



Administrative Medical Assisting (TOP: 1208.20)

October 2020

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 – Administrative Medical Assisting. 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 occupation group.

Key Findings

- In the South Central Coast region, **the number of jobs related to Administrative Medical Assisting are expected to increase** for Medical Assistants, Medical Transcriptionists, and Healthcare Support Workers, All Other **while remaining steady** for First-Line Supervisors of Office and Administrative Support Workers.
- Administrative Medical Assisting is anticipated to experience a **low risk of automation** for Medical Assistants and First-Line Supervisors of Office and Administrative Support Workers, and a **medium risk** for Medical Transcriptionists and Healthcare Support Workers, All Other.
- In 2019 there were 998 regional completions in programs aligned with the occupations identified as related to Administrative Medical Assisting and 1,655 openings, indicating an **undersupply**.
- Typical entry-level education is a **high school diploma or equivalent** for Healthcare Support Workers, All Other and First-Line Supervisors of Office and Administrative Support Workers; and a **postsecondary nondegree award** for Medical Assistants and Medical Transcriptionists.
- Completers of statewide Administrative Medical Assisting programs from the 2017-2018 academic year had a **median annual wage upon completion of \$27,456**.
- 64% of students are **employed within a year** after completing a program. (statewide)
- 27% of students **attained a living wage** within a year of completion. (statewide)
- +42% **change in earnings** for completers. (statewide)
- 74% of students were **part time**, 9% **skill builders**, 34% **first-generation**, and 82% **economically disadvantaged**. (statewide)

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

There are four occupations in the standard occupational classification (SOC) system that were identified as related to Administrative Medical Assisting for this analysis. 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
31-9092	Medical Assistants	Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.	Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant (MA), Medical Office Assistant, Ophthalmic Technician, Optometric Assistant, Optometric Technician, Registered Medical Assistant (RMA)
31-9094	Medical Transcriptionists	Transcribe medical reports recorded by physicians and other healthcare practitioners using various electronic devices, covering office visits, emergency room visits, diagnostic imaging studies, operations, chart reviews, and final summaries. Transcribe dictated reports and translate abbreviations into fully understandable form. Edit as necessary and return reports in either printed or electronic form for review and signature, or correction.	Clinical Medical Transcriptionist, Documentation Specialist, Medical Language Specialist, Medical Secretary, Medical Transcriber, Medical Transcription, Medical Transcription Supervisor, Medical Transcriptionist, Radiology Transcription, Transcriptionist
31-9099	Healthcare Support Workers, All Other	All healthcare support workers not listed separately.	--
43-1011	First-Line Supervisors of Office and Administrative Support Workers	Directly supervise and coordinate the activities of clerical and administrative support workers.	Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number of jobs related to Administrative Medical Assisting are expected to increase for Medical Assistants, Medical Transcriptionists, and Healthcare Support Workers, All Other while remaining steady for First-Line Supervisors of Office and Administrative Support Workers.

Exhibit 2 – Five-year projections for Administrative Medical Assisting in the South Central Coast region

SOC	Occupation	2019 Jobs	2024 Jobs	2019-2024 Change	2019-2024 % Change
31-9092	Medical Assistants	4,872	5,412	540	11%
31-9094	Medical Transcriptionists	448	476	28	6%
31-9099	Healthcare Support Workers, All Other	765	816	51	7%
43-1011	First-Line Supervisors of Office and Administrative Support Workers	8,294	8,377	83	1%

Source: Economic Modeling Specialists International (EMSI)

Earnings

In the South Central Coast region, the average wage for the listed occupations is \$23.17 per hour.

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

Exhibit 3 – Earnings for Administrative Medical Assisting in the South Central Coast region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
31-9092	Medical Assistants	\$15.43	\$18.00	\$21.36
31-9094	Medical Transcriptionists	\$12.18	\$15.67	\$21.79
31-9099	Healthcare Support Workers, All Other	\$18.66	\$21.64	\$24.46
43-1011	First-Line Supervisors of Office and Administrative Support Workers	\$22.48	\$28.06	\$35.07

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 looking for administrative medical assistants, and what they are looking for in potential candidates. To identify job postings related to Administrative Medical Assisting the following standard occupational classifications were used:

31-9092	Medical Assistants
31-9094	Medical Transcriptionists
31-9099	Healthcare Support Workers, All Other
43-1011	First-Line Supervisors of Office and Administrative Support Workers

Top Occupations

In 2019, there were 2,202 employer postings for the occupations related to Administrative Medical Assisting.

