

**Program Endorsement Brief: 0506.00/Business Management
Resort and Facility Management Certificate**
Orange County Center of Excellence, May 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met <input type="checkbox"/>	Endorsed: Some Criteria Met <input checked="" type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/> (See comments below)	
Living Wage: (Entry-Level, 25th)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Education:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Emerging Occupation(s)			
Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>	

The Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to one middle-skill occupation: *administrative services and facilities managers* (11-3011). As part of the 2018 Standard Occupational Classification (SOC) Revision Process, a new SOC code for *facilities managers* (11-3013) was added to the SOC system. Data collection for this occupation is underway and not currently available; therefore the current SOC system presents a challenge in capturing data solely for *facilities managers*. Additionally, none of the five corresponding TOP codes have a specific emphasis on facilities management training; therefore, supply is overstated specifically for facilities managers.

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.¹ Although *administrative services and facilities managers* 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. This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there does not appear to be a supply gap for *administrative services and facilities managers* in the region. However, given the data limitations described above, this oversupply is likely false and there probably is indeed a supply gap. Since the business management and related business programs in the region train for various middle-skill business occupations, supply data is overstated when considering only facilities managers. Typical entry-level wages for *administrative services and facilities managers* exceed the living wage in both Los Angeles and Orange counties, and more than one-third of current workers in the field

¹ 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.

have completed an associate degree or some college. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be **1,360 jobs available annually** in the region due to new job growth and replacements, **which is less than the 26,650 awards conferred annually** by educational institutions in the region.
 - However, the administrative services and facilities managers (11-3011) SOC code includes data for both administrative services managers and facilities managers. Since the SOC code does not solely represent facilities managers, **the number of annual job openings is likely overstated.**
 - Over the past 12 months, there were **1,405 online job postings related to facilities managers.** The highest number of job postings were for facilities managers, facilities coordinators, directors of facilities, facilities maintenance managers, and facilities specialists.
- **Living Wage Criteria** – Within Orange County, **typical entry-level hourly wages** for administrative services managers and facilities managers are **\$36.38, which is higher than the California Family Needs Calculator** hourly wage (living wage) for one adult in the region (\$17.36 in Orange County).²
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a **bachelor's degree** as the **typical entry-level education for administrative services managers and facilities managers.**
 - However, the national-level educational attainment data indicates **37.1% of workers in the field have completed some college or an associate degree.**

Supply:

- **All 28 community colleges** in the LA/OC region issue awards related to business management and related business disciplines, conferring an average of **9,373 awards annually** between 2017 and 2020.
 - Since no business programs in the region have an emphasis on facilities management, **supply data is overstated when considering only training programs for facilities managers.**
- Between 2016 and 2019, there was an average of **17,277 awards conferred annually** in related business training programs by non-community college institutions throughout the region.
 - Since there is not a separate CIP code dedicated to facilities management in the LA/OC region, **supply data is likely overstated when considering training programs specifically for facilities managers.**

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for *administrative services and facilities managers*. In Los Angeles/Orange County, the number of jobs related to this occupation is

² Living wage data was pulled from California Family Needs Calculator on 5/12/2021. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

projected to increase by 1% through 2024. There will be nearly 1,400 job openings per year through 2024 due to job growth and replacements. It is important to note that the *administrative services and facilities managers* (11-3011) SOC code combines both administrative services managers and facilities managers. Therefore, the data in Exhibit 1 is likely overstated for facilities managers.

This report includes employment projection data by Emsi which uses EDD information. 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. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, it 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. Therefore, the projections included in this report do not take the impacts of COVID-19 into account.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2019 Jobs	2024 Jobs	2019-2024 Change	2019-2024 % Change	Annual Openings
Los Angeles	12,587	12,682	95	1%	997
Orange	4,561	4,602	41	1%	363
Total	17,148	17,284	137	1%	1,360

Wages

The labor market endorsement in this report considers the entry-level hourly wages for *administrative services and facilities managers* in Orange County as they relate to the county’s living wage. Los Angeles County wages are included below in order to provide a complete analysis of the LA/OC region. Detailed wage information, by county, is included in Appendix A.

