



Administrative Medical Assisting (TOP 1208.20)

July 2022

Prepared by the South Central Coast Center of Excellence for
Labor Market Research

Program Recommendation

This report was compiled by the South Central Coast¹ Center of Excellence to provide regional labor market data for the program recommendation – Administrative Medical Assisting. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and non-CCC) that align with this occupation group.

Key Findings

- In the South Central Coast region, the number of jobs related to Administrative Medical Assisting are expected to **increase** for Medical Secretaries and Administrative Assistants.
- Administrative Medical Assisting is anticipated to experience a **low risk of automation** for Medical Secretaries and Administrative Assistants.
- In 2020 there were 780 regional completions in programs related to the occupation identified as related to Administrative Medical Assisting and 632 openings, indicating **supply is being met**.
- Typical entry-level education is a **high school diploma or equivalent**.
- Completers of Administrative Medical Assisting programs from the 2018-2019 academic year had a **median annual wage upon completion of \$27,066**. (statewide)
- 66% of students are **employed within a year** after completing a program. (statewide)
- 20% of students **attained a living wage** within a year of completion. (statewide)
- Completers experienced an average of **+22%** change in earnings after exiting. (statewide)
- 79% of students were **part-time**, 9% **skill builders**, 42% **first-generation**, and 81% **economically disadvantaged**. (statewide)

¹ The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

Occupation Codes and Descriptions

There is one occupation in the standard occupational classification (SOC) system that was identified as related to Administrative Medical Assisting for this analysis. The occupation title and description, as well as reported job titles, are included in Exhibit 1.

Exhibit 1 – Occupation, description, and sample job titles

SOC Code	Title	Description	Sample of Reported Job Titles
43-6013	Medical Secretaries and Administrative Assistants	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.	Clinic Office Assistant, Front Desk Receptionist, Medical Office Specialist, Medical Receptionist, Medical Secretary, Physician Office Specialist, Secretary, Unit Clerk, Unit Support Representative, Ward Clerk

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number of jobs related to Administrative Medical Assisting are expected to increase for Medical Secretaries and Administrative Assistants.

Exhibit 2 – Five-year projections for Administrative Medical Assisting in the South Central Coast region

SOC	Occupation	2020 Jobs	2025 Jobs	2020-2025 Change	2020-2025 % Change
43-6013	Medical Secretaries and Administrative Assistants	4,902	5,202	300	6%

Source: Economic Modeling Specialists International (EMSI)

Earnings

In the South Central Coast region, the average wage for the listed occupations is \$20.43 per hour.

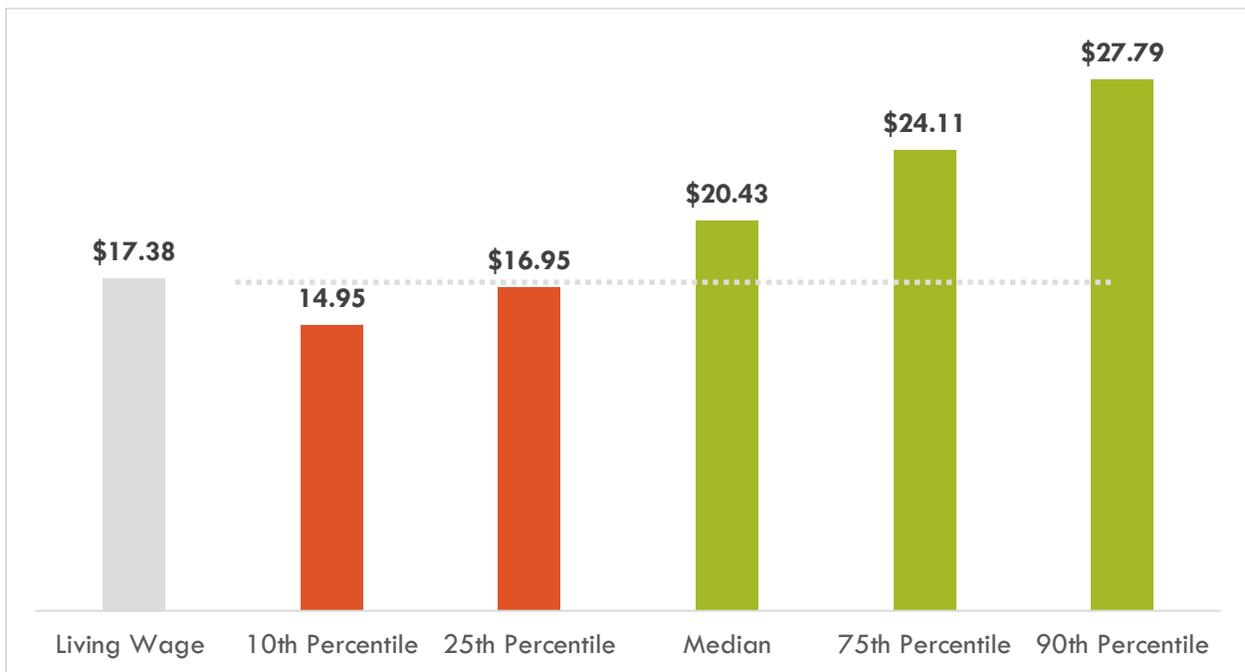
Exhibit 3 contains hourly wages and annual average earnings for Medical Secretaries and Administrative Assistants. Entry-level hourly earnings are represented by the 25th percentile of wages, median hourly earnings are represented by the 50th percentile of wages, and experienced hourly earnings are represented by the 75th percentile of wages, demonstrating various levels of employment. Exhibit 3b compares the Living Wage to hourly wages for Medical Secretaries and Administrative Assistants at the 10th, 25th, 50th, 75th, and 90th percentiles.

