** Office Technology & Administrative Support Occupations**

**Labor Market Information Report**

**City College of San Francisco**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

October 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Office Technology and Administrative Support workers compared to the demand for this cluster of occupations in the Bay region and in the Mid-Peninsula sub-region (San Francisco and San Mateo Counties.) There is a projected annual gap of about 21,759 students in the Bay region and 6,578 students in the Mid-Peninsula Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 0505.00 - Business Administration 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 City College of San Francisco (CCSF) and in the region.

# Introduction

This report profiles Office Technology and Administrative Support Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for the review of an existing program at City College of San Francisco. This labor market information (LMI) report can be submitted to the BACCC’s Program Recommendation process for both the Office Technology Certificate Program and the Administrative Support Associate Degree program, since the TOP code and the SOC (occupation) codes are the same for both programs.

|  |
| --- |
| * **Office Clerks, General (SOC 43-9061):** Perform duties too variedand 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% |
|  |
| * **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*%* |
|  |
| * **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*%* |
|  |
| * **Receptionists and Information Clerks (SOC 43-4171):** Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization. Excludes "Switchboard Operators, Including Answering Service" (43-2011). |
| 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: 46*%* |
|  |
| * **Data Entry Keyers (SOC** **43-9021):** Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing. Excludes "Word Processors and Typists" (43-9022). |
| 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: 46*%* |

# Occupational Demand

**Table 1. Employment Outlook for Office Technology and Administrative Support Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Office Clerks, General | 82,733 | 85,775 | 3,042 | 4% | 52,254 | 10,451 | $11.97 | $19.75 |
| Executive Secretaries and Executive Administrative Assistants | 23,550 | 22,108 | -1,442 | -6% | 12,205 | 2,441 | $24.15 | $37.46 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 66,746 | 67,029 | 283 | 0% | 36,527 | 7,305 | $14.45 | $22.44 |
| Receptionists and Information Clerks | 23,681 | 25,610 | 1,929 | 8% | 17,834 | 3,567 | $11.90 | $16.83 |
| Data Entry Keyers | 4,446 | 4,559 | 113 | 3% | 2,849 | 570 | $11.60 | $17.48 |
| **Total** | **201,157** | **205,081** | **3,925** | **2%** | **121,668** | **24,334** | **$14.20** | **$22.32** |

*Source: EMSI 2019.2*

**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 Office Technology and Administrative Support Occupations in Mid-Peninsula Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Office Clerks, General | 22,301 | 23,580 | 1,280 | 6% | 14,660 | 2,932 | $12.71 | $20.99 |
| Executive Secretaries and Executive Administrative Assistants | 7,532 | 7,188 | -344 | -5% | 3,934 | 787 | $28.21 | $41.51 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 18,377 | 18,754 | 377 | 2% | 10,372 | 2,074 | $16.62 | $24.94 |
| Receptionists and Information Clerks | 5,673 | 6,139 | 466 | 8% | 4,279 | 856 | $13.40 | $18.50 |
| Data Entry Keyers | 1,500 | 1,624 | 124 | 8% | 1,052 | 210 | $12.83 | $19.55 |
| **TOTAL** | **55,383** | **57,285** | **1,902** | **3%** | **34,297** | **6,859** | **$16.19** | **$24.80** |

*Source: EMSI 2019.2*

**Mid-Peninsula Sub-Region** includes San Francisco and San Mateo Counties

### Job Postings in Bay Region and Mid-Peninsula Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (October 2018 - September 2019)**

