

**March 2022**

# **Labor Market Analysis**

## **Medical Administrative Assistant**



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Prepared by the Central Valley/Mother Lode Center of Excellence

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**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.

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# 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 medical administrative assistant. Three occupations related to medical administrative assistant were identified for Reedley College:

- 31-9092, Medical Assistants
- 31-9094, Medical Transcriptionists
- 43-6013, Medical Secretaries and Administrative Assistants

## Key findings:

- **Occupational demand** — Nearly 12,560 workers were employed in jobs related to medical administrative assistant in 2020 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is medical assistants with 6,936 workers, a projected growth rate of 11% over the next five years, and 996 annual openings.
- **Wages** — Medical secretaries and administrative assistants earn the highest entry-level wage, \$15.03/hour in the subregion.
- **Employers** — Employers with the most job postings in the subregion are Adventist Health, United Health Centers Of The San Joaquin Valley, and Family Healthcare Network.
- **Occupational titles** — The most common occupational title in job postings in the subregion is Medical Assistants. The most common job title is Medical Assistant.
- **Skills and certifications** — The top baseline skill is communication skills, the top specialized skill is scheduling, and the top software skill is Microsoft Office. The most in-demand certification is a certified medical assistant.
- **Education** — A high school diploma or equivalent is typically required for medical secretaries and administrative assistants. A postsecondary nondegree award is required for medical assistants and medical transcriptionists.
- **Supply** — Analysis of postsecondary completions shows that on average 279 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 1,584 trained workers in the subregion and 2,328 workers in the region. The Center of Excellence recommends that Reedley College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of medical administrative assistant workers in the region.

# Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Reedley College to provide labor market information for medical administrative assistant. 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 SCV/SML subregion is \$11.91/hour.<sup>1</sup> Analysis of the program and occupational data related to medical administrative assistant resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 31-9092, Medical Assistants
- 31-9094, Medical Transcriptionists
- 43-6013, Medical Secretaries and 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.

## **Medical Assistants**

**Job Description:** Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

**Knowledge:** English Language, Customer and Personal Service, Medicine and Dentistry, Administrative, Computer and Electronics

**Skills:** Social Perceptiveness, Active Listening, Speaking, Reading Comprehension, Critical Thinking

## **Medical Transcriptionists**

**Job Description:** Transcribe medical reports recorded by physicians and other healthcare practitioners using various electronic devices, covering office visits, emergency room visits, diagnostic imaging studies, operations, chart reviews, and final summaries. Transcribe dictated reports and translate abbreviations into fully understandable form. Edit as necessary and return reports in either printed or electronic form for review and signature, or correction.

**Knowledge:** English Language, Administrative, Computers and Electronics, Medicine and Dentistry

**Skills:** Active Listening, Reading Comprehension, Writing, Monitoring, Critical Thinking

## **Medical Secretaries and Administrative Assistants**

**Job Description:** Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

**Knowledge:** Customer and Personal Service, English Language, Administrative, Computers and Electronics, Medicine and Dentistry

**Skills:** Speaking, Active Listening, Service Orientation, Reading Comprehension, Complex Problem Solving

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<sup>1</sup> 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 SCV/SML subregion employed 12,551 workers in medical administrative assistant occupations in 2020 (Exhibit 1). The largest occupation is medical assistants with 6,936 workers in 2020. This occupation is projected to grow by 11% over the next five years and has the greatest number of projected annual openings, 996.