Exhibit 3a – Earnings for Administrative Medical Assisting in the South Central Coast region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
43-6013	Medical Secretaries and Administrative Assistants	\$16.95	\$20.43	\$24.11

Source: Economic Modeling Specialists International (EMSI)

Exhibit 3b - Earnings for Administrative Medical Assisting in the South Central Coast Region



Source: Family Needs Calculator (Living wage is based on Single Adult households with no children in Ventura County); Economic Modeling Specialists International (EMSI)

Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Employer job postings are consulted to understand who is looking for medical secretaries and administrative assistants, and what they are looking for in potential candidates. To identify job postings related to Administrative Medical Assisting following standard occupational classification was used:

43-6013 Medical Secretaries and Administrative Assistants

Top Occupations

In 2021, there were 1,920 employer postings for the occupations related to Administrative Medical Assisting.

Exhibit 4 – Top occupations in job postings and risk of automation tables

SOC Code	Occupation	Job Postings, Full Year 2021
43-6013	Medical Secretaries and Administrative Assistants	1,920

Source: Labor Insight/Jobs (Burning Glass)

SOC Code	Occupation	Risk of Automation
43-6013	Medical Secretaries and Administrative Assistants	Low

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for jobs related to Administrative Medical Assisting are listed in Exhibit 5. Medical Receptionist is mentioned as the job title in 12% of all relevant job postings (233 postings).

Exhibit 5 –Job Titles (n=1,845)

Title	Job Postings, Full Year 2021
Medical Receptionist	233
Front Desk Receptionist	71
Dental Receptionist	70
Receptionist – Medical	67
Dental Front Office	54

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in the Administrative Medical Assisting field. The top employer posting job ads was Ventura County Unified School District. The top worksite cities in the region for these occupations were Santa Clarita, San Luis Obispo, Santa Barbara, Thousand Oaks, and Ventura.

Exhibit 6 – Top Employers (n=1,322)

Employer	Job Postings, Full Year 2021
Dignity Health	59
Community Memorial Health System	44
Community Health Centers Of The Central Coast, Inc	40
Pacific Dental Services Incorporated	28
Community Health Centers Of The Central Coast	28
Anthem Blue Cross	20

Source: Labor Insight/Jobs (Burning Glass)

Skills

The tables in Exhibit 7 list employers’ most commonly requested skills in job postings related to Administrative Medical Assisting. Administrative Support is the most sought-after specialized skill for employers, followed by Scheduling and Front Office. Communication Skills, Computer Literacy, and Telephone Skills were the most requested baseline skills. Microsoft Office, Microsoft Excel, and Microsoft Word were the most commonly requested software and programming skills.

Exhibit 7 –Specialized Skills (n=13,111)

Skills	Job Postings, Full Year 2021
Administrative Support	1,099
Scheduling	923
Front Office	704
Appointment Setting	649
Customer Service	518
Patient Care	331
Customer Billing	251
Medical Terminology	250
Customer Checkout	195
Health Insurance Portability and Accountability Act (HIPAA)	194

Source: Labor Insight/Jobs (Burning Glass)

Baseline Skills (n=7,418)

Skills	Job Postings, Full Year 2021
Communication Skills	627
Computer Literacy	622
Telephone Skills	552
Organizational Skills	510
Multi-Tasking	505
Bilingual	449
Spanish	425
Detail-Oriented	374
English	323
Teamwork / Collaboration	299

Source: Labor Insight/Jobs (Burning Glass)

Software and Programming Skills (n=911)

Skills	Job Postings, Full Year 2021
Microsoft Office	261
Microsoft Excel	169
Microsoft Word	98
Word Processing	90
Dentrix	58
Microsoft Powerpoint	43
Practice Management Software	36
Microsoft Outlook	32
Microsoft Windows	22
ICD-10	19

Source: Labor Insight/Jobs (Burning Glass)

The table below lists the skill clusters most in demand for Administrative Medical Assisting occupations.