| Occupation | Bay Region | Mid-Peninsula |
| --- | --- | --- |
| Secretaries and Administrative Assistants, Except Legal, Medical, & Executive | 24,228 | 8,866 |
| Office Clerks, General | 8,170 | 3,034 |
| Executive Secretaries and Executive Administrative Assistants | 7,222 | 3,881 |
| Receptionists and Information Clerks | 6,625 | 2,318 |
| Data Entry Keyers | 3,011 | 1,117 |
| **Total** | **49,256** | **19,216** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Office Technology and Administrative Support Occupations for latest 12 months (October 2018 - September 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Administrative Assistant | 14,033 | Personal Assistant | 357 |
| Receptionist | 6,318 | Data Entry | 346 |
| Executive Assistant | 5,754 | Executive Administrative Assistant | 345 |
| Office Assistant | 3,004 | Program Assistant | 333 |
| Office Administrator | 1,485 | Office Associate | 316 |
| Data Entry Clerk | 1,101 | Student Assistant | 305 |
| Office Coordinator | 958 | Real Estate Assistant | 295 |
| Administrative Coordinator | 950 | Administrative Clerk | 279 |
| Front Desk Coordinator | 846 | Scheduling Coordinator | 239 |
| Office Clerk | 633 | Project Assistant | 232 |
| Secretary | 484 | Clerk | 227 |
| Data Entry Specialist | 443 | assistant Office Manager | 225 |
| Administrative Associate | 399 | School Secretary | 186 |
| Administrative Specialist | 398 | Desk Clerk | 164 |

**Table 4b. Top Job Titles for Office Technology and Administrative Support Occupations for latest 12 months (October 2018 - September 2019) Mid-Peninsula Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Mid-Peninsula | Common Title | Mid-Peninsula |
| Administrative Assistant | 5,261 | Program Assistant | 137 |
| Executive Assistant | 3,244 | Administrative Associate | 134 |
| Receptionist | 2,218 | Desk Clerk | 128 |
| Office Assistant | 1,113 | Real Estate Assistant | 123 |
| Office Administrator | 519 | Executive Administrative Assistant | 123 |
| Office Coordinator | 494 | Data Entry | 118 |
| Front Desk Coordinator | 462 | Secretary | 107 |
| Data Entry Clerk | 453 | Project Assistant | 99 |
| Administrative Coordinator | 346 | Administrative Specialist | 98 |
| Office Clerk | 254 | Assistant Office Manager | 94 |
| Data Entry Specialist | 207 | Clerk | 90 |
| Student Assistant | 167 | Scheduling Coordinator | 63 |
| Personal Assistant | 148 | Administrative Clerk | 59 |
| Office Associate | 145 | Assistant to the Director | 57 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Office Technology and and Administrative Support Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 13,004 | 13,267 | 5% | 7% |
| Local Government, Excluding Education and Hospitals (903999) | 10,242 | 10,131 | -2% | 5% |
| Colleges, Universities, and Professional Schools (611310) | 9,964 | 10,034 | 3% | 5% |
| Elementary and Secondary Schools (Local Government) (903611) | 5,394 | 5,308 | -2% | 3% |
| Temporary Help Services (561320) | 5,061 | 4,947 | 0% | 2% |
| Offices of Physicians (except Mental Health Specialists) (621111) | 4,753 | 4,727 | -2% | 2% |
| Religious Organizations (813110) | 4,411 | 4,388 | -4% | 2% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 4,172 | 4,059 | -1% | 2% |
| Offices of Dentists (621210) | 3,928 | 3,929 | 7% | 2% |
| Colleges, Universities, and Professional Schools (Local Government) (903612) | 4,024 | 3,814 | -18% | 2% |
| Services for the Elderly and Persons with Disabilities (624120) | 3,234 | 3,207 | 15% | 2% |
| Offices of Lawyers (541110) | 3,161 | 3,134 | -4% | 2% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 3,013 | 2,999 | 21% | 1% |
| Custom Computer Programming Services (541511) | 2,916 | 2,918 | 8% | 1% |
| Plumbing, Heating, and Air-Conditioning Contractors (238220) | 2,762 | 2,742 | 5% | 1% |
| General Medical and Surgical Hospitals (622110) | 2,721 | 2,682 | -7% | 1% |
| State Government, Excluding Education and Hospitals (902999) | 2,348 | 2,325 | -3% | 1% |
| HMO Medical Centers (621491) | 2,118 | 2,110 | 21% | 1% |
| Residential Property Managers (531311) | 2,016 | 1,967 | 2% | 1% |

