**** **Business Technology Occupations**

**Labor Market Information Report**

**Monterey Peninsula College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

November 2018

# Recommendation

Based on all available data, there appears to be a significant undersupply of Business Technology 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 19,151 students annually in the Bay region and 2,786 in the SC-Monterey sub-region.

There is a labor market gap in the Bay region with 19,437 annual openings for Business Leadership Occupations and 286 annual awards for an annual undersupply of 19,151. In the SC-Monterey sub-region, there is also a gap with 2,786 annual openings and no annual awards for an annual undersupply of 2,786.

# Introduction

This report profiles Business Technology Occupations in the 12 county Bay region and in the SC-Monterey sub-region for a new program at Cabrillo College.

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| --- |
| * **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%* |
|  |
| * **Billing and Posting Clerks (SOC 43-3021):** Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods. |
| *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: 49%* |
|  |
| * **File Clerks (SOC 43-4071):** File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested. |
| *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%* |
|  |
| * **Customer Service Representatives (SOC 43-4051):** Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Excludes individuals whose duties are primarily installation, sales, or repair. |
| *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: 43%* |
|  |
| * **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 Technology 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 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 67,055 | 67,510 | 455 | 1% | 36,802 | 7,360 | $14.40 | $21.89 |
| Billing and Posting Clerks | 12,434 | 13,573 | 1,138 | 9% | 7,446 | 1,489 | $14.28 | $22.75 |
| File Clerks | 3,404 | 3,361 | (44) | (1%) | 2,088 | 418 | $10.75 | $15.55 |
| Customer Service Representatives | 50,420 | 55,492 | 5,072 | 10% | 38,062 | 7,612 | $13.52 | $20.98 |
| Executive Secretaries and Executive Administrative Assistants | 24,898 | 23,281 | (1,617) | (6%) | 12,786 | 2,557 | $23.01 | $34.87 |
| **Total** | **158,211** | **163,217** | **5,005** | **3%** | **97,183** | **19,437** | **$15.39** | **$23.57** |

*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 Technology Occupations in SC-Monterey 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 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 9,405 | 9,398 | (6) | (0%) | 5,109 | 1,022 | $14.56 | $21.22 |
| Billing and Posting Clerks | 1,788 | 1,947 | 160 | 9% | 1,066 | 213 | $14.21 | $21.80 |
| File Clerks | 540 | 529 | (11) | (2%) | 329 | 66 | $10.64 | $14.31 |
| Customer Service Representatives | 7,296 | 8,039 | 744 | 10% | 5,525 | 1,105 | $14.30 | $21.56 |
| Executive Secretaries and Executive Administrative Assistants | 3,685 | 3,485 | (201) | (5%) | 1,899 | 380 | $22.35 | $34.11 |
| **TOTAL** | **22,714** | **23,399** | **685** | **3%** | **13,928** | **2,786** | **$15.62** | **$23.30** |

*Source: EMSI 2018.4*

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

# Educational Supply

There are two community colleges in the Bay Region issuing 286 awards annually on TOP 0505.00 - Business Administration. There are no colleges issuing awards in the SC-Monterey sub-region.

**Table 7. Awards on TOP 0505.00 - Business Administration in the Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Headcount | Associates | Certificates | Total |
| **Deanza** | Silicon Valley |  | 276 |  | 276 |
| **Evergreen** | Silicon Valley | 88 |  |  |  |
| **Santa Rosa** | North Bay |  |  | 10 | 10 |
| **Total Bay Region** | | **88** | **276** | **10** | **286** |
| **Total SC-Monterey Sub-Region** | | **0** | **0** | **0** | **0** |

# *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

For more information, please contact:

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