Skill Clusters in Demand (n=10,923)

Skill Cluster	Job Postings, Full Year 2021
Administration: Administrative Support	1,318
Administration: Scheduling	923
Administration: Office Management	792
Customer and Client Support: Basic Customer Service	733
Health Care: Basic Patient Care	634
Administration: General Administrative and Clerical Tasks	546
Health Care: Medical Records	399
Health Care: General Medicine	392
Information Technology: Microsoft Office and Productivity Tools	343
Finance: Billing and Invoicing	271

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Exhibit 8 shows the industries with the most Administrative Medical Assisting postings in the South Central Coast.

Exhibit 8 – Industries employing the most in the Administrative Medical Assisting field, 2021

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Health Care and Social Assistance	1,136	82.7%
Professional, Scientific, and Technical Services	107	7.8%
Finance and Insurance	33	2.4%
Accommodation and Food Services	30	2.2%
Public Administration	17	1.2%

Source: Labor Insight/Jobs (Burning Glass)

Certifications

Exhibit 9 lists the most in-demand certifications in the Administrative Medical Assisting field. The top requested certification in job postings was Driver's License. Additionally, the job postings show that employers need workers with Basic Life Saving (BLS), Medical Front Office, and Certified Medical Assistant certifications.

Exhibit 9 - Certifications (n=538)

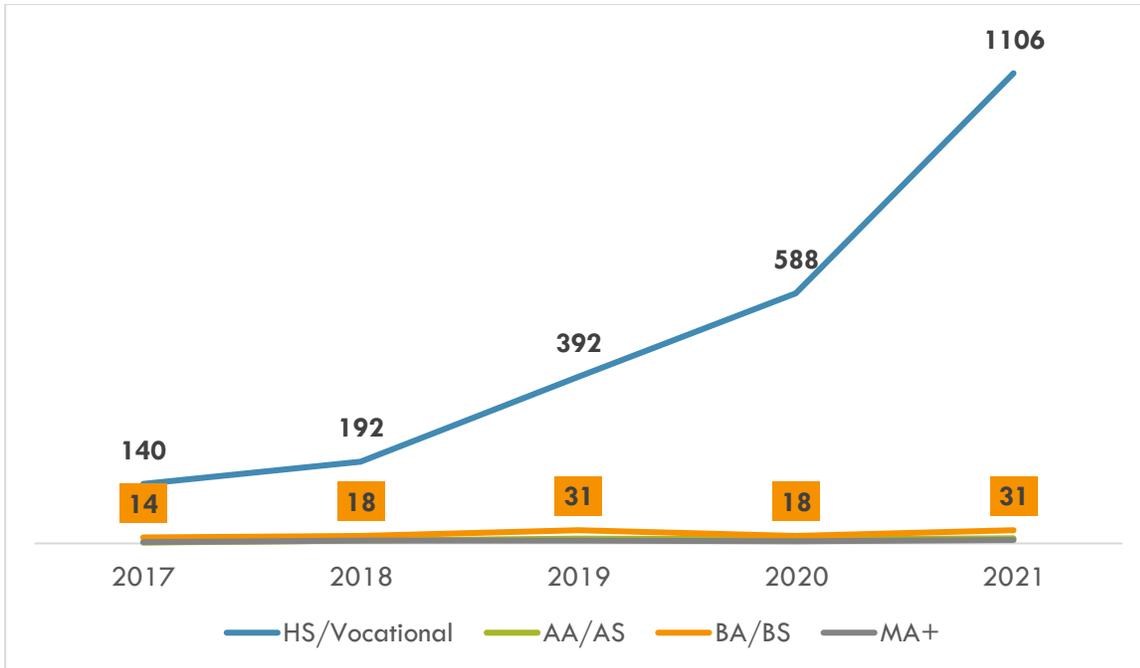
Skills	Job Postings, Full Year 2021
Driver's License	136
Basic Life Saving (BLS)	93
Medical Front Office	57
Certified Medical Assistant	55
Basic Cardiac Life Support Certification	46
First Aid Cpr Aed	37
Health Unit Coordinator	18
American Heart Association Certification	18
Phlebotomy Certification	7
Licensed Vocational Nurse (LVN)	7

Source: Labor Insight/Jobs (Burning Glass)

Job Postings - Minimum Educational Attainment – Change Over Time

Exhibit 10 displays the change in job advertisements over the last five years for Administrative Medical Assisting, according to the minimum advertised education. In 2021, there were 1,157 total job ads posted, with 1,106 of them requiring a high school diploma or vocational degree.

