



Labor Market Analysis: 0506.40 – Small Business and Entrepreneurship Entrepreneurship/Small Business I – Certificate requiring 8 to fewer than 16 semester units Los Angeles Center of Excellence, January 2025

Program Endorsement:	Endorsed: All Criteria Met	☒	Endorsed: Some Criteria Met	☐	Not Endorsed	☐
Program Endorsement Criteria						
Supply Gap:	Yes	☒	No	☐		
Living Wage: (Entry-Level, 25 th)	Yes	☒	No	☐		
Education:	Yes	☒	No	☐		
Emerging Occupation(s)						
Yes			☐	No ☒		

SUMMARY

This report analyzes whether local labor market demand is being met by community college programs aligned with the identified middle-skill occupations¹ or whether a shortage of workers exists. Labor market demand is measured by annual job openings while education supply is measured by the number of awards (degrees and certificates) conferred on average each year.

Based on the available data, there appears to be a supply gap for the five identified middle-skill occupations in the region. Furthermore, entry-level wages exceed the self-sufficiency standard wage in both Los Angeles and Orange counties, and more than one-third of current workers in these occupations have completed some college or an associate degree as their highest level of education. **Since this program focuses on small business and entrepreneurship, demand and wage data for self-employed workers are also included in this report.**

Recommendation: Due to all three program endorsement criteria being met, the Los Angeles Center of Excellence for Labor Market Research (LA COE) endorses this proposed program.

Key Findings

Supply Gap

- 16,721 annual job openings for all workers in the five target occupations are projected in the region through 2028. This number is greater than the three-year average of 12,699 awards conferred by educational institutions in the region.
 - **1,944 annual job openings for self-employed workers** in these five target occupations are projected in the region through 2028.

¹ Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree. 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.

Living Wage

- 63% of annual job openings for all workers in these target occupations have entry-level wages **above** Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour).²
 - **Entry-level wages are below Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour)³ for self-employed workers** in all five of the target occupations in this report.

Educational Attainment

- 64% of the annual job openings typically require a bachelor's degree for the target occupations in this report in the LA/OC region.
- 32%-38% of workers in the field have completed some college or an associate degree, according to national educational attainment data.

Community college supply

- 26 community colleges issued awards related to business and entrepreneurship in the greater LA/OC region.
- 1,574 awards (degrees and certificates) were conferred on average each year between 2021 and 2023.

Other postsecondary supply

- 43 educational institutions in the LA/OC region have conferred awards in programs related to business and entrepreneurship over the past three years.
- 11,125 awards were conferred on average each year by other postsecondary institutions throughout the greater LA/OC region between 2020 and 2022.

TARGET OCCUPATIONS

LA COE prepared this report to provide regional labor market and postsecondary supply data related to five middle-skill occupations. Although two of the occupations in this report typically require a bachelor's degree, they are considered middle-skill because approximately one-third of workers in the field have completed some college or an associate degree. [For full occupation descriptions, please see Appendix.](#)

- **General and Operations Managers (11-1021)**⁴
- **Administrative Services Managers (11-3012)**⁵
- **Facilities Managers (11-3013)**⁶
- **First-Line Supervisors of Retail Sales Workers (41-1011)**⁷
- **First-Line Supervisors of Non-Retail Sales Workers (41-1012)**⁸

² Center for Women's Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024*. <http://selfsufficiencystandard.org/California>.

³ Center for Women's Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024*. <http://selfsufficiencystandard.org/California>.

⁴ [General and Operations Managers \(bls.gov\)](https://www.bls.gov/occupations/general-and-operations-managers)

⁵ [Administrative Services and Facilities Managers \(bls.gov\)](https://www.bls.gov/occupations/administrative-services-managers)

⁶ [Ibid.](#)

⁷ [First-Line Supervisors of Retail Sales Workers \(bls.gov\)](https://www.bls.gov/occupations/first-line-supervisors-of-retail-sales-workers)

⁸ [First-Line Supervisors of Non-Retail Sales Workers \(bls.gov\)](https://www.bls.gov/occupations/first-line-supervisors-of-non-retail-sales-workers)

