

March 2022

Labor Market Analysis

Office Administration Workers



POWERED BY



California
Community
Colleges



Prepared by the Central Valley/Mother Lode Center of Excellence

Table of Contents

- Summary 2
 - Key findings 2
- Introduction 3
- Occupational Demand 4
- Wages 4
- Job Postings 5
 - Salaries..... 6
 - Education..... 6
 - Baseline and Specialized Skills..... 7
 - Software Skills..... 7
 - Certifications..... 7
- Education, Work Experience & Training 8
- Supply 9
- Student Outcomes 10
- Conclusion 11
- Recommendation 11
- Appendix A: Methodology & Data Sources 12

COVID-19 Statement: This report includes employment projection data by Emsi. Emsi’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy during the projection period will be at approximately full employment or potential output. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, they may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Other measures such as unemployment rates and monthly industry employment estimates will reflect the most recent information on employment and jobs in the state and, in combination with input from local employers, may help validate current and future employment needs as depicted here.

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. To make a request, contact Nora Seronello by phone at (209) 575-6894 or by email seronellon@mjc.edu.

Summary

Please note the COVID-19 statement on page 2 when considering this report's findings.

This study conducted by the Central Valley/Mother Lode Center of Excellence examines labor market demand, wages, skills, and postsecondary supply for office administration workers. Five occupations related to office administration workers were identified for Reedley College:

- 43-1011, First-Line Supervisors of Office and Administrative Support Workers
- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-9061, Office Clerks, General
- 43-9199, Office and Administrative Support Workers, All Other

Key findings:

- **Occupational demand** — Nearly 42,180 workers were employed in jobs related to office administration workers in 2020 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is office clerks, general with 19,322 workers, a projected growth rate of 1% over the next five years, and 2,270 annual openings.
- **Wages** — Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$21.88/hour in the subregion.
- **Employers** — Employers with the most job postings in the subregion are Kern Community College District, California State University, and Home Depot Incorporated.
- **Occupational titles** — The most common occupational title in job postings in the subregion is Secretaries and Administrative Assistants, Except Legal, Medical, and Executive. The most common job title is Administrative Assistant.
- **Skills and certifications** — The top baseline skill is communication skills, the top specialized skill is administrative support, and the top software skill is Microsoft Excel. The most in-demand certification is a driver's license.
- **Education** — A high school diploma or equivalent is typically required for the five occupations.
- **Supply** — Analysis of postsecondary completions shows that on average 350 awards were conferred in the Central Valley/Mother Lode region each year.

Based on a comparison of occupational demand and supply, there is an undersupply of 4,472 trained workers in the subregion and 7,239 workers in the region. The Center of Excellence recommends that Reedley College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of office administration workers in the region.

Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Reedley College to provide labor market information for office administration workers. The geographical focus for this report is the South Central Valley/Southern Mother Lode (SCV/SML) subregion, but regional demand and supply data has been included for broader applicability and use. The average living wage for a single adult in the SCV/SML subregion is \$11.91/hour.¹ Analysis of the program and occupational data related to office administration workers resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 43-1011, First-Line Supervisors of Office and Administrative Support Workers
- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-9061, Office Clerks, General
- 43-9199, Office and Administrative Support Workers, All Other

The occupational titles, job descriptions, sample job titles, and knowledge and skills from the Bureau of Labor Statistics and O*NET OnLine are shown below. There was no O*NET data available for Office and Administrative Support Workers, All Other.

First-Line Supervisors of Office and Administrative Support Workers

Job Description: Directly supervise and coordinate the activities of clerical and administrative support workers.

Knowledge: Administration and Management, Customer and Personal Service, Administrative, English Language, Computers and Electronics

Skills: Active Listening, Coordination, Monitoring, Reading Comprehension, Social Perceptiveness

Executive Secretaries and Executive Administrative Assistants

Job Description: Provide high-level administrative support by conducting research, preparing statistical reports, and handling information requests, as well as performing routine administrative functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Knowledge: Administrative, English Language, Customer and Personal Service, Computers and Electronics, Administration and Management

Skills: Active Listening, Read Comprehension, Speaking, Service Orientation, Writing

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Job Description: Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Knowledge: Administrative, English Language, Computers and Electronics, Customer and Personal Service, Administration and Management

Skills: Active Listening, Speaking, Reading Comprehension, Writing, Service

Office Clerks, General

Job Description: 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

¹ The term "living wage" in Center of Excellence reports is calculated by averaging the self-sufficiency wages from the Insight Center's California Family Needs Calculator for each county in the subregion: <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>.

accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, office machine operation, and filing.

