

Business Information Worker Level II Occupations Labor Market Information Report Cabrillo 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 Worker Level II 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). There is a projected annual gap of about 18,684 students in the Bay region and 1,187 students in the SC-Monterey Sub-Region.

This report also provides student outcomes data on employment and earnings for TOP 0514.00-Office Technology/Office Computer Applications 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 Cabrillo College and in the region.

Introduction

This report profiles Business Information Worker Level II Occupations in the 12 county Bay region and in the SC-Monterey sub-region for state chaptering of an existing low unit, local certificate at Cabrillo College.

- **Payroll and Timekeeping Clerks (43-3051):** Compile and record employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions, or prepare paychecks. Excludes "Bookkeeping, Accounting, and Auditing Clerks" (43-3031).
 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: 48%
- **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, 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%
- **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (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%
- **Insurance Claims and Policy Processing Clerks (43-9041):** Process new insurance policies, modifications to existing policies, and claims forms. Obtain information from policyholders to verify the accuracy and

completeness of information on claims forms, applications and related documents, and company records. Update existing policies and company records to reflect changes requested by policyholders and insurance company representatives. Excludes "Claims Adjusters, Examiners, and Investigators" (13-1031).

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: 45%

- **Procurement Clerks (43-3061):** Compile information and records to draw up purchase orders for procurement of materials and services.

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: 34%

Occupational Demand

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

Occupation	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	25% Hourly Wage	Median Hourly Wage
Payroll and Timekeeping Clerks	5,134	5,220	86	2%	2,975	595	\$23.18	\$28.38
Office Clerks, General	81,325	83,887	2,562	3%	52,621	10,524	\$16.11	\$20.90
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	61,624	61,787	164	0%	35,660	7,132	\$18.31	\$23.15
Insurance Claims and Policy Processing Clerks	6,180	6,226	45	1%	3,199	640	\$18.41	\$23.06
Procurement Clerks	1,354	1,395	41	3%	769	154	\$19.42	\$23.42
TOTAL	155,617	158,514	2,898	2%	95,225	19,045	\$17.34	\$22.14

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 Business Information Worker Level II Occupations in SC-Monterey Sub-Region

Occupation	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	25% Hourly Wage	Median Hourly Wage
Payroll and Timekeeping Clerks	386	388	2	0%	219	44	\$19.13	\$24.47
Office Clerks, General	5,700	5,852	152	3%	3,652	730	\$15.07	\$18.36
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,108	4,088	-20	0%	2,353	471	\$17.09	\$21.19
Insurance Claims and Policy Processing Clerks	321	343	22	7%	186	37	\$17.08	\$21.41
Procurement Clerks	135	135	0	0%	73	15	\$18.86	\$23.55
TOTAL	10,650	10,806	156	1%	6,483	1,297	\$16.10	\$19.83

Source: EMSI 2020.3

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

Job Postings in Bay Region and SC-Monterey Sub-Region

Table 3. Number of Job Postings by Occupation for latest 12 months (July 2019 - June 2020)

Occupation	Bay Region	4 County Region	SC-Monterey Sub-Region
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	22,827	6,457	802
Office Clerks, General	7,802	2,131	339
Payroll and Timekeeping Clerks	3,415	997	117
Procurement Clerks	433	138	31
Insurance Claims Clerks	400	50	11
Insurance Policy Processing Clerks	177	32	2
TOTAL	35,054	9,805	1,302

Source: Burning Glass

Table 4a. Top Job Titles for Business Information Worker Level II Occupations for latest 12 months (July 2019 - June 2020) Bay Region

Common Title	Bay	Common Title	Bay
Administrative Assistant	13,153	Office Associate	303
Office Assistant	2,737	Administrative Clerk	299
Payroll Specialist	1,415	Administrative Associate	295
Office Administrator	1,317	Student Assistant	293
Front Desk Coordinator	852	Project Assistant	283
Office Coordinator	850	Real Estate Assistant	264
Administrative Coordinator	825	Payroll Analyst	263
Office Clerk	582	Intern	245
Payroll Clerk	532	Scheduling Coordinator	232
Payroll Administrator	527	Clerk	192
Secretary	417	School Secretary	162
Administrative Specialist	385	Desk Clerk	161
Program Assistant	340	Administrative Secretary	148
Personal Assistant	304	Property Assistant	126