OCCUPATIONAL DEMAND

Exhibit 1 shows the five-year occupational demand projections for the target occupations in this report. In the greater Los Angeles/Orange County region, the number of jobs related to these target occupations is projected to increase by 3% through 2028. There will be more than 16,700 job openings per year through 2028 due to job growth and replacements. While the target occupations in total are projected to increase, the number of self-employed workers in these target occupations is projected to decrease by 8% through 2028. However, there will be nearly 2,000 self-employed job openings within these target occupations per year through 2028 due to replacements and workers leaving the field. Approximately 12% of the 16,721 total job openings for this occupational group are for self-employed individuals. The majority of self-employed jobs in 2023 for these target business occupations (75%) were located in Los Angeles County.

Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties⁹

Employment Type	Geography	2023 Jobs	2028 Jobs	2023-2028 Change	2023-2028 % Change	Annual Openings
Self-Employed	Los Angeles	16,414	15,025	(1,389)	(8%)	1,456
All Workers	Los Angeles	129,502	133,228	3,726	3%	12,082
Self-Employed	Orange	5,445	5,062	(383)	(7%)	488
All Workers	Orange	49,189	51,000	1,811	4%	4,640
Self-Employed	LA/OC Region	21,859	20,088	(1,772)	(8%)	1,944
All Workers	LA/OC Region	178,690	184,228	5,537	3%	16,721

Exhibit 2 displays the 2023 job counts for self-employed and all workers in these small business management occupations as well as the percentage of self-employed workers. The rate of self-employment for *first-line supervisors of non-retail sales workers* (45%) and *first-line supervisors of retail sales workers* (29%) is higher than the average self-employment rate of 9% in Los Angeles/Orange County across all occupations.

⁹ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

Exhibit 2: Entrepreneurship Self-Employment Rates in Los Angeles and Orange Counties

Occupation	Self-Employed 2023 Jobs	Employed and Self-Employed 2023 Jobs	% Self- Employed 2023
First-Line Supervisors of Non-Retail Sales Workers (41-1012)	5,636	12,556	45%
First-Line Supervisors of Retail Sales Workers (41-1011)	14,682	49,912	29%
General and Operations Managers (11-1021)	1,452	96,751	2%
Facilities Manager (11-3013)	33	6,007	0.5%
Administrative Services Managers (11-3012)	57	13,464	0.4%
Total	21,859	178,690	12%

Exhibit 3 displays middle-skill occupations with the highest self-employment rates in the greater Los Angeles and Orange County region. Community college programs that train for these occupations have not historically trained for entrepreneurship-based training; however, including these classes may be beneficial.

Exhibit 3: Entrepreneurship Self-Employment Rates in Los Angeles and Orange County

Occupation	Self-Employed 2023 Jobs	Employed and Self-Employed 2023 Jobs	% Self- Employed 2023
Barbers (39-5011)	2,821	3,480	83%
Real Estate Brokers (41-9021)	5,787	7,620	76%
Real Estate Sales Agents (41-9022)	18,189	26,382	72%
Hairdressers, Hairstylists, and Cosmetologists (39-5012)	18,189	26,276	69%
Photographers (27-4021)	7,504	11,480	65%

Detailed Occupation Data

Exhibit 4 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. Positive scores for automation resilience¹⁰ reflect a lower-than-average threat of the occupation(s) being replaced by automation, while negative scores reflect a greater-than-average risk of automation. The average percentage of workers aged 55+ across all occupations in the Los Angeles/Orange County region is 26%; occupations with a larger share of workers aged 55 and older typically have greater replacement needs to offset the amount of impending retirements. On average, 81% of workers across all occupations in California are employed full-time. Occupations with a lower-than-average percentage of full-

¹⁰ Automation risk is calculated based on the percentage of time spent on high-risk compared to low-risk work, the number of high-risk jobs in compatible occupations, and the overall industry automation risk.

time workers may have less employment security but may see increased activity in the gig economy.

