

Microsoft Office Specialist

Inland Empire/Desert Region (Riverside and San Bernardino counties combined)

Summary

- Employment for the Microsoft Office specialist occupational group is expected to **increase by 2% between 2018 and 2023** in the Inland Empire/Desert Region. A total **7,090 annual job openings** will be available over the five-year timeframe.
- The 25th percentile, entry-level wage for each of the occupations in the MOS occupational group is **above the Family Needs Calculator estimate of \$11.97 per hour** for a single adult living in Riverside County and **\$11.63 per hour** for a single adult living in San Bernardino County.
- There are **211 credentials issued annually** (149 average annual community college credentials, 62 other educational institution credentials) from regional training programs.

Introduction

This report provides data on the occupations related to the California Community College office technology/office computer applications program (TOP 514.00). This program prepares students for employment by providing instruction in the recording and disseminating of information, by manual and/or electronic means, including administrative office practices (keyboarding, computer literacy/applications, internet usage, e-mailing, scheduling, etc.), global concepts, and office management skills (problem solving, critical thinking, and interpersonal relations) (Taxonomy of Programs, 2012). While the skills gained from this program can be applied to numerous jobs, this report focuses on the following clerical occupations, referred to collectively as the Microsoft Office Specialist (MOS) occupational group:

- *Data Entry Keyers*
- *Executive Secretaries and Executive Administrative Assistants*
- *Office Clerks, General*
- *Secretaries and Administrative Assistants, Except Legal, Medical, and Executive*
- *Word Processors and Typists*

A real-time job posting analysis specifically for Microsoft Excel and Access skills is also included in this report, beginning on page seven.

Job Opportunities

In 2018, there were 59,325 jobs in the MOS occupational group in the Inland Empire/Desert region (IEDR). This occupational group is projected to increase employment by 2% by 2023. Employers in the region will need to hire 35,449 workers over the next five years to fill new jobs and backfill jobs that workers are permanently vacating (includes occupational transfers and retirements). Exhibit 1 displays five-year projected job growth for the MOS occupational group.

Exhibit 1: Five-year projections for the MOS occupational group

Occupation	2018 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Office Clerks, General	30,008	4%	19,204	3,841	27%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	23,206	2%	12,927	2,585	33%
Executive Secretaries and Executive Administrative Assistants	3,684	-4%	1,929	386	33%
Data Entry Keyers	1,798	-5%	1,041	208	21%
Word Processors and Typists	628	-5%	347	69	33%
Total	59,325	2%	35,449	7,090	29%

Source: EMSI 2019.3

Job Postings

Real-time labor market information from employer job advertisements is used in this report to accurately gauge demand for the MOS occupational group. Exhibit 2 displays the number of job ads posted during the last 12 months along with the regional and statewide average time to fill for the MOS occupational group in the IEDR. On average, local employers fill online job postings for the MOS occupational group within 24 days. This regional average is two days shorter than the statewide average, indicating that local employers may face slightly fewer challenges when seeking candidates to fill these positions than California employers outside the IEDR.

Exhibit 2: Job ads and time to fill for the MOS occupational group, Sep 2018 – Aug 2019

Occupation	Job Ads	Regional Average Time to Fill (Days)	California Average Time to Fill (Days)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,055	24	26

Occupation	Job Ads	Regional Average Time to Fill (Days)	California Average Time to Fill (Days)
Office Clerks, General	2,016	24	26
Data Entry Keyers	714	22	24
Executive Secretaries and Executive Administrative Assistants	483	25	27
Word Processors and Typists	165	25	27
Total	7,433	24	26

Source: Burning Glass – Labor Insights

Earnings and Benefits

The entry-level wage for each of the occupations in the MOS occupational group is above the baseline, Family Needs Calculator estimate of \$11.97 per hour for a single adult living in Riverside County and \$11.63 for a single adult living in San Bernardino County. The Family Needs Calculator measures the minimum income necessary to cover all of an individual or family’s basic expenses (Pearce & Manzer, 2018). The Metropolitan Policy Program at Brookings would classify the MOS occupational group, except *office clerks, general and data entry keyers*, as “good jobs” because they provide a median wage that allows workers to become economically independent and secure, above \$18.00 per hour (\$37,440 per year), with employer-sponsored health insurance (Shearer, et al., pg. 25). MOS occupations generally receive employer medical insurance in the IEDR, according to occupational guides developed by the California Labor Market Information Division (“Detailed Guide,” 2019). Exhibit 3 displays earnings for the MOS occupational group.

