

Labor Market Analysis for: 0514.40 Office Management

Inland Empire/Desert Center of Excellence, March 2025

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Summary

Program LMI Endorsement	All LMI Criteria Met	Some LMI Criteria Met (Proceed with Caution)	LMI Criteria NOT Met
	✓	<input type="checkbox"/>	<input type="checkbox"/>

Program LMI Endorsement Criteria		
Supply Gap	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> There is <i>projected</i> to be 1,924 annual job openings throughout the Inland Empire/Desert region, which is more than the 43 annual average awards conferred by educational institutions over the last 3 years . Supply data includes both community college awards (43) and non-community college awards (0).	
Living Wage	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> All occupations in this grouping have entry-level hourly wages \$1-\$18 above the IE/D living wage of 20.42. ¹	
Education	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> The typical entry-level education for the majority of these occupations is a bachelor's degree, however more than 34% of all workers (40%) in the field have completed some college or an associate degree as their highest level of education. See Exhibit 9 for more details.	

The Inland Empire/ Desert (IE/D) Center of Excellence for Labor Market Research (IE/D COE) reviewed the following occupations to prepare this report:

- Below Middle-Skill (typically require training/education at or below a HS diploma)
 - First-Line Supervisors of Office and Administrative Support Workers (43-1011)
- Above Middle-Skill (typically require a bachelor's degree or above)
 - Administrative Services Managers (11-3012)
 - Facilities Managers (11-3013)

Summary of findings

Demand

- The number of jobs related to the assessed occupations is projected to increase 4% through 2028, with 1,924 annual job openings (new and replacement jobs).
- Hourly entry-level wages for all occupations are above living wage at the 25th percentile hourly wage ranging from \$26.04 to \$38.43 in IE/D.
- There were 4,023 online job postings from 1,501 employers over the past 12 months with the highest postings for Office Managers and Office Administrators.
- Most job postings for target occupations require a high school diploma or equivalent (59%), followed by a bachelor's degree (30%), an associate degree (9%), and above a bachelor's degree (2%).

Supply

- On average, there were 43 annual awards conferred by educational institutions over the last 3 years in related fields: 43 from community colleges and 0 from other institutions (e.g., 4-year universities, private schools).
- IE/D community college students that exited these programs in the 2022-23 academic year earned a median annual wage of \$35,352 (\$17.00 per hour).
- 40% of students that exited their program in 2022-23 reported that they are now earning a living wage.

¹ The [UW self-sufficiency standard](#) is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

Introduction

California Community College Office Management (TOP 0514.40) programs prepare students for employment to supervise and manage operations and personnel of business offices, including supervision, budgeting, scheduling, office systems and records (Taxonomy of Programs, 2004). The knowledge, skills, and abilities trained by Office Management programs lead to employment in occupations related to office management.

Job Demand

In 2023, there were 19,201 jobs in occupations related to office management in the IE/D region. Regional employment for this occupation group is projected to increase by 4% through 2028 with 1,924 job openings projected annually. Exhibit 1 displays the job count, five-year projected job growth, and job openings in the region.

Exhibit 1. Five-year projections for occupations related to office management, IE/D Region, 2023-2028

Occupation	SOC	2023 Jobs	2028 Jobs	2023 - 2028 % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)
Administrative Services Managers	11-3012	2,326	2,483	7%	1,067	213
Facilities Managers	11-3013	1,605	1,727	8%	741	148
First-Line Supervisors of Office and Administrative Support Workers	43-1011	15,270	15,706	3%	7,815	1,563
Total		19,201	19,916	4%	9,623	1,924

SOURCE: LIGHTCAST 2025.1

Job Postings

The following analysis for occupations related to office management using online job posting data.

Important note: The data produced in this section were generated by leveraging online job posting data sourced from Lightcast, which is the labor market analytics software tool COEs use to produce these briefs. The job posting data is collected from scraping online job boards such as LinkedIn, Indeed, Glassdoor and many others. The process Lightcast uses to assemble this data does have some limitations due to methods that recruitment professionals sometimes use (e.g., posting one job to fill multiple positions). For example, the number of jobs posted is not necessarily the same as the number of job vacancies.² While not perfect, Lightcast leverages machine learning and other AI technologies to enrich, deduplicate and aggregate this information to make it a meaningful dataset.