Exhibit 4: Detailed employment and occupational demand, Los Angeles County¹¹

Occupation	2023 Jobs	2028 Jobs	5-Yr % Change	Annual Openings	Auto- mation Resilience	% Aged 55 and older	% Full Time Workers
General and Operations Managers	69,210	73,296	6%	6,440	17.8	25%	100%
Administrative Services Managers	9,819	10,166	4%	831	19.0	34%	100%
Facilities Managers	4,380	4,584	5%	378	19.0	38%	87%
First-Line Supervisors of Retail Sales Workers	36,918	36,594	(1%)	3,710	12.2	24%	79%
First-Line Supervisors of Non-Retail Sales Workers	9,176	8,588	(6%)	722	18.6	32%	92%
Total – All Workers	129,502	133,228	3%	12,082	-	-	-
General and Operations Managers	1,109	1,114	0%	89	17.8	32%	100%
Administrative Services Managers	43	46	7%	4	19.0	27%	100%
Facilities Managers	25	24	(5%)	2	19.0	Data unavail.	87%
First-Line Supervisors of Retail Sales Workers	10,951	10,082	(8%)	1,034	12.2	33%	79%
First-Line Supervisors of Non-Retail Sales Workers	4,287	3,760	(12%)	327	18.6	39%	92%
Total – Self-Employed	16,414	15,025	(8%)	1,456	-	-	-

WAGES

The labor market endorsement in this report considers the entry-level hourly wages for the target occupations in Los Angeles County as they relate to the county's self-sufficiency standard wage.

¹¹ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

Orange County wages are included below in order to provide a complete analysis of the greater Los Angeles/Orange County region.

Los Angeles County—All Workers in Target Occupations

The majority, 63%, of annual openings for the target occupations in this report have entry-level wages above the self-sufficiency standard wage for one adult (\$24.03 in Los Angeles County). Typical entry-level hourly wages are in a range between \$18.40 and \$46.44. (Exhibit 5).

Three occupations have entry-level wages above the self-sufficiency standard wage:

- *Administrative services managers*, \$46.44
- *General and operations managers*, \$38.91
- *Facilities managers*, \$38.46

Experienced workers can expect to earn wages between \$29.70 and \$83.60, which are higher than the self-sufficiency standard.

Exhibit 5: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
General and Operations Managers	\$38.91	\$56.87	\$83.60	\$118,300
Administrative Services Managers	\$46.44	\$56.27	\$72.60	\$117,100
Facilities Managers	\$38.46	\$52.03	\$70.19	\$108,200
First-Line Supervisors of Retail Sales Workers	\$18.40	\$22.10	\$29.70	\$46,000
First-Line Supervisors of Non-Retail Sales Workers	\$20.45	\$34.16	\$49.78	\$71,000

*Rounded to the nearest \$100

Los Angeles County—Self-Employed Workers in Target Occupations

All five target occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$24.03 in Los Angeles County). Typical entry-level hourly wages are in a range between \$7.85 and \$15.09. (Exhibit 6). Experienced workers can expect to earn wages between \$32.68 and \$51.07, which are higher than the self-sufficiency standard.

Exhibit 6: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
General and Operations Managers	\$14.77	\$26.45	\$44.98	\$55,000
Administrative Services Managers	\$15.09	\$29.16	\$51.07	\$60,700
Facilities Managers	\$14.78	\$25.86	\$50.27	\$53,800

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
First-Line Supervisors of Retail Sales Workers	\$7.85	\$16.89	\$32.68	\$35,100
First-Line Supervisors of Non-Retail Sales Workers	\$10.48	\$20.43	\$39.40	\$42,500

*Rounded to the nearest \$100

Orange County—All Workers in Target Occupations

The majority, 66%, of annual openings for the target occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$27.13 in Orange County). Typical entry-level hourly wages are in a range between \$17.76 and \$45.23 (Exhibit 7).

Three occupations have entry-level wages above the self-sufficiency standard wage:

- *Administrative services managers*, \$45.23
- *General and operations managers*, \$38.69
- *Facilities managers*, \$37.52

Experienced workers can expect to earn wages between \$28.71 and \$82.97, which are higher than the self-sufficiency standard.

