

Office Management

Inland Empire/Desert Region (Riverside and San Bernardino counties)

This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

Summary

- The community college office management program provides the knowledge, skills, and abilities that lead to two community college-level office management occupations.
- Office management occupations are projected to have 1,784 combined annual job openings, growing 3% by 2024.
- This occupational group's median hourly wages are between \$27.20 and \$47.01 per hour, above the regional \$21.78 per hour self-sustainable wage standard for a single adult with one child.
- Three regional community colleges conferred an annual average of 27 awards in office management programs over the last three academic years.
- The COE recommends new or expanding existing programs to meet the projected demand for more workers.

Introduction

The California Community College office management (TOP 0514.40) program provides students with the preparation to supervise and manage operations and personnel of business offices, including supervision, budgeting, scheduling, office systems, and records (Taxonomy of Programs, 2012). The knowledge, skills, and abilities trained by office management programs lead to the following occupations:

- Administrative Services and Facilities Managers (SOC 11-3011)*
- First-Line Supervisors of Office and Administrative Support Workers (43-1011)

*While this occupation typically requires a bachelor's degree to enter employment, it is considered a community college-level occupation since more than one-third (35%) of incumbent workers nationally have some college coursework or obtained a community college award the highest level of educational attainment.

Job Counts and Projections

In 2019, there were 18,066 office management jobs in the Inland Empire/Desert Region. Employment in this occupational group is expected to increase by 3% over the next five years. Employers in the region will need to add 1,784 workers annually over the next five years to fill new jobs and backfill jobs that workers are

permanently vacating (includes retirements). Exhibit 1 displays job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater working in this occupational group.

Exhibit 1: Office management five-year projections, 2019-2024

Occupation	2019 Jobs	2024 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
First-Line Supervisors of Office and Administrative Support Workers	15,344	15,755	3%	9,248	1,541	25%
Administrative Services and Facilities Managers	2,722	2,898	6%	1,458	243	35%
Total	18,066	18,653	3%	10,707	1,784	27%

Source: Emsi 2021.1

Exhibit 2 shows the number of job ads posted during the last 12 months and the average time to fill each occupation in the local region and statewide. On average, regional employers fill online job postings for the office management occupational group within 43 days, five days shorter than the statewide average of 48 days, indicating that local employers may face fewer hiring challenges than other California employers.

Exhibit 2: Job ads and time to fill

Occupation	Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
First-Line Supervisors of Office and Administrative Support Workers	659	41	49
Administrative Services and Facilities Managers	154	52	46
TOTAL	813	43	48

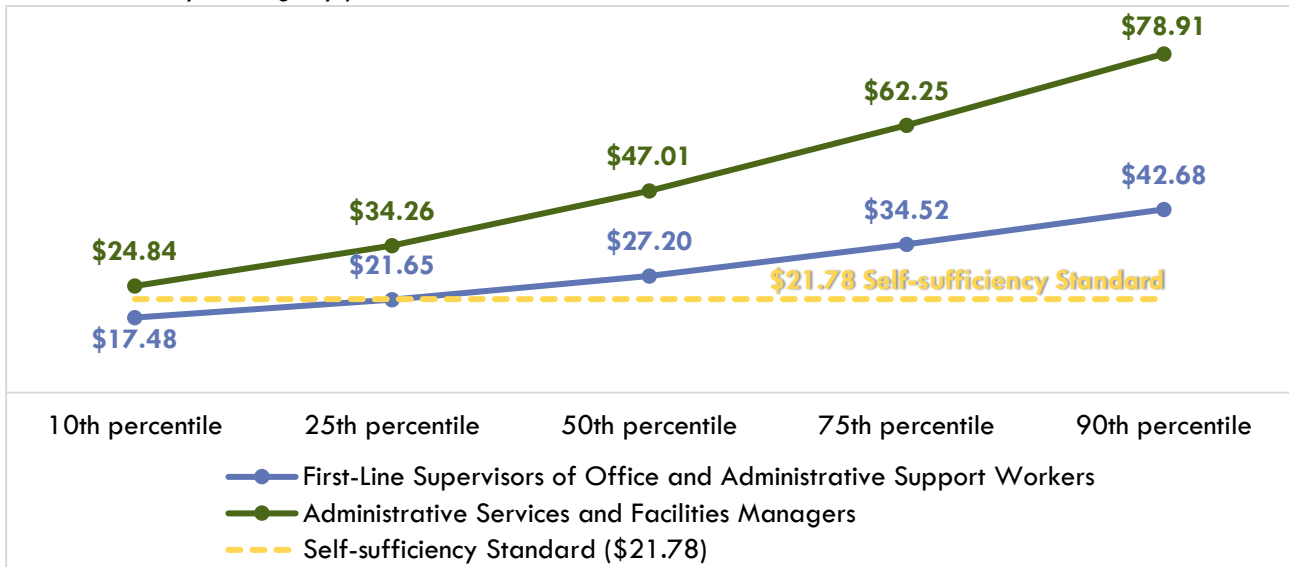
Source: Burning Glass – Labor Insights

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is \$21.78 per hour or \$45,992 annually in Riverside County; \$21.24 per hour or \$44,867 annually in San Bernardino County (Pearce, 2020). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