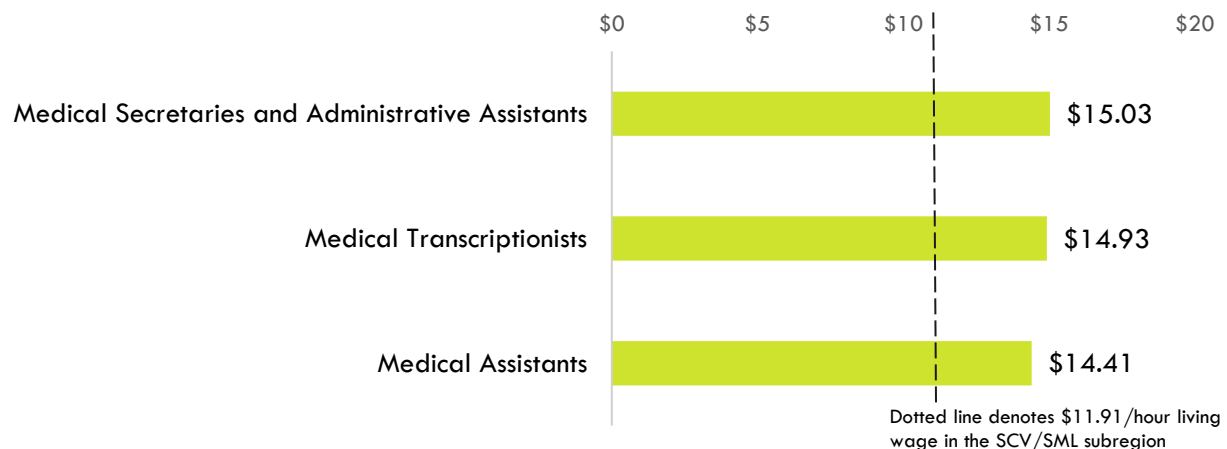
**Exhibit 1. Medical administrative assistant employment and occupational projections in the SCV/SML subregion**

Occupation	2020 Jobs	2025 Jobs	5-Year Change	5-Year % Change	Annual Openings
Medical Assistants	6,936	7,703	767	11%	996
Medical Transcriptionists	332	270	(61)	(19%)	41
Medical Secretaries and Administrative Assistants	5,283	5,728	446	8%	675
<b>TOTAL</b>	<b>12,551</b>	<b>13,701</b>	<b>1,151</b>	<b>9%</b>	<b>1,711</b>

## Wages

Exhibit 2 shows the entry-level hourly wages of the medical administrative assistant occupations. Medical secretaries and administrative assistants earn the highest entry-level wage, \$15.03/hour in the subregion<sup>2</sup>.

**Exhibit 2. Medical administrative assistant entry-level wages in the SCV/SML subregion**



## Job Postings

There were 2,088 job postings for the three occupations in the SCV/SML subregion from September 2021 to February 2022.<sup>3</sup> The employers with the most job postings are listed in Exhibit 3.

<sup>2</sup> Entry-level wages are derived from the 25<sup>th</sup> percentile.

<sup>3</sup> 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 3. Top employers of medical administrative assistant by number of job postings**

Employer	Job Postings	% Job Postings
Adventist Health	113	8%
United Health Centers Of The San Joaquin Valley	75	5%
Family Healthcare Network	54	4%
Trinity Health	38	3%
Valley Children's Healthcare	37	3%
Sante Health System Incorporated	36	2%
Clinica Sierra Vista	35	2%
Community Medical Centers Incorporated	29	2%
Radnet	26	2%
Dignity Health	23	2%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across three O\*NET OnLine occupations. The occupational title Medical Assistants is listed in 1,212 job postings. Note how this occupational title dominates the job posting results. Common job titles in postings include Medical Assistant in 502 job postings, Medical Receptionist in 106 job postings, and Dental Receptionist in 45 job postings.

**Exhibit 4. Top occupational titles in job postings for medical administrative assistant**

Occupational Title	Job Postings	% of Job Postings
Medical Assistants	1,212	58%
Medical Secretaries	868	42%
Medical Transcriptionists	8	0%

**Salaries**

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

**Exhibit 5. Salaries for medical administrative assistant occupations**

Market Salary Percentile	Salary Amount
10th Percentile	\$25,571
25th Percentile	\$27,422
50th Percentile	\$29,439
75th Percentile	\$31,912
90th Percentile	\$35,436

**Education**

Of the 2,088 job postings, 1,477 listed an education level preferred for the positions being filled. Among those, 98% requested high school or vocational training, 8% requested an associate degree, and 2%

requested a bachelor's degree (Exhibit 6). A job posting can indicate more than one education level. Hence, the percentages shown in the chart below may total more than 100%.