Table 4b. Top Job Titles for Business Information Worker Level II Occupations for latest 12 months (July 2019 - June 2020) 4-County Region (Santa Cruz, San Benito, Monterey and Santa Clara Counties)

Common Title	SC-Monterey	Common Title	SC-Monterey
Administrative Assistant	3,488	Personal Assistant	86
Office Assistant	733	Administrative Clerk	82
Payroll Specialist	447	Real Estate Assistant	69
Office Administrator	418	Project Assistant	67
Front Desk Coordinator	209	Office Associate	64
Administrative Coordinator	201	Scheduling Coordinator	57
Office Coordinator	199	Program Assistant	55
Payroll Clerk	194	Administrative Business Partner	51
Secretary	171	Administrative Secretary	48
Administrative Associate	156	Student Assistant	47
Office Clerk	141	Clerical Assistant	45
Administrative Specialist	129	School Secretary	43
Payroll Administrator	109	Payroll Analyst	40
Intern	94	Property Assistant	36

Source: Burning Glass

Table 4c. Top Job Titles for Business Information Worker Level II Occupations for latest 12 months (July 2019 - June 2020) SC-Monterey Sub-Region

Common Title	SC-Monterey	Common Title	SC-Monterey
Administrative Assistant	428	Purchasing Clerk	13
Office Assistant	163	Personal Assistant	13
Payroll Clerk	50	General Clerk	12
Office Administrator	45	Front Desk Coordinator	12

Business Information Worker Level II Occupations in 12 County Bay Region and in SC-Monterey Sub-Region, 2020

Administrative Specialist	33	Clerk	12
Payroll Specialist	32	School Secretary	9
Administrative Coordinator	32	Intern	8
Secretary	31	Real Estate Assistant	7
Office Coordinator	31	Payroll Assistant	7
Administrative Secretary	30	Office Staff	7
Office Clerk	21	Clerical Assistant	7
Student Assistant	16	Scheduling Coordinator	6
Program Assistant	16	Payroll Coordinator	6

Source: Burning Glass

Industry Concentration

Table 5. Industries hiring Business Information Worker Level II 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)
Colleges, Universities, and Professional Schools (State Government) (902612)	10,757	11,279	5%	7%
Colleges, Universities, and Professional Schools (611310)	9,527	9,896	4%	6%
Local Government, Excluding Education and Hospitals (903999)	7,815	7,756	-1%	5%
Elementary and Secondary Schools (Local Government) (903611)	4,651	4,540	-2%	3%
Temporary Help Services (561320)	3,591	3,512	-2%	2%
Religious Organizations (813110)	3,529	3,389	-4%	2%
Colleges, Universities, and Professional Schools (Local Government) (903612)	3,219	2,480	-23%	2%
Services for the Elderly and Persons with Disabilities (624120)	2,983	3,545	19%	2%
Insurance Agencies and Brokerages (524210)	2,920	2,951	1%	2%
Corporate, Subsidiary, and Regional Managing Offices (551114)	2,734	2,696	-1%	2%
Plumbing, Heating, and Air-Conditioning Contractors (238220)	2,515	2,699	7%	2%
Internet Publishing and Broadcasting and Web Search Portals (519130)	2,334	2,789	19%	1%
Custom Computer Programming Services (541511)	2,122	2,462	16%	1%
Offices of Lawyers (541110)	1,810	1,760	-3%	1%
General Medical and Surgical Hospitals (622110)	1,763	1,621	-8%	1%
Offices of Physicians (except Mental Health Specialists) (621111)	1,619	1,545	-5%	1%
Residential Property Managers (531311)	1,599	1,650	3%	1%
Electrical Contractors and Other Wiring Installation Contractors (238210)	1,596	1,659	4%	1%
Elementary and Secondary Schools (611110)	1,508	1,525	1%	1%
Offices of Dentists (621210)	1,498	1,537	3%	1%
State Government, Excluding Education and Hospitals (902999)	1,483	1,513	2%	1%
Colleges, Universities, and Professional Schools (State Government) (902612)	10,757	11,279	5%	7%