Exhibit 2 displays the number of job ads posted for occupations related to office management over the last 12 months and the median posting duration. Over the previous 12 months, there were 4,023 unique job postings for occupations related to office management in the region from 1,501 employers.

Exhibit 2. Job ads and posting duration, IE/D Region, Mar 2024 – Feb 2025

Job Title	Job Ads	Median Posting Duration
First-Line Supervisors of Office and Administrative Support Workers	3,169	25 days
Facilities Managers	695	27 days
Administrative Services Managers	159	26 days
Total	4,023	

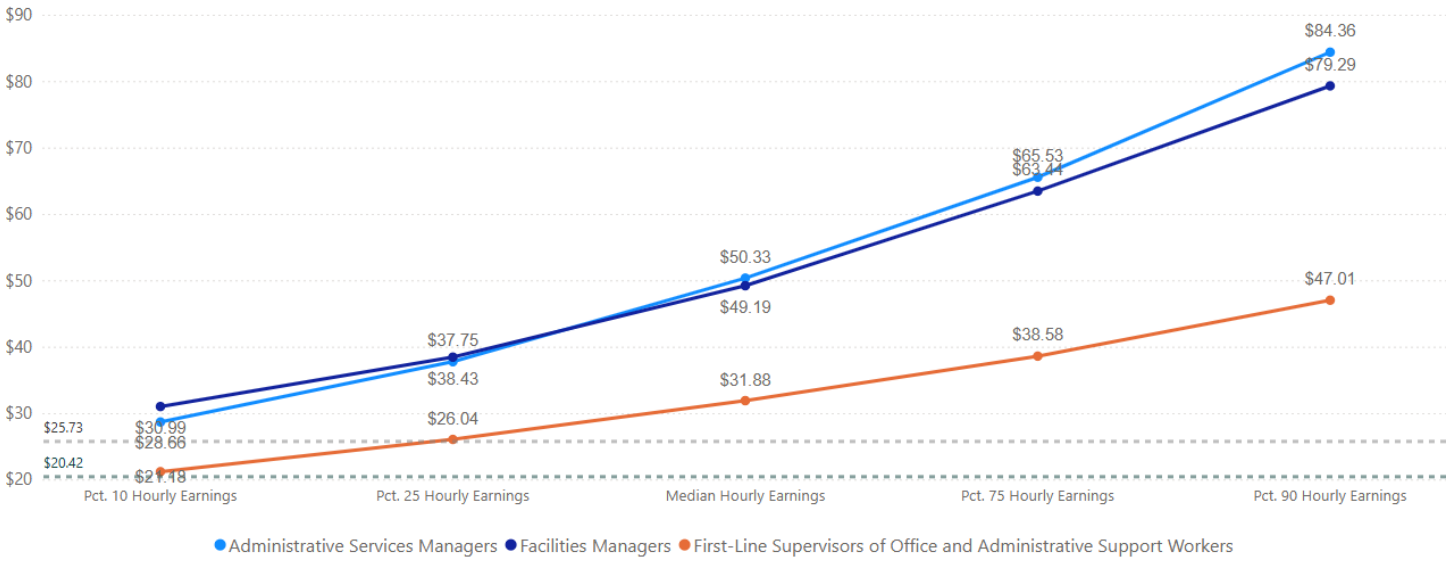
SOURCE: LIGHTCAST 2025.1

² "Job Posting Analytics (JPA) Methodology." Lightcast Knowledge Base, <https://kb.lightcast.io/en/articles/6957446-job-posting-analytics-jpa-methodology>

Earnings

Exhibit 3 displays the hourly earnings for occupations related to office management compared to both the UW Self-Sufficiency Standard for the IE/D of \$20.42³ and the MIT IE/D living wage of \$25.73.⁴

Exhibit 3. Projected hourly earnings by percentile, IE/D Region, 2023



Description	Pct. 10 Hourly Earnings	Pct. 25 Hourly Earnings	Median Hourly Earnings	Pct. 75 Hourly Earnings	Pct. 90 Hourly Earnings
First-Line Supervisors of Office and Administrative Support Workers	\$21.18	\$26.04	\$31.88	\$38.58	\$47.01
Facilities Managers	\$30.99	\$38.43	\$49.19	\$63.44	\$79.29
Administrative Services Managers	\$28.66	\$37.75	\$50.33	\$65.53	\$84.36

SOURCE: 2025.1

All projected entry-level earnings (that is, the earnings of the lowest paid 25% of employees in the IE/D) were above the UW Self-Sufficiency Standard for the IE/D (see Exhibit 3). The occupations listed was also above the MIT living wage for an adult with no children (\$25.73) in projected entry-level earnings (see Exhibit 3).

