



Global Trade and Logistics

March 2018

Prepared by the Los Angeles/Orange County Center of Excellence for Labor Market Research

Program Recommendation

This report was compiled by the Los Angeles/Orange County Center of Excellence (COE) to provide regional labor market data for the program recommendation of global trade and logistics. This report intends to determine whether there is demand in the local labor market that is not being met by the supply from programs of study.

Based on the data, the COE cannot determine if there is an unmet need for a global trade and logistics program in Los Angeles County. Reasons include:

- Although customer service representative jobs are expected to increase through 2022, it is not possible to quantify how many of these positions are in the global trade and logistics industry.
- As these are not standard occupations, employer job postings were referenced for identifying labor market demand. While there are many advertisements posted, the majority require a Bachelor’s degree.
- An in-depth search of job postings that require the Certified Global Business Professional Certification garnered no results.
- In 2017, there were 864 ads for global trade and logistics related jobs. There were 1,056 job postings for the same occupation in 2016, and 1,031 job postings in 2015.

Occupation Codes and Descriptions

Currently, there is one occupation in the standard occupational classification (SOC) system among the cluster of requested occupations. The occupation title, description, and 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
43-4051	Customer Service Representatives	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.	Account Manager, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator

Source: O*NET Online

Current and Future Employment

In Los Angeles County, the number of customer service representative jobs are expected to increase by 5% over the next five years. Over 8,500 job opportunities will be available annually for the occupations through 2022 due to new job growth and replacement need (e.g., retirements). Exhibit 2 contains detailed employment projections data for the occupations. The industries that primarily employed this occupation in 2017 were:

- Temporary Help Services; 2,067 jobs
- Insurance Agencies and Brokerages; 1,926 jobs
- Corporate, Subsidiary and Regional Managing Offices; 1,731 jobs

Exhibit 2 – Five-year projections for customer service representatives

SOC	Occupation	2017 Jobs	2022 Jobs	2017 - 2022 Change	2017 - 2022 % Change	Annual Openings
43-4051	Customer Service Representatives	61,185	64,375	3,190	5%	8,532

Source: Economic Modeling Specialists International (EMSI)

Earnings

In Los Angeles County, the entry-level average wage for customer service representatives is \$11.58 per hour, which is below the MIT Living Wage¹ estimate of \$13.54 per hour for a single adult in the region. The average annual earnings for the occupation in the region is \$39,088 per year, assuming full-time employment.

Exhibit 3 contains hourly wages and annual average earnings for the occupations. Entry-level hourly earnings is represented by the 10th percentile of wages, median hourly earnings is represented by the 50th percentile of wages, and experienced hourly earnings is represented by the 90th percentile of wages, demonstrating various levels of employment.

Exhibit 3 – Earnings for customer service representatives

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings	Average Annual Earnings
43-4051	Customer Service Representatives	\$11.58	\$17.34	\$28.87	\$39,088

Source: Economic Modeling Specialists International (EMSI)

¹ MIT Living Wage Calculator. <http://livingwage.mit.edu/>

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 in the field of global trade and logistics, and what they are looking for in potential candidates.

To identify job postings related to global trade and logistics the job titles searched include: *global source procurement coordinator, global source procurement specialist, logistics specialist, logistics coordinator, international sales representative, international sales associate, compliance specialist, regulatory specialist, global trade, global sourcing and international sales.*

In 2017, there were 864 ads for global trade and logistics related jobs. There were 1,056 job postings for the same occupation in 2016, and 1,031 job postings in 2015.

Top Titles

The most common job titles for global trade and logistics jobs are listed in Exhibit 4. Logistics coordinator is the job title mentioned in 42% of all relevant job postings (359 out of 864 postings).

Exhibit 4 –Job titles (n=864)

Title	Job Postings, Full Year 2017
Logistics Coordinator	359
Regulatory Affairs Specialist	225
Sales Manager	30
Director of Global Sourcing	17
Human Resources Specialist	3

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 5 lists the major employers hiring global trade and logistics workers. Top employers posting job ads included Raytheon, City of Hope and Edison International. The top worksite cities in the region for the occupations were Los Angeles, Torrance, El Segundo, Long Beach and Compton.

Exhibit 5 – Top employers (n=417)

Employer	Job Postings, Full Year 2017
Raytheon	13
City of Hope	10
Edison International	10
Ultimate	7
Abbott Laboratories	6

Activision	6
Agility	5
Boston Scientific Corporation	5

Source: Labor Insight/Jobs (Burning Glass)

Advertised Education Levels

Exhibit 6 displays the education level requested by employers in online job ads. The majority of employers were looking for a candidate with a Bachelor’s degree. Approximately 36% of job postings did not specify a level of education.

Exhibit 6 – Education requirements for global trade and logistics related jobs (n=549)



Source: Labor Insight/Jobs (Burning Glass)

Education and Training

In Los Angeles County, eight community colleges have programs training for the occupations studied in this report. Exhibit 8 displays the annual awards conferred for each of the colleges training in these fields. It is important to note that an award is not equivalent to a single person in search of a job opening, since a student may earn more than one award (e.g. an associate degree and a certificate).

Between 2014 and 2017, the total annual average community college awards conferred was 68 across one program: International Business and Trade (0508.00).

Exhibit 8 – CCC Student Awards (by TOP and College)

TOP Code	Program	College	2014-2017 Annual Average			Total Average CC Awards
			2014-15 Awards	2015-16 Awards	2016-2017 Awards	
0508.00	International Business and Trade	Cerritos	3	12	10	8
		Glendale	3	7	3	4
		LA Pierce	2	4	3	3
		Long Beach	3	10	6	6
		Mt San Antonio	36	37	38	37
		Pasadena	6	3	3	4
		Rio Hondo	1	1	3	2
		Santa Monica	6	3	2	4
		Total	60	77	68	68

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 International Business and Trade Taxonomy of Program (TOP) code (0508.00) in Los Angeles County for the 2015-16 academic year.

- 46% of students are earning a living wage
- 60% of students are employed within six months 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 global trade and logistics. 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.