Orange County— The typical entry-level hourly wages for *administrative services and facilities managers* are \$36.38, which is above the living wage for one adult (\$17.36 in Orange County). Experienced workers can expect to earn wages of \$66.23, which is higher than the living wage estimate. Orange County’s average wages are below the average statewide wage of \$55.17 for this occupation.

Los Angeles County— The typical entry-level hourly wages for *administrative services and facilities managers* are \$36.66, which is above the living wage for one adult (\$15.04 in Los Angeles County). Experienced workers can expect to earn wages of \$66.71, which is higher than the living wage estimate. Los Angeles County’s average wages are below the average statewide wage of \$55.17 for this occupation.

Job Postings

There were 1,405 online job postings for facilities managers listed in the past 12 months. The highest number of job postings were for facilities managers, facilities coordinators, directors of

³ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

facilities, facilities maintenance managers, and facilities specialists. The top skills were: budgeting, repair, facility management, scheduling, and plumbing. The top three employers, by number of job postings, in the region were: Rivian Automotive, Jones Lang LaSalle Incorporated, and CBRE.

It is important to note that the job postings data included in this section reflects online job postings listed in the past 12 months and does not yet demonstrate the impact of COVID-19. While employers have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a bachelor’s degree as the typical entry-level education for *administrative services and facilities managers*. However, the national-level educational attainment data indicates 37.1% of workers in the field have completed some college or an associate degree. Of the 73% of facilities managers/specialists/coordinators job postings listing a minimum education requirement in Los Angeles/Orange County, 53% (546) requested a bachelor’s degree, 41% (419) requested a high school diploma and 6% (58) requested an associate degree.

Educational Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP codes: Business and Commerce, General (0501.00), Business Administration (0505.00), Business Management (0506.00), Management Development and Supervision (0506.30), and Small Business and Entrepreneurship (0506.40). The colleges with the most completions in the region are: Coastline, Pasadena, and Cerritos. Over the past 12 months, there were thirty-one other related business program recommendation requests from regional community colleges, but no requests related to facilities management.

However, an analysis of regional business programs listed in the Chancellor’s Office Curriculum Inventory (COCI) shows that no current programs (listed below in Exhibit 2) have a specific emphasis on facilities management training; therefore, supply is overstated when considering facilities managers.

Exhibit 2: Regional community college awards (certificates and degrees), 2017-2020

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
0501.00	Business and Commerce, General	Cerritos	39	41	5	28
		Compton	1	-	-	0
		Glendale	48	40	46	45
		LA City	113	157	116	129
		LA Harbor	8	13	10	10
		LA Mission	29	9	-	13
		LA Pierce	-	5	17	7
		LA Southwest	20	30	29	26
		Long Beach	93	130	237	153

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average		
		Mt San Antonio	161	209	117	162		
		Santa Monica	-	1	5	2		
		West LA	8	5	44	19		
		LA Subtotal	520	640	626	595		
		Coastline	5	5	6	5		
		Saddleback	8	14	19	14		
		OC Subtotal	13	19	25	19		
Supply Subtotal/Average			533	659	651	614		
0505.00	Business Administration	Cerritos	181	206	250	212		
		Citrus	434	349	398	394		
		Compton	44	49	28	40		
		East LA	159	227	247	211		
		El Camino	310	295	306	304		
		Glendale	246	216	241	234		
		LA City	85	84	91	87		
		LA Harbor	90	83	83	85		
		LA Mission	60	51	88	66		
		LA Pierce	181	211	208	200		
		LA Southwest	22	35	56	38		
		LA Trade	-	-	7	2		
		LA Valley	99	131	147	126		
		Long Beach	273	375	293	314		
		Mt San Antonio	135	248	269	217		
		Pasadena	847	909	1,191	982		
		Rio Hondo	216	241	276	244		
		Santa Monica	335	297	334	322		
		West LA	135	120	156	137		
				LA Subtotal	3,852	4,127	4,669	4,216
				Coastline	681	763	592	679
				Cypress	213	228	244	228
				Fullerton	358	374	373	368
				Golden West	126	187	166	160
				Irvine	233	306	349	296
				Orange Coast	393	381	443	406
		Saddleback	278	297	382	319		