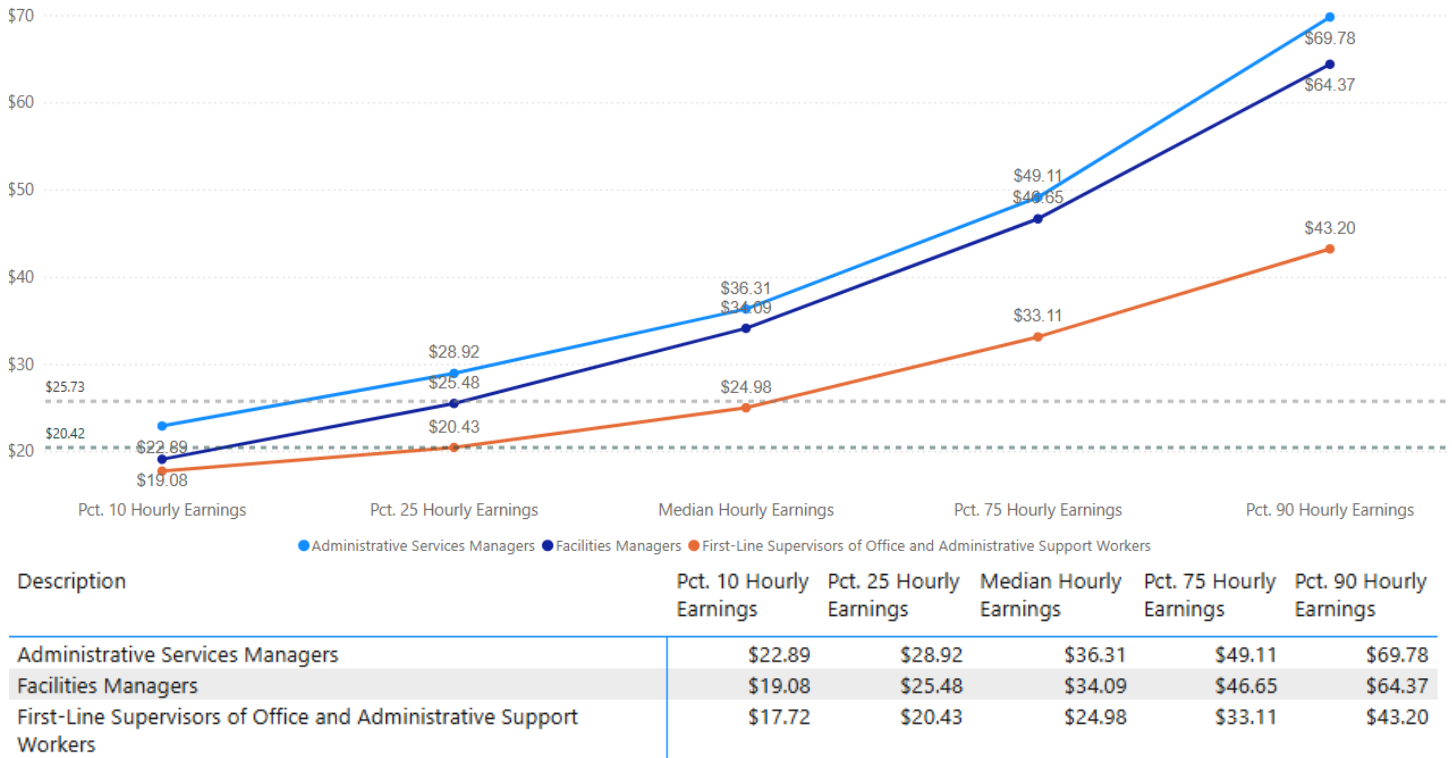
³ The UW self-sufficiency standard is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

⁴ *ibid.*

Advertised Salary from Online Job Ads

Exhibit 4 displays the regional online advertised salaries for the occupations related to office management over the last 12 months. The salary information of online job ad data suggests employers advertise entry level hourly wages between \$20.43 and \$28.92 (estimated to be equal to an annual salary between \$42,494 and \$60,153).

