)	(3%)	9,536
Total	303,902	292,300	(11,602)	(4%)	34,438

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill office technology occupations in Los Angeles County as they relate to the county's self-sufficiency standard wage. Orange County wages are included below in order to provide a complete analysis of the greater LA/OC region. Detailed wage information, by county, is included in Appendix A.

Los Angeles County—The majority (93%) of annual openings for these middle-skill office technology occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$15.18 and \$23.94. One occupation in this report has entry-level wages above the county's self-sufficiency standard wage: *executive secretaries and executive administrative assistants* (\$23.94). Experienced workers can expect to earn wages between \$23.09 and \$38.47, which are higher than the self-sufficiency standard.

Exhibit 2: Hourly Earnings for Occupations in LA County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Customer Service Representatives (43-4051)	\$17.28	\$18.35	\$23.32
Executive Secretaries and Executive Administrative Assistants (43-6011)	\$23.94	\$30.03	\$38.47
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$16.73	\$22.02	\$27.95
Office Clerks, General (43-9061)	\$15.18	\$18.37	\$23.09

⁷ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

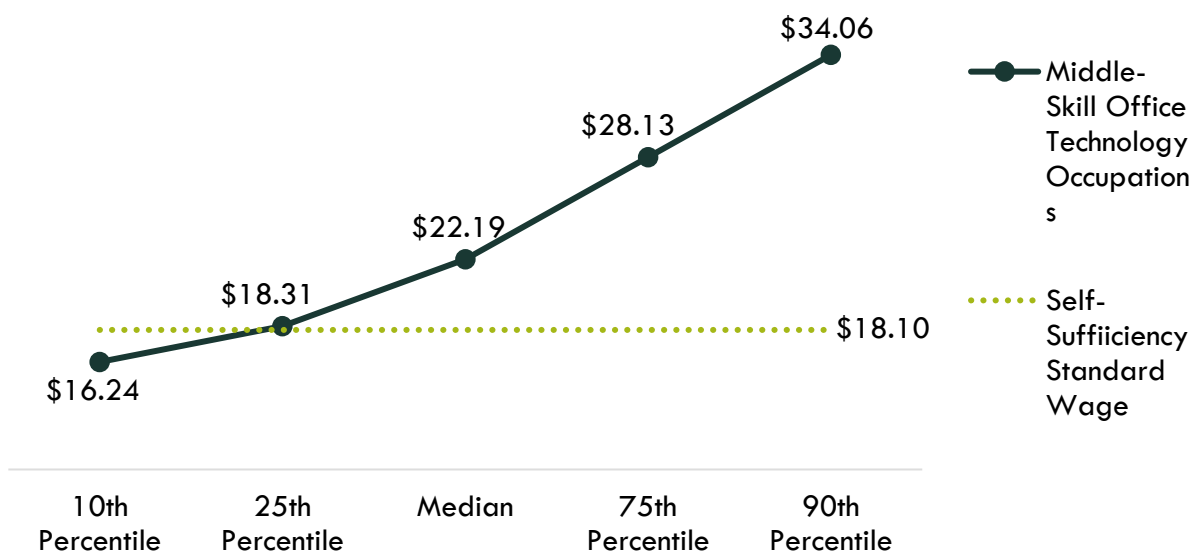
Orange County—The majority (94%) of annual openings for these middle-skill office technology occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$15.29 and \$23.36. One occupation in this report has entry-level wages above the county’s self-sufficiency standard wage: *executive secretaries and executive administrative assistants* (\$23.36). Experienced workers can expect to earn wages between \$23.20 and \$37.52, which are higher than the self-sufficiency standard.

Exhibit 3: Hourly Earnings for Occupations in Orange County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Customer Service Representatives (43-4051)	\$17.20	\$18.31	\$23.08
Executive Secretaries and Executive Administrative Assistants (43-6011)	\$23.36	\$29.34	\$37.52
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$17.51	\$22.34	\$28.00
Office Clerks, General (43-9061)	\$15.29	\$18.51	\$23.20

On average, the entry-level earnings for the occupations in this report are \$18.31; this is above the living wage for one single adult in Los Angeles County (\$18.10). Exhibit 4 shows the average wage for the occupations in this report, from entry-level to experienced workers.