Knowledge: Administrative, English Language, Customer and Personal Service, Administration and Management

Skills: Active Listening, Read Comprehension, Speaking, Writing, Coordination

Occupational Demand

The SCV/SML subregion employed 42,178 workers in office administration workers occupations in 2020 (Exhibit 1). The largest occupation is office clerks, general with 19,322 workers in 2020. This occupation is projected to grow by 1% over the next five years and has the greatest number of projected annual openings, 2,270.

Exhibit 1. Office administration workers employment and occupational projections in the SCV/SML subregion

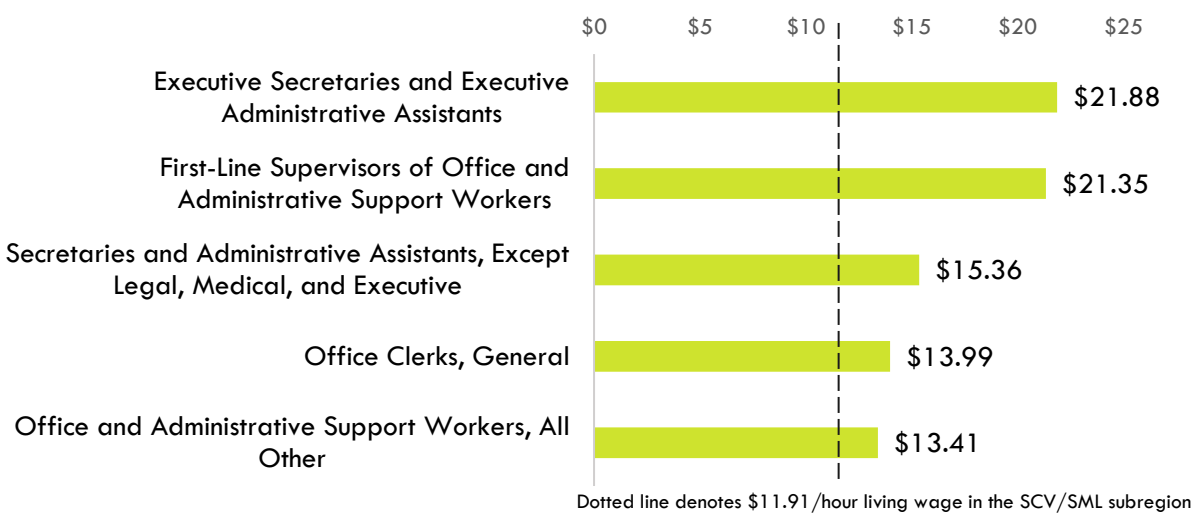
Occupation	2020 Jobs	2025 Jobs	5-Year Change	5-Year % Change	Annual Openings
Office Clerks, General	19,322	19,516	194	1%	2,270
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	11,501	11,229	(273)	(2%)	1,218
First-Line Supervisors of Office and Administrative Support Workers	7,592	7,734	142	2%	783
Office and Administrative Support Workers, All Other	1,888	1,908	20	1%	219
Executive Secretaries and Executive Administrative Assistants	1,875	1,733	(142)	(8%)	194
TOTAL	42,178	42,119	(59)	(0%)	4,683

Wages

Exhibit 2 shows the entry-level hourly wages of the office administration workers occupations. Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$21.88/hour in the subregion².

² Entry-level wages are derived from the 25th percentile.

Exhibit 2. Office administration workers entry-level wages in the SCV/SML subregion



Job Postings

There were 3,507 job postings for the five occupations in the SCV/SML subregion from September 2021 to February 2022.³ The employers with the most job postings are listed in Exhibit 3.