Exhibit 7: Earnings for occupations in Orange County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
General and Operations Managers	\$38.69	\$56.50	\$82.97	\$117,500
Administrative Services Managers	\$45.23	\$54.80	\$70.70	\$114,000
Facilities Managers	\$37.52	\$50.75	\$68.46	\$105,600
First-Line Supervisors of Retail Sales Workers	\$17.76	\$21.38	\$28.71	\$44,500
First-Line Supervisors of Non-Retail Sales Workers	\$22.17	\$35.65	\$51.06	\$74,100

*Rounded to the nearest \$100

Orange County—Self-Employed Workers in Target Occupations

All five target occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$27.13 in Orange County). Typical entry-level hourly wages are in a range between \$7.81 and \$15.09. (Exhibit 8). Experienced workers can expect to earn wages between \$32.50 and \$51.07, which are higher than the self-sufficiency standard.

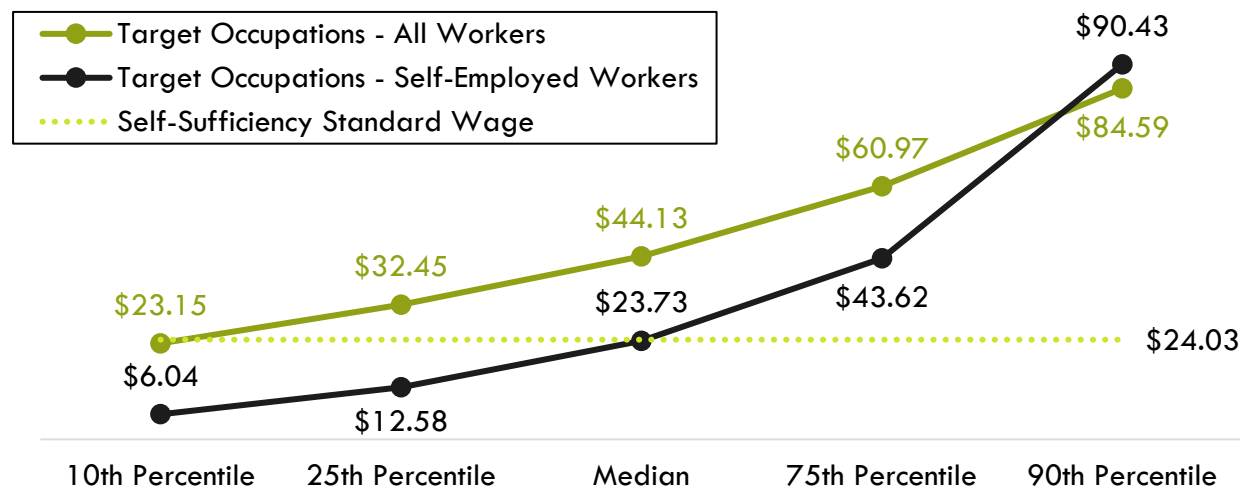
Exhibit 8: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
General and Operations Managers	\$14.63	\$26.19	\$44.54	\$54,500
Administrative Services Managers	\$15.09	\$29.17	\$51.07	\$60,700
Facilities Managers	Insf. Data	Insf. Data	Insf. Data	Insf. Data
First-Line Supervisors of Retail Sales Workers	\$7.81	\$16.80	\$32.50	\$34,900
First-Line Supervisors of Non-Retail Sales Workers	\$10.41	\$20.28	\$39.13	\$42,200

*Rounded to the nearest \$100

Across the greater Los Angeles and Orange County region, the average entry-level hourly earnings for the target occupations in this report are \$32.45 for all workers and \$12.58 for self-employed workers; for all workers, this is above the living wage for one single adult in Los Angeles County (\$24.03). Exhibit 9 shows the average hourly wage for the occupations in this report, for entry-level to experienced workers.