*Source: EMSI 2019.2*

**Table 6. Top Employers Posting Office Technology and Administrative Support Occupations in Bay Region and Mid-Peninsula Sub-Region (October 2018 - September 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Mid-Peninsula |
| Marriott International Inc | 239 | University San Francisco | 69 | University San Francisco | 140 |
| Stanford University | 232 | Compass | 69 | Marriott International Inc | 89 |
| University California | 201 | Cisco Systems Inc | 67 | Facebook | 82 |
| H&R Block | 183 | Apple Inc. | 65 | University California | 70 |
| UC San Diego | 176 | Lucile Packard Childrens Hospital | 63 | University Of California San Francisco | 57 |
| University San Francisco | 141 | Macy's | 56 | Tenderloin Neighborhood Dev | 55 |
| Kaiser Permanente | 133 | Ricoh Electronics | 55 | John Stewart Company | 55 |
| University Of California Berkeley | 120 | Tenderloin Neighborhood Development | 54 | UC San Francisco Medical Center | 47 |
| Anthem Blue Cross | 104 | Fountain Group | 54 | Fountain Group | 41 |
| Stanford Health Care | 93 | Truex Metier | 51 | Republic Bancorp | 39 |
| In House Vacancy Internal Candidates Only | 92 | State Farm Insurance Co | 50 | Visa | 35 |
| Facebook | 92 | Republic Bancorp | 50 | Williams Lea | 34 |
| Contra Costa College | 83 | Intelliswift Software | 50 | Ricoh Electronics | 34 |
| California State University | 81 | Williams Lea | 48 | Genentech | 34 |
| Western Dental Services | 80 | Tcso | 48 | Dignity Health | 32 |
| Sutter Health | 71 | Nelson | 48 | Truex Metier | 31 |
| John Stewart Company | 71 | UC San Francisco Med Center | 47 | San Francisco State University | 31 |

*Source: Burning Glass*

# Educational Supply

There are 28 community colleges in the Bay Region issuing 2,575 awards on average annually (last 3 years) on TOP 0505.00 - Business Administration. There are four colleges in the Mid-Peninsula Sub-Region issuing 281 awards on average annually (last 3 years) on this TOP code.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ unit | Certificate Low unit | Total |
| Berkeley City College | East Bay | 28 |  | - | 28 |
| Cabrillo College | Santa Cruz - Monterey | 57 |  |  | 57 |
| Cañada College | Mid-Peninsula | 45 | 1 |  | 46 |
| Chabot College | East Bay | 104 |  |  | 104 |
| City College of San Francisco | Mid-Peninsula | 37 |  |  | 37 |
| College of Alameda | East Bay | 50 |  | 1 | 51 |
| College of Marin | North Bay | 35 |  |  | 35 |
| College of San Mateo | Mid-Peninsula | 93 |  |  | 93 |
| Contra Costa College | East Bay | 13 |  |  | 13 |
| De Anza College | Silicon Valley | 319 | 1 | 23 | 343 |
| Diablo Valley College | East Bay | 221 | 27 |  | 248 |
| Evergreen Valley College | Silicon Valley | 139 |  |  | 139 |
| Foothill College | Silicon Valley | 95 |  |  | 95 |
| Gavilan College | Santa Cruz - Monterey | 46 | 1 |  | 47 |
| Hartnell College | Santa Cruz - Monterey | 82 |  |  | 82 |
| Laney College | East Bay | 94 | 16 |  | 110 |
| Las Positas College | East Bay | 99 |  |  | 99 |
| Los Medanos College | East Bay | 67 |  |  | 67 |
| Merritt College | East Bay | 13 |  |  | 13 |
| Mission College | Silicon Valley | 69 |  |  | 69 |
| Monterey Peninsula College | Santa Cruz - Monterey | 80 |  | 3 | 84 |
| Napa Valley College | North Bay | 47 |  |  | 47 |
| Ohlone College | East Bay | 112 |  |  | 112 |
| San Jose City College | Silicon Valley | 89 |  |  | 89 |
| Santa Rosa Junior College | North Bay | 163 |  |  | 163 |
| Skyline College | Mid-Peninsula | 101 | 4 |  | 105 |
| Solano College | North Bay | 66 | 4 |  | 70 |
| West Valley College | Silicon Valley | 127 | 2 | 3 | 132 |
| **Total Bay Region** | | **2,488** | **56** | **31** | **2,575** |
| **Total Mid-Peninsula Sub-Region** | | **276** | **5** | **-** | **281** |

