

Program Endorsement Brief: 0514.00 - Office Technology/Office Computer Applications **Retail Office Assistant**

Los Angeles/Orange County Center of Excellence, October 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met	Endorsed: Some Criteria Met	Not Endorsed
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Living Wage: (Entry-Level, 25 th)	Yes <input type="checkbox"/>	No <input checked="" 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 Los Angeles/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 three middle-skill occupations:

- *First-line supervisors of office and administrative support workers (43-1011);*
- *Executive secretaries and executive administrative assistants (43-6011); and*
- *Secretaries and administrative assistants, except legal, medical, and executive (43-6014).*

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.¹ Although the occupations in this report typically require a high school diploma, they are considered middle-skill because at least one-third of workers in the field have completed some college or an associate degree. Additionally, each occupation typically requires previous work experience or on-the-job training in addition to a high school diploma. 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 appears to be a supply gap for the three occupations of interest. However, it is worth noting that not all projected job openings are specific to retail office positions, as these three occupations are employed across nearly all industries. While more than one-third of incumbent workers have completed some college or an associate degree, the majority of job openings have entry-level wages below the self-sufficiency standard for one adult in Los Angeles County. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

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.

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be **16,933 jobs available annually** in the region due to retirements and workers leaving the field, **which is more than the 1,295 awards conferred annually** by educational institutions in the region.
 - Over the past 12 months, there have been **1,198 online job postings** for the three occupations of interest within the retail trade industry. Of these retail trade-related job postings, the highest number of job postings were for store support workers, administrative assistants, services managers, executive assistants, and sales and customer service managers.
- **Living Wage Criteria** – In Los Angeles County, **46% of annual job openings** for the occupations in this report have **entry-level wages above the self-sufficiency standard wage** for one adult (\$18.10/hour).²
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for the three occupations.
 - National-level educational attainment data indicates **between 40% and 46% of workers in the field have completed some college or an associate degree.**

Supply:

- Between 2017 and 2020, **26 community colleges** in the LA/OC region issued awards in programs that have historically trained for the occupations of interest, conferring an average of **944 awards**.
- Between 2016 and 2019, non-community college institutions in the region conferred an average of **351 awards** in related training programs.

Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 9/30/2021. For more information, visit: <http://selfsufficiencystandard.org/california>.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for the three occupations of interest. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to decrease by 4% through 2025. However, there will be 13,933 job openings per year through 2025 due to retirements and workers leaving the field.

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 full impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the full impacts of COVID-19 into account.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2020 Jobs	2025 Jobs	2020-2025 Change	2020-2025 % Change	Annual Openings
Los Angeles	127,926	122,097	(5,829)	(5%)	12,405
Orange	46,691	44,798	(1,893)	(4%)	4,527
Total	174,616	166,895	(7,721)	(4%)	16,933

Wages

The labor market endorsement in this report considers the hourly wages for the occupations of interest in Los Angeles County, as they relate to the county's self-sufficiency standard wage. Orange 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.

Los Angeles County: Approximately 46% of annual openings for the occupations in this report have entry-level wages above the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$16.80 and \$28.44. Executive secretaries and executive administrative assistants (\$28.44) and first-line supervisors of office and administrative support workers (\$22.91) typically earn entry-level wages higher than the self-sufficiency standard, while the occupation, secretaries and administrative assistants, except legal, medical, and executive (\$16.80) typically earns below than the self-sufficiency standard wage. Experienced workers can expect to earn wages between \$26.62 and \$40.51, which are above the self-sufficiency standard wage estimate.

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.

Orange County: Approximately 48% of annual openings for the occupations of interest have entry-level wages above the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$16.91 and \$27.78. *Executive secretaries and executive administrative assistants (\$27.78) and first-line supervisors of office and administrative support workers (\$23.01) typically earn entry-level wages above the self-sufficiency standard, while the occupation secretaries and administrative assistants, except legal, medical, and executive (\$16.91) typically earns below the self-sufficiency standard wage.* Experienced workers can expect to earn wages between \$26.77 and \$39.24, which are above the self-sufficiency standard wage estimate.

Job Postings

While there were 37,034 online job postings for the three occupations of interest listed in the past 12 months, only 3% of these job postings were in the retail trade industry (1,198 job postings). Of these retail trade-related job postings, the highest number of job postings were for store support workers, administrative assistants, services managers, executive assistants, and sales and customer service managers. The top skills were customer service, administrative support, and scheduling. The top employers, by number of job postings, in the region were The Home Depot Incorporated, Ulta Beauty, Macy's, Amazon, and Salvation Army.