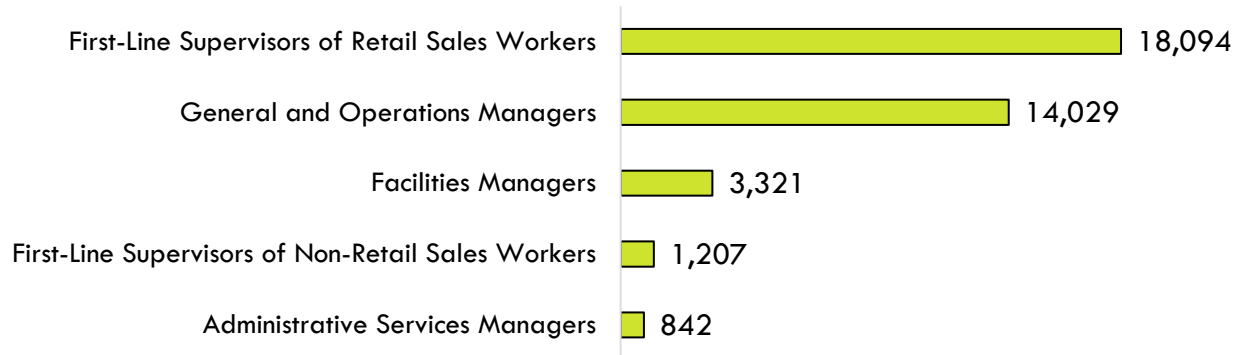
Exhibit 9: Average hourly earnings for target occupations, Los Angeles and Orange counties



JOB POSTINGS

There were 37,493 online job postings related to the target occupations in this report listed in the past 12 months in Los Angeles and Orange counties. Exhibit 10 displays the number of job postings by occupation. The majority of job postings (48%) were for *first-line supervisors of retail sales workers*, followed by *general and operations managers* (37%) and *facilities managers* (9%).

Exhibit 10: Job postings by occupation (last 12 months), Los Angeles and Orange counties



Job postings were analyzed for the most common job titles, skills, and employers associated with the target occupations in this report (Exhibit 11).

Exhibit 11: Commonly requested job titles, skills and employers in job postings, Los Angeles and Orange counties

Top Job Titles	Top Skills	Top Employers
- Assistant store managers - Store managers - Operations managers - Key holders - Assistant managers	- Merchandising - Retail operations - Selling techniques - Marketing - Product knowledge	- CVS Health - Dollar Tree - Abercrombie & Fitch - Nordstrom - Walmart

In the greater Los Angeles/Orange County region, 54% of the target job postings listed a minimum educational requirement. Exhibit 12 details the number and percentage of job postings by educational level.

Exhibit 12: Education levels requested in job postings for the target occupations, Los Angeles and Orange counties

Education Level	Job Postings	% of Job Postings
Bachelor's degree	8,617	43%
Associate degree	1,315	7%
High school diploma or vocational training	10,202	51%

EDUCATIONAL ATTAINMENT

In the greater Los Angeles/Orange County region, the majority of annual job openings (64%) typically require a bachelor's degree (Exhibit 13). However, the national-level data indicates between 32% and 38% of workers in the field have completed some college or an associate

degree as their highest level of educational attainment. The Bureau of Labor Statistics (BLS) lists the following typical entry-level education levels for the occupations in this report:

Exhibit 13: Entry-level education preferred by employers nationally, Bureau of Labor Statistics

Occupation	Education Level
General and Operations Managers	Bachelor's degree
Administrative Services Managers	Bachelor's degree
Facilities Managers	Bachelor's degree
First-Line Supervisors of Retail Sales Workers	High school diploma or equivalent
First-Line Supervisors of Non-Retail Sales Workers	High school diploma or equivalent

EDUCATIONAL SUPPLY

Community College Supply

Exhibit 14 shows the annual and three-year average number of awards conferred by community colleges in the related TOP codes: Business Management (0506.00) and Small Business and Entrepreneurship (0506.40). The colleges with the most completions in the region are Cerritos, Mt. San Antonio, and Irvine.