Exhibit 3: Earnings for the MOS occupational group

Occupation	Entry to Experienced Hourly Wage Range (25 th to 75 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings
Executive Secretaries and Executive Administrative Assistants	\$22.99 to \$34.32	\$28.11	\$61,600
Word Processors and Typists	\$16.74 to \$23.27	\$20.19	\$44,300
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	\$14.13 to \$23.71	\$18.55	\$40,300
Office Clerks, General	\$13.07 to \$21.38	\$17.08	\$36,900

Occupation	Entry to Experienced Hourly Wage Range (25 th to 75 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings
Data Entry Keyers	\$13.11 to \$17.73	\$15.24	\$33,700

Source: EMSI 2019.3

An alternative way to determine what wages workers can expect to earn is by extracting wage information from online job postings. Exhibit 4 displays advertised salary data from real-time job postings for the MOS occupational group over the last 12 months. This information should be viewed with caution, as only 60% of job postings mentioned salary information. Please note that salary figures are prorated to reflect full-time, annual wage status.

Exhibit 4: Advertised salary information, Sep 2018 – Aug 2019

Occupation	Number of job postings	Real-Time Salary Information				Average Annual Earnings
		Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2,329	42%	44%	12%	2%	\$39,000
Office Clerks, General	1,216	68%	26%	5%	1%	\$34,000
Data Entry Keyers	466	77%	20%	2%	1%	\$34,000
Executive Secretaries and Executive Administrative Assistants	306	12%	50%	31%	7%	\$50,000
Word Processors and Typists	149	8%	89%	3%	-	\$40,000

Source: Burning Glass – Labor Insights

Employers, Skills, and Education

Exhibit 5 displays the employers posting the most job ads for the MOS occupational group during the last 12 months in the IEDR. Many employers posting advertisements for the MOS occupational group operate within the colleges, universities, and professional schools (NAICS 6113), elementary and secondary schools (6111), and general medical and surgical hospitals (6221) industries.

Exhibit 5: Employers posting the most job ads for the MOS occupational group, Sep 2018 – Aug 2019

Occupation	Employers	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=2,716)	<ul style="list-style-type: none"> Anthem Blue Cross California State University, San Bernardino University of California, Riverside Marriot International 	<ul style="list-style-type: none"> Riverside County Office of Education Loma Linda University Health Hemet Unified School District Kaiser Permanente United Parcel Service
Office Clerks, General (n=1,417)	<ul style="list-style-type: none"> La Sierra University Mt. San Jacinto College CarMax San Bernardino Community College District 	<ul style="list-style-type: none"> California State University, San Bernardino Riverside County Office of Education San Jacinto Unified School District
Data Entry Keyers (n=258)	<ul style="list-style-type: none"> Crossmark RetailData LLC 	<ul style="list-style-type: none"> Citizens Business Bank Nexgrill Industries, Inc.
Executive Secretaries and Administrative Assistants (n=278)	<ul style="list-style-type: none"> University of California, Riverside California State University, San Bernardino 	<ul style="list-style-type: none"> San Manuel Band of Mission Indians College of the Desert
Word Processors and Typists (n=76)	<ul style="list-style-type: none"> State of California Palm Springs Unified School District Corona-Norco Unified School District 	<ul style="list-style-type: none"> Val Verde Unified School District Chino Valley Unified School District

Source: Burning Glass – Labor Insights

Exhibit 6 displays a sample of specialized, employability, and software and programming skills that employers are seeking when looking for workers to fill positions in the MOS occupational group. Specialized skills are occupation-specific skills that employers are requesting for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is commonly referred to as “soft skills.” The skills requested in job postings may be utilized as a helpful guide for curriculum development. All of the MOS occupations specify a need for Microsoft Office skills, meaning working knowledge of Word, Excel, PowerPoint, Outlook, and Access as well as many other products.