Exhibit 4. Hourly earnings of job postings by percentile, IE/D Region, Mar 2024 – Feb 2025



SOURCE: LIGHTCAST 2025.1

Online Job Advertisements: top job titles, skills, education & work experience.

Exhibit 5 displays the job titles most frequently used in job postings for the occupations related to office management over the last 12 months. Assessing the top advertised job titles may provide insight into the types of positions sought by employers.

Exhibit 5. Job titles most frequently used in job ads, IE/D Region, Mar 2024 – Feb 2025

Job Title	Unique Postings
Office Managers	178
Office Administrators	155
Area Supervisors	137
Team Leads	119
Facilities Managers	72
Dental Office Managers	69
Business Office Managers	61
Administrative Coordinators	60
Customer Experience Managers	52
Customer Service Managers	52

SOURCE: LIGHTCAST 2025.1

Exhibit 6 displays the employers posting the most job ads for this occupational group during the last 12 months. Showing employer names can provide insight into where students may find employment after completing a program and may inform job development and other employer engagement targets for faculty and staff involved in related programs. Ross-Shire Engineering and Walmart had the highest unique job posts for this occupational group in the last 12 months. Posting intensity is the ratio of total job posts to unique job posts which are deduplicated. A higher posting intensity can represent the level of effort and activity the organization is putting into hiring for that position. The following report comes directly from Lightcast’s Job Posting Analytics dashboard.

Exhibit 6. Employers posting the most job ads, IE/D Region, Mar 2024 – Feb 2025

Company	Total/Unique (Mar 2024 - Feb 2025)	Posting Intensity	Median Posting Duration
Ross-Shire Engineering	308 / 91	3 : 1	20 days
Walmart	179 / 51	4 : 1	33 days
Ross Stores	276 / 45	6 : 1	57 days
County Of Riverside	61 / 40	2 : 1	39 days
Lenscrafters	83 / 37	2 : 1	34 days
California State University-San Bernardino	123 / 33	4 : 1	21 days
Five Below	62 / 26	2 : 1	22 days
El Super	131 / 26	5 : 1	42 days
EssilorLuxottica	53 / 26	2 : 1	40 days
Jack in the Box	82 / 25	3 : 1	32 days

SOURCE: LIGHTCAST 2025.1

Exhibit 7 displays the top common, specialized and computer skills that were included in the job postings over the last 12 months. Today’s demand is an important indicator of which skills employers are looking for in the current market. Analyzing skills from a historical perspective as well as projecting the future needs of employers may provide insight into how the job posting skills demand compares to the market as a whole. Rapidly growing skills are those that are increasing in demand at a faster rate than the market as a whole.⁵

Exhibit 7. Top 10 in-demand skills from employer job ads, IE/D Region, Mar 2024 – Feb 2025

Common skills	Total Postings	Skill Growth Relative to Market
Customer Service	2,120	Stable
Communication	2,098	Lagging
Operations	1,666	Stable
Management	1,629	Stable
Leadership	1,294	Stable
Sales	1,061	Stable
Scheduling	861	Growing
Detail Oriented	789	Stable
Problem Solving	780	Growing
Microsoft Office	662	Growing

⁵ “What are Lightcast Skill Projects”, Lightcast Knowledge base, <https://kb.lightcast.io/en/articles/8496296-what-are-lightcast-skill-projections>

