Business Office Technology Occupations
Labor Market Information
Contra Costa College

Prepared by the San Francisco Bay Center of Excellence
for Labor Market Research
November 2020

Recommendation

Based on all available data, there appears to be an undersupply of Business Office Technology workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties). There is a projected annual gap of about 21,517 students in the Bay region and 5,655 students in the East Bay Sub-Region.

Introduction

This report provides student outcomes data on employment and earnings for TOP 0514.00-Office Technology/Office Computer Applications programs in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at Contra Costa College and in the region.

This report profiles Business Office Technology Occupations in the 12 county Bay region and in the East Bay sub-region for the review of an existing program at Contra Costa College.

- **Executive Secretaries and Executive Administrative Assistants (43-6011):** 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. Excludes "Secretaries" (43-6012 through 43-6014).
    - Entry-Level Educational Requirement: High school diploma or equivalent
    - Training Requirement: None
    - Percentage of Community College Award Holders or Some Postsecondary Coursework: 47%
- **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014):** Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Excludes legal, medical, and executive secretaries (43-6011 through 43-6013).
    - Entry-Level Educational Requirement: High *school* diploma or equivalent
    - Training Requirement: Short-term on-the-job training
    - Percentage of Community College Award Holders or Some Postsecondary Coursework: 47%
- **Office Clerks, General (43-9061):** 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.
    - Entry-Level Educational Requirement: High school diploma or equivalent
    - Training Requirement: Short-term on-the-job training
    - Percentage of Community College Award Holders or Some Postsecondary Coursework: 44%
- **Office and Administrative Support Workers, All Other (43-9199):** All office and administrative support workers not listed separately.

Entry-Level Educational Requirement: High school diploma or equivalent
Training Requirement: Short-term on-the-job training
Percentage of Community College Award Holders or Some Postsecondary Coursework: 41%

Occupational Demand

Table 1. Employment Outlook for Business Office Technology Occupations in Bay Region

Occupation	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	25% Hourly Wage	Median Hourly Wage
Executive Secretaries and Executive Administrative Assistants	23,260	21,795	-1,465	-6%	12,762	2,552	$30.23	$37.61
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	61,624	61,787	164	0%	35,660	7,132	$18.31	$23.15
Office Clerks, General	81,325	83,887	2,562	3%	52,621	10,524	$16.11	$20.90
Office and Administrative Support Workers, All Other	13,295	13,765	470	4%	8,346	1,669	$14.30	$18.90
TOTAL	**179,503**	**181,234**	**1,731**	**1%**	**109,390**	**21,878**	**$18.56**	**$23.69**

Source: EMSI 2020.3
Bay Region includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

Table 2. Employment Outlook for Business Office Technology Occupations in East Bay Sub-Region

Occupation	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Average Annual Openings	25% Hourly Wage	Median Hourly Wage
Executive Secretaries and Executive Administrative Assistants	6,273	5,727	-546	-9%	3,396	679	$28.29	$34.95
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	16,362	16,234	-128	-1%	9,295	1,859	$17.32	$21.63
Office Clerks, General	21,163	21,620	456	2%	13,441	2,688	$15.46	$19.82
Office and Administrative Support Workers, All Other	4,012	4,080	68	2%	2,424	485	$13.86	$18.65
TOTAL	**47,811**	**47,661**	**-149**	**0%**	**28,557**	**5,711**	**$17.65**	**$22.33**

Source: EMSI 2020.3
East Bay Sub-Region includes Alameda and Contra Costa Counties

Job Postings in Bay Region and East Bay Sub-Region

Table 3. Number of Job Postings by Occupation for latest 12 months (Sept 2019 - Aug 2020)

Occupation	Bay Region	East Bay Sub-Region
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	21,443	6,324
Office Clerks, General	7,303	2,164
Executive Secretaries and Executive Administrative Assistants	6,019	1,126
TOTAL	**35,657**	**9,834**

Source: Burning Glass

Table 4a. Top Job Titles for Business Office Technology Occupations for latest 12 months (Sept 2019 - Aug 2020) Bay Region