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 full 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 high school diploma or equivalent as the typical entry-level education for all three occupations studied in this report. However, national-level educational attainment data indicates between 40% and 46% of workers in the field have completed some college or an associate degree.

Educational Supply

Community College Supply — Exhibit 2 shows the annual and three-year average number of awards conferred in Office Technology/Office Computer Applications (0514.00). The colleges with the most completions in the region are Santa Ana, Santiago Canyon, and Mt. San Antonio. Over the past 12 months, there were five other related program recommendation requests from regional community colleges.

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

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
0514.00	Office Technology/ Office Computer Applications	Cerritos	11	14	10	12
		Citrus	16	23	3	14
		Compton	2	-	-	1
		East LA	110	54	34	66
		El Camino	-	2	2	1
		Glendale	66	44	25	45
		LA City	4	1	6	4
		LA Harbor	7	5	11	8
		LA Mission	35	23	12	23
		LA Pierce	35	54	44	44
		LA Southwest	2	2	-	1
		LA Trade-Tech	39	31	22	31
		LA Valley	91	119	107	106
		Long Beach	27	33	57	39
		Mt San Antonio	34	75	228	112
		Pasadena	11	38	13	21
		Santa Monica	3	7	12	7
		West LA	2	1	1	1
		LA Subtotal	495	526	587	536
		Coastline	21	12	9	14
		Cypress	10	17	16	14
		Golden West	3	8	1	4
		Irvine Valley	12	18	16	15
		North Orange Adult	97	70	33	67
		Saddleback	9	11	8	9
		Santa Ana	153	138	223	171
		Santiago Canyon	137	106	97	113
		OC Subtotal	442	380	403	408
		Supply Total/Average	937	906	990	944

Non-Community College Supply — It is important to consider the supply from non-community college institutions in the region that may provide training programs for the three occupations of interest. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent three-year period of available data is from 2016 to 2019. Between 2016 and 2019, non-community college institutions in the region conferred an average of 351 awards.

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

CIP Code	Program	Institution	2016-17 Awards	2017-18 Awards	2018-19 Awards	3-Year Average
52.0401	Administrative Assistant and Secretarial Science, General	ABCO Technology	11	4	11	9
		GDS Institute	32	24	-	19
		Hacienda La Puente Adult Education	65	30	25	40
		InterCoast Colleges-Anaheim	8	4	3	5
		Los Angeles ORT College-Los Angeles Campus	26	23	12	20
		Pomona Unified School District Adult and Career Education	-	6	2	3
52.0402	Executive Assistant/Executive Secretary	Pomona Unified School District Adult and Career Education	3	-	-	1
52.0407	Business/Office Automation/Technology/ Data Entry	Learnet Academy Inc.	27	28	-	18
52.0408	General Office Occupations and Clerical Services	ABC Adult School	-	21	6	9
		CES College	2	6	7	5
		Hacienda La Puente Adult Education	52	48	36	45
		UEI College-Gardena	30	29	32	30
		United Education Institute-Anaheim	40	46	41	42
		United Education Institute-Encino	38	33	28	33
		United Education Institute-Huntington Park Campus	36	42	38	39
		United Education Institute-West Covina	41	29	29	33
Supply Total/Average			411	373	270	351

Appendix A: Occupational demand and wage data by county

Exhibit 4. Los Angeles County

Occupation (SOC)	2020 Jobs	2025 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)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	45,438	44,010	(1,428)	(3%)	4,171	\$22.91	\$29.14	\$37.08
Executive Secretaries and Executive Administrative Assistants (43-6011)	16,288	14,738	(1,550)	(10%)	1,594	\$28.44	\$34.78	\$40.51
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	66,200	63,349	(2,851)	(4%)	6,640	\$16.80	\$21.33	\$26.62
Total	127,926	122,097	(5,829)	(5%)	12,405			

Exhibit 5. Orange County

Occupation (SOC)	2020 Jobs	2025 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)
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	17,383	16,923	(460)	(3%)	1,598	\$23.01	\$29.26	\$37.24
Executive Secretaries and Executive Administrative Assistants (43-6011)	5,813	5,299	(514)	(9%)	571	\$27.78	\$33.98	\$39.63
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	23,495	22,576	(919)	(4%)	2,358	\$16.91	\$21.46	\$26.77
Total	46,691	44,798	(1,893)	(4%)	4,527			

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	62,821	60,933	(1,888)	(3%)	5,769	High school diploma or equivalent
Executive Secretaries and Executive Administrative Assistants (43-6011)	22,101	20,037	(2,064)	(9%)	2,166	High school diploma or equivalent
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	89,695	85,925	(3,770)	(4%)	8,998	High school diploma or equivalent
Total	174,616	166,895	(7,721)	(4%)	16,933	

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)

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