Source: EMSI 2020.3

Table 6. Top Employers Posting Business Information Worker Level II Occupations in Bay Region and SC-Monterey Sub-Region (July 2019 - June 2020)

Employer	Bay	Employer	Bay	Employer	SC-Monterey
Marriott International Inc	222	Stanford University	121	Cal State University	33
Stanford University	139	Marriott International Inc	91	Marriott International Inc	23
Anthem Blue Cross	136	Stanford Health Care	76	UC Santa Cruz	20
Nelson	135	California State University	53	Salinas City Elementary	18
University San Francisco	118	Anthem Blue Cross	52	University California	16
University Of California Berkeley	109	Compass Group North America	44	Employnet	15
University California	98	Apple Inc.	41	Pajaro Valley USD	13
Stanford Health Care	88	Lucile Packard Childrens Hospital	36	Santa Cruz City Schools	12
California State University	85	Employnet	31	Monterey County California	12
Compass Group North America	82	United States Postal Service	29	Hyatt	10
Kaiser Permanente	73	San Jose Unified School District	23	United States Postal Service	8
United States Postal Service	64	Errand Company	22	Pebble Beach Resorts	8
Contra Costa Community College District	64	Santa Clara University	21	Monterey Peninsula Unified	8
Lawrence Livermore National Laboratory	60	University Of California Santa Cruz	20	Monterey County Office Of Education	8
Wells Fargo	50	San Jose State University	20	Hartnell Community College	8
In House Vacancy Internal Candidates Only	50	Intellipro Inc	20	Community Hospital Of The Monterey Peninsula	7
John Stewart Company	49	Salinas City Elementary	18	Central California Alliance For Health	7

Source: Burning Glass

Educational Supply

There are 21 community colleges in the Bay Region issuing 209 awards on average annually (last 3 years ending 2018-19) on TOP 0514.00-Office Technology/Office Computer Applications. There are two colleges in the SC-Monterey Sub-Region issuing 49 awards on average annually (last 3 years) on this TOP code.

There are six (6) Other Educational Institutions in the Bay Region issuing 152 awards on average annually (last 3 years ending 2016-17) on TOP 0514.00-Office Technology/Office Computer Applications. There are two Other Educational Institutions in the SC-Monterey Sub-Region issuing 61 awards on average annually (last 3 years) on this TOP code.

Table 7a. Community College Awards on TOP 0514.00-Office Technology/Office Computer Applications in Bay Region

College	Sub-Region	Associates	Certificate Low Unit	Noncredit	Total
Cabrillo	SC - Monterey	4	28		32
Canada	Mid-Peninsula	1	2		3
Chabot	East Bay	6	5		11
Contra Costa	East Bay	5	5		10
Diablo Valley	East Bay		2		2
Evergreen Valley	Silicon Valley	1			1
Gavilan	Silicon Valley	1	1		2
Hartnell	SC - Monterey	8	8		16
Laney	East Bay	3	1		4
Las Positas	East Bay		1		1

Los Medanos	East Bay	4	3		7
Mission	Silicon Valley	1	2		3
Napa	North Bay	1			1
Ohlone	East Bay		1		1
San Francisco	Mid-Peninsula	3	4		7
San Francisco Ctrs	Mid-Peninsula		1	19	20
San Jose City	Silicon Valley		2		2
San Mateo	Mid-Peninsula	1	5		6
Santa Rosa	North Bay	9	34	20	63
Skyline	Mid-Peninsula	2	3		5
Solano	North Bay	5	6		11
West Valley	Silicon Valley		1		1
Total Bay Region		56	114	39	209
Total SC-Monterey Sub-Region		13	36	0	49

Source: Data Mart

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

Table 7b. Other Educational Institutions Awards on TOP 0514.00-Office Technology/Office Computer Applications in Bay Region