Common Title	Bay	Common Title	Bay

Administrative Assistant	7,124	Clerk	141
Executive Assistant	3,067	Administrative Assistant I	136
Office Assistant	1,423	Personal Assistant	130
Office Administrator	703	Administrative Specialist	122
Front Desk Coordinator	562	Senior Executive Assistant	121
Senior Administrative Assistant	409	Executive Administrative Assistant	116
Office Coordinator	381	Administrative Support	113
Administrative Coordinator	325	Administrative Clerk	113
Administrative Assistant II	299	Receptionist/Office Assistant	106
Administrative Assistant III	253	General Office Clerk	104
Project Assistant	251	Administrative Assistant IV	104
Office Clerk	230	Executive Assistant II	102
Program Assistant	178	Administrative Assistant/Receptionist	101
Administrative Associate	152	Scheduling Coordinator	97

Table 4b. Top Job Titles for Business Office Technology Occupations for latest 12 months (Sept 2019 - Aug 2020) East Bay Sub-Region

Common Title	East Bay	Common Title	East Bay
Administrative Assistant	2,253	Executive Assistant I	53
Executive Assistant	530	Administrative Specialist	52
Office Assistant	434	Program Assistant	51
Office Administrator	203	Administrative Clerk	51
Front Desk Coordinator	112	Administrative Assistant I	48
Project Assistant	108	Executive Assistant II	45
Administrative Coordinator	95	Office Associate	43
Administrative Assistant III	95	Administrative Assistant/Receptionist	41
Administrative Assistant II	81	Administrative Assistant IV	38
Office Coordinator	79	Receptionist/Administrative Assistant	37
Senior Administrative Assistant	68	Executive Administrative Assistant	36
Clerk	66	Administrative Support	35
General Office Clerk	64	Tableau Administrative	34
Office Clerk	60	Scheduling Coordinator	34

Source: Burning Glass

Industry Concentration

Table 5. Industries hiring Business Office Technology Workers in Bay Region

Industry – 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2019)	Jobs in Industry (2024)	% Change (2019-24)	% Occupation Group in Industry (2019)
Colleges, Universities, and Professional Schools (State Government) (902612)	13,677	14,175	4%	8%
Local Government, Excluding Education and Hospitals (903999)	11,167	11,035	-1%	6%
Colleges, Universities, and Professional Schools (611310)	10,768	11,170	4%	6%
Elementary and Secondary Schools (Local Government) (903611)	5,292	5,152	-3%	3%
Colleges, Universities, and Professional Schools (Local Government) (903612)	4,071	3,205	-21%	2%
Temporary Help Services (561320)	4,033	3,916	-3%	2%
Religious Organizations (813110)	3,928	3,753	-4%	2%
Corporate, Subsidiary, and Regional Managing Offices (551114)	3,793	3,640	-4%	2%
Services for the Elderly and Persons with Disabilities (624120)	3,206	3,794	18%	2%

Internet Publishing and Broadcasting and Web Search Portals (519130)	3,104	3,662	18%	2%
Custom Computer Programming Services (541511)	2,710	3,082	14%	2%
Plumbing, Heating, and Air-Conditioning Contractors (238220)	2,577	2,755	7%	1%
Offices of Lawyers (541110)	2,508	2,424	-3%	1%

Source: EMSI 2020.3

Table 6. Top Employers Posting Business Office Technology Occupations in Bay Region and East Bay Sub-Region (Sept 2019 - Aug 2020)