Exhibit 4 – Top occupations in job postings and risk of automation tables

SOC Code	Occupation	Job Postings, Full Year 2019
43-1011	First-Line Supervisors of Office and Administrative Support Workers	1,159
31-9092	Medical Assistants	819
31-9094	Medical Transcriptionists	185
31-9099	Healthcare Support Workers, All Other	39

Source: Labor Insight/Jobs (Burning Glass)

SOC Code	Occupation	Risk of Automation
43-1011	First-Line Supervisors of Office and Administrative Support Workers	Low
31-9092	Medical Assistants	Low
31-9094	Medical Transcriptionists	Medium
31-9099	Healthcare Support Workers, All Other	Medium

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for jobs related to Administrative Medical Assisting are listed in Exhibit 5. Medical Assistant is mentioned as the job title in 13% of all relevant job postings (283 postings).

Exhibit 5 –Job titles

Title	Job Postings, Full Year 2019
Medical Assistant	283
Office Manager	197
Medical Transcription	151
Customer Service Manager	84
Store Support	46

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in the Administrative Medical Assisting field. The top employer posting job ads was Community Memorial Health Systems. The top worksite cities in the region for these occupations were Santa Barbara, Santa Clarita, Oxnard, Thousand Oaks, and Santa Maria.

Exhibit 6 – Top employers (n=1,523)

Employer	Job Postings, Full Year 2019
Community Memorial Health Systems	81
Dignity Health	76
The Home Depot Inc	46
Marriott International Inc	33
Bakersfield Memorial Hospital	29

Source: Labor Insight/Jobs (Burning Glass)

Skills

Scheduling is the most sought after skill for employers hiring for jobs related Administrative Medical Assisting.

Exhibit 7 –Job skills (n=2,064)

Skills	Job Postings, Full Year 2019
Scheduling	605
Customer Service	535
Patient Care	364
Office Management	345
Appointment Setting	271
Front Office	254
Budgeting	252

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Exhibit 8 shows the industries with most Administrative Medical Assisting postings in the South Central Coast. Note: 22% 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.

Exhibit 8 – Industries employing the most in the Administrative Medical Assisting field, 2019

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Health Care and Social Assistance	847	49.4%
Professional, Scientific, and Technical Services	112	6.5%
Administrative and Support and Waste Management and Remediation Services	110	6.4%
Finance and Insurance	100	5.8%
Accommodation and Food Services	96	5.6%

Source: Labor Insight/Jobs (Burning Glass)

Education and Training

Exhibit 9 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 9 – Education and training requirements

SOC	Occupation	Typical entry-level education	Typical on-the-job training
31-9092	Medical Assistants	Postsecondary nondegree award	None
31-9094	Medical Transcriptionists	Postsecondary nondegree award	None
31-9099	Healthcare Support Workers, All Other	High school diploma or equivalent	None
43-1011	First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	None

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

Regional Completions and Openings

There were 998 regional completions (2019) and 1,655 regional openings (2019) in the South Central Coast region in programs related to the occupations identified as related to Administrative Medical Assisting.

Exhibit 10 – Completions and Openings

13 Regional Institutions had Related Programs (2019)	998 Regional Completions (2019)	1,655 Annual Openings (2019)
--	---	--

Source: Economic Modeling Specialists International (EMSI)

Related Programs

CIP Code	Program	Completions (2019)
51.0801	Medical/Clinical Assistant	418
51.0000	Health Services/Allied Health/Health Sciences, General	189
51.1199	Health/Medical Preparatory Programs, Other	124
51.0716	Medical Administrative/Executive Assistant and Medical Secretary	90
51.0899	Allied Health and Medical Assisting Services, Other	70
51.0713	Medical Insurance Coding Specialist, Coder	54
52.0204	Office Management and Supervision	34
51.0710	Medical Office Assistant/Specialist	9
51.0711	Medical/Health Management and Clinical Assistant/Specialist	6
52.0208	E-Commerce/Electronic Commerce	4
51.0705	Medical Office Management/Administration	0
51.0712	Medical Reception/Receptionist	0
52.0207	Customer Service Management	0

Source: Economic Modeling Specialists International (EMSI)

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from current students and exiters of Statewide Administrative Medical Assisting Program (TOP: 1208.20) for the 2017-18 academic year.

- Completers of statewide Administrative Medical Assisting programs from the 2017-2018 academic year had a **median annual wage upon completion of \$27,456.**
- 64% of students are **employed within a year** after completing a program. (statewide)
- 27% of students **attained a living wage** within a year of completion. (statewide)
- +42% **change in earnings** for completers. (statewide)
- 74% of students were **part time**, 9% **skill builders**, 34% **first-generation**, and 82% **economically disadvantaged.** (statewide)

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 represent the labor market demand for relevant positions most closely related to Administrative Medical Assisting. 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 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. All representations have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. The most recent data available at the time of the analysis was examined; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.