Exhibit 6: Sample of in-demand skills from employer job ads for the MOS occupational group, Sep 2018 – Aug 2019

Occupation	Specialized Skills	Employability Skills	Software and Programming Skills
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=3,714)	<ul style="list-style-type: none"> Scheduling Data Entry Customer Service 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Detail-Oriented 	<ul style="list-style-type: none"> Microsoft Office
Office Clerks, General (n=1,712)	<ul style="list-style-type: none"> Data Entry Customer Service Administrative Support 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Computer Literacy 	<ul style="list-style-type: none"> Microsoft Office
Data Entry Keyers (n=639)	<ul style="list-style-type: none"> Customer Service Spreadsheets Sorting Scheduling 	<ul style="list-style-type: none"> Typing Detail-Oriented Communication Skills 	<ul style="list-style-type: none"> Microsoft Office
Executive Secretaries and Executive Administrative Assistants (n=455)	<ul style="list-style-type: none"> Travel Arrangements Project Management 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Detail-Oriented 	<ul style="list-style-type: none"> Microsoft Office
Word Processors and Typists (n=106)	<ul style="list-style-type: none"> Clerical Duties Telecommunications General Office Duties 	<ul style="list-style-type: none"> Communication Skills Telephone Skills Computer Literacy 	<ul style="list-style-type: none"> Microsoft Office

Source: Burning Glass – Labor Insights

Exhibit 7 displays the work experience and entry-level education typically required to enter each occupation according to the Bureau of Labor Statistics (BLS), educational attainment for incumbent workers with “some college, no degree” and an “associate degree” according to the U.S. Census (2016-17), and the minimum advertised education requirement from employer job ads. Except for *executive secretaries and executive administrative assistants*, the majority of employers are seeking candidates with a high school diploma.

Exhibit 7: Work experience required, typical entry-level education, educational attainment, and minimum advertised education requirements for the MOS occupational group, Sep 2018 – Aug 2019

Occupation	Work Experience Required	Typical Entry-Level Education Requirement	Educational Attainment*	Minimum Advertised Education Requirement from Job Ads			
				Number of job postings	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	None	High school diploma or equivalent	47%	2,027	73%	10%	17%

Occupation	Work Experience Required	Typical Entry-Level Education Requirement	Educational Attainment*	Minimum Advertised Education Requirement from Job Ads			
				Number of job postings	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Office Clerks, General	None	High school diploma or equivalent	45%	806	82%	5%	13%
Data Entry Keyers	None	High school diploma or equivalent	46%	242	91%	3%	5%
Executive Secretaries and Executive Administrative Assistants	Less than five years	High school diploma or equivalent	47%	245	42%	13%	45%
Word Processors and Typists	None	High school diploma or equivalent	45%	50	92%	-	8%

Source: EMSI 2019.3, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Credential or Some Postsecondary Coursework

Microsoft Office Specialist: Excel and Access Certifications

Microsoft Office is a standard tool for business operations across industries. Microsoft offers certifications for its products to demonstrate proficiency in the software. Over the last 12 months (September 2018 to August 2019), there were no job ads specifically requiring Microsoft Office Specialist Excel or Access certifications in the IEDR. During the same period, more than 28,000 ads specified a desire for Microsoft Excel or Access skills. The large difference between the desire for Microsoft Office skills and certifications may be the result of employers being unaware of specific Microsoft certifications or employers only seeking individuals with general Microsoft Office skills.

Job Postings Focused on Excel and Access skillsets

Of the 7,433 total job postings for the MOS occupational group analyzed above, this section details information related to the 2,874 of those postings (approximately 39%) that are seeking individuals with Microsoft Excel and Access skills. Exhibit 8 displays the number of job ads posted during the last 12 months along with the regional and statewide average time to fill for the MOS occupational group with Excel or Access skills in the IEDR. On average, local employers fill online job postings for the MOS occupational group within 24 days, two days less than the statewide average of 26. This indicates that both areas face similar challenges when seeking candidates to fill these positions.

Exhibit 8: Job ads and time to fill for the MOS occupational group with Excel and Access skills, Sep 2018 – Aug 2019

Occupation	Job Ads	Regional Average Time to Fill (Days)	California Average Time to Fill (Days)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,693	24	26
Office Clerks, General	650	24	26
Data Entry Keyers	305	22	24
Executive Secretaries and Executive Administrative Assistants	204	25	27
Word Processors and Typists	22	25	27
Total	2,874	24	26

Source: Burning Glass – Labor Insights

Exhibit 9 displays advertised salary data from real-time job postings for the MOS occupational group with Excel and Access skills over the last 12 months. This information should be viewed with caution, as only 60% of job postings mentioned salary information. Please note that salary figures are prorated to reflect full-time, annual wage status.