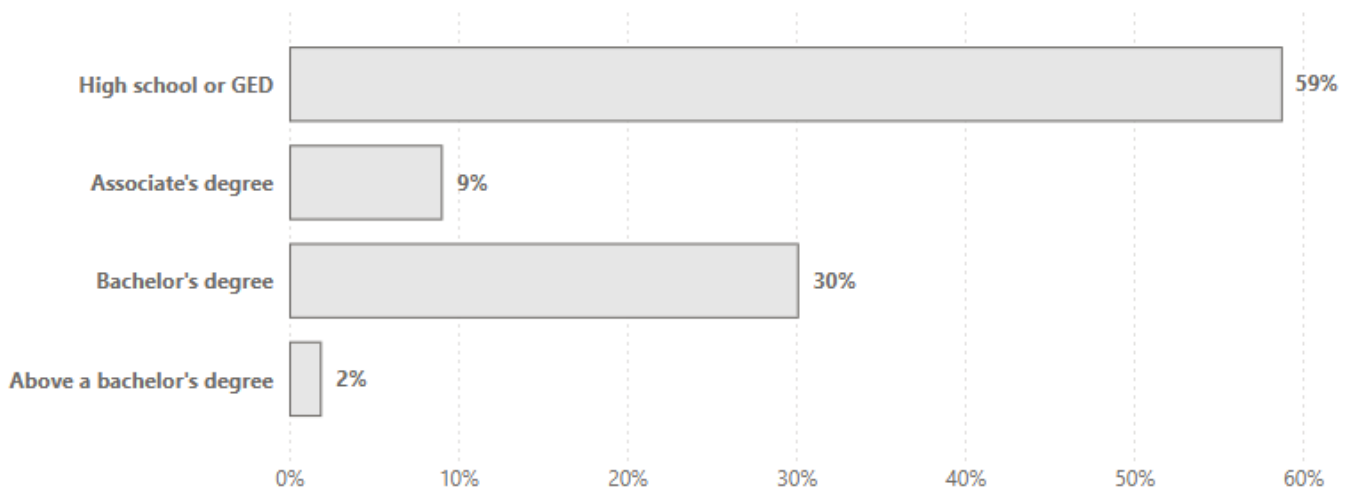
Specialized skills	Total Postings	Skill Growth Relative to Market
Office Management	591	Stable
Merchandising	459	Growing
Accounting	408	Rapidly Growing
Auditing	366	Rapidly Growing
Cash Register	354	Rapidly Growing
Invoicing	343	Growing
Billing	338	Rapidly Growing
Marketing	308	Rapidly Growing
Deposit Accounts	299	Growing
Workflow Management	292	Growing

Computer Skills	Total Postings	Skill Growth Relative to Market
Microsoft Office	662	Growing
Microsoft Excel	544	Growing
Microsoft Outlook	370	Rapidly Growing
Microsoft PowerPoint	223	Rapidly Growing
Microsoft Word	204	Stable
Enterprise Application Software	140	Growing
QuickBooks (Accounting Software)	120	Growing
Spreadsheets	117	Rapidly Growing
Accounting Software	69	Rapidly Growing
Payroll Systems	49	Growing

SOURCE: LIGHTCAST 2025.1

Exhibit 8 includes the minimum educational requirements from job postings for this occupational group with high school diploma or equivalent (59%) significantly greater than bachelor's degree (30%) or associate degree (9%) or above a bachelor's degree (2%).