Exhibit 14: Regional community college awards (certificates and degrees), 2021-2023

TOP Code	Program	College	2020-21 Awards	2021-22 Awards	2022-23 Awards	3-Year Average
0506.00	Business Management	Cerritos	387	276	469	377
		Compton	-	-	1	0
		East LA	17	18	18	18
		El Camino	49	22	40	37
		Glendale	15	28	22	22
		LA City	18	16	40	25
		LA Mission	4	6	3	4
		LA Pierce	7	14	9	10
		LA Valley	30	39	34	34
		Long Beach	44	28	26	33
		Mt San Antonio	150	188	158	165
		Pasadena	-	-	2	1
		LA Subtotal	721	635	822	726
		Coastline	307	33	40	127
		Cypress	7	1	5	4
		Fullerton	11	19	20	17

TOP Code	Program	College	2020-21 Awards	2021-22 Awards	2022-23 Awards	3-Year Average
		Golden West	11	13	10	11
		Irvine	5	23	20	16
		N. Orange Adult	19	32	27	26
		Orange Coast	19	16	2	12
		Santa Ana	40	39	62	47
		Santiago Canyon	55	25	173	84
		OC Subtotal	474	201	359	345
Supply Subtotal/Average			1,195	836	1,181	1,071
0506.40	Small Business and Entrepreneurship	Cerritos	18	15	13	15
		Citrus	-	1	-	0
		East LA	1	36	19	19
		Glendale	1	-	6	2
		LA City	4	7	19	10
		LA Pierce	6	5	31	14
		LA Trade-Tech	9	3	10	7
		LA Valley	-	99	174	91
		Long Beach	2	-	1	1
		Mt San Antonio	19	36	21	25
		Pasadena	22	186	65	91
		Rio Hondo	4	6	13	8
		Santa Monica	22	28	17	22
		West LA	1	5	12	6
		LA Subtotal	109	427	401	312
		Coastline	16	4	4	8
		Cypress	4	-	-	1
		Fullerton	6	5	2	4
		Golden West	2	3	2	2
		Irvine	11	233	233	159
		Orange Coast	-	8	-	3
		Saddleback	8	10	6	8
		Santa Ana	6	1	3	3
		Santiago Canyon	-	1	4	2
		OC Subtotal	53	265	254	191
Supply Subtotal/Average			162	692	655	503
Supply Total/Average			1,357	1,528	1,836	1,574

Other Postsecondary Supply

For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that provide training programs for the target occupations in this report. Exhibit 15 shows the number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent data is from 2020 to 2022. Between 2020 and 2022, other postsecondary college institutions in the region conferred an average of 11,125 bachelor's and sub-baccalaureate awards. Sub-baccalaureate awards include associate degrees, postsecondary awards, and other academic awards that typically take fewer than four years to complete. Of the awards in Exhibit 15, 98% were bachelor's degrees (10,942 awards) and 2% were sub-baccalaureate awards (183).

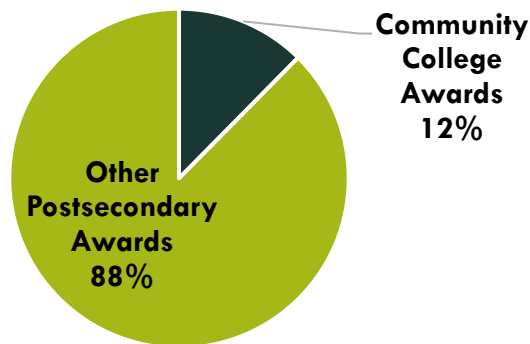
Exhibit 15: Other regional postsecondary awards, 2020-2022

CIP Code	Program	Postsecondary Institution	2019-20 Awards	2020-21 Awards	2021-22 Awards	3-Year Average
52.0201	Business Administration and Management, General	Abraham Lincoln Univ.	-	1	1	1
		American Jewish Univ.	3	5	1	3
		Angeles College	6	10	16	11
		Azusa Pacific University	106	100	82	96
		Bethesda University	26	28	14	23
		Biola University	136	120	106	121
		CA Intercontinental Univ.	4	5	12	7
		CSPU-Pomona	1,399	1,644	1,561	1,535
		CSU-Dominguez Hills	571	619	588	593
		CSU-Fullerton	2,293	2,367	2,164	2,275
		CSU-Long Beach	1,351	1,457	1,491	1,433
		CSU-Los Angeles	1,125	864	726	905
		CSU-Northridge	691	760	769	740
		Chapman University	440	452	453	448
		Concordia Univ.-Irvine	87	76	64	76
		Fremont University	1	6	-	2
		Hope International Univ.	57	35	39	44
		InterCoast Colleges-Santa Ana	18	-	-	6
		InterCoast Colleges-West Covina	-	1	2	1
		Learnet Academy	3	10	6	6
		Life Pacific University	15	17	19	17
		LA Pacific College	7	3	1	4
		LA Pacific University	-	4	14	6
		Loyola Marymount Univ.	29	52	41	41
		Marymount CA Univ.	59	42	45	49