College	Sub-Region	Associate Degree	Award < 1 academic yr.	Award 1 < 2 academic yrs.	Award 2 < 4 academic yrs.	Total
Central Coast College	SC - Monterey		19			19
CET-Salinas	SC - Monterey			42		42
CET-Sobrato	Silicon Valley		28	14		42
Empire College	North Bay	10	6	14		30
Golden State College of Court Reporting	East Bay				6	6
Mt. Diablo Adult Education-Mt. Diablo USD	East Bay		13			13
Total Bay Region		10	66	70	6	152
Total SC-Monterey Sub-Region		0	19	42	0	61

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 19,045 annual openings for the Business Information Worker Level II occupational cluster and 361 annual (3-year average) awards from community colleges and Other Educational Institutions for an annual undersupply of 18,684 students. In the SC-Monterey Sub-Region, there is also a gap with 1,297 annual openings and 110 annual (3-year average) awards from community colleges and Other Educational Institutions for an annual undersupply of 1,187 students.

Student Outcomes

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0514.00-Office Technology/Office Computer Applications

2015-16	Bay All CTE Programs	Cabrillo College All CTE Programs	State (0514.00)	Bay (0514.00)	SC-Monterey (0514.00)	Cabrillo College (0514.00)
% Employed Four Quarters After Exit	74%	70%	66%	71%	71%	70%
Median Quarterly Earnings Two Quarters After Exit	\$10,550	\$8,510	\$6,765	\$8,568	\$6,993	\$8,036
Median % Change in Earnings	46%	58%	46%	40%	36%	43%

% of Students Earning a Living Wage	63%	54%	47%	56%	51%	52%
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Source: Launchboard Pipeline (version available on (8/12/20)

Skills, Certifications and Education

Table 9. Top Skills for Business Information Worker Level II Occupations in Bay Region (July 2019 - June 2020)

Skill	Postings	Skill	Postings	Skill	Postings
Administrative Support	18,970	Scheduling	10,211	Project Management	1,997
Scheduling	10,211	Customer Service	8,090	Mail Sorting	1,964
Customer Service	8,090	Budgeting	3,040	Customer Checkout	1,861
Data Entry	6,885	Mailing	3,012	Clerical Duties	1,818
Spreadsheets	4,893	Office Management	2,752	Purchasing	1,808
Administrative Functions	4,163	Customer Billing	2,501	Onboarding	1,606
Travel Arrangements	3,975	Record Keeping	2,337	Quickbooks	1,548
Payroll Processing	3,902	Staff Management	2,255	Sorting	1,504
Appointment Setting	3,761	Copying	2,239	Secretarial Skills	1,420
Expense Reports	3,756	Office Supply Ordering	2,231	Event Planning	1,300
Accounting	3,432	Filing	2,162	Bookkeeping	1,273
General Office Duties	3,324	Customer Contact	2,124	Social Media	1,235
Administrative Support	18,970	Sales	2,099	Invoice Processing	1,159

Source: Burning Glass

Table 10. Certifications for Business Information Worker Level II Occupations in Bay Region (July 2019 - June 2020)

Note: 89% 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	1,954	ServSafe	32
First Aid Cpr Aed	280	Property and Casualty License	32
Certified Payroll Professional (CPP)	243	Project Management Certification	29
Typing Certification	193	Food Handler Certification	28
Real Estate Certification	181	Contractors License	28
Security Clearance	174	Insurance Agent Certification	26
Certified Protection Professional (CPP)	150	Basic Cardiac Life Support Certification	25
Fundamental Payroll Certification	96	Medical Billing and Coding Certification	24
Series 7	72	Insurance License	23
IT Infrastructure Library (ITIL) Certification	45	Investment Advisor	22
Basic Life Saving (BLS)	42	Mbe Certified	21
45 Words Per Minute	37	Certified Professional Medical Auditor	21

Source: Burning Glass

Table 11. Education Requirements for Business Information Worker Level II Occupations in Bay Region

Note: 51% 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	9,573	56%
Associate Degree	1,637	10%
Bachelor's Degree or Higher	5,707	34%

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 CCCC Data Mart.

Sources

O*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard 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 or (831) 479-6481
- John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, jcarrese@ccsf.edu or (415) 267-6544