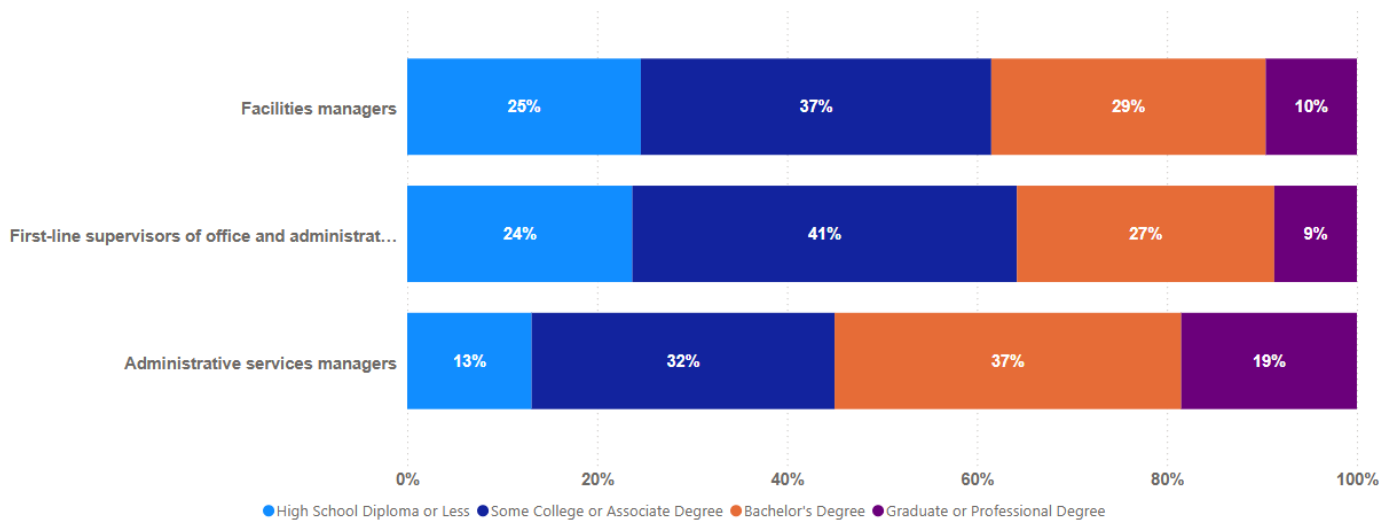
Exhibit 8 Minimum educational requirements in job postings for this occupational group, IE/D Region, Mar 2024 – Feb 2025



SOURCE: LIGHTCAST 2025.1

For the assessed occupations, the Bureau of Labor Statistics (BLS) education attainment data in Exhibit 9 for current professionals in the occupations of interest indicates that between 32% and 41% of workers have completed some college or an associate degree as their highest level of education.

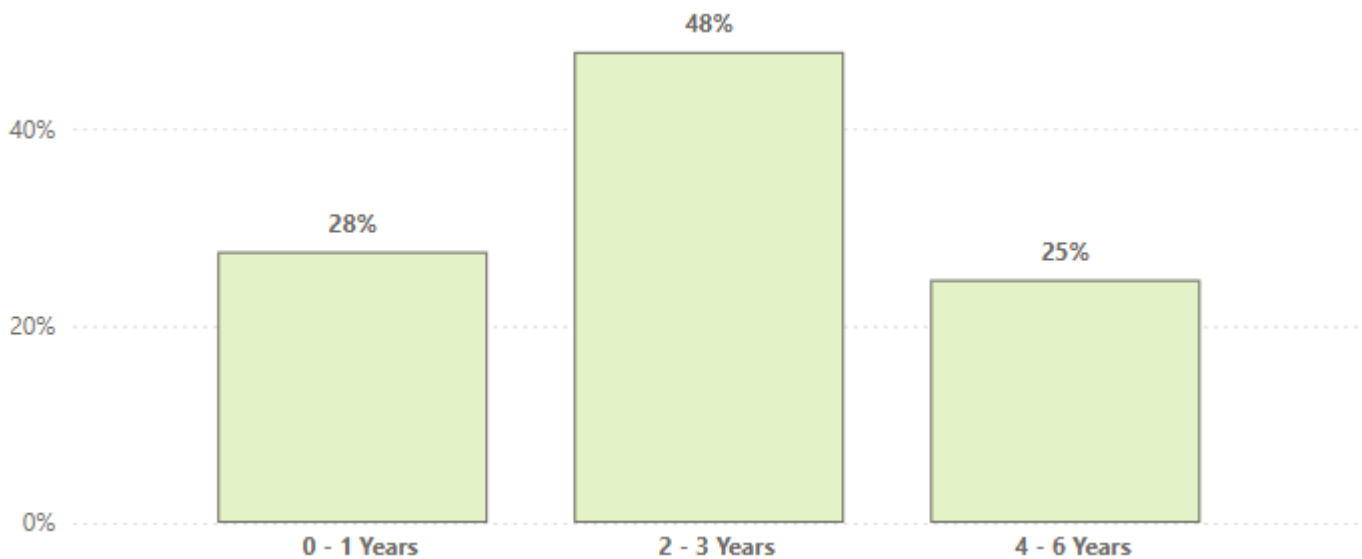
Exhibit 9 National-level Education Attainment for the Occupational Group



SOURCE: BLS 2021

Exhibit 10 displays the work experience typically required from employer job ads for this occupational group. The plurality (48%) of employers listing minimum experience requirements sought candidates with 2-3 years of previous work experience.

