



Business Information Worker I TOP: 0514.00 - Office Technology/Office Computer Applications

June 2019

Prepared by the South Central Coast Center of Excellence for Labor Market Research

Program Recommendation

This report was compiled by the South Central Coast¹ Center of Excellence to provide regional labor market data for the program recommendation - Business Information Worker I Certificate of Achievement. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and non-CCC) that align with this occupational group.

- In the South Central Coast Region, the number of jobs related to Office Technology/Office Computer Applications is expected to decline over the next five years.
- In 2017 there were 197 regional completions for programs related to the occupations of Office Technology/Office Computer Applications and 1,720 openings indicating an undersupply in this area.
- Typical entry-level education for related occupations is high school or vocational training.
- Both Secretaries and Administrative Assistants, and Executive Secretaries and Administrative Assistants, are at low risk of automation.
- Completers of the Office Technology/Office Computer Applications program (TOP 0514.00) from the 2015-2016 academic year had a median annual wage upon completion of \$21,923.
- 45% of students are earning a living.
- 69% of students are employed within a year after completing a program.

¹ The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

Occupation Codes and Descriptions

Currently, there are two occupations in the standard occupational classification (SOC) system that are related to Office Technology/Office Computer Applications. The occupation titles and descriptions, as well as reported job titles are included in Exhibit 1.

Exhibit 1 – Occupation, description, and sample job titles

SOC Code	Title	Description	Sample of Reported Job Titles
43-6011	Executive Secretaries and Executive Administrative Assistants	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.	Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.	Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number jobs related to Office Technology/Office Computer Applications is expected to decline over the next five years. Exhibit 2 contains detailed employment projection data for these occupations.

Exhibit 2 – Five-year projections for Office Technology/Office Computer Applications in the South Central Coast region

SOC	Occupation	2017 Jobs	2022 Jobs	2017-2022 Change	2017-2022 % Change
43-6011	Executive Secretaries and Executive Administrative Assistants	3,437	3,147	-290	-8%
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	12,673	12,408	-265	-2%

Source: Economic Modeling Specialists International (EMSI)

Earnings

In the South Central Coast region, the average wage for the listed occupations is \$20.51 per hour.

Exhibit 3 contains hourly wages and annual average earnings for these occupations. Entry-level hourly earnings is represented by the 25th percentile of wages, median hourly earnings is represented by the 50th percentile of wages, and experienced hourly earnings is represented by the 75th percentile of wages, demonstrating various levels of employment.

Exhibit 3 – Earnings for Office Technology/Office Computer Applications in the South Central Coast region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
43-6011	Executive Secretaries and Executive Administrative Assistants	\$24.92	\$30.83	\$37.41
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	\$15.47	\$18.79	\$23.66

Source: Economic Modeling Specialists International (EMSI)

Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Employer job postings are consulted to understand who is employing business information workers, and what they are looking for in potential candidates. To identify job postings related to Office Technology/Office Computer Applications, the following standard occupational classifications were used:

43-6011	Executive Secretaries and Executive Administrative Assistants
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Top Occupations

In 2018, there were 1,961 employer postings for occupations related to Office Technology/Office Computer Applications.

Exhibit 4 – Top occupations in job postings

SOC Code	Occupation	Job Postings, Full Year 2018
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,664
43-6011	Executive Secretaries and Executive Administrative Assistants	297

Source: Labor Insight/Jobs (Burning Glass)

SOC Code	Occupation	Risk of Automation
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	Low
43-6011	Executive Secretaries and Executive Administrative Assistants	Low

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for Office Technology/Office Computer Applications are listed in Exhibit 5. Administrative Assistant is mentioned as the job title in 43% of all relevant job postings (853 postings).

Exhibit 5 –Job titles

Title	Job Postings, Full Year 2018
Administrative Assistant	853
Executive Assistant	214
Secretary	96
Administrative Coordinator	95
Front Desk Coordinator	71
Office Coordinator	46
Administrative Specialist	38

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in the Office Technology/Office Computer Applications field. The top employer posting job ads was the University of California. The top worksite cities in the region for these occupations were Santa Barbara, Santa Clarita, Thousand Oaks, Oxnard, and San Luis Obispo.

Exhibit 6 – Top employers (n=1,147)

Employer	Job Postings, Full Year 2018
University of California	28
Anthem Blue Cross	24
Lucia Mar Unified School District	17
College of the Canyons	16
California State University	14

Source: Labor Insight/Jobs (Burning Glass)

Skills

Administrative Support is the most sought after skill for employers hiring for Office Technology/Office Computer Applications.

Exhibit 7 –Job skills (n=1,630)

Skills	Job Postings, Full Year 2018
Administrative Support	1,584
Scheduling	518
Customer Service	345
Data Entry	312
Spreadsheets	258

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Exhibit 9 shows the industries where most Business Information Workers are employed in the South Central Coast region. Note: 40% of records have been excluded because they do not include an industry. As a result, the chart below may not be representative of the full sample. -794

Exhibit 9 – Industries employing the most business information workers, 2018

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Educational Services	272	23%
Administrative and Support and Waste Management and Remediation Services	149	13%
Health Care and Social Assistance	131	11%
Manufacturing	103	9%
Finance and Insurance	94	8%

Education and Training

Exhibit 10 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training needed to attain competency in the occupation.

Exhibit 10 – Education and training requirements

SOC	Occupation	Typical entry-level education	Typical on-the-job training
43-6011	Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	None
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	Short-term-on-the-job-training

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

Regional Completions and Openings

There were 197 regional completions (2017) and 1,720 regional openings (2017) in the South Central Coast region for programs related to the occupations of Business Information Workers.

2 Regional Institutions had Related Programs (2017)	197 Regional Completions (2017)	1,720 Annual Openings (2017)
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Source: Economic Modeling Specialists International (EMSI)

Related Programs

CIP Code	Program	Completions (2017)
52.0401	Administrative Assistant and Secretarial Science, General	118
51.0716	Medical Administrative/Executive Assistant and Medical Secretary	79

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Office Technology/Office Computer Applications Program (TOP 0514.00) in the South Central Coast region for the 2015-16 academic year.

- The median annual wage for students after exiting is \$21,923
- Starting salary in the region for Executive Secretaries and Executive Administrative Assistants is \$57,699
- 45% of students are earning a living wage
- 69% of students are employed within a year after completing a program

Source: CTE LaunchBoard

Sources

O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

Notes

Data included in this analysis represents the labor market demand for positions most closely related to business information workers. Standard occupational classification (SOC) codes were chosen based on the national education level required for employment (associate degree and postsecondary certificate) as well as the proportion of current workers who hold a community college award or have had some community college training. This selection process narrows the labor market analysis to the most relevant employment opportunities for students with community college education and/or training.

Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study and should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.