**Business Information Professional
(Office Technology/Office Computer Applications TOP: 0514.00)**

October 2019

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

Program Recommendation

This report was compiled by the South Central Coast[1] Center of Excellence to provide regional labor market data for the program recommendation – Business Information Professional. 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 for Office Clerks, General, are projected to remain steady over the next five years, while an increase is projected in the number of jobs for Administrative Services Managers. A decline is expected, over the next five years, in the number of jobs for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive.

- Administrative Services Managers, Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive are expected to experience a low risk of automation, while Office Clerks are at a medium risk of automation.

- In 2018 there were 2,870 regional completions in programs related to the occupations identified as related to Office Technology/Office Computer Applications and 4,371 openings, indicating an undersupply.

- Typical entry-level education ranges from a high school diploma or equivalent for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive, and Office Clerks, General to a bachelor's degree for Administrative Services Managers.

- Completers of Office Technology/Office Computer Applications programs from the 2015-2016 academic year had a median annual wage upon completion of $21,923.

- 69% of students are employed within a year after completing a program.

- 45% of students are earning a living wage.

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[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 four occupations in the standard occupational classification (SOC) system that were identified as related to Office Technology/Office Computer Applications 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
11-3011	**Administrative Services Managers**	Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services.	Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrative Specialist, Administrator, Business Administrator, Business Manager, Facilities Manager, Office Manager
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 (Admin Assistant), Administrative Clerk, Administrative Secretary (Admin Secretary), Administrative Specialist (Admin Specialist), Administrative Support Assistant (ASA), Administrative Technician, Department Secretary, Office Assistant, Secretary, Staff Assistant
43-9061	**Office Clerks, General**	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.	Administrative Clerk (Admin Clerk), Clerical Aide, Clerical Assistant, Clerk, General Clerk, Office Assistant, Office Clerk, Office Coordinator, Office Services Specialist, Office Support Assistant

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number of jobs for Office Clerks, General, are projected to remain steady over the next five years, while an increase is projected in the number of jobs for Administrative Services Managers. A decline is expected, over the next five years, in the number of jobs for Executive Secretaries and Executive Administrative Assistants, and Secretaries and Administrative Assistant, Except Legal, Medical, and Executive. Exhibit 2 contains detailed employment projections data for these occupations.

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

SOC	Occupation	2018 Jobs	2023 Jobs	2018-2023 Change	2018-2023 % Change
11-3011	**Administrative Services Managers**	1,490	1,594	104	7%
43-6011	**Executive Secretaries and Executive Administrative Assistants**	2,916	2,717	-199	-7%
43-6014	**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**	15,065	14,909	-156	-1%
43-9061	**Office Clerks, General**	19,135	19,439	304	2%

Source: Economic Modeling Specialists International (EMSI)

Earnings

In the South Central Coast region, the average wage for the listed occupations is $19.19 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 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
11-3011	**Administrative Services Managers**	$37.07	$49.92	$63.82
43-6011	**Executive Secretaries and Executive Administrative Assistants**	$26.46	$32.92	$38.57
43-6014	**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**	$16.27	$20.06	$24.87
43-9061	**Office Clerks, General**	$12.27	$16.38	$21.57

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 office technology professionals, 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:

11-3011	Administrative Services Managers
43-6011	Executive Secretaries and Executive Administrative Assistants
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
43-9061	Office Clerks, General

Top Occupations

In 2018, there were 2,894 employer postings for occupations related to Office Technology/Office Computer Applications.

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

SOC Code	Occupation	Job Postings, Full Year 2018
43-6014	**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**	1,664
43-9061	**Office Clerks, General**	595
43-6011	**Executive Secretaries and Executive Administrative Assistants**	297
11-3011	**Administrative Services Managers**	268

Source: Labor Insight/Jobs (Burning Glass)

SOC Code	Occupation	Risk of Automation
11-3011	**Administrative Services Managers**	Low
43-6011	**Executive Secretaries and Executive Administrative Assistants**	Low
43-6014	**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**	Low
43-9061	**Office Clerks, General**	Medium

Source: Labor Insight/Jobs (Burning Glass)

The top job titles for employers posting ads for jobs related to Office Technology/Office Computer Applications are listed in Exhibit 5. Administrative Assistant is mentioned as the job title in 30% of all relevant job postings (853 postings).

Exhibit 5 –Job titles

Title	Job Postings, Full Year 2018
Administrative Assistant	853
Office Assistant	233
Executive Assistant	233
Secretary	96
Administrative Coordinator	95

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 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=1067)

Employer	Job Postings, Full Year 2018
University of California	40
Anthem Blue Cross	32
Associated Students Incorporated	23
College of Canyons	19
Target	18
US Navy	18
Lucia Mar Unified School District	17
California State University	16
Dignity Health	16
US Air Force	16
Ventura Community College District	16

Source: Labor Insight/Jobs (Burning Glass)

Skills

Administrative Support is the most sought after skill for employers hirting for jobs related to Office Technology/Office Computer Applications.

Exhibit 7 –Job skills (n=2321)

Skills	Job Postings, Full Year 2018
Administrative Support	1708
Scheduling	692
Customer Service	481
Data Entry	475
Administrative Functions	322
Spreadsheets	321
Budgeting	295

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Exhibit 8 shows the industries with most Office Technology/Office Computer Applications postings in the South Central Coast. Note: 39% 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 Office Technology/Office Computer Applications field, 2018

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Educational Services	392	23%
Health Care and Social Assistance	210	12%
Administrative and Support and Waste Management and Remediation Services	189	11%
Manufacturing	170	10%
Public Administration	127	7%

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
11-3011	**Administrative Services Managers**	Bachelor's Degree	None
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
43-9061	**Office Clerks, General**	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 2,870 regional completions (2018) and 43,71 regional openings (2018) in the South Central Coast region in programs related to the occupations identified as related to Office Technology/Office Computer Applications.

Exhibit 10 – Completions and Openings

7	**2,870**	**4,371**
Regional Institutions had Related Programs (2018)	Regional Completions (2018)	Annual Openings (2018)

Source: Economic Modeling Specialists International (EMSI)

Related Programs

CIP Code	Program	Completions (2018)
52.0201	Business Administration and Management, General	2508
52.0401	Administrative Assistant and Secretarial Science, General	145
52.0101	Business/Commerce, General	96
51.0716	Medical Administrative/Executive Assistant and Medical Secretary	79
44.0401	Public Administration	29
51.0711	Medical/Health Management and Clinical Assistant/Specialist	8
52.0408	General Office Occupations and Clerical Services	5

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 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.
- Starting salary in the region for Secretaries and Administrative Assistants, Except Legal, Medical, and Executive is $37,648.
- 69% of students are employed within a year after completing a program.
- 45% of students are earning a living wage.
- Most Common middle-skills jobs for this program are:
    - Executive Secretaries and Executive Administrative Assistants
    - Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

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 Office Technology/Office Computer Applications. 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 posts 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.