Exhibit 3. Top employers of office administration workers by number of job postings

Employer	Job Postings	% Job Postings
Kern Community College District	33	1%
California State University	29	1%
The Home Depot Incorporated	27	1%
state of california	26	1%
California Public Utilities Commission	22	1%
Fresno Unified School Distrcit	21	1%
Mammoth Mountain Ski Area	21	1%
Anthem Blue Cross	18	1%
Tulare County	17	1%
Community Medical Centers Incorporated	16	1%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across five O*NET OnLine occupations. The occupational title Secretaries and Administrative Assistants, Except Legal, Medical, and Executive is listed in 1,690 job postings. Note how this occupational title dominates the job posting results. Common job titles in postings include Administrative Assistant in 587 job postings, Office Assistant in 216 job postings, and Office Manager in 89 job postings.

³ Other than occupation titles and job titles, the categories below can be counted one or multiple times per job posting, and across several areas in a single posting. For example, a skill can be counted in two different skill types, and an employer can indicate more than one education level.

Exhibit 4. Top occupational titles in job postings for office administration workers

Occupational Title	Job Postings	% of Job Postings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,690	48%
Office Clerks, General	962	27%
First-Line Supervisors of Office and Administrative Support Workers	563	16%
Executive Secretaries and Executive Administrative Assistants	190	5%
Office and Administrative Support Workers, All Other	102	3%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,690	48%
Office Clerks, General	962	27%

Salaries

Exhibit 5 shows the “Market Salaries” for office administration workers occupations. These are calculated by Burning Glass using a machine learning model built off of millions of job postings every year. This accounts for adjustments based on locations, industry, skills, experience, education requirements, among other variables.

Exhibit 5. Salaries for office administration workers occupations

Market Salary Percentile	Salary Amount
10th Percentile	\$25,502
25th Percentile	\$27,629
50th Percentile	\$30,728
75th Percentile	\$36,398
90th Percentile	\$46,871

Education

Of the 3,507 job postings, 2,192 listed an education level preferred for the positions being filled. Among those, 77% requested high school or vocational training, 25% requested a bachelor’s degree, and 17% requested an associate degree (Exhibit 6). A job posting can indicate more than one education level. Hence, the percentages shown in the chart below may total more than 100%.

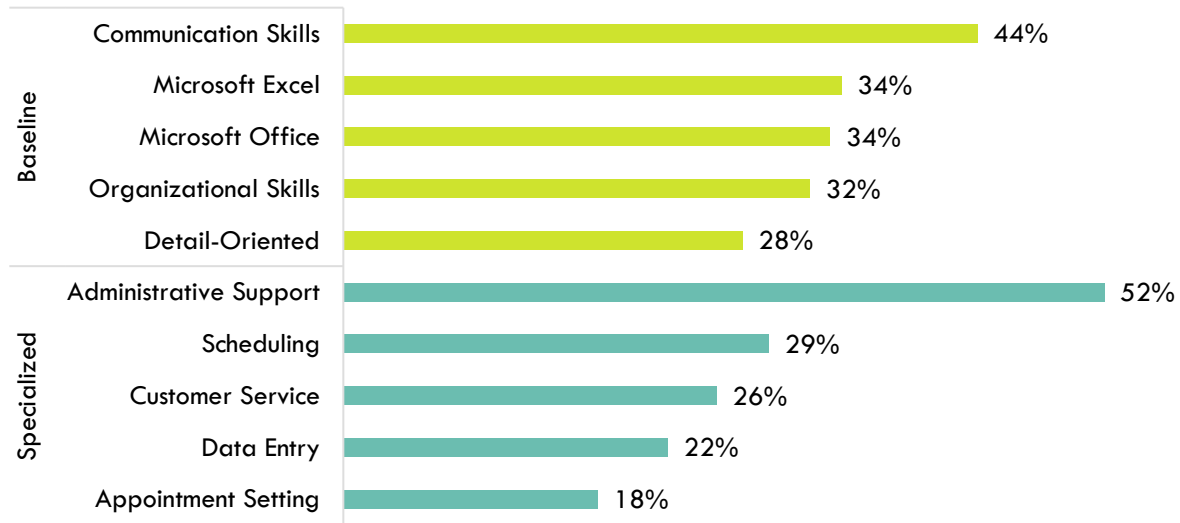
Exhibit 6. Education levels requested in job postings for office administration workers

Education Level	Job Postings	% of Job Postings
High school or vocational training	1,686	77%
Bachelor's degree	554	25%
Associate's degree	373	17%
Master's degree	60	3%
Doctoral degree	15	1%

Baseline and Specialized Skills

Exhibit 7 depicts the top baseline and specialized skills for the targeted occupations. The three most important baseline skills are communication skills, 44% of job postings, Microsoft Excel, 34%, and Microsoft Office, 34%. The top three specialized skills are administrative support, 52% of job postings, scheduling, 29%, and customer service, 26%.