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
		Santa Ana	216	217	220	218
		Santiago Canyon	152	159	157	156
		OC Subtotal	2,650	2,912	2,926	2,829
Supply Subtotal/Average			6,502	7,039	7,595	7,045
0506.00	Business Management	Cerritos	405	456	516	459
		Citrus	1	2	-	1
		Compton	2	3	-	2
		East LA	26	29	18	24
		El Camino	23	23	33	26
		Glendale	10	9	13	11
		LA City	15	18	39	24
		LA Mission	4	3	1	3
		LA Pierce	-	3	2	2
		LA Valley	30	33	36	33
		Long Beach	22	21	29	24
		Mt San Antonio	161	202	145	169
		Santa Monica	18	23	-	14
		LA Subtotal	717	825	832	791
		Coastline	71	84	72	76
		Cypress	6	6	3	5
		Fullerton	11	11	12	11
		Golden West	8	20	8	12
		Irvine	9	3	14	9
		North Orange Adult	24	27	36	29
		Orange Coast	51	40	16	36
		Santa Ana	81	64	71	72
		Santiago Canyon	42	17	24	28
OC Subtotal	303	272	256	277		
Supply Subtotal/Average			1,020	1,097	1,088	1,068
0506.30	Management Development and Supervision	Cerritos	8	14	32	18
		LA Pierce	6	4	4	5
		LA Southwest	16	12	9	12
		LA Trade	18	5	4	9

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
		LA Valley	18	23	20	20
		Pasadena	7	3	3	4
		Rio Hondo	63	20	23	35
		Santa Monica	17	6	19	14
		LA Subtotal	153	87	114	118
		Coastline	312	355	247	305
		Saddleback	23	34	27	28
		Santa Ana	13	4	11	9
		Santiago Canyon	2	-	2	1
		OC Subtotal	350	393	287	343
Supply Subtotal/Average			503	480	401	461
0506.40	Small Business and Entrepreneurship	Cerritos	21	34	38	31
		Citrus	1	2	-	1
		East LA	-	-	4	1
		Glendale	2	-	1	1
		LA City	3	7	5	5
		LA Pierce	-	4	4	3
		LA Trade	7	6	6	6
		Mt San Antonio	18	32	26	25
		Pasadena	5	3	9	6
		Rio Hondo	15	7	6	9
		Santa Monica	10	9	19	13
		West LA	3	5	4	4
		LA Subtotal	85	109	122	105
		Coastline	10	5	4	6
		Cypress	2	4	7	4
		Fullerton	3	4	3	3
		Golden West	3	2	13	6
		Irvine	18	48	56	41
		Saddleback	10	8	14	11
		Santa Ana	4	7	5	5
		Santiago Canyon	4	-	-	1
		OC Subtotal	54	78	102	78

TOP Code	Program	College	2017-2018 Awards	2018-2019 Awards	2019-2020 Awards	3-Year Award Average
Supply Subtotal/Average			139	187	224	183
Supply Total/Average			8,697	9,462	9,959	9,373

Non-Community College Supply—For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide training programs for business occupations. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in the related Classification of Instructional Programs (CIP) Codes: Business/Commerce (General) (52.0101), Business Administration and Management, General (52.0201), and Operations Management and Supervision (52.0205). Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, four-year colleges in the region conferred an average of 17,277 awards annually in related training programs. However, since there is not a separate CIP code dedicated to facilities management, supply data is likely overstated when considering training programs specifically for facilities managers.