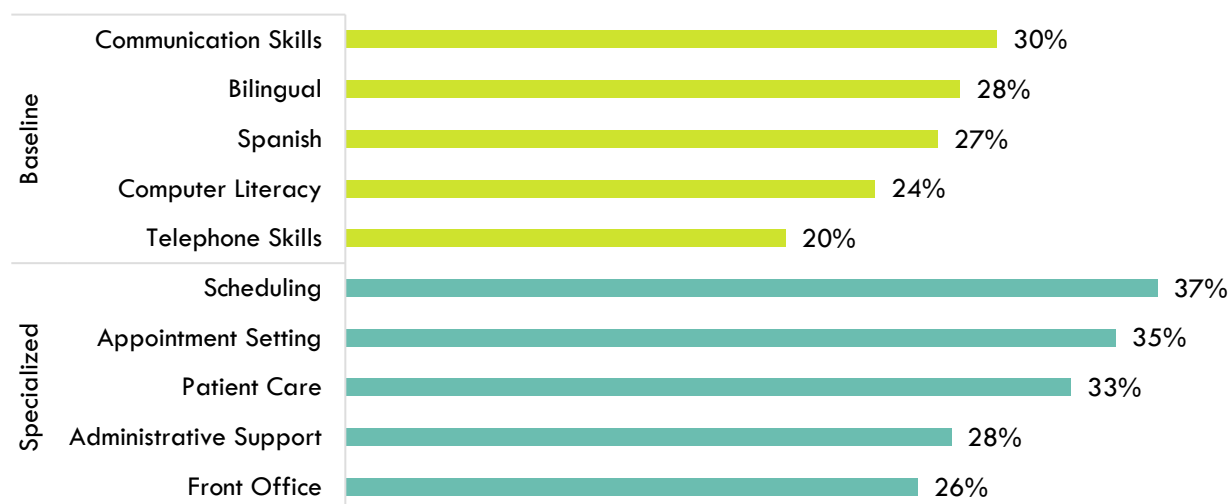
**Exhibit 6. Education levels requested in job postings for medical administrative assistant**

Education Level	Job Postings	% of Job Postings
High school or vocational training	1,452	98%
Associate's degree	120	8%
Bachelor's degree	28	2%
Master's degree	10	1%

### 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 skills, 30% of job postings, bilingual, 28%, and Spanish, 27%. The top three specialized skills are scheduling, 37% of job postings, appointment setting, 35%, and patient care, 33%.

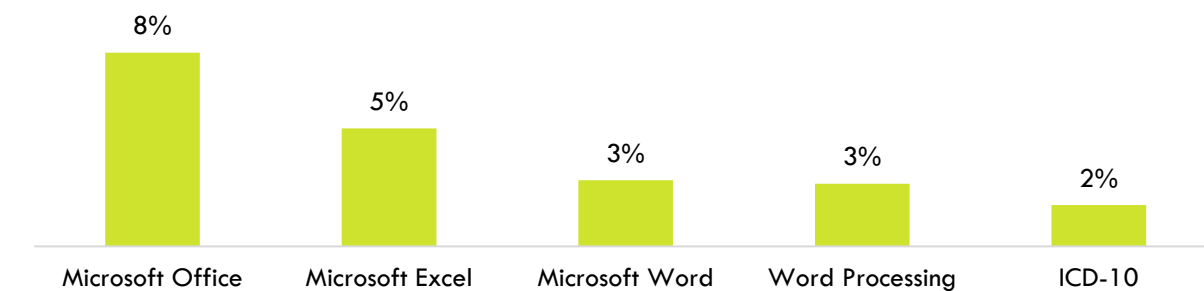
**Exhibit 7. In-demand medical administrative assistant baseline and specialized skills**