Exhibit 9: Advertised salary information for the MOS occupational group with Excel and Access skills, Sep 2018 – Aug 2019

Occupation	Number of job postings	Real-Time Salary Information				Average Annual Earnings
		Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	960	48%	42%	9%	1%	\$37,000
Office Clerks, General	407	70%	22%	7%	1%	\$34,000
Data Entry Keyers	231	75%	23%	1%	1%	\$33,000
Executive Secretaries and Executive Administrative Assistants	119	15%	64%	19%	2%	\$45,000
Word Processors and Typists	21	5%	95%	-	-	\$40,000

Source: Burning Glass – Labor Insights

Employers, Skills, and Education

Exhibit 10 displays the employers posting the most job ads for the MOS occupational group with Excel and Access skills during the last 12 months in the IEDR. There were too few postings for *word processors and typists* to obtain reliable employer information.

Exhibit 10: Employers posting the most job ads for the MOS occupational group with Excel and Access skills, Sep 2018 – Aug 2019

Occupation	Employers	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=1,074)	<ul style="list-style-type: none"> Loma Linda University Health Anthem Blue Cross United Parcel Service California State University, San Bernardino University of California, Riverside 	<ul style="list-style-type: none"> Edison International Kaiser Permanente Riverside County Office of Education CO-OP Financial Services
Office Clerks, General (n=405)	<ul style="list-style-type: none"> La Sierra University Mt. San Jacinto College Arrowhead Regional Medical Center Anthem Blue Cross 	<ul style="list-style-type: none"> California State University, San Bernardino Honda San Bernardino County University of California, Riverside
Data Entry Keyers (n=97)	<ul style="list-style-type: none"> Nexgrill Industries, Inc. Advantage Sales & Marketing, LLC 	<ul style="list-style-type: none"> Creative Bus Sales Triage Partners, LLC
Executive Secretaries and Administrative Assistants (n=110)	<ul style="list-style-type: none"> Advanced Professional Engineering Consultants, Inc. (APEC) Esri Monster Energy 	<ul style="list-style-type: none"> San Manuel Band of Mission Indians CO-OP Financial Services California State University, San Bernardino
Word Processors and Typists (n=4)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

Source: Burning Glass – Labor Insights

Exhibit 11 displays a sample of specialized, employability, and software and programming skills that employers are seeking in addition to Microsoft Excel and Access skills when looking for workers to fill positions in the MOS occupational group. Specialized skills are occupation-specific skills that employers are requesting for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is commonly referred to as “soft skills.” The skills requested in job postings may be utilized as a helpful guide for curriculum development. All of the MOS occupations specify a need for Microsoft Office skills, meaning working knowledge of Word, Excel, PowerPoint, Outlook, and Access as well as many other products.

Exhibit 11: Sample of in-demand skills from employer job ads for the MOS occupational group with Excel and Access skills, Sep 2018 – Aug 2019

Occupation	Specialized Skills	Employability Skills	Software and Programming Skills
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (n=1,693)	<ul style="list-style-type: none"> Administrative Support Scheduling Data Entry 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Detail-Oriented 	<ul style="list-style-type: none"> Microsoft Office
Office Clerks, General (n=650)	<ul style="list-style-type: none"> Data Entry Customer Service Administrative Support 	<ul style="list-style-type: none"> Communication Skills Multi-Tasking Organizational Skills 	<ul style="list-style-type: none"> Microsoft Office QuickBooks
Data Entry Keyers (n=305)	<ul style="list-style-type: none"> Spreadsheets Customer Service Audit Reports 	<ul style="list-style-type: none"> Detail-Oriented Typing Communication Skills 	<ul style="list-style-type: none"> Microsoft Office Salesforce.com
Executive Secretaries and Executive Administrative Assistants (n=204)	<ul style="list-style-type: none"> Scheduling Travel Arrangements Project Management 	<ul style="list-style-type: none"> Organizational Skills Communication Skills Detail-Oriented 	<ul style="list-style-type: none"> Microsoft Office
Word Processors and Typists (n=22)	<ul style="list-style-type: none"> Telecommunications Clerical Support Data Entry 	<ul style="list-style-type: none"> Typing Multi-Tasking Computer Literacy 	<ul style="list-style-type: none"> Microsoft Office

Source: Burning Glass – Labor Insights

Exhibit 12 displays the work experience and entry-level education typically required to enter each occupation according to the Bureau of Labor Statistics (BLS), educational attainment for incumbent workers with “some college, no degree” and an “associate degree” according to the U.S. Census (2016-17), and the minimum advertised education requirement from employer job ads. The majority of employers are seeking candidates with a high school diploma.