CIP Code	Program	Postsecondary Institution	2019-20 Awards	2020-21 Awards	2021-22 Awards	3-Year Average
		Mount Saint Mary's Univ.	48	33	21	34
		Pacific Oaks College	7	1	-	3
		Pacific States University	1	1	4	2
		Pathways College	-	2	-	1
		Pepperdine University	185	176	218	193
		Platt College-Anaheim	14	9	5	9
		Platt College-LA	11	4	6	7
		UC-Irvine	306	379	340	342
		University of La Verne	294	296	219	270
		Univ. of Mass. Global	155	268	303	242
		USC	1,020	1,035	832	962
		University of the People	205	283	467	318
		University of the West	7	11	9	9
		Vanguard Univ. of So. CA	51	66	50	56
		Westcliff University	71	107	114	97
		Whittier College	61	62	39	54
		Woodbury University	21	30	8	20
52.0701	Entrepreneurship/ Entrepreneurial Studies	Azusa Pacific University	4	3	3	3
		CA Intercontinental Univ.	1	2	1	1
		Hussian College-LA	1	-	-	0
		Loyola Marymount Univ.	70	62	52	61
		Mount Saint Mary's Univ.	-	1	-	0
		University of La Verne	-	-	1	0
Supply Total/Average			10,960	11,509	10,907	11,125

Exhibit 16 shows the proportion of community college awards conferred in the greater Los Angeles/Orange County region compared to the number of other postsecondary awards for the programs in this report. The majority of awards conferred in these programs are awarded by other institutions in the greater Los Angeles/Orange County region.

Exhibit 16: Percentage of community college awards compared to other postsecondary institution awards in the Los Angeles/Orange County region



APPENDIX: OCCUPATION DESCRIPTIONS

LA COE prepared this report to provide regional labor market supply and demand data related to these target occupations:

- **General and Operations Managers (11-1021)** Plan, direct, or coordinate the operations of public or private sector organizations, overseeing multiple departments or locations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Usually manage through subordinate supervisors.¹²
- **Administrative Services Managers (11-3012)** Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.¹³
- **Facilities Managers (11-3013)** Plan, direct, or coordinate operations and functionalities of facilities and buildings. May include surrounding grounds or multiple facilities of an organization's campus.¹⁴
- **First-Line Supervisors of Retail Sales Workers (41-1011)** Directly supervise and coordinate activities of retail sales workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.¹⁵
- **First-Line Supervisors of Non-Retail Sales Workers (41-1012)** Directly supervise and coordinate activities of sales workers other than retail sales workers. May perform duties such as budgeting, accounting, and personnel work, in addition to supervisory duties.¹⁶

¹² [General and Operations Managers \(bls.gov\)](#)

¹³ [Administrative Services and Facilities Managers \(bls.gov\)](#)

¹⁴ [Ibid.](#)

¹⁵ [First-Line Supervisors of Retail Sales Workers \(bls.gov\)](#)

¹⁶ [First-Line Supervisors of Non-Retail Sales Workers \(bls.gov\)](#)

Contact information:

Luke Meyer, Director

Los Angeles Center of Excellence

Lmeyer7@mtsac.edu

If for any reason this document is not accessible or if you have specific needs for readability, please contact us and we will do our utmost to accommodate you with a modified version.

DATA SOURCES

POWERED BY



- O*NET Online
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

Important Disclaimer: All representations included in this report have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. Efforts have been made to qualify and validate the accuracy of the data and the reported findings; however, neither the Centers of Excellence, COE host District, nor California Community Colleges Chancellor's Office are responsible for applications or decisions made by recipient community colleges or their representatives based upon components or recommendations contained in this study.

© 2024 California Community Colleges Chancellor's Office,
Centers of Excellence for Labor Market Research, Economic and Workforce Development Program