The 10th percentile hourly earnings for *administrative services and facilities managers* is above the self-sustainability rate, indicating that the top 90% of workers earn a self-sustainable wage. The 50th percentile hourly wage for *first-line supervisors of office and administrative support workers* exceeds the self-sufficiency standard. Exhibit 3 displays the hourly earnings for the office management occupational group.

Exhibit 3: Hourly earnings by percentile



Source: Emsi 2021.1

According to the occupational guides developed by the California Labor Market Information Division, some employers offer *first-line supervisors of office and administrative support workers* benefits packages that include additional compensation in the form of bonuses and stock options. Benefits information is not available for *administrative services and facilities managers* (Detailed Occupational Guides, 2020).

Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for the office management occupational group over the last 12 months. Online job ad salary information reveals that employers are willing to pay the office management occupational group between \$51,000 and \$73,000 annually, above the \$45,992 annual (\$21.78 hourly) self-sufficiency standard for the region. Consider online job ad salary information with caution since only 51% (412 out of 813) of results for these occupations provided information. The salary figures are prorated to reflect full-time, annual salary status.

Exhibit 4: Advertised salary information

Occupations	Real-Time Salary Information					Average Annual Salary
	Number of job postings	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
First-Line Supervisors of Office and Administrative Support Workers	332	19%	49%	21%	11%	\$51,000
Administrative Services and Facilities Managers	80	10%	31%	15%	44%	\$73,000

Source: Burning Glass – Labor Insights

Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers posting the most job ads during the last 12 months. Displaying employer names provides some insight into where students may find employment after completing a program.

Exhibit 5: Employers posting the most job ads for the office management occupational group

Occupation	Top Employers	
First-Line Supervisors of Office and Administrative Support Workers (n=659)	<ul style="list-style-type: none"> Marriott International Inc. Chino Valley Unified School District NFI Industries Incorporated 	<ul style="list-style-type: none"> Riverside County California State University, San Bernardino
Administrative Services and Facilities Managers (n=154)	<ul style="list-style-type: none"> University of California, Riverside Riverside County 	<ul style="list-style-type: none"> California State University, San Bernardino San Manuel Band of Mission Indians

Source: Burning Glass – Labor Insights

Exhibit 6 lists a sample of specialized and employability skills employers seek when looking for workers to fill office management positions. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as “soft skills.” The skills requested in job postings may be utilized to guide curriculum development. The software and programming skill, Microsoft Office, represents a suite of Microsoft products, including Excel, Word, PowerPoint, and Outlook. Approximately 28% of job advertisements sought candidates with Microsoft Office skills.

Exhibit 6: Sample of in-demand skills from employer job ads

Occupation	Specialized skills	Employability skills
First-Line Supervisors of Office and Administrative Support Workers (n=610)	<ul style="list-style-type: none"> Office Management Scheduling Customer Service Staff Management 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Problem Solving Detail-Oriented

Occupation	Specialized skills	Employability skills
Administrative Services and Facilities Managers (n=143)	<ul style="list-style-type: none"> Budgeting Accounting Scheduling Office Management 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Planning Writing

Source: Burning Glass – Labor Insights

The typical entry-level education required to enter each occupation in the group is a high school diploma or equivalent. According to the Bureau of Labor Statistics, more than a third (35%-41%) of incumbent workers in this field hold a community college-level of educational attainment; “some college, no degree” and an “associate degree.” Online job ads indicate that the minimum advertised education requirement for *first-line supervisors of office and administrative support workers* (58%) is a high school diploma or vocational training. Most *administrative services and facilities managers* require a bachelor’s degree or higher.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements

Occupation	Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Real-Time Minimum Advertised Education Requirement			
			Number of Job Ads	High school or vocational training	Associate degree	Bachelor’s degree or higher
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	41%	426	58%	6%	36%
Administrative Services and Facilities Managers	Bachelor’s degree	35%	114	35%	4%	61%

Source: Emsi 2021.1, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework

Exhibit 8 displays the work experience typically required to enter each occupation and the real-time work experience requirements from employer job ads.

