**Human Resources Management Occupations**

**Labor Market Information Report**

**City College of San Francisco**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

September 2020

# Recommendation

Based on all available data, there appears to be an undersupply of Human Resources Management 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 5,490 students in the Bay region and 1,933 students in the Mid-Peninsula Sub-Region.

This report also provides student outcomes data on employment and earnings for TOP 0506.30-Management Development and Supervision programs 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 Human Resources Management Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for a proposed new program at City College of San Francisco.

|  |
| --- |
| * **Compensation and Benefits Managers (11-3111):** Plan, direct, or coordinate compensation and benefits activities of an organization. Job analysis and position description managers are included in “Human Resource Managers” (11-3121). |
| Entry-Level Educational Requirement: Bachelor's degree |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 22% |
| * **Human Resources Managers (11-3121):** Plan, direct, or coordinate human resources activities and staff of an organization. Excludes managers who primarily focus on compensation and benefits (11-3111) and training and development (11-3131). |
| Entry-Level Educational Requirement: Bachelor's *degree* |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 26*%* |
| * **Compliance Officers (13-1041):** Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and perform other compliance and enforcement inspection and analysis activities not classified elsewhere. Excludes "Financial Examiners" (13-2061), “Tax Examiners and Collectors, and Revenue Agents" (13-2081), “Occupational Health and Safety Specialists” (29-9011), “Occupational Health and Safety Technicians” (29-9012), "Transportation Security Screeners" (33-9093), “Agricultural Inspectors” (45-2011), “Construction and Building Inspectors” (47-4011), and “Transportation Inspectors” (53-6051). |
| Entry-Level Educational Requirement: Bachelor's degree |
| Training Requirement: Moderate-term on-the-job training |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 26% |
| * **Human Resources Specialists (13-1071):** Perform activities in the human resource area. Includes employment specialists who screen, recruit, interview, and place workers. Excludes “Compensation, Benefits, and Job Analysis Specialists” (13-1141) and “Training and Development Specialists” (13-1151). |
| Entry-Level Educational Requirement: Bachelor's degree |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 27% |
|  |
| * **Training and Development Specialists (13-1151):** Design and conduct training and development programs to improve individual and organizational performance. May analyze training needs. |
| Entry-Level Educational Requirement: Bachelor's degree |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 31% |

**Occupational Demand**

**Table 1. Employment Outlook for Human Resources Management Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2019 Jobs | 2024 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Compensation and Benefits Managers | 1,461 | 1,475 | 13 | 1% | 644 | 129 | $56.22 | $74.80 |
| Human Resources Managers | 8,702 | 9,214 | 512 | 6% | 4,334 | 867 | $52.63 | $71.75 |
| Compliance Officers | 9,787 | 10,413 | 625 | 6% | 5,074 | 1,015 | $32.23 | $42.47 |
| Human Resources Specialists | 23,075 | 24,588 | 1,513 | 7% | 13,495 | 2,699 | $29.03 | $38.11 |
| Training and Development Specialists | 9,324 | 10,462 | 1,138 | 12% | 6,430 | 1,286 | $27.79 | $38.85 |
| **TOTAL** | **52,350** | **56,151** | **3,802** | **7%** | **29,977** | **5,995** | **$34.09** | **$45.67** |

*Source: EMSI 2020.3*

**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 Human Resources Management Occupations in Mid-Peninsula Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2019 Jobs | 2024 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Compensation and Benefits Managers | 274 | 289 | 15 | 6% | 134 | 27 | $62.27 | $85.20 |
| Human Resources Managers | 2,732 | 2,995 | 263 | 10% | 1,480 | 296 | $58.51 | $78.68 |
| Compliance Officers | 3,299 | 3,558 | 259 | 8% | 1,769 | 354 | $35.63 | $47.53 |
| Human Resources Specialists | 7,419 | 8,157 | 737 | 10% | 4,641 | 928 | $32.22 | $42.59 |
| Training and Development Specialists | 3,017 | 3,528 | 511 | 17% | 2,259 | 452 | $30.17 | $41.21 |
| **TOTAL** | **16,741** | **18,526** | **1,786** | **11%** | **10,284** | **2,057** | **$37.30** | **$49.90** |