Exhibit 12: Work experience required, typical entry-level education, educational attainment, and minimum advertised education requirements for the MOS occupational group with Excel and Access skills, Sep 2018 – Aug 2019

Occupation	Work Experience Required	Typical Entry-Level Education Requirement	Educational Attainment*	Minimum Advertised Education Requirement from Job Ads			
				Number of job postings	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	None	High school diploma or equivalent	47%	932	69%	13%	18%
Office Clerks, General	None	High school diploma or equivalent	45%	293	80%	6%	14%

Occupation	Work Experience Required	Typical Entry-Level Education Requirement	Educational Attainment*	Minimum Advertised Education Requirement from Job Ads			
				Number of job postings	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Data Entry Keyers	None	High school diploma or equivalent	46%	113	88%	3%	9%
Executive Secretaries and Executive Administrative Assistants	Less than five years	High school diploma or equivalent	47%	109	47%	11%	42%
Word Processors and Typists	None	High school diploma or equivalent	45%	2	100%	-	-

Source: EMSI 2019.3, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Credential or Some Postsecondary Coursework

Student Completions and Program Outcomes

Exhibit 13 displays the average annual regional California Community College (CCC) credentials conferred during the three academic years between 2015 and 2018, from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, along with the enrollments from the most recent year available on LaunchBoard. Credentials are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case in order to calculate an annual average. This three-year average is used in order to minimize the effect of atypical variation that might be present in a single year. Enrollments are the count of enrollments in courses assigned to the TOP code in the selected year. The relevant TOP code is from the Taxonomy of Programs manual, and the corresponding program titles used at each college (in *italics*) are sourced from the Chancellor's Office Curriculum Inventory (COCI). Please note, a credential is not always equal to a single person in search of a job opening since a student may earn more than one credential, such as an associate degree in addition to a certificate. Please note that only two colleges offer office technology programs that directly align with Microsoft Office training.

Exhibit 13: Annual average community college credentials and enrollments for office technology/office computer applications programs in the IEDR

0514.00 – Office Technology/Office Computer Applications	CCC Enrollments, Academic Year 2016-17	CCC Annual Average Credentials, Academic Years 2015-18
<i>Barstow - Business Information Systems-Administrative Assistant</i>	94	-

0514.00 – Office Technology/Office Computer Applications	CCC Enrollments, Academic Year 2016-17	CCC Annual Average Credentials, Academic Years 2015-18
Chaffey – Microsoft (Excel, Office, Word)/Professional Office Skills/Business Information Worker (BIW) I&II	1,657	
Associate of Science (A.S.) degree		8
Certificate requiring 30 to < 60-semester units		5
Certificate requiring 18 to < 30-semester units		31
Certificate requiring 6 to < 18-semester units		1
Desert – Business Information Workers/Applications and Information Systems	-	
Certificate requiring 18 to < 30-semester units		9
Moreno Valley	89	-
Mt. San Jacinto – Microsoft Applications Specialist: Tech Prep	811	
Associate of Science (A.S.) degree		14
Certificate requiring 30 to < 60-semester units		10
Norco – Business Information Worker	111	
Palo Verde		
Certificate requiring 6 to < 18-semester units		13
Riverside – Business Information Worker	844	
Certificate requiring 30 to < 60-semester units		3
Certificate requiring 18 to < 30-semester units		3
Certificate requiring 6 to < 18-semester units		13
San Bernardino – CIT – Office Technology	563	
Associate of Arts (A.A.) degree		4
Certificate requiring 30 to < 60-semester units		9
Certificate requiring 6 to < 18-semester units		1
Victor Valley – Business Education Technologies/Computer Systems II	1,538	
Associate of Science (A.S.) degree		16
Certificate requiring 30 to < 60-semester units		3
Certificate requiring 18 to < 30-semester units		3
Total CCC Enrollments, Academic Year 2016-17	5,716	
Total Annual Average CCC Credentials, Academic Years 2015-18		149

Source: LaunchBoard, MIS Data Mart, COCI

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor’s Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California’s Employment Development Department’s Unemployment Insurance database. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard’s Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2019a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2017). Data from the latest academic year for each metric is provided in Exhibit 14.