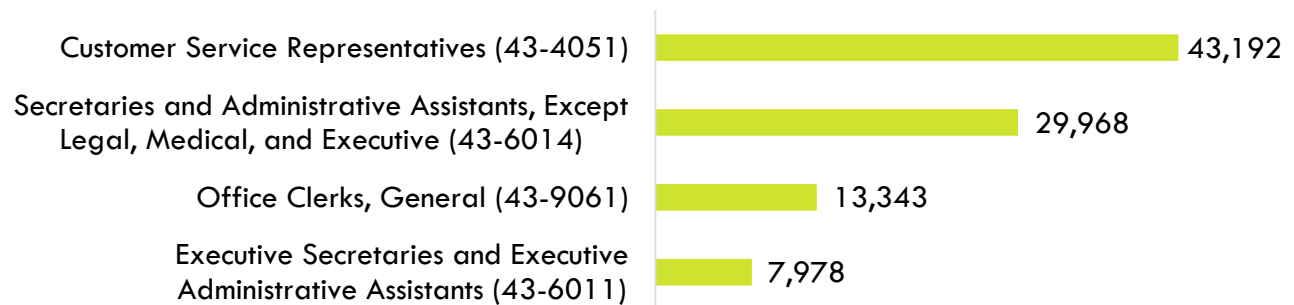
Exhibit 4: Average Hourly Earnings for Middle-Skill Office Technology Occupations in LA/OC



Job Postings

There were 94,481 online job postings related to middle-skill office technology occupations listed in the past 12 months. Exhibit 5 displays the number of job postings by occupation. The majority of job postings (46%) were for *customer service representatives*, followed by *secretaries and administrative assistants, except legal, medical, and executive* (32%) and *office clerks, general* (14%). The highest number of job postings were for administrative assistants, customer service representatives, executive assistants, office assistants, and customer service associates. The top skills were administrative support, data entry, invoicing, office equipment, and travel arrangements. The top three employers, by number of job postings, in the region were all employment agencies: Robert Half, AppleOne, and Aston Carter.

Exhibit 5: Job postings by occupation (last 12 months)



Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for each of the occupations in this report. However, the national-level educational attainment data indicates between 42% and 46% of workers in the field have completed some college or an associate degree. Of the 52% of middle-skill office technology job postings listing a minimum education requirement in the greater Los Angeles/Orange County region, 68% (33,677) requested high school or vocational training, 9% (4,541) requested an associate degree, and 23% (11,222) requested a bachelor's degree.

Educational Supply

Community College Supply—Exhibit 6 shows the annual and three-year average number of awards conferred by community colleges in programs that have historically trained for the occupations on interest. The colleges with the most completions in the region are: Santa Ana, Mt. San Antonio, and LA Valley.

Exhibit 6: Regional community college awards (certificates and degrees), 2018-2021

TOP	Program	College	2018-19 Awards	2019-20 Awards	2020-21 Awards	3-Year Average
0509.40	Sales and Salesmanship	Glendale	-	-	9	3
		Santa Monica	13	19	25	19
		LA Subtotal	13	19	34	22

TOP	Program	College	2018-19 Awards	2019-20 Awards	2020-21 Awards	3-Year Average		
		Orange Coast	3	5	6	5		
		OC Subtotal	3	5	6	5		
		Supply Subtotal/Average	16	24	40	27		
0514.00	Office Technology/ Office Computer Applications	Cerritos	14	10	14	13		
		Citrus	23	3	-	9		
		East LA	54	34	51	46		
		El Camino	2	2	3	2		
		Glendale	44	25	30	33		
		LA City	1	6	5	4		
		LA Harbor	5	11	7	8		
		LA Mission	23	12	11	15		
		LA Pierce	54	44	75	58		
		LA Southwest	2	-	6	3		
		LA Trade-Tech	31	22	21	25		
		LA Valley	119	107	80	102		
		Long Beach	33	57	88	59		
		Mt San Antonio	75	228	183	162		
		Pasadena	38	13	59	37		
		Rio Hondo	-	-	16	5		
		Santa Monica	7	12	8	9		
		West LA	1	1	1	1		
				LA Subtotal	526	587	658	590
				Coastline	12	9	1	7
				Cypress	17	16	8	14
				Golden West	8	1	-	3
				Irvine	18	16	9	14
				N. Orange Adult	70	33	37	47
				Saddleback	11	8	7	9
				Santa Ana	138	223	246	202
				Santiago Canyon	106	97	71	91
		OC Subtotal	380	403	379	387		
		Supply Subtotal/Average	906	990	1,037	978		

TOP	Program	College	2018-19 Awards	2019-20 Awards	2020-21 Awards	3-Year Average
0518.00	Customer Service	East LA	17	11	4	11
		LA Pierce	-	2	3	2
		Santa Monica	3	10	21	11
		LA Subtotal	20	23	28	24
		Santiago Canyon	3	8	2	4
		OC Subtotal	3	8	2	4
Supply Subtotal/Average			23	31	30	28
1301.10	Consumer Services	LA City	-	-	1	0
		Mt San Antonio	-	-	1	0
		LA Subtotal	-	-	2	1
		Orange Coast	-	15	6	7
		OC Subtotal	-	15	6	7
Supply Subtotal/Average			-	15	8	8
Supply Total/Average			945	1,060	1,115	1,040

Non-Community College Supply—For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that provide training programs for middle-skill office technology occupations. Exhibit 7 shows the annual and three-year average number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent three-year period of available data is from 2017 to 2020. Between 2017 and 2020, non-community college institutions in the region conferred an average of 268 awards.