# *Source: Data Mart*

Note: The annual average for awards is 2015-16 to 2017-18.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 24,334 annual openings for the Office Technology and Administrative Support occupational cluster and 2,575 annual (3-year average) awards for an annual undersupply of 21,759 students. In the Mid-Peninsula Sub-Region, there is also a gap with 6,859 annual openings and 281 annual (3-year average) awards for an annual undersupply of 6,578 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0505.00 - Business Administration**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | City College of San Francisco (All CTE Programs) | State (0505.00) | Bay (0505.00) | Mid-Peninsula (0505.00) | City College of San Francisco (0505.00) |
| % Employed Four Quarters After Exit | 74% | 73% | 63% | 67% | 68% | n/a |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $10,170 | $7,628 | $9,059 | $10,320 | n/a |
| Median % Change in Earnings | 46% | 50% | 44% | 53% | 48% | n/a |
| % of Students Earning a Living Wage | 63% | 55% | 42% | 41% | n/a | n/a |

*Source: Launchboard Pipeline (version available on 10/15/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Office Technology and Administrative Support Occupations in Bay Region (October 2018 - September 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Administrative Support | 33,174 | Staff Management | 3,155 | Office Administration | 1,681 |
| Scheduling | 15,340 | Customer Contact | 3,131 | Sales | 1,677 |
| Customer Service | 12,034 | Copying | 3,052 | Front Office | 1,652 |
| Data Entry | 9,862 | Filing | 3,030 | Repair | 1,599 |
| Travel Arrangements | 6,875 | Record Keeping | 2,861 | Invoice Processing | 1,572 |
| Expense Reports | 6,630 | Mail Sorting | 2,665 | Social Media | 1,567 |
| Spreadsheets | 6,068 | Customer Billing | 2,615 | Prepare Presentations | 1,559 |
| Administrative Functions | 5,815 | Accounting | 2,320 | Customer Checkout | 1,492 |
| Appointment Setting | 5,709 | Event Planning | 2,231 | Quickbooks | 1,492 |
| General Office Duties | 4,723 | Clerical Duties | 2,207 | Taking Messages | 1,458 |
| Mailing | 4,397 | Secretarial Skills | 2,108 | Bookkeeping | 1,289 |
| Budgeting | 4,051 | Onboarding | 1,836 | Proofreading | 1,284 |
| Office Management | 3,601 | Sorting | 1,811 | Memoranda Preparation | 1,183 |
| Project Management | 3,400 | Calendar Management | 1,783 | Printers | 1,083 |
| Office Supply Ordering | 3,160 | Purchasing | 1,737 | Salesforce | 1,052 |

*Source: Burning Glass*

**Table 10. Certifications for Office Technology and Administrative Support Occupations in Bay Region (October 2018 - September 2019)**

Note: 91% 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 | 2,840 | Investment Advisor | 39 |
| First Aid CPR AED | 382 | Contractors License | 39 |
| Typing Certification | 258 | Property and Casualty License | 36 |
| Real Estate Certification | 219 | Medical Secretary | 33 |
| Security Clearance | 168 | Basic Cardiac Life Support Certification | 28 |
| Basic Life Saving (BLS) | 75 | Certified Medical Assistant | 27 |
| Series 7 | 61 | CDL Class C | 27 |
| Project Management Certification | 56 | Cosmetology License | 25 |
| IT Infrastructure Library (ITIL) Certification | 51 | Certified Administrative Professional | 24 |
| Paralegal Certification | 48 | ServSafe | 23 |
| 45 Words Per Minute | 44 | Project Management Professional (PMP) | 23 |
| Food Handler Certification | 42 | Notary License | 22 |

*Source: Burning Glass*

**Table 11. Education Requirements for Office Technology and Administrative Support Occupations in Bay Region**

Note: 52% 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 | Percent 12 Mos. Postings |
| High school or vocational training | 12,901 | 55% |
| Associate Degree | 2,213 | 9% |
| Bachelor’s Degree or Higher | 8,169 | 36% |

*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

For more information, please contact:

* Doreen O’Donovan, Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), [doreen@baccc.net](mailto:doreen@baccc.net) or (831) 479-6481
* John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, [jcarrese@ccsf.edu](mailto:jcarrese@ccsf.edu) or (415) 267-6544