Employer	Bay	Employer	Bay	Employer	East Bay
Marriott International Inc	195	Contra Costa Community College District	59	UC Berkeley	112
Stanford University	168	Ascent Technology Services	57	Lawrence Livermore National Laboratory	63
Anthem Blue Cross	136	John Stewart Company	54	Contra Costa Community College District	59
Nelson	122	Truex Metier	52	Oakland Unified School District	54
University Of California Berkeley	116	Amazon	52	Marriott International Inc	47
University California	101	Oakland Unified School District	51	Kaiser Permanente	43
University San Francisco	99	Morgan Stanley	48	Mt Diablo Unified	39
Stanford Health Care	99	Edward Jones	47	Anthem Blue Cross	39
Climb Hire	96	Sutter Health	43	Fremont Unified School District	35
Kaiser Permanente	82	Dignity Health	43	Nelson	29
Facebook	81	State Farm Insurance Companies	42	San Ramon Valley Unified School District	28
California State University	80	UC San Francisco	41	Pleasanton Unified School District	28
Compass Group North America	73	Lucile Packard Childrens Hospital	41	Climb Hire	27
United States Postal Service	72	Lawrence Berkeley National Laboratory	41	Peralta Community College District	26
Apple Inc.	67	Self Help For Elderly	40	Uc San Diego	25
Wells Fargo	64	Mt Diablo Unified	38	UC Office Of The President	24
Lawrence Livermore National Laboratory	62	Intelliswift Software	38	Lawrence Berkeley National Laboratory	23

Source: Burning Glass

Educational Supply

There are 21 Community colleges in the Bay Region issuing 209 awards on average annually (last 3 years ending 2018-19) on TOP 0514.00-Office Technology/Office Computer Applications. There are seven (7) colleges in the East Bay Sub-Region issuing 37 awards on average annually (last 3 years) on this TOP code.

There are six (6) other CTE Educational Institutions in the Bay Region issuing 152 awards on average annually (last 3 years ending 2016-17) on TOP 0514.00-Office Technology/Office Computer Applications. There are two Other Educational Institutions in the East Bay Sub-Region issuing 19 awards on average annually (last 3 years) on this TOP code.

Table 7a. Community College Awards on TOP 0514.00-Office Technology/Office Computer Applications in Bay Region

College	Sub-Region	Associates	Certificate Low Unit	Noncredit	Total
Cabrillo	SC - Monterey	4	28		32
Canada	Mid-Peninsula	1	2		3
Chabot	East Bay	6	5		11
Contra Costa	East Bay	5	5		10
Diablo Valley	East Bay		2		2
Evergreen Valley	Silicon Valley	1	0		1
Gavilan	Silicon Valley	1	1		2
Hartnell	SC - Monterey	8	8		16
Laney	East Bay	3	1		4
Las Positas	East Bay	0	1		2
Los Medanos	East Bay	4	3		7
Mission	Silicon Valley	1	2		3
Napa	North Bay	1			1
Ohlone	East Bay		1		1
San Francisco	Mid-Peninsula	3	4		7
San Francisco Ctrs	Mid-Peninsula		1	19	19
San Jose City	Silicon Valley		2		2
San Mateo	Mid-Peninsula	1	5		6
Santa Rosa	North Bay	9	34	20	63
Skyline	Mid-Peninsula	2	3		5
Solano	North Bay	5	6		10
West Valley	Silicon Valley		1		1
Total Bay Region		**56**	**114**	**39**	**209**
Total East Bay Sub-Region		**19**	**18**	**0**	**37**

Source: Data Mart

Note: The annual average for awards is 2016-17 to 2018-19.

Table 7b. Other CTE Institution Awards on TOP 0514.00-Office Technology/Office Computer Applications in Bay Region

College	Sub-Region	Associate Degree	Award < 1 academic yr	Award 1 < 2 academic yrs	Award 2 < 4 academic yrs	Total
Central Coast College	SC - Monterey		19			19
CET-Salinas	SC - Monterey			42		42
CET-Sobrato	Silicon Valley		28	14		42
Empire College	North Bay	10	6	14		30
Golden State College of Court Reporting	East Bay				6	6
Mt. Diablo Adult Education-Mt. Diablo USD	East Bay		13			13
Total Bay Region		**10**	**66**	**70**	**6**	**152**
Total East Bay Sub-Region		**0**	**13**	**0**	**6**	**19**

Source: Data Mart

Note: The annual average for awards is 2014-15 to 2016-17.

Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 21,878 annual openings for the Business Office Technology occupational cluster and 361 annual (3-year average) awards from community colleges and other institutions for an annual undersupply of 21,517 students. In the East Bay Sub-Region, there is also a gap with 5,711 annual openings and 56 annual (3-year average) awards from community colleges and other institutions for an annual undersupply of 5,655 students.

