

February 2021

Labor Market Analysis

Administrative Services



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..... 5
 - Education..... 6
 - Baseline and Specialized Skills..... 6
 - Software Skills..... 7
 - Certifications..... 7
- Education, Work Experience & Training 8
- Supply 9
- Student Outcomes 11
- Conclusion 12
- Recommendation 12
- Appendix A: Methodology & Data Sources 13

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 administrative services. Four occupations related to administrative services were identified for Taft College:

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

Key findings:

- **Occupational demand** — More than 42,600 workers were employed in jobs related to administrative services in 2019 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is office clerks, general with 16,611 workers in 2019, a projected growth rate of 0% over the next five years, and 2,186 annual openings.
- **Wages** — Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$22.99/hour in the subregion and \$22.35/hour in the region.
- **Employers** — Employers with the most job postings in the subregion are Anthem Blue Cross, Fresno Unified School District, and The 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, the top specialized skill is administrative support, and the top software skill is Microsoft Office. The most in-demand certification is a driver's license.
- **Education** — A high school diploma or the equivalent is the typical entry-level education required for the four occupations
- **Supply** — Analysis of postsecondary completions in the region shows that on average 761 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 3,931 trained workers in the subregion and 6,423 workers in the region. The Center of Excellence recommends that Taft College work with the Business and Entrepreneurship Regional Director, the college's advisory board, and local industry in the expansion of programs to address the shortage of administrative services workers in the region.

Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Taft College to provide labor market information for administrative services. 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 South Central Valley/Southern Mother Lode (SCV/SML) subregion is \$10.30/hour.¹ Analysis of the program and occupational data related to administrative services resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

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

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.

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 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: Clerical, English Language, Customer and Personal Service, Administration and Management

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

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

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

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

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

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/>.

Occupational Demand

The South Central Valley/Southern Mother Lode subregion employed 42,603 workers in administrative services occupations in 2019 (Exhibit 1). The largest occupation is office clerks, general with 16,611 workers in 2019. This occupation is projected to grow by 0% over the next five years and has the greatest number of projected annual openings, 2,186.

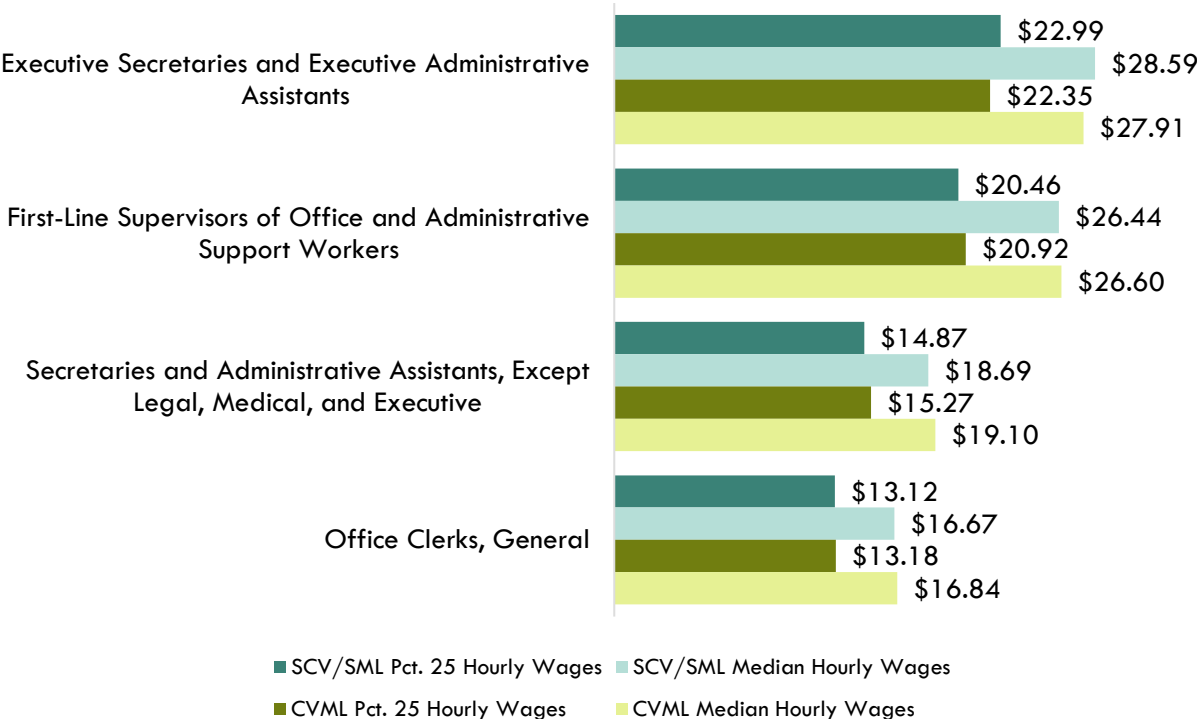
Exhibit 1. Administrative services employment and projections in the SCV/SML subregion