### 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).

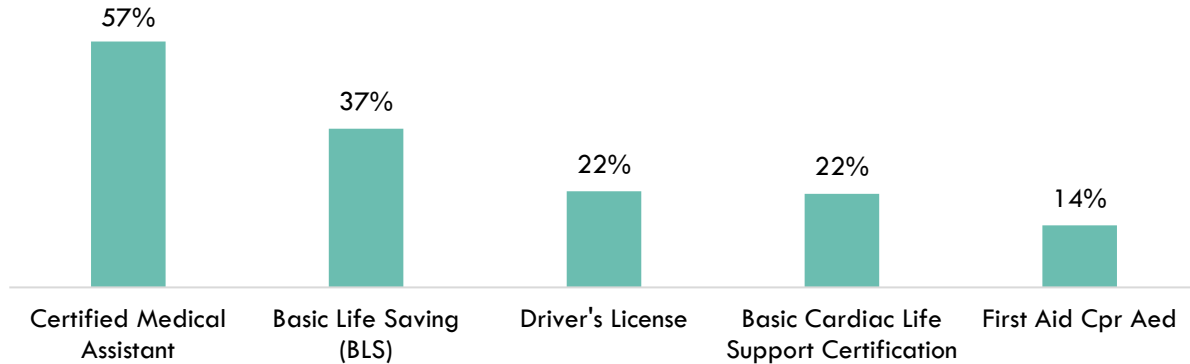
**Exhibit 8. In-demand medical administrative assistant software skills**



## Certifications

Of the 2,088 job postings, 1,034 contained certification data. Among those, 57% indicated a need for a certified medical assistant. The next top certifications are a driver's license and basic life saving (BLS) (Exhibit 9).

**Exhibit 9. Top medical administrative assistant certifications requested in job postings**



## Education, Work Experience & Training

A high school diploma or equivalent is typically required for medical secretaries and administrative assistants. A postsecondary nondegree award is required for medical assistants and medical transcriptionists (Exhibit 10).

**Exhibit 10. Education, work experience, training, and Current Population Survey results for medical administrative assistant occupations<sup>4</sup>**

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Medical Assistants	Postsecondary nondegree award	None	None	63.4%
Medical Transcriptionists	Postsecondary nondegree award	None	None	48.5%
Medical Secretaries and Administrative Assistants	High school diploma or equivalent	None	Moderate-term	53.6%

<sup>4</sup> "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.



# Supply

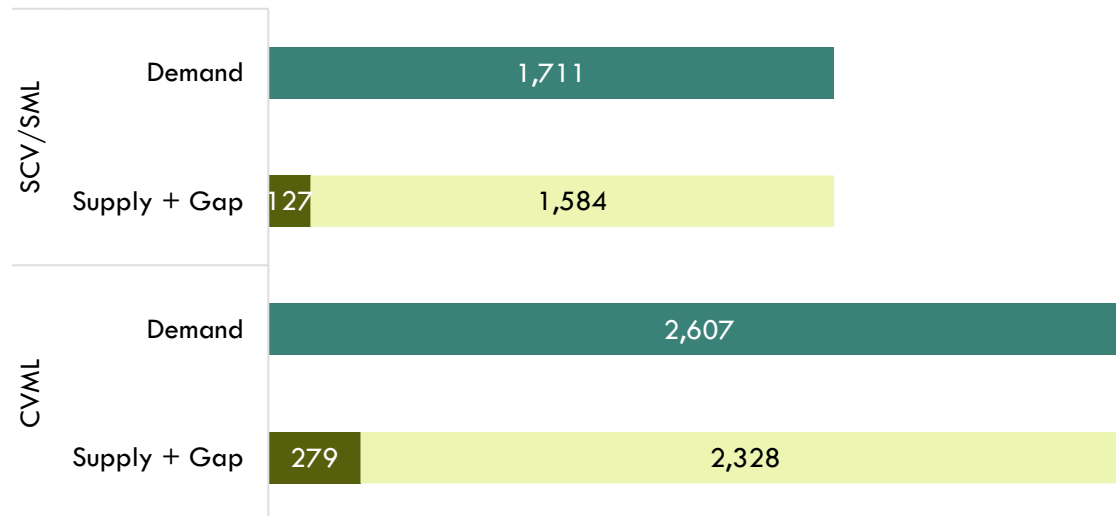
Analysis of program data from the Integrated Postsecondary Education Data System (IPEDS) included the TOP and CIP codes and titles: 051420 - Medical Office Technology, 120820 - Administrative Medical Assisting, 51.0714 - Medical Insurance Specialist/Medical Biller, and 51.0716 - Medical Administrative/Executive Assistant and Medical Secretary. Analysis of the last three years of data shows that, on average, 279 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

