

# Business Information Worker Occupations Labor Market Information Report Monterey Peninsula College

Prepared by the San Francisco Bay Center of Excellence  
for Labor Market Research  
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## Recommendation

Based on all available data, there appears to be a significant undersupply of Business Information workers compared to the demand for this cluster of occupations in the Bay region and in the SC-Monterey sub-region (Monterey, San Benito, and Santa Cruz Counties). The gap is about 14,958 students annually in the Bay region and 2,156 in the SC-Monterey sub-region.

There is a labor market gap in the Bay region with 15,156 annual openings for Business Information Worker Occupations and 198 annual awards for an annual undersupply of 14,958. In the SC-Monterey sub-region, there is also a gap with 2,210 annual openings and 54 annual awards for an annual undersupply of 2,156.

## Introduction

This report profiles Business Information Worker Occupations in the 12 county Bay region and in the SC-Monterey sub-region for a proposed new program at Monterey Peninsula College.

- **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (SOC 43-6014):** Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Excludes legal, medical, and executive secretaries (43-6011 through 43-6013).  
*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: 47%*
- **First-Line Supervisors of Office and Administrative Support 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: 40%*
- **Administrative Services 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. Medical records administrators are included in "Medical and Health Services Managers" (11-9111). Excludes "Purchasing Managers" (11-3061).  
*Entry-Level Educational Requirement: Bachelor's degree*  
*Training Requirement: None*

Percentage of Community College Award Holders or Some Postsecondary Coursework: 38%

- **Executive Secretaries and Executive Administrative Assistants (SOC 43-6011):** 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. Excludes "Secretaries" (43-6012 through 43-6014).

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: None*

Percentage of Community College Award Holders or Some Postsecondary Coursework: 47%

## Occupational Demand

**Table 1. Employment Outlook for Business Information Worker Occupations in Bay Region**

| Occupation  | 2017 Jobs      | 2022 Jobs      | 5-Yr Change  | 5-Yr % Change | 5-Yr Openings | Annual Openings | 10% Hourly Wage | Median Hourly Wage |
|---|----------------|----------------|--------------|---------------|---------------|-----------------|-----------------|--------------------|
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 67,055         | 67,510         | 455          | 1%            | 36,802        | 7,360           | \$14.40         | \$21.89            |
| First-Line Supervisors of Office and Administrative Support Workers             | 38,990         | 40,672         | 1,683        | 4%            | 20,937        | 4,187           | \$19.76         | \$30.37            |
| Administrative Services Managers  | 11,206         | 11,923         | 716          | 6%            | 5,257         | 1,051           | \$31.88         | \$55.01            |
| Executive Secretaries and Executive Administrative Assistants                   | 24,898         | 23,281         | (1,617)      | (6%)          | 12,786        | 2,557           | \$23.01         | \$34.87            |
| <b>Total</b>  | <b>142,149</b> | <b>143,386</b> | <b>1,237</b> | <b>1%</b>     | <b>75,782</b> | <b>15,156</b>   | <b>\$18.76</b>  | <b>\$29.10</b>     |

Source: EMSI 2018.4

**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 Business Information Worker Occupations in SC-Monterey Sub-Region**

| Occupation  | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Openings | Annual Openings | 10% Hourly Wage | Median Hourly Wage |
|---|-----------|-----------|-------------|---------------|---------------|-----------------|-----------------|--------------------|
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 9,405     | 9,398     | (6)         | (0%)          | 5,109         | 1,022           | \$14.56         | \$21.22            |
| First-Line Supervisors of Office and Administrative Support                     | 6,098     | 6,324     | 225         | 4%            | 3,238         | 648             | \$19.34         | \$29.11            |

Business Information Worker Occupations in 12 County Bay Region and in SC-Monterey, 2018

|   |               |               |            |           |               |              |                |                |
|---|---------------|---------------|------------|-----------|---------------|--------------|----------------|----------------|
| Workers   |               |               |            |           |               |              |                |                |
| Administrative Services Managers                              | 1,727         | 1,829         | 102        | 6%        | 802           | 160          | \$29.53        | \$52.20        |
| Executive Secretaries and Executive Administrative Assistants | 3,685         | 3,485         | (201)      | (5%)      | 1,899         | 380          | \$22.35        | \$34.11        |
| <b>TOTAL</b>  | <b>20,915</b> | <b>21,036</b> | <b>120</b> | <b>1%</b> | <b>11,048</b> | <b>2,210</b> | <b>\$18.56</b> | <b>\$28.35</b> |

Source: EMSI 2018.4

SC-Monterey Sub-Region includes Monterey, San Benito, and Santa Cruz Counties

## Educational Supply

There are 26 community colleges in the Bay Region issuing 198 awards annually on TOP 0514.00 - Office Technology/Office Computer Applications. There are three colleges issuing 54 awards annually on this TOP code in the SC-Monterey Sub-Region.

**Table 7. Awards on TOP 0514.00 - Office Technology/Office Computer Applications in the Bay Area**

| College                             | Sub-Region            | Headcount    | Associates | Certificates | Total      |
|-------------------------------------|-----------------------|--------------|------------|--------------|------------|
| Alameda                             | East Bay              | 1            |            |              | -          |
| Berkeley City                       | East Bay              | n/a          | 1          | 1            | 1          |
| Cabrillo                            | Santa Cruz & Monterey | n/a          | 6          | 28           | 34         |
| Canada                              | Mid-Peninsula         | 58           | 2          | 4            | 6          |
| Chabot Hayward                      | East Bay              | 189          | 3          | 5            | 7          |
| Contra Costa                        | East Bay              | n/a          | 4          | 5            | 9          |
| Deanza                              | Silicon Valley        | 551          |            |              | -          |
| Diablo Valley                       | East Bay              | 199          |            | 3            | 3          |
| Evergreen Valley                    | Silicon Valley        | n/a          | 2          |              | 2          |
| Gavilan                             | Silicon Valley        | 17           | 1          | 2            | 3          |
| Hartnell                            | Santa Cruz & Monterey | n/a          | 6          | 13           | 18         |
| Laney                               | East Bay              | 18           | 2          | 1            | 2          |
| Las Positas                         | East Bay              | 232          | 1          | 3            | 4          |
| Los Medanos                         | East Bay              | n/a          | 7          | 6            | 14         |
| Merritt                             | East Bay              | 74           | 0          | 0            | 1          |
| Mission                             | Silicon Valley        | 32           | 1          | 1            | 2          |
| Monterey                            | Santa Cruz & Monterey | 49           | 1          | 0            | 1          |
| Napa                                | North Bay             | 57           | 1          | 0            | 1          |
| Ohlone                              | East Bay              | 515          | 0          | 2            | 2          |
| San Francisco                       | Mid-Peninsula         | 231          | 2          | 8            | 10         |
| San Jose City                       | Silicon Valley        | 43           |            | 2            | 2          |
| San Mateo                           | Mid-Peninsula         | n/a          | 1          | 5            | 5          |
| Santa Rosa                          | North Bay             | 207          | 4          | 45           | 49         |
| Skyline                             | Mid-Peninsula         | 19           | 4          | 7            | 11         |
| Solano                              | North Bay             | 30           | 3          | 3            | 6          |
| West Valley                         | Silicon Valley        | 66           |            | 2            | 2          |
| <b>Total Bay Region</b>             |                       | <b>2,588</b> | <b>52</b>  | <b>146</b>   | <b>198</b> |
| <b>Total SC-Monterey Sub-Region</b> |                       | <b>49</b>    | <b>13</b>  | <b>41</b>    | <b>54</b>  |

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.

## 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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