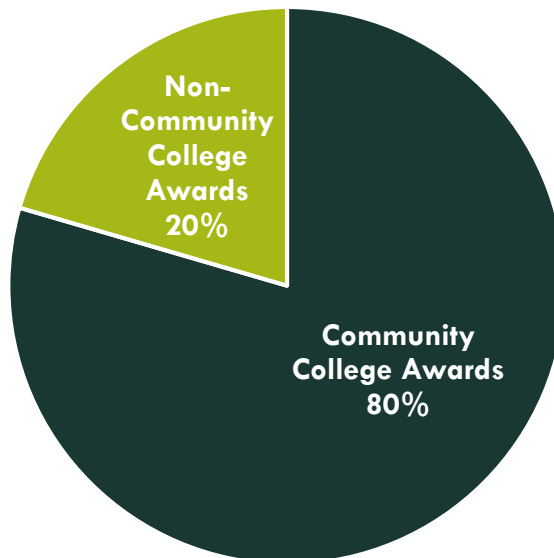
Exhibit 7: Regional non-community college awards, 2017-2020

CIP	Program	Institution	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
52.0401	Administrative Assistant and Secretarial Science, General	ABCO Technology	4	11	-	5
		Hacienda La Puente Adult Education	30	25	20	25
		InterCoast Colleges-Santa Ana	4	3	-	2
		Pomona USD Adult and Career Education	6	2	-	3
52.0407	Business/Office Automation/Technology/Data Entry	Learnet Academy Inc	-	28	4	11

CIP	Program	Institution	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
52.0408	General Office Occupations and Clerical Services	ABC Adult School	21	6	16	14
		CES College	6	7	-	4
		Hacienda La Puente Adult Education	48	36	21	35
		Premiere Career College	-	-	5	2
		UEI College-Gardena	29	32	34	32
		United Education Institute-Anaheim	46	41	29	39
		United Education Institute-Encino	33	28	34	32
		United Education Institute-Huntington Park Campus	42	38	31	37
		United Education Institute-West Covina	29	29	26	28
		Supply Total/Average		298	286	220

Exhibit 8 shows the proportion of community college awards conferred in LA/OC compared to the number of non-community college awards for the programs in this report. Four out of five awards conferred in these programs are awarded by community colleges in the LA/OC region.

Exhibit 8: Community College Awards Compared to Non-Community College Awards in LA/OC Region, 3-Year Average



Appendix A: Occupational demand and wage data by county

Exhibit 9. Los Angeles County

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Customer Service Representatives (43-4051)	60,179	57,438	(2,741)	(5%)	7,458	\$17.28	\$18.35	\$23.32
Executive Secretaries and Executive Administrative Assistants (43-6011)	17,302	15,781	(1,521)	(9%)	1,785	\$23.94	\$30.03	\$38.47
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	60,564	58,052	(2,513)	(4%)	6,363	\$16.73	\$22.02	\$27.95
Office Clerks, General (43-9061)	82,582	80,124	(2,458)	(3%)	9,296	\$15.18	\$18.37	\$23.09
Total	220,627	211,395	(9,232)	(4%)	24,901	-	-	-

Exhibit 10. Orange County

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Customer Service Representatives (43-4051)	25,066	24,530	(536)	(2%)	3,148	\$17.20	\$18.31	\$23.08
Executive Secretaries and Executive Administrative Assistants (43-6011)	5,731	5,186	(544)	(9%)	591	\$23.36	\$29.34	\$37.52
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	20,881	20,206	(675)	(3%)	2,217	\$17.51	\$22.34	\$28.00
Office Clerks, General (43-9061)	31,598	30,983	(616)	(2%)	3,581	\$15.29	\$18.51	\$23.20
Total	83,276	80,905	(2,370)	(3%)	9,536	-	-	-

Exhibit 11. Los Angeles and Orange Counties

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Customer Service Representatives (43-4051)	85,244	81,968	(3,276)	(4%)	10,606	High school diploma or equivalent
Executive Secretaries and Executive Administrative Assistants (43-6011)	23,033	20,967	(2,065)	(9%)	2,376	High school diploma or equivalent
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	81,445	78,258	(3,187)	(4%)	8,580	High school diploma or equivalent
Office Clerks, General (43-9061)	114,180	111,107	(3,073)	(3%)	12,876	High school diploma or equivalent
Total	303,902	292,300	(11,602)	(4%)	34,438	-

Appendix B: Sources

- O*NET Online
- Labor Insight (Burning Glass Technologies)
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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