Occupation	2019 Jobs	2024 Jobs	5-Year Change	5-Year % Change	Annual Openings
Office Clerks, General	19,611	19,601	(10)	(0%)	2,186
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	12,960	12,662	(299)	(2%)	1,309
First-Line Supervisors of Office and Administrative Support Workers	7,975	8,031	56	1%	775
Executive Secretaries and Executive Administrative Assistants	2,057	1,910	(146)	(7%)	202
TOTAL	42,603	42,204	(399)	(1%)	4,472

Wages

Exhibit 2 compares the entry-level and experienced wages of the administrative services occupations. Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$22.99/hour in the subregion and \$22.35/hour in the region.

Exhibit 2. Entry-level and experienced wage comparison in the SCV/SML subregion and region



Job Postings

There were 2,513 job postings for the four occupations in the SCV/SML subregion from August 2020 to January 2021.² The employers with the most job postings are listed in Exhibit 3.

Exhibit 3. Top employers of administrative services by number of job postings

Employer	Job Postings	% Job Postings
Anthem Blue Cross	30	2%
Fresno Unified School District	23	1%
The Home Depot Incorporated	22	1%
Visalia Unified School District	22	1%
Proteus Incorporated	18	1%
State of California	18	1%
Community Medical Centers Incorporated	14	1%
Les Schwab Tire Centers	14	1%
Ulta Beauty Inc.	12	1%
County Tulare	11	1%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across four O*NET OnLine occupations. The occupational title secretaries and administrative assistants, except legal, medical, and executive is listed in 1,177 job postings. Note how this occupational title dominates the job posting results. Common job titles in postings include administrative assistant in 387 job postings, office assistant in 164 job postings, and executive assistant in 70 job postings.

Exhibit 4. Top occupational titles in job postings for administrative services

Occupational Title	Job Postings	% of Job Postings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,177	47%
Office Clerks, General	736	29%
First-Line Supervisors of Office and Administrative Support Workers	431	17%
Executive Secretaries and Executive Administrative Assistants	169	7%

Salaries

Exhibit 5 shows the “Market Salaries” for administrative services occupations that are calculated by Burning Glass which uses a machine learning model built off of millions of job postings every year, and accounts for adjustments based on locations, industry, skills, experience, education requirements, among other variables.

² 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 5. Salaries for administrative services

Market Salary Percentile	Salary Amount
10th Percentile	\$25,553
25th Percentile	\$27,658
50th Percentile	\$30,855
75th Percentile	\$37,292
90th Percentile	\$48,881

Education

Of the 2,513 job postings, 1,372 listed an education level preferred for the positions being filled. Of those, 76% requested high school or vocational training, 23% requested a bachelor’s degree, and 14% requested an associate degree (Exhibit 6). A job posting can indicate more than one education level. Hence, the percentages shown in the chart below total more than 100%.

