

Program Endorsement Brief: 0514.40/Office Management *Law Office Management Certificate*

Orange County Center of Excellence, April 2020

Summary Analysis

The Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to one middle-skill occupation: first-line supervisors of office and administrative support workers (43-1011). Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.¹ This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be a supply gap for first-line supervisors of office and administrative support workers in the region. However, according to job postings data, there may not be a supply gap for this occupation within the legal services industry. **Therefore, the COE cautiously endorses this proposed program.** Reasons include:

Demand:

- Over the next five years, there is projected to be **6,877 jobs available annually** in the region due to new job growth and replacements, **which is more than the 494 awards conferred annually** by educational institutions in the region.
 - However, the first-line supervisors of office and administrative support workers (43-1011) SOC code includes this occupation across all industries, including the legal services industry (NAICS 5411). **Since the SOC code does not solely represent law office management jobs, the number of annual job openings is significantly overstated.**
- Over the past 12 months, there were **47 online job postings for first-line supervisors of office and administrative support workers within the legal services industry.** The highest number of job postings were for office manager, customer manager, and front office manager.
- The national-level educational attainment data indicates **38.9% of workers in the field have completed some college or an associate degree.**
- Typical **entry-level hourly wages** for first-line supervisors of office and administrative support workers throughout the region **are \$22.18, which is higher than the California**

¹ The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor's degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

Family Needs Calculator hourly wage for one adult in the region (\$15.04 in Los Angeles County and \$17.36 in Orange County)².

Supply:

- There are **16 community colleges** in the region that offer programs related to office management, conferring an average of **459 awards annually** between 2016 and 2019.
- Between 2013 and 2016, there were an average of **35 awards conferred annually** in related training programs by non-community college institutions, all of which were generated by **3 individual colleges throughout** the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for first-line supervisors of office and administrative support workers. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to increase by 1% through 2023. There will be nearly 6,900 job openings per year through 2023 due to job growth and replacements. It is important to note that the first-line supervisors of office and administrative support workers (43-1011) SOC code includes this occupation across all industries, not only the legal services industry (NAICS 5411). **Therefore, the data in Exhibit 1 is significantly overstated for law office management jobs within the region.**

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2018 Jobs	2023 Jobs	2018-2023 Change	2018-2023 % Change	Annual Openings
Los Angeles	49,321	49,925	604	1%	4,937
Orange	18,924	19,317	393	2%	1,939
Total	68,245	69,243	998	1%	6,877

Wages—Typical entry-level and median hourly wages for first-line supervisors of office and administrative support workers throughout the region are \$22.18 and \$28.49, respectively.⁴ Entry-level wages for this occupation are higher than the California Family Needs Calculator hourly wage for one adult in the region (\$15.04 in Los Angeles County and \$17.36 in Orange County)⁵. Experienced workers can expect to earn \$36.25, which is also higher than the California Family Needs Calculator wage estimates for both counties. Regional average wages are similar to the average statewide wage of \$30.08 for this occupation. Wage information, by county, is included in Appendix A.

² Living wage data was pulled from California Family Needs Calculator on 3/13/20. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

³ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

⁴ Entry-level wage is defined as the twenty-fifth percentile hourly wage. Wages for experienced workers are defined as the seventy-fifth percentile hourly wage.

⁵ Living wage data was pulled from California Family Needs Calculator on 3/13/20. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

Job Postings—There were 47 online job postings for first-line supervisors of office and administrative support workers within the legal services industry (NAICS 5411) in the past 12 months. The highest number of job postings were for office manager, customer manager, and front office manager. The top skills were: office management, customer billing, customer service, general office duties and litigation. The top three employers, by number of job postings, in the region were: Moore Law Group, Hershorn & Henry, Law Office of David J Weiss, and The Expert Institute. Of the 47 online job postings, 11% list a minimum education requirement.

While there were only 47 online job postings within the legal services industry for this occupation, there were a significant number of postings for other office and administrative support positions. Over the past 12 months, there were 1,947 online job postings for positions such as legal secretary, receptionist, secretary, and administrative assistant. Of the 1,947 online postings, 67% were for legal secretaries, 17% were for receptionists, and 16% were for secretaries and administrative assistants.

Educational Attainment—The Bureau of Labor Statistics (BLS) lists a high school diploma as the typical entry-level education for first-line supervisors of office and administrative support workers. The national-level educational attainment data indicates 38.9% of workers in the field have completed some college or an associate degree.

Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP codes: Management Development and Supervision (0506.30) and Office Management (0514.40). The colleges with the most completions in the region are: Coastline, Rio Hondo and Saddleback. During the past 12 months, there was one other related program recommendation request from a regional community college.

Exhibit 2: Regional community college awards (certificates and degrees), 2016-2019

TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
0506.30	Management Development and Supervision	Cerritos	1	8	14	8
		LA Harbor	1	-	-	0
		LA Pierce	3	6	4	4
		LA Southwest	17	16	12	15
		LA Trade	19	18	5	14
		LA Valley	10	18	23	17
		Pasadena	9	7	3	6
		Rio Hondo	21	63	20	35
		Santa Monica	10	17	6	11
		LA Subtotal	91	153	87	110
		Coastline	269	312	355	312
		Irvine	1	-	-	0
		Saddleback	29	23	34	29
		Santa Ana	-	13	4	6
Santiago Canyon	-	2	-	1		

TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
		OC Subtotal	299	350	393	347
		Supply Subtotal/Average	390	503	480	458
0514.40	Office Management	El Camino	0	1	0	0
		LA Subtotal	0	1	0	0
		Cypress	1	1	1	1
		OC Subtotal	1	1	1	0
		Supply Subtotal/Average	1	2	1	1
		Supply Total/Average	391	505	481	459

Non-Community College Supply—It is important to consider the supply from four-year institutions in the region that provide training programs for first-line supervisors of office and administrative support workers. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in the related Classification of Instructional Programs (CIP) Code: Office Management and Supervision (52.0204). Due to different data collection periods, the most recent three-year period of available data is from 2013 to 2016. Between 2013 and 2016, four-year colleges in the region conferred an average of 35 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2013-2016

CIP Code	Program	College	2013-2014 Awards	2014-2015 Awards	2015-2016 Awards	3-Year Award Average
52.0204	Office Management and Supervision	Allied American University	5	5	1	4
		Eagle Rock College	4	2	-	2
		ICDC College	43	45	-	29
		Supply Total/Average	52	52	1	35

Appendix A: Occupational demand and wage data by county

Exhibit 4. Los Angeles County

Occupation (SOC)	2018 Jobs	2023 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	49,321	49,925	604	1%	4,937	\$22.22	\$28.54	\$36.33

Exhibit 5. Orange County

Occupation (SOC)	2018 Jobs	2023 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	18,924	19,317	393	2%	1,939	\$22.07	\$28.34	\$36.06

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2018 Jobs	2023 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	68,245	69,243	998	1%	6,877	\$22.18	\$28.49	\$36.25

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- Employment Development Department, Unemployment Insurance Dataset
- Living Insight Center for Community Economic Development
- California Community Colleges Chancellor’s Office Management Information Systems (MIS)
- California Family Needs Calculator, Insight Center for Community Economic Development
- Chancellor’s Office Curriculum Inventory (COCI 2.0)

For more information, please contact:

Jesse Crete, Director
 Center of Excellence, Orange County
crete_jesse@rsccd.edu

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