Exhibit 14: 0514.00 – Office technology/office computer applications strong workforce program outcomes

Strong Workforce Program Metrics: 0514.00 – Office Technology/Office Computer Applications Academic Year 2015-16, unless noted otherwise	Inland Empire/Desert region	California Median
Course enrollments (2016-17)	5,716	567
Completed 12+ units in one year (2016-17)	617	68
Economically disadvantaged students* (2016-17)	83%	71%
Transferred to a four-year institution* (transfers)	214	31
Employed in the fourth fiscal quarter after exit* (completers)	71%	64%
Median annual earnings* (completers)	\$18,982**	\$20,879**
Job closely related to the field of study (2014-15)	76%	73%
Median change in earnings* (completers)	43%	77%
Attained a living wage (completers and skills-builders)	45%	49%

Source: LaunchBoard

*Data for these metrics is available in Community College Pipeline. All others are available in Strong Program Workforce Metrics

**It is interesting to note that skills-builders outperformed completers in median annual earnings by more than \$5,000 annually in both geographies, which is rare. Skills-builders earned \$24,091 in the IEDR and \$26,147 for California.

Credentials granted from private educational providers are displayed in Exhibit 15, along with the relevant CIP code. The administrative assistant and secretarial science, general CIP data is compiled from the Integrated Postsecondary Education Data System (IPEDS) for the most recent three years available.

Exhibit 15: Annual average other educational institution completions for administrative assistant and secretarial science, general programs in the IEDR

52.0401 - Administrative Assistant and Secretarial Science, General	Other Educational Institutions Annual Average Certificates or Other Credit Credentials (2014-17)
California Technical Academy	
Award of less than one academic year	49
Riverside County Office of Education-School of Career Education	
Award of less than one academic year	13
Total annual average other awards, Academic Years 2014-17	62

Source: IPEDS

Recommendation

The community college office technology/office computer application program prepares students for employment by providing instruction in the recording and disseminating of information, including administrative office practices, global concepts, and office management skills. Microsoft Office suite training is critical to the employment of the occupations that are associated with office technology/office computer training programs. This occupational group is expected to have 7,090 annual job openings over the next five year. Except for two occupations (*Office Clerks, General & Data Entry Keyers*), each occupation in this group earns a median wage that exceeds an hourly rate of \$18.00 per hour. With experience (75th percentile earnings) in the workforce, Office Clerks, General and Data Entry Keyers should achieve a wage that exceeds \$18.00 per hour. Ten out of the 12 regional community colleges offer office technology/office computer application training, and only produced an annual average of 149 credentials. According to employer jobs postings, most employers were looking for a worker with high school or vocational training. The Centers of Excellence recommends expanding office technology programs to meet employer demand for more workers. The COE also recommends that colleges partner with local employers to discuss their future hiring needs and training requirements for their office technology workforce.

Contact

Michael Goss, Director
Center of Excellence, Inland Empire/Desert Region
michael.goss@chaffey.edu
September 2019