Exhibit 10 - Educational Demand, Minimum Advertised



Source: Labor Insight / Jobs (Burning Glass)

Job Postings – Proportion of Job Postings by Minimum Educational Attainment Required

To gauge employer preference for candidates with particular education levels, the proportion of job postings by minimum advertised education, from the past five years, appears in Exhibit 11. Employers posting job ads for Administrative Medical Assisting have frequently sought candidates with a high school diploma or vocational degree, ranging from a low of 86% in 2018 to a high of 96% in 2021.

Exhibit 11 - Occupational Demand by Education, Minimum Advertised

Minimum Education Requirement	2017	2018	2019	2020	2021
HS Diploma / Vocational Training	88%	86%	89%	95%	96%
Associate Degree	1%	3%	3%	2%	1%
Bachelor's Degree	9%	8%	7%	3%	3%
Graduate Degree	2%	3%	2%	1%	1%

Source: Labor Insight/Jobs (Burning Glass)

Education and Training

Exhibit 12 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training needed to attain competency in the occupation.

Exhibit 12 – Education and Training Requirements

SOC	Occupation	Typical entry-level education	Typical on-the-job training
43-6013	Medical Secretaries and Administrative Assistants	High school diploma or equivalent	Moderate-term on-the-job training

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

Regional Completions and Openings

There were 780 regional completions (2020) and 632 regional openings (2020) in the South Central Coast region in programs related to the occupation identified as related to Administrative Medical Assisting.

Exhibit 13 – Completions and Openings

25 Regional Institutions had Related Programs (2020)	780 Regional Completions (2020)	632 Annual Openings (2020)
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Source: Economic Modeling Specialists International (EMSI)

Related Programs

CIP Code	Program	Completions (2020)
51.0000	Health Services/Allied Health/Health Sciences, General	418
51.0716	Medical Administrative/Executive Assistant and Medical Secretary	122
51.0714	Medical Insurance Specialist/Medical Biller	75
51.0707	Health Information/Medical Records Technology/Technician	74
51.0713	Medical Insurance Coding Specialist/Coder	49
51.0710	Medical Office Assistant/Specialist	28
51.0701	Health/Health Care Administration/Management	13
51.0799	Health and Medical Administrative Services, Other	1
51.0705	Medical Office Management/Administration	0

Source: Economic Modeling Specialists International (EMSI)

CCC and Non-CCC Awards

Exhibit 14 below lists the number of completers of degree programs related to Administrative Medical Assisting in the South Central Coast Region.

Exhibit 14 - CCC and Non-CCC Awards in the South Central Coast Region, 2020

CCC Programs	Completers
Cuesta College	103
Santa Barbara City College	107
Ventura College	95
College of the Canyons	34
Moorpark College	25
Allan Hancock College	16
Antelope Valley College	17
Oxnard College	5
Non-CCC Programs	Completers
California State University – Channel Islands	243
Laurus College	64
High Desert Medical College	19
San Joaquin Valley College-Atascadero	14
San Joaquin Valley College-Lancaster	12
University of Antelope Valley	24
Santa Barbara Business College-Santa Maria	2

Source: Economic Modeling Specialists International (EMSI)

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of Administrative Medical Assisting Programs (TOP: 1208.20) statewide for the 2018-19 academic year.

- Completers of Administrative Medical Assisting programs from the 2018-2019 academic year had a **median annual wage upon completion of \$27,066.** (statewide)
- 66% of students are **employed within a year** after completing a program. (statewide)
- 20% of students **attained a living wage** within a year of completion. (statewide)
- Completers experienced an average of **+22%** change in earnings after exiting. (statewide)
- 79% of students were **part-time**, 9% **skill builders**, 42% **first-generation**, and 81% **economically disadvantaged.** (statewide)

For further consideration, the following student outcome information was collected from exiters of Medical Office Technology Program (TOP: 0514.20) statewide for the 2018-19 academic year.

- Completers of Medical Office Technology programs from the 2018-2019 academic year had a **median annual wage upon completion of \$27,324.** (statewide)
- 69% of students are **employed within a year** after completing a program. (statewide)
- 39% of students **attained a living wage** within a year of completion. (statewide)
- Completers experienced an average of **+22%** change in earnings after exiting. (statewide)
- 75% of students were **part-time**, 11% **skill builders**, 42% **first-generation**, and 83% **economically disadvantaged.** (statewide)

Sources

O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

Notes

Data included in this analysis represent the labor market demand for relevant positions most closely related to Administrative Medical Assisting. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study and can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions. All representations have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. The most recent data available at the time of the analysis was examined; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.