*Source: EMSI 2020.3*

**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 (Sept 2019 - Aug 2020)**

| Occupation | Bay Region | Mid-Peninsula Sub-Region |
| --- | --- | --- |
| Human Resources Specialists | 8,119 | 19,650 |
| Human Resources Managers | 2,149 | 5,139 |
| Regulatory Affairs Specialists | 1,232 | 2,754 |
| Training and Development Specialists | 2,252 | 727 |
| Compensation and Benefits Managers | 840 | 445 |
| Environmental Compliance Inspectors | 124 | 38 |
| Equal Opportunity Representatives and Officers | 80 | 21 |
| Licensing Examiners and Inspectors | 47 | 5 |
| Coroners | 12 | 5 |
| Government Property Inspectors and Investigators | 7 | 1 |
| **TOTAL** | **30,905** | **12,742** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Human Resources Management Occupations for latest 12 months (Sept 2019 - Aug 2020) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Human Resources Generalist | 1,178 | Regulatory Affairs Specialist | 130 |
| Recruiter | 981 | Human Resources Administrator | 130 |
| Human Resources Manager | 860 | Human Resources Business Partner | 121 |
| Recruiting Coordinator | 829 | Training Coordinator | 119 |
| Human Resources Coordinator | 620 | Talent Acquisition Coordinator | 117 |
| Technical Recruiter | 531 | Talent Acquisition Specialist | 104 |
| Human Resources Specialist | 274 | Healthcare Recruiter | 104 |
| Senior Technical Recruiter | 198 | Director Of Human Resources | 104 |
| Senior Recruiter | 182 | Human Resources Analyst | 100 |
| Amazon Workforce Staffing | 152 | Hris Analyst | 97 |
| Compliance Analyst | 146 | Contract Recruiter | 83 |
| Human Resources Director | 143 | Staffing Manager | 82 |
| Staffing Coordinator | 134 | Human Resources Representative | 82 |
| Compliance Specialist | 131 | Executive Recruiter | 81 |

**Table 4b. Top Job Titles for Human Resources Management Occupations for latest 12 months (Sept 2019 - Aug 2020) Mid-Peninsula Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Mid-Peninsula | Common Title | Mid-Peninsula |
| Recruiting Coordinator | 504 | Compliance Specialist | 51 |
| Recruiter | 408 | Director Of Human Resources | 49 |
| Human Resources Generalist | 341 | Healthcare Recruiter | 47 |
| Technical Recruiter | 274 | Benefits Manager | 47 |
| Human Resources Manager | 273 | Amazon Workforce Staffing | 39 |
| Human Resources Coordinator | 219 | Recruitment Coordinator | 38 |
| Senior Recruiter | 120 | Hris Analyst | 38 |
| Senior Technical Recruiter | 102 | Human Resources Analyst | 37 |
| Human Resources Specialist | 91 | Sales Recruiter | 36 |
| Compliance Analyst | 75 | Talent Acquisition Manager | 35 |
| Talent Acquisition Coordinator | 55 | Business Recruiter | 35 |
| Talent Acquisition Specialist | 53 | Human Resources Consultant | 33 |
| Human Resources Director | 53 | Contract Recruiter | 33 |
| Executive Recruiter | 52 | Regulatory Affairs Associate | 32 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Human Resources Management Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2019) | Jobs in Industry (2024) | % Change (2019-24) | % Occupation Group in Industry (2019) |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 3,742 | 3,861 | 3% | 7% |
| Local Government, Excluding Education and Hospitals (903999) | 2,663 | 2,767 | 4% | 5% |
| Custom Computer Programming Services (541511) | 2,248 | 2,752 | 22% | 4% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 2,189 | 2,765 | 26% | 4% |
| Temporary Help Services (561320) | 1,993 | 2,023 | 2% | 4% |
| Federal Government, Civilian, Excluding Postal Service (901199) | 1,455 | 1,411 | -3% | 3% |
| Computer Systems Design Services (541512) | 1,268 | 1,481 | 17% | 2% |
| Software Publishers (511210) | 1,261 | 1,586 | 26% | 2% |
| State Government, Excluding Education and Hospitals (902999) | 1,260 | 1,333 | 6% | 2% |
| Research and Development in the Physical, Engineering, and Life Sciences (except Nanotechnology and Biotechnology) (541715) | 1,115 | 1,171 | 5% | 2% |
| Electronic Computer Manufacturing (334111) | 1,042 | 1,081 | 4% | 2% |
| Administrative Management and General Management Consulting Services (541611) | 907 | 1,116 | 23% | 2% |
| Services for the Elderly and Persons with Disabilities (624120) | 860 | 1,058 | 23% | 2% |
| Federal Government, Military (901200) | 845 | 818 | -3% | 2% |
| General Medical and Surgical Hospitals (622110) | 812 | 770 | -5% | 2% |
| Data Processing, Hosting, and Related Services (518210) | 716 | 965 | 35% | 1% |
| Research and Development in Biotechnology (except Nanobiotechnology) (541714) | 702 | 894 | 27% | 1% |
| Employment Placement Agencies (561311) | 656 | 569 | -13% | 1% |
| Office Administrative Services (561110) | 656 | 657 | 0% | 1% |
| Other Scientific and Technical Consulting Services (541690) | 593 | 522 | -12% | 1% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 562 | 549 | -2% | 1% |