References

- Burning Glass Technologies. (2019). *Labor Insights/Jobs*. Retrieved from <https://www.burning-glass.com/>
- California Community Colleges Chancellor's Office. LaunchBoard. (2019). *California Community Colleges LaunchBoard*. Retrieved from <https://www.calpassplus.org/Launchboard/Home.aspx>
- California Community Colleges Chancellor's Office. LaunchBoard. (2019a). *Strong Workforce Program Metrics Data Element Dictionary*. Pg. 3. Retrieved from <https://www.calpassplus.org/MediaLibrary/calpassplus/launchboard/Documents/SWP-DED.PDF>
- California Community Colleges Chancellor's Office. (2019). *Chancellor's Office Curriculum Inventory (COCI), version 3.0*. Retrieved from <https://coci2.ccctechcenter.org/programs>
- California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. (2019). *Data Mart*. Retrieved from <https://datamart.cccco.edu/datamart.aspx>
- California Community Colleges Chancellor's Office, Curriculum and Instructional Unit, Academic Affairs Division. (2012). *Taxonomy of Programs, 6th Edition, Corrected Version*. Retrieved from <https://www.cccco.edu/-/media/CCCCO-Website/About-Us/Divisions/Digital-Innovation-and-Infrastructure/Research/Files/TOPmanual6200909corrected12513.ashx?la=en&hash=94C709CA83C0380828415579395A5F536736C7C1>
- Economic Modeling Specialists International (EMSI) (2019). *Datarun 2019.3*. Retrieved from <https://www.economicmodeling.com/>
- Labor Market Information Division. Employment Development Department of California. (2019). *Detailed Occupational Guide*. Retrieved from <https://www.labormarketinfo.edd.ca.gov/OccGuides/Search.aspx>
- Microsoft. (2019). *Microsoft Office Certification*. Retrieved from <https://www.microsoft.com/en-us/learning/certification-overview-mos.aspx>
- National Center for O*NET Development. (2019). *O*NET OnLine*. Retrieved from <https://www.onetonline.org/>
- Pearce, D., Manzer, L. Center for Women's Welfare at the University of Washington. (2018). Retrieved from <https://insightced.org/2018-family-needs-calculator/>
- Shearer, C., Shah, I., Gootman, M. (2019, February). Metropolitan Policy Program at Brookings. Advancing Opportunity in California's Inland Empire. *Defining Opportunity*. (pg. 25). Retrieved from https://www.brookings.edu/wp-content/uploads/2019/02/Full-Report_Opportunity-Industries_Inland-California_Final_Shearer-Shah-Gootman.pdf

Appendix: Occupation definitions, sample job titles, five-year projections for Microsoft Office specialist occupations

Occupation Definitions (SOC) code), Education and Training Requirement, Community College Educational Attainment

Executive Secretaries and Executive Administrative Assistants (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.

Sample job titles: Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 47%

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.

Sample job titles: Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Incumbent workers with a Community College Credential or Some Postsecondary Coursework: 47%

Data Entry Keyers (43-9021)

Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing.

Sample job titles: Data Capture Specialist, Data Entry Clerk, Data Entry Machine Operator, Data Entry Operator, Data Entry Specialist, Data Transcriber, Fiscal Assistant, Records Clerk, Typist, Underwriting Support Specialist

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Incumbent workers with a Community College Credential or Some Postsecondary Coursework: 46%

Word Processors and Typists (43-9022)

Use word processor, computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.

Sample job titles: Clerk Specialist, Clerk Typist, Keyboard Specialist, Management Services Technician, Office Technician, Principal Clerk Typist, Project Assistant, Stenographer, Typist, Word Processor

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Incumbent workers with a Community College Credential or Some Postsecondary Coursework: 45%

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.

Sample job titles: Administrative Clerk (Admin Clerk), Clerical Aide, Clerical Assistant, Clerk, General Clerk, Office Assistant, Office Clerk, Office Coordinator, Office Services Specialist, Office Support Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Incumbent workers with a Community College Credential or Some Postsecondary Coursework: 45%

Table 1: 2018 to 2023 job growth, wages, education, training, and work experience required for the Microsoft Office specialist occupational group, Inland Empire/Desert region

Occupation (SOC)	2018 Jobs	5-Yr Change (New Jobs)	5-Yr % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (25 th to 75 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Typical Entry-Level Education & On-The-Job Training Required	Work Experience Required
Office Clerks, General (43-9061)	30,008	1,345	4%	3,841	\$13.07 to \$21.38	\$17.08	\$36,900	High school diploma or equivalent & 1 month	None
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	23,206	354	2%	2,585	\$14.13 to \$23.71	\$18.55	\$40,300	High school diploma or equivalent & 1 month	None
Executive Secretaries and Executive Administrative Assistants (43-6011)	3,684	(150)	(4%)	386	\$22.99 to \$34.32	\$28.11	\$61,600	High school diploma or equivalent & None	Less than 5 years
Data Entry Keyers (43-9021)	1,798	(93)	(5%)	208	\$13.11 to \$17.73	\$15.24	\$33,700	High school diploma or equivalent & 1 month	None
Word Processors and Typists (43-9022)	628	(34)	(5%)	69	\$16.74 to \$23.27	\$20.19	\$44,300	High school diploma or equivalent & 1 month	None
Total	59,325	1,421	2%	7,090	-	-	-	-	-

Source: EMSI 2019.3