Student Outcomes

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0514.00-Office Technology/Office Computer Applications

2017-18	Bay All CTE Programs	Contra Costa College All CTE Programs	State 0514.00	Bay 0514.00	East Bay 0514.00	Contra Costa College 0514.00
% Employed Four Quarters After Exit	74%	67%	66%	71%	66%	58%
Median Quarterly Earnings Two Quarters After Exit	$10,550	$8,473	$6,765	$8,568	$9,528	$7,950
Median % Change in Earnings	46%	25%	46%	40%	21%	n/a
% of Students Earning a Living Wage	63%	32%	47%	56%	39%	n/a

Source: Launchboard Pipeline (version available on (9/21/20)

Skills, Certifications and Education

Table 9. Top Skills for Business Office Technology Occupations in Bay Region (Sept 2019 - Aug 2020)

Skill	Postings	Skill	Postings	Skill	Postings
Administrative Support	22,996	Copying	2,313	Sorting	1,493
Scheduling	12,154	Record Keeping	2,304	Quickbooks	1,442
Customer Service	7,845	Office Supply Ordering	2,276	Social Media	1,409
Travel Arrangements	5,824	Customer Contact	2,255	Clerical Duties	1,404
Expense Reports	5,607	Filing	2,210	Prepare Presentations	1,385
Data Entry	5,605	Customer Billing	2,194	Invoice Processing	1,265
Administrative Functions	4,872	Event Planning	1,938	Bookkeeping	1,232
Spreadsheets	4,726	Sales	1,902	Front Office	1,200
Appointment Setting	4,152	Mail Sorting	1,881	Office Administration	1,137
Budgeting	3,713	Accounting	1,852	Repair	1,109
General Office Duties	3,437	Onboarding	1,760	Taking Messages	1,068
Project Management	3,259	Secretarial Skills	1,644	Proofreading	1,005
Office Management	3,139	Calendar Management	1,615	Memoranda Preparation	988
Mailing	3,075	Customer Checkout	1,569	Salesforce	900
Staff Management	2,706	Purchasing	1,509	Payment Processing	791

Source: Burning Glass

Table 10. Certifications for Business Office Technology Occupations in Bay Region (Sept 2019 - Aug 2020)

Note: 90% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

Certification	Postings	Certification	Postings
Driver's License	2,129	Property and Casualty License	24
First Aid CPR AED	286	Medical Billing and Coding Certification	24
Typing Certification	203	Certified Medical Assistant	24
Real Estate Certification	179	ServSafe	23
Security Clearance	171	Investment Advisor	23
Series 7	75	Food Handler Certification	23
45 Words Per Minute	43	Certified Professional Medical Auditor	23
Basic Life Saving (BLS)	38	Basic Cardiac Life Support Certification	23
Project Management Certification	35	Paralegal Certification	20
IT Infrastructure Library (ITIL) Certification	35	Notary License	20
Certified Medical Secretary	29	Contractors License	20
CDL Class C	28	Certified Professional Coder	20

Source: Burning Glass

Table 11. Education Requirements for Business Office Technology Occupations in Bay Region (Sept 2019 - Aug 2020)

Note: 49% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

Education (minimum advertised)	Latest 12 Mos. Postings	Percent 12 Mos. Postings
High school or vocational training	9,500	52%
Associate Degree	1,558	9%
Bachelor's Degree or Higher	6,784	39%

Source: Burning Glass

Methodology

Occupations for this report were identified by use of skills listed in O*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

Sources

O*Net Online
Labor Insight/Jobs (Burning Glass)
Economic Modeling Specialists International (EMSI)
CTE LaunchBoard www.calpassplus.org/Launchboard/
Statewide CTE Outcomes Survey
Employment Development Department Unemployment Insurance Dataset
Living Insight Center for Community Economic Development
Chancellor's Office MIS system

Contacts

For more information, please contact:

- Doreen O'Donovan, Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), doreen@baccc.net or (831) 479-6481
- John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, jcarrese@ccsf.edu or (415) 267-6544