*Source: EMSI 2020.3*

**Table 6. Top Employers Posting Human Resources Management Occupations in Bay Region and Mid-Peninsula Sub-Region (Sept 2019 - Aug 2020)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Mid-Peninsula |
| Amazon | 1,323 | Target | 72 | Amazon | 310 |
| Facebook | 382 | Microsoft Corporation | 71 | Facebook | 275 |
| Pacific Gas and Electric Co | 202 | Marriott International Inc | 69 | Pacific Gas and Electric Co | 118 |
| UC Berkeley | 177 | Republic Bancorp | 68 | Deloitte | 86 |
| Google Inc. | 138 | Visa | 66 | UC San Francisco | 78 |
| Anthem Blue Cross | 124 | Tesla | 61 | Genentech | 73 |
| Deloitte | 119 | Gilead Sciences | 61 | University California | 70 |
| University California | 114 | Intuit | 56 | Visa | 63 |
| Securitas | 114 | Intellipro Incorporated | 56 | Accenture | 63 |
| Stanford University | 101 | Salesforce | 55 | Gilead Sciences | 61 |
| Genentech | 98 | The Mom Project | 54 | Republic Bancorp | 58 |
| Linkedin Limited | 88 | Blue Cross Blue Shield of CA | 54 | Salesforce | 55 |
| Apple Inc. | 88 | Pinterest | 53 | Pinterest | 53 |
| Nelson | 86 | IBM | 53 | Linkedin Limited | 51 |
| Accenture | 84 | Allied Universal | 53 | Uber | 46 |
| UC San Francisco | 79 | Western Digital | 52 | The Mom Project | 45 |
| Kaiser Permanente | 77 | Wells Fargo | 52 | Dropbox Incorporated | 44 |

*Source: Burning Glass*

# Educational Supply

There are seven (7) community colleges in the Bay Region issuing 79 awards on average annually (last 3 years ending 2018-19) on TOP 0506.30-Management Development and Supervision. There is one college (CCSF) in the Mid-Peninsula Sub-Region issuing16 awards on average annually (last 3 years) on this TOP code.

There are three (3) Other Educational Institutions in the Bay Region issuing 16 awards on average annually (last 3 years ending 2016-17) on TOP 0506.30-Management Development and Supervision. There is one Other Educational Institution in the Mid-Peninsula Sub-Region issuing one award on average annually (last 3 years) on this TOP code.

There are six (6) Institutions in the Bay Region issuing 410 Bachelor’s Degrees on average annually (last 3 years ending 2018-19) on TOP 0506.30-Management Development and Supervision. There are two (2) Institutions in the Mid-Peninsula Sub-Region issuing 107 Bachelor’s Degrees on average annually (last 3 years ending 2018-19) on this TOP code.

**Table 7a. Community College Awards on TOP 0506.30-Management Development and Supervision in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate Low Unit | Total |
| Chabot | East Bay | 7 | 20 | 27 |
| Laney | East Bay |  | 16 | 16 |
| Las Positas | East Bay |  | 1 | 1 |
| Los Medanos | East Bay | 4 | 3 | 7 |
| Ohlone | East Bay | 3 | 3 | 6 |
| San Francisco | Mid-Peninsula |  | 16 | 16 |
| Santa Rosa | North Bay |  | 6 | 6 |
| **Total Bay Region** | | **14** | **65** | **79** |
| **Total Mid-Peninsula Sub-Region** | | **0** | **16** | **16** |

# Source: Data Mart

Note: The annual average for awards is 2016-17 to 2018-19.

**Table 7b. Other CTE Institution Awards on TOP 0506.30-Management Development and** **Supervision in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| College | Sub-Region | Associate Degree | Award < 1 academic yr | Total |
| CET-Watsonville | Santa Cruz-Monterey |  | 13 | 13 |
| Golden Gate University-San Francisco | Mid-Peninsula |  | 1 | 1 |
| John F. Kennedy University | East Bay |  | 2 | 2 |
| **Total Bay Region** | |  | **16** | **16** |
| **Total Mid-Peninsula Sub-Region** | |  | **1** | **1** |

# Source: Data Mart

Note: The annual average for awards is 2014-15 to 2016-17.

**Table 7c. Bachelor’s Degree Awards on TOP 0506.30-Management Development and** **Supervision in Bay Region**

|  |  |  |
| --- | --- | --- |
| College | Sub-Region | Bachelor’s Degree |
| Cogswell College | Silicon Valley | 1 |
| FIDM-Fashion Institute of Design & Merchandising-SF | Mid-Peninsula | 31 |
| Mills College | East Bay | 6 |
| Santa Clara University | Silicon Valley | 32 |
| University of California-Santa Cruz | Santa Cruz & Monterey | 264 |
| University of San Francisco | Mid-Peninsula | 76 |
| **Total Bay Region** | | **410** |
| **Total Mid-Peninsula Sub-Region** | | **107** |

# Source: Data Mart

Note: The annual average for awards is 2014-15 to 2016-17.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 5,995 annual openings for the Human Resources Management occupational cluster and 505 annual (3-year average) awards from community colleges and Other Educational Institutions for an annual undersupply of 5,490 students. In the Mid-Peninsula Sub-Region, there is also a gap with 2,057 annual openings and 124 annual (3-year average) awards from community colleges and Other Educational Institutions for an annual undersupply of 1,933 students.