Exhibit 10 Work experience requirements, IE/D Region, Mar 2024 – Feb 2025



SOURCE: LIGHTCAST 2025.1

Student Completions and Program Outcomes

Exhibit 11 displays student completions for the Office Management (TOP 0514.40) programs over the last three academic years (2020-2023). In the previous three academic years, two regional community colleges issued an average of 43 in relevant programs.

Exhibit 11 Annual average community college awards for Office Management (TOP 0514.40), IE/D, 2020-2023

Top Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
0514.40	Office Management	Chaffey	38	22	20	27
0514.40	Office Management	Riverside	18	14	18	17
Total			56	36	38	43

SOURCE: MIS DATA MART

Non-Community College Supply

Student award completion data was not found in the IE/D for other related non-community college programs: Office Management and Supervision (CIP 52.0204).

In the previous three academic years, 0 regional non-community college institutions issued an average of 0 awards in relevant programs.

Strong Workforce Program Outcomes

California SWP program outcome data may provide useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 12.

Exhibit 12 Office Management strong workforce program outcomes, IE/D & California, 2022-23

Program Metric Title	Inland Empire	Statewide
Students	127	917
Earned 9+ Career Education Units	50%	34%
Completed Noncredit Workforce Preparation Milestone		63%
Earned an Award: Degree or Cert or Attained Appren. Journey Level Status	21%	7%
Transferred to a Four-Year Institution: Four-Year Postsecondary Institution		3%
Median Annual Earnings	\$35,352	\$36,966
Median Change in Earnings	11%	28%
Attained Living Wage	40%	36%

SOURCE: LAUNCHBOARD

Appendix: Methodology

Exhibit 12 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2020 and 2023 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations that might be present in a single year.

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 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, 2023a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS) administered by Santa Rosa Junior College (LaunchBoard, 2023a).

Appendix: References

Type of Data	Source
Occupational Projections, Wages, and Job Postings	Traditional labor market information data is sourced from Lightcast, a labor market analytics firm. Lightcast occupational employment data are based on final Lightcast industry data and final Lightcast staffing patterns. Wage estimates are based on Occupational Employment. https://lightcast.io/
Living Wage (UW)	Center for Women's Welfare, University of Washington. (2024). The self-sufficiency standard for California 2024. http://www.selfsufficiencystandard.org/ . This calculation measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. The living wage for one adult in San Bernardino County is \$20.07 per hour (\$42,392 annually). The living wage for one adult in Riverside County is \$20.76 per hour (\$43,854 annually). The average living wage to represent Inland Empire/Desert is \$20.42 per hour (\$43,123 annually).
Living Wage (MIT)	The living wage is derived from MIT's Living Wage Calculator, which measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. For more information, see: https://livingwage.mit.edu/pages/methodology The living wage for one adult in San Bernardino County is \$25.17 per hour (\$52,353.60 annually). The living wage for one adult in Riverside County is \$26.30 per hour (\$54,704 annually). The average living wage to represent Inland Empire/Desert is \$25.74 per hour (53,539.20 annually)
Typical Education and Training Requirements, and Educational Attainment	The Bureau of Labor Statistics (BLS) provides information about education and training requirements for hundreds of occupations. BLS uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which BLS publishes projections data. For more information, see https://www.bls.gov/emp/documentation/education/tech.htm
Educational Supply	The CCCC Data Mart provides information about students, courses, student services, outcomes and faculty and staff. For more information, see: https://datamart.cccco.edu The National Center for Education Statistics (NCES) Integrated Postsecondary Integrated Data System (IPEDS) collects data on the number of postsecondary awards earned (completions). For more information, see https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions

Student Metrics and Demographics	LaunchBoard, a statewide data system supported by the California Community Colleges Chancellor's Office and hosted by Cal-PASS Plus, provides data on progress, success, employment, and earnings outcomes for California community college students. For more information, see: https://www.calpassplus.org/LaunchBoard/Home.aspx
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