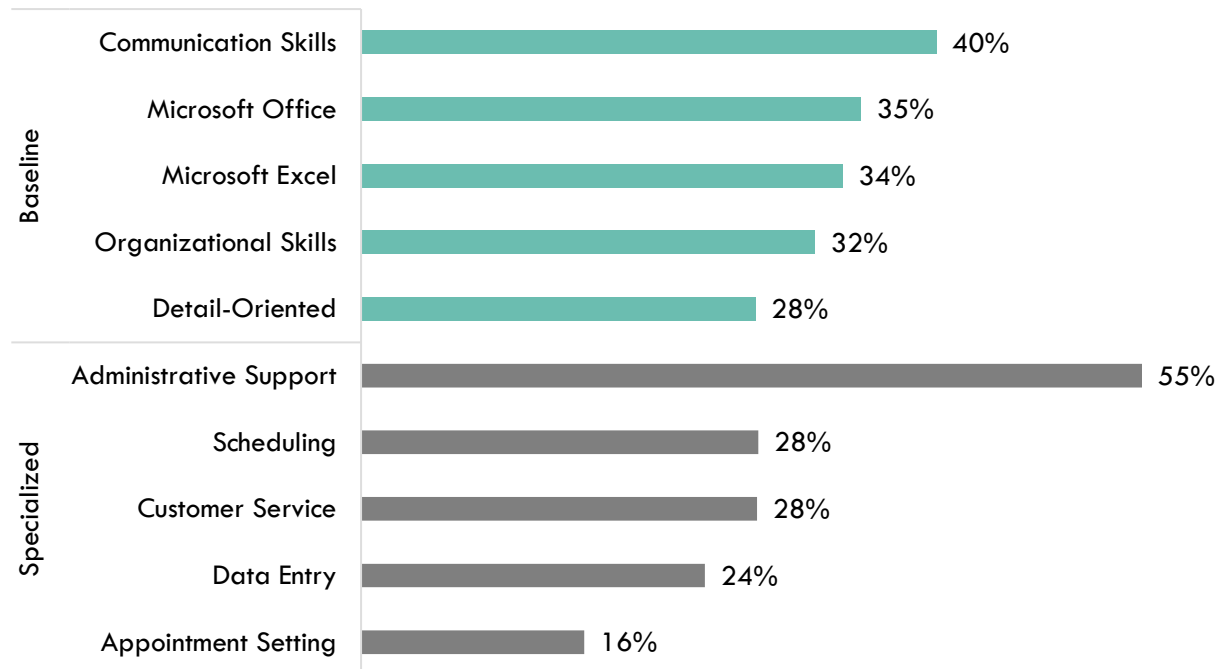
Exhibit 6. Education levels requested in job postings for administrative services

Education Level	Job Postings	% of Job Postings
High school or vocational training	1,046	76%
Bachelor's degree	318	23%
Associate degree	188	14%

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, 40% of job postings, Microsoft Office, 35%, and Microsoft Excel, 34%. The top three specialized skills are administrative support, 55% of job postings, scheduling, 28%, and customer service, 28%.

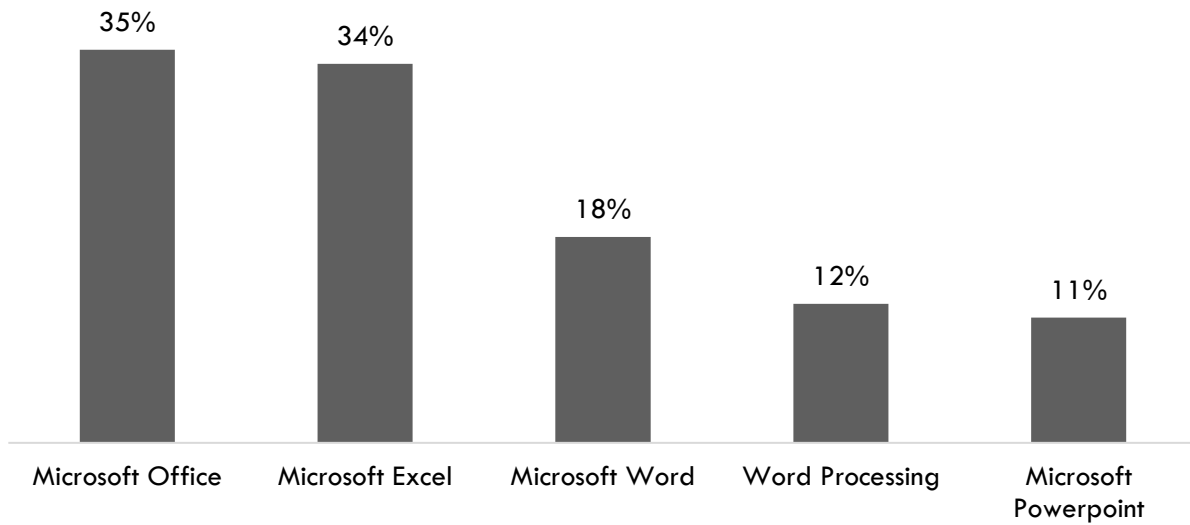
Exhibit 7. In-demand administrative services baseline and specialized skills