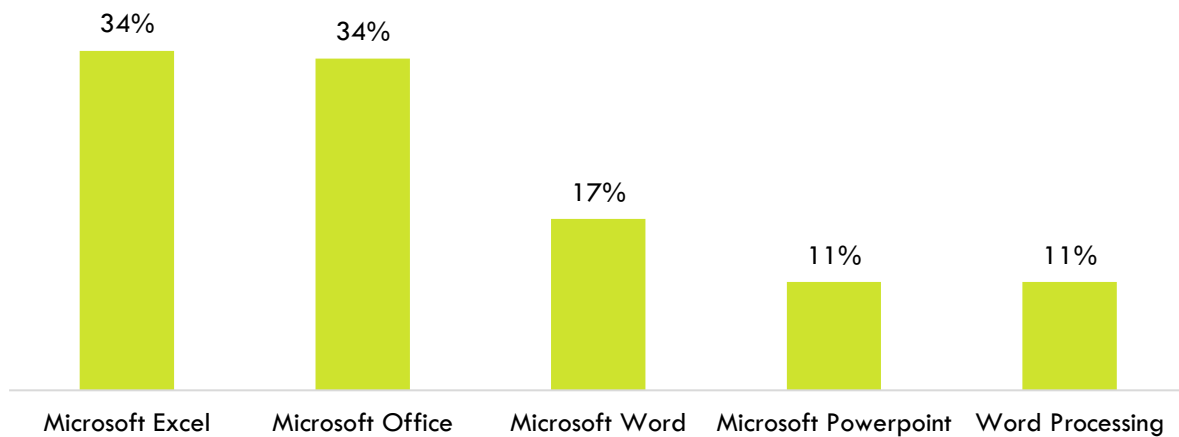
Exhibit 7. In-demand office administration workers baseline and specialized skills



Software Skills

Analysis also included the software skills most in demand by employers. Microsoft Excel and Office were the top two software skills identified in job postings (Exhibit 8).

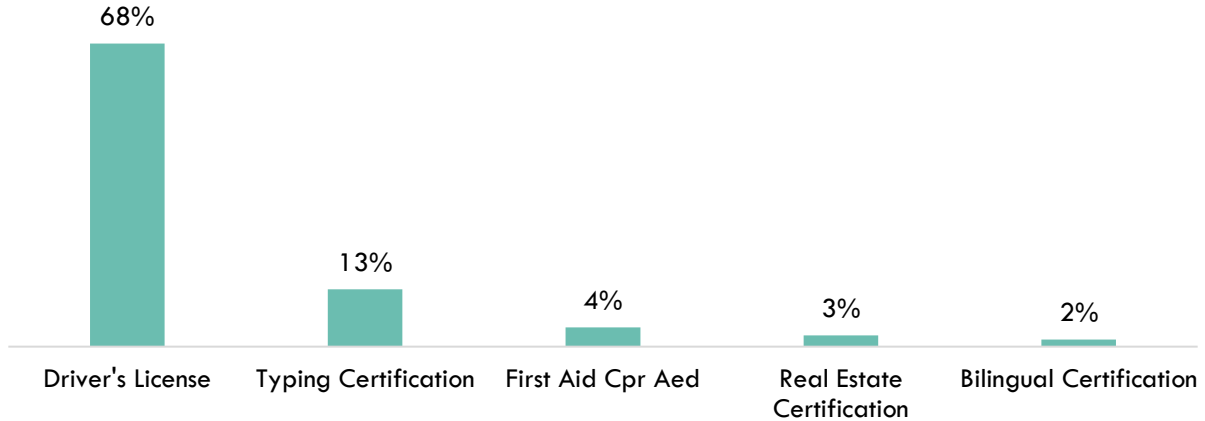
Exhibit 8. In-demand office administration workers software skills



Certifications

Of the 3,507 job postings, 747 contained certification data. Among those, 68% indicated a need for a driver's license. The next top certifications are typing and first aid cpr aed (Exhibit 9). (Due to the low number of job postings with certifications listed, the chart below may not be representative of the full sample.)