**Exhibit 11. Postsecondary supply for medical administrative assistant occupations in the region**

TOP/CIP Code- Title	College	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 16 < 30 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Subtotal
051420 - Medical Office Technology	Columbia	2				1		3
	Fresno City	8			5	6	8	27
	Merced	16			8		13	37
	Reedley College	16			5	15		36
	San Joaquin Delta					10	6	17
120820 - Administrative Medical Assisting	Cerro Coso						7	7
51.0714 - Medical Insurance Specialist/Medical Biller	Advanced College-Stockton			1				1
	Carrington College-Stockton	0		10				10
	Santa Barbara Business College-Bakersfield	13						13
51.0716 - Medical Administrative/Executive Assistant and Medical Secretary	Carrington College-Stockton			16				16
	Milan Institute-Merced		27					27
	Milan Institute-Visalia		44					44
	MTI Business College Inc			3				3
	Stellar Career College		39					39
<b>TOTAL</b>		<b>54</b>	<b>110</b>	<b>30</b>	<b>18</b>	<b>32</b>	<b>35</b>	<b>279</b>

There is an undersupply of 1,584 medical administrative assistant workers in the SCV/SML subregion and 2,328 workers in the region (Exhibit 12).

**Exhibit 12. Medical administrative assistant workforce demand (annual job openings), postsecondary supply of students (awards), and additional students needed to fill gap 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 code related to medical administrative assistant. Of note, 37 medical office technology students received a degree or certificate or attained apprenticeship journey status; 13 students transferred; 60% of students obtained a job closely related to their field of study; 5% experienced a loss in median change in earnings; and 52% of students attained a living wage.

**Exhibit 13. Subregional metrics for the TOP code related to medical administrative assistant**

Metric	Medical Office Technology 051420	Administrative Medical Assisting 120820
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	37	*
Number of Students Who Transferred	13	*
Job Closely Related to Field of Study	60%	*
Median Change in Earnings	(5%)	*
Attained a Living Wage	52%	*
* denotes data not available.		

# Conclusion

The entry-level wages of the three occupations exceed the SCV/SML subregion's average living wage. There were 2,088 job postings in the past six months for occupations related to medical administrative assistant in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is communication skills, and the top specialized skill is scheduling.
- The top software skill is Microsoft Office.
- The top certification is a certified medical assistant.

There is an undersupply of trained workers, a shortage of 1,584 in the SCV/SML subregion and 2,328 in the region.

# Recommendation

Based on these findings, it is recommended that Reedley College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of medical administrative assistant workers 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: <a href="http://economicmodeling.com">economicmodeling.com</a> .
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: <a href="https://www.bls.gov/emp/tables/educational-attainment.htm">https://www.bls.gov/emp/tables/educational-attainment.htm</a> .
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: <a href="http://labormarketinfo.edd.ca.gov">labormarketinfo.edd.ca.gov</a> .
Job Posting and Skills Data	Burning Glass: <a href="http://burning-glass.com/">burning-glass.com/</a> .
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: <a href="http://onetonline.org">onetonline.org</a> .

## 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.