Software Skills

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

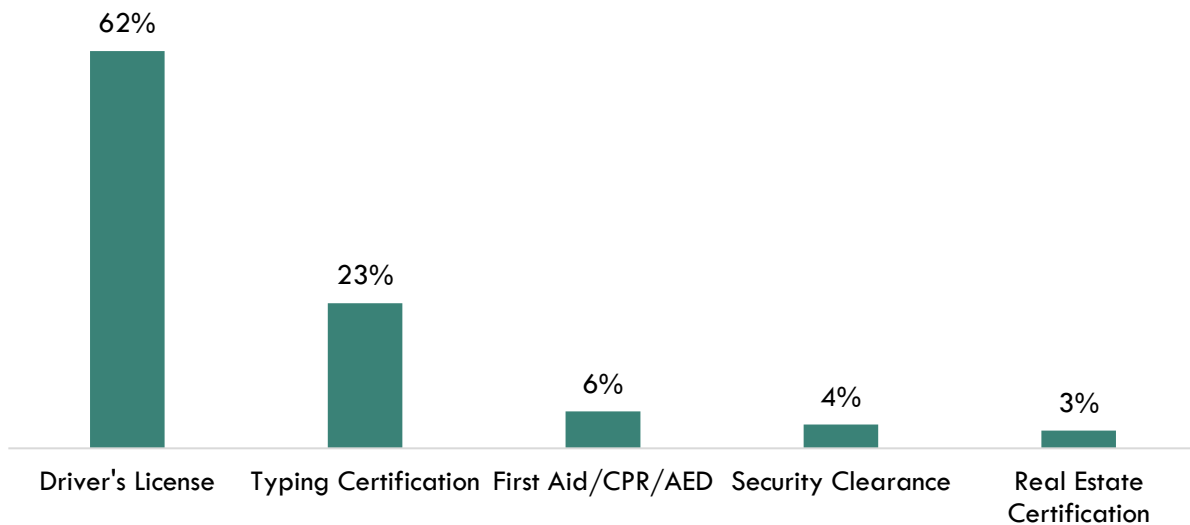
Exhibit 8. In-demand administrative services software skills



Certifications

Of the 2,513 job postings, 539 contained certification data. Among those, 62% 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 administrative services certifications requested in job postings



Education, Work Experience & Training

A high school diploma or the equivalent is the typical entry-level education required for the four occupations (Exhibit 10).

Exhibit 10. Education, work experience, training, and Current Population Survey results for administrative services occupations³

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	45.0%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	None	Short-term	46.7%
Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	Less than 5 years	None	46.7%
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	Less than 5 years	None	31.1%

³ "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

Supply

Analysis of program data from the California Community Colleges Chancellor’s Office Data Mart included the TOP and CIP codes and titles: 051400-Office Technology/Office Computer Applications, 051440-Office Management, 52.0401-Administrative Assistant and Secretarial Science, General, and 52.0408-General Office Occupations and Clerical Services. Analysis of the last three years of data shows that, on average, 761 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