Exhibit 9. Top office administration workers certifications requested in job postings



Education, Work Experience & Training

A high school diploma or equivalent is typically required for the five occupations (Exhibit 10).

Exhibit 10. Education, work experience, training, and Current Population Survey results for office administration workers occupations⁴

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Office Clerks, General	High school diploma or equivalent	None	Short-term	45.2%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	None	Short-term	45.9%
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	Less than 5 years	None	41.4%
Office and Administrative Support Workers, All Other	High school diploma or equivalent	None	Short-term	35.7%
Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	Less than 5 years	None	41.0%

⁴ "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

Supply

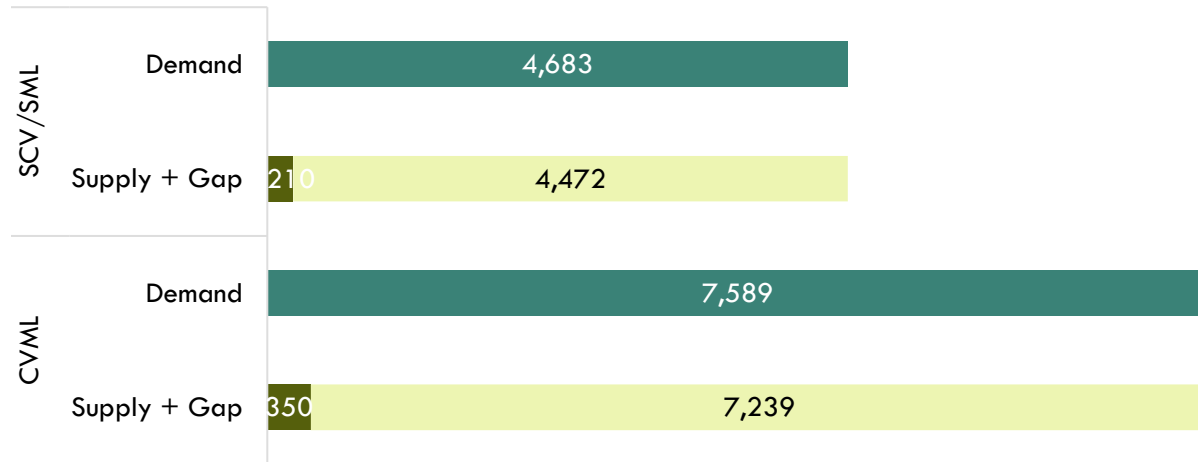
Analysis of program data from the Integrated Postsecondary Education Data System (IPEDS) included the TOP and CIP codes and titles: 050200 – Accounting and 52.0302 - Accounting Technology/Technician and Bookkeeping. Analysis of the last three years of data shows that, on average, 350 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

Exhibit 11. Postsecondary supply for office administration workers occupations in the region

TOP/CIP Code-Title	College	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 12 < 18 Semester Units	Certificate 16 < 30 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Certificate 8 < 16 Semester Units	Subtotal
050200 - Accounting	Bakersfield	25						17			42
	Columbia	4			0	1	2				7
	Fresno City	12			19	1	1	14		7	54
	Merced	17						5			21
	Modesto	24			1	0	3		0	0	29
	Porterville						1		0		1
	Reedley College	7				2	6				15
	San Joaquin Delta	67				3	3	10			82
	Sequoias	12						3			15
	Taft	3					1				4
	West Hills Coalinga	3					0	4			7
West Hills Lemoore	3					2	7			12	
52.0302 - Accounting Technology/ Technician and Bookkeeping	Advanced College-Stockton			0							0
	Institute of Technology	7									7
	Santa Barbara Business College-Bakersfield	25		0							25
	Stellar Career College		30								30
TOTAL		207	30	0	21	11	26	48	1	7	350

The two occupations of receptionists and information clerks; and office and administrative support workers, all other are not considered community level occupations. Therefore, their annual demand numbers were not included in the gap analysis. However, there is an undersupply of 4,472 office administration workers in the SCV/SML subregion and 7,239 workers in the region (Exhibit 12).