Exhibit 3: Regional non-community college awards, 2016-2019

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
52.0101	Business/Commerce, General	Abraham Lincoln University	-	-	-	-
		Azusa Pacific University	54	53	51	53
		Biola University	28	14	18	20
		DeVry University-CA	19	15	17	17
		Loyola Marymount Univ.	91	85	62	79
		Marymount California Univ.	15	16	15	15
		Pacific States University	-	3	6	3
		Univ. of Southern California	-	1	3	1
52.0201	Business Administration and Management, General	Abraham Lincoln University	-	1	5	2
		Advanced College	1	-	-	0
		America Evangelical Univ.	-	1	-	0
		Angeles College	-	-	-	-
		Antioch University-LA	-	-	-	-
		Azusa Pacific University	133	151	162	149
		Bethesda University	10	48	51	36
		Biola University	116	87	113	105
		Brandman University	345	313	235	298
		California Institute of Advanced Management	2	8	10	7

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
		California Intercontinental University	39	15	19	24
		California State Polytechnic Univ.-Pomona	1,329	1,493	1,211	1,344
		CSU-Dominguez Hills	560	629	603	597
		CSU-Fullerton	2,323	2,405	2,601	2,443
		CSU-Long Beach	1,369	1,552	1,532	1,484
		CSU-Los Angeles	848	1,082	1,143	1,024
		CSU-Northridge	647	744	761	717
		California University of Management and Sciences	39	54	8	34
		Chapman University	482	483	489	485
		Claremont Graduate Univ.	139	125	119	128
		Concordia University-Irvine	170	135	157	154
		DeVry University-CA	390	335	267	331
		Eagle Rock College	-	-	-	-
		Hope International Univ.	29	48	70	49
		InterCoast Colleges-Santa Ana	-	-	-	-
		Learnet Academy	4	17	-	7
		Life Pacific University	5	15	11	10
		Los Angeles ORT College- Los Angeles Campus (CLOSED)	32	24	32	29
		Los Angeles Pacific College	-	-	3	1
		Los Angeles Pacific Univ.	-	-	1	0
		Loyola Marymount Univ.	-	-	32	11
		Marymount California Univ.	57	67	65	63
		Mount Saint Mary's Univ.	48	41	40	43
		Mt Sierra College	10	10	-	7
		Pacific Oaks College	-	13	14	9
		Pacific States University	37	35	14	29
		Pepperdine University	753	779	772	768
		Platt College-Anaheim	-	2	8	3
		Platt College-Los Angeles	9	8	6	8
		Southern California Institute of Technology	-	-	-	-

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
		The Chicago School of Professional Psychology at Irvine	-	-	-	-
		The Chicago School of Professional Psychology at Los Angeles	25	23	30	26
		The Master's University and Seminary	45	71	64	60
		Trident Univ. International	814	681	584	693
		University of Antelope Valley	25	49	45	40
		UC-Irvine	419	442	511	457
		UC-Los Angeles	874	823	838	845
		University of La Verne	673	742	630	682
		University of Phoenix-CA	1,718	1,655	1,568	1,647
		Univ. of Southern California	1,590	1,588	1,630	1,603
		University of the People	41	81	208	110
		University of the West	27	33	25	28
		Vanguard University of Southern California	83	78	71	77
		Westcliff University	193	231	335	253
		Whittier College	81	57	73	70
		Woodbury University	88	105	66	86
52.0205	Operations Management and Supervision	University of Phoenix-CA	8	11	13	11
Supply Total/Average			16,837	17,577	17,417	17,277

Appendix A: Occupational demand and wage data by county

Exhibit 4. Orange County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Administrative Services and Facilities Managers (11-3011)	4,561	4,602	41	1%	363	\$35.64	\$50.04	\$64.84

Exhibit 5. Los Angeles County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Administrative Services and Facilities Managers (11-3011)	12,587	12,682	95	1%	997	\$36.66	\$51.49	\$66.71

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
Administrative Services and Facilities Managers (11-3011)	17,148	17,284	137	1%	1,360

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- California Family Needs Calculator, Insight Center for Community Economic Development
- Chancellor's Office Curriculum Inventory (COCI 2.0)

For more information, please contact:

Jesse Crete, Ed. D., Director
 Center of Excellence, Orange County
crete_jesse@rsccd.edu

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