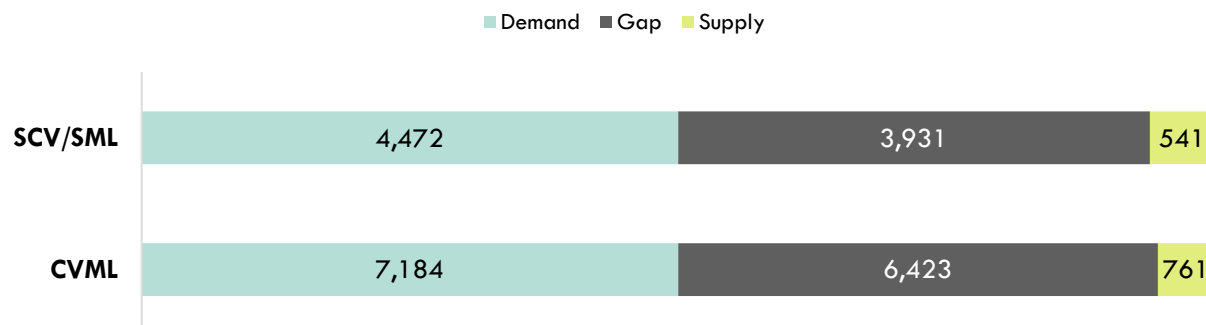
Exhibit 11. Postsecondary supply for administrative services occupations in the region

TOP Code - Title	Colleges	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 12 < 18 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Noncredit Award 48 < 96 Hours	Subtotal
051400 - Office Technology/Office Computer Applications	Bakersfield	10					8	11		29
	Cerro Coso	4				14	11			30
	Columbia	0						1		1
	Fresno City	12				27	2		14	55
	Merced	18					24	8		50
	Modesto	7			3	2	2			13
	Reedley College	9			21	37				68
	San Joaquin Delta					10	5			15
	Sequoias	2				1				3
	Taft	5				0		0		5
	West Hills Coalinga	2				3				5
	West Hills Lemoore	0								0
	051440 - Office Management	San Joaquin Delta	4					4		
52.0401 - Administrative Assistant and Secretarial Science, General	Clovis Adult Education		20							20
	Computer Tutor Business and Technical Institute		37							37
	Institute of Technology			7						7
	Milan Institute-Visalia		18							18
52.0408 - General Office Occupations and Clerical Services	Computer Tutor Business and Technical Institute		11							11
	MTI Business College Inc			15						15

TOP Code - Title	Colleges	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 12 < 18 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Noncredit Award 48 < 96 Hours	Subtotal
	San Joaquin Valley College-Visalia	152		67						220
	UEI College-Bakersfield			52						52
	UEI College-Fresno			58						58
	United Education Institute-UEI College Stockton			40						40
TOTAL		225	86	240	24	95	57	20	14	761

There is an undersupply of 3,931 administrative services workers in the SCV/SML subregion and 6,423 workers in the region (Exhibit 12).

Exhibit 12. Administrative services workforce annual demand and supply 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 codes related to administrative services. There were 184 office technology/office computer applications students who received a degree or certificate or attained apprenticeship journey status and 105 who transferred; 69% of students obtained a job closely related to their field of study; 22% reported a median change in earnings, and 54% attained a living wage. By comparison, there were 27 office management students who received a degree or certificate or attained apprenticeship journey status.

Exhibit 13. Regional metrics for the TOP codes related to administrative services

Metric	Office Technology/Office Computer Applications 051400	Office Management 051440
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	184	27
Number of Students Who Transferred	105	*
Job Closely Related to Field of Study	69%	*
Median Change in Earnings	22%	*
Attained a Living Wage	54%	*
* denotes data not available.		

Conclusion

The entry-level wages of the four occupations exceed the SCV/SML subregion's average living wage. There were 2,513 job postings in the past six months for occupations related to administrative services in the subregion. Analysis of skills and certification requirements in job postings indicates:

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

There is an undersupply of trained workers, a shortage of 3,931 in the SCV/SML subregion and 6,423 in the region.

Recommendation

Based on these findings, it is recommended that Taft College work with the Business and Entrepreneurship Regional Director, the college's advisory board, and local industry in the expansion of programs to address the shortage of administrative services 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.