# Student Outcomes

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2017-18** | **Bay** All CTE Programs | **CCSF**  All CTE Programs | **State** 0506.30 | **Bay** 0506.30 | **Mid-Peninsula** 0506.30 | **CCSF** 0506.30 |
| % Employed Four Quarters After Exit | 74% | 66% | 58% | 73% | 71% | 71% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $12,765 | $11,163 | $12,994 | $13,737 | $13,737 |
| Median % Change in Earnings | 46% | 25% | 15% | 28% | n/a | n/a |
| % of Students Earning a Living Wage | 63% | 46% | 70% | 60% | n/a | n/a |

*Source: Launchboard Pipeline (version available on (9/16/20)*

# Skills, Certifications and Education

**Table 9. Top Skills for Human Resources Management Occupations in Bay Region (Sept 2019 - Aug 2020)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill** | **Postings** | **Skill** | **Postings** | **Skill** | **Postings** |
| Recruiting | 6,046 | New Hire Orientation | 1,742 | HR Policies | 1,254 |
| Onboarding | 5,284 | Human Resource Management | 1,579 | Benefits Administration / Management | 1,253 |
| Scheduling | 4,498 | Workers' Compensation | 1,544 | Organizational Development | 1,155 |
| Employee Relations | 4,142 | Business Administration | 1,543 | Conflict Management | 1,144 |
| Project Management | 3,880 | Process Improvement | 1,488 | Training Programs | 1,132 |
| Talent Acquisition | 3,566 | Technical Recruiting | 1,471 | Performance Analysis | 1,039 |
| Human Resource Information System (HRIS) | 3,370 | Talent Management | 1,404 | Business Acumen | 1,026 |
| Customer Service | 3,328 | Change Management | 1,394 | Stakeholder Management | 986 |
| Performance Management | 3,039 | Performance Appraisals | 1,349 | Business Process | 983 |
| Applicant Tracking System | 2,417 | Full-life Cycle Recruiting | 1,316 | Spreadsheets | 980 |
| Budgeting | 2,187 | Payroll Processing | 1,299 | Data Analysis | 977 |
| Staffing | 2,001 | Data Entry | 1,296 | Training Materials | 952 |
| Staff Management | 1,859 | Administrative Support | 1,292 | Workforce Planning | 941 |
| Social Media | 1,817 | Employee Engagement | 1,289 | Customer Contact | 917 |
| Sales | 1,812 | Legal Compliance | 1,269 | Business Development | 880 |

*Source: Burning Glass*

**Table 10. Certifications for Human Resources Management Occupations in Bay Region (Sept 2019 - Aug 2020)**

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** | **Postings** | **Certification** | **Postings** |
| Driver's License | 1,334 | IT Infrastructure Library (ITIL) Certification | 72 |
| Professional in Human Resources | 841 | Certified Anti Money Laundering | 68 |
| Senior Professional in Human Resources | 625 | Information Systems Certification | 64 |
| SHRM Certified Professional (SHRM-CP) | 422 | Certified Information Security Manager (CISM) | 63 |
| Project Management Certification | 243 | Six Sigma Certification | 58 |
| SHRM Senior Certified Professional | 221 | Certified Compensation Professional (CCP) | 56 |
| First Aid Cpr Aed | 208 | Certified Regulatory Compliance Manager (CRCM) | 42 |
| Security Clearance | 173 | Certified Information Privacy Professional (CIPP) | 40 |
| Certified Public Accountant (CPA) | 159 | Epic Certification | 34 |
| Certified Information Systems Auditor (CISA) | 125 | Registered Nurse | 33 |
| Certified Information Systems Security Professional (CISSP) | 116 | Cisco Certified Network Associate (CCNA) | 33 |
| Project Management Professional (PMP) | 111 | Certified Internal Auditor (CIA) | 33 |

*Source: Burning Glass*

**Table 11. Education Requirements for Human Resources Management Occupations in Bay Region**

|  |  |  |
| --- | --- | --- |
| **Education (minimum advertised)** | **Latest 12 Mos. Postings** | **Percent 12 Mos. Postings** |
| High school or vocational training | 2,841 | 15% |
| Associate Degree | 883 | 5% |
| Bachelor’s Degree or Higher | 14,972 | 80% |

*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