Exhibit 12. Office administration workers workforce demand (annual job openings), postsecondary supply of students (awards), and additional students needed to fill gap in the SCV/SML subregion and region



Student Outcomes

Exhibit 13 summarizes employment and wage outcomes from the California Community College Chancellor’s Cal-PASS Plus LaunchBoard for the TOP code related to office administration workers. Of note, 202 accounting students received a degree or certificate or attained apprenticeship journey status; 838 students transferred; 68% of students obtained a job closely related to their field of study; 23% had a median change in earnings; and 66% of students attained a living wage.

Exhibit 13. Subregional metrics for the TOP code related to office administration workers

Metric	Accounting 050200
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	202
Number of Students Who Transferred	838
Job Closely Related to Field of Study	68%
Median Change in Earnings	23%
Attained a Living Wage	66%
* denotes data not available.	

Conclusion

The entry-level wages of the five occupations exceed the SCV/SML subregion's average living wage. There were 3,507 job postings in the past six months for occupations related to office administration workers in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is communication skills, and the top specialized skill is administration support.
- The top software skill is Microsoft Excel.
- The top certification is a driver's license.

There is an undersupply of trained workers, a shortage of 4,472 in the SCV/SML subregion and 7,239 in the region.

Recommendation

Based on these findings, it is recommended that Reedley College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of office administration workers in the region.

Appendix A: Methodology & Data Sources

Data Sources

Labor market and educational supply data compiled in this report derive from a variety of sources. Data were drawn from external sources, including the Economic Modeling Specialists, Inc., the California Community Colleges Chancellor's Office Management Information Systems Data Mart and the National Center for Educational Statistics (NCES) Integrated Postsecondary Education Data System (IPEDS). Below is the summary of the data sources found in this study.

Data Type	Source
Labor Market Information/Population Estimates and Projections/Educational Attainment	Economic Modeling Specialists, Intl. (EMSI). EMSI occupational employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level EMSI earnings by industry: economicmodeling.com .
Typical Education Level and On-the-job Training	Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education and typical on-the-job training to each occupation for which BLS publishes projections data: https://www.bls.gov/emp/tables/educational-attainment.htm .
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: labormarketinfo.edd.ca.gov .
Job Posting and Skills Data	Burning Glass: burning-glass.com/ .
Additional Education Requirements/Employer Preferences	The O*NET Job Zone database includes over 900 occupations as well as information on skills, abilities, knowledge, work activities and interests associated with specific occupations: onetonline.org .

Key Terms and Concepts

Annual Job Openings: Annual openings are calculated by dividing the number of years in the projection period by total job openings.

Education Attainment Level: The highest education attainment level of workers age 25 years or older.

Employment Estimate: The total number of workers currently employed.

Employment Projections: Projections of employment are calculated by a proprietary Economic Modeling Specialists, Intl. (EMSI) formula that includes historical employment and economic indicators along with national, state and local trends.

Living Wage: The cost of living in a specific community or region for one adult and no children. The cost increases with the addition of children.

Occupation: An occupation is a grouping of job titles that have a similar set of activities or tasks that employees perform.

Percent Change: Rate of growth or decline in the occupation for the projected period; this does not factor in replacement openings.

Replacements: Estimate of job openings resulting from workers retiring or otherwise permanently leaving an occupation. Workers entering an occupation often need training. These replacement needs, added to job openings due to growth, may be used to assess the minimum number of workers who will need to be trained for an occupation.

Total Job Openings (New + Replacements): Sum of projected growth (new jobs) and replacement needs. When an occupation is expected to lose jobs, or retain the current employment level, number of openings will equal replacements.

Typical Education Requirement: represents the typical education level most workers need to enter an occupation.

Typical On-The-Job Training: indicates the typical on-the-job training needed to attain competency in the skills needed in the occupation.