Exhibit 8: Work experience required and real-time work experience requirements

Occupation	Work Experience Typically Required	Real-Time Work Experience			
		Number of job postings	0 – 2 years	3 – 5 years	6+ years
First-Line Supervisors of Office and Administrative Support Workers	Less than 5 years	380	38%	55%	7%
Administrative Services and Facilities Managers	Less than 5 years	112	30%	36%	34%

Source: Emsi 2021.1, Burning Glass – Labor Insights

Student Completions for Office Management Programs

Exhibit 9 displays completion data for the California Community College office management (0514.40) program between 2016 and 2019. This program awarded an annual average of 27 associate degrees and certificates over the last three academic years. The student completion and outcome methodology are available on page 10.

Exhibit 9: 2016-19, Annual average community college awards for the office management programs in the Inland Empire/Desert Region

TOP 0514.40 – Office Management	Associate degree	Certificate requiring 30 to <60 semester units	Certificate requiring 6 to <18 semester units	Total CC Annual Average Awards, Academic Years 2016-19
Chaffey	12	7	-	19
Mt. San Jacinto	-	-	0	0
Riverside	4	-	3	7
Total	16	7	4	27

Source: MIS Data Mart

California program outcome data may provide valuable insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 10. The outcome methodology is available in the appendix section of this report. Dashes indicate there were too few students to obtain program outcome information.

Exhibit 10: 0514.40 – Office management strong workforce program outcomes

Strong Workforce Program Metrics: 0514.40 – Office Management Academic Year 2017-18, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2018-19)	182	718
Completed 9+ career education units in one year (2018-19)	50%	40%
Perkins Economically disadvantaged students (2018-19)	95%	88%
Students who attained a noncredit workforce milestone in a year (2018-19)	-	57%
Students who earned a degree, certificate, or attained apprenticeship (2018-19)	22	41
Job closely related to the field of study (2016-17)	-	53%
Median annual earnings (all exiters)	\$23,804	\$24,906
Median change in earnings (all exiters)	-	26%
Attained a living wage (completers and skills-builders)	-	40%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Recommendation for Office Management Programs

Office management occupations are expected to have 1,784 combined annual job openings over the next five years. There are significantly more annual job openings for first-line supervisors of office and administrative support workers (1,541 annual job openings) than administrative services and facilities managers (243 annual job openings). The 10th percentile hourly earnings for administrative services and facilities managers surpasses the self-sufficiency standard. Although the typical entry-level education requirement for an administrative services and facilities manager is a bachelor's degree, more than one-third of workers in the field have some college or an associate degree as their highest educational attainment level.

The office management (TOP 0514.40) program was offered at three community colleges. These programs have collectively awarded an annual average of 27 associate degrees and certificates over the last three academic years.

The Centers of Excellence recommends expanding office management programs to meet the demand for workers in the region. Colleges should partner with relevant employers and concentrate on the skills and certifications that lead to first-line supervisors of office and administrative support workers and administrative services and facilities managers occupations and ensure students earn a self-sustainable level of income shortly after exiting these programs.

Contact

Michael Goss & Paul Vaccher
Centers of Excellence, Inland Empire/Desert Region
michael.goss@chaffey.edu
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Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for office management worker occupations

Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment

Administrative Services and Facilities Managers (11-3011)

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.

Sample job titles: Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrator, Business Administrator, Business Manager

Entry-Level Educational Requirement: Bachelor's degree

Training Requirement: None

Work Experience Requirement: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 35%

First-Line Supervisors of Office and Administrative Support Workers (43-1011)

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

Sample job titles: Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience Requirement: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 41%

Appendix: Student Completions and Program Outcome Methodology

Exhibits 9 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2016 and 2019, from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variation that might be present in a single year.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California's Employment Development Department's Unemployment Insurance database. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2021 a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2021 a).

Job advertisement data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job advertisements often do not reveal the hiring intentions of employers; it is unknown if employers plan to hire one or multiple workers from a single online job ad, or if they are collecting resumes for future hiring needs. A closed job ad may not be the result of a hired worker.

Table 1. 2019 to 2024 job growth, wages, entry-level education, training, and work experience required for the office management occupational group

Occupation (SOC)	2019 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	15,344	411	3%	1,541	\$17.48 to \$42.68	\$27.20	\$59,700	High school diploma or equivalent & None	Less than 5 years
Administrative Services and Facilities Managers (11-3011)	2,722	176	6%	243	\$24.84 to \$78.91	\$47.01	\$103,800	Bachelor's degree & None	Less than 5 years
Total	18,066	587	3%	1,784	-	-	-	-	-

Source: Emsi 2021.1