

**Labor Market Assessment: 0514.00/Office Technology/Office Computer Applications
Enterprise Service Clerk (Certificate of Achievement)**
Los Angeles Center of Excellence, June 2022

Summary

Program Endorsement:	Endorsed: All Criteria Met <input checked="" type="checkbox"/>	Endorsed: Some Criteria Met <input type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Living Wage: (Entry-Level, 25th)	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 Center of Excellence for Labor Market Research (LA COE) prepared this report to provide regional labor market supply and demand data related to two middle-skill occupations: *secretaries and administrative assistants, except legal, medical, and executive* (43-6014), and *office clerks, general* (43-9061). Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree.¹ 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 these two office clerk occupations in the region. While entry-level wages are lower than the self-sufficiency standard wage in both Los Angeles and Orange counties, nearly half of current workers in the field have completed some college or an associate degree. **Therefore, due to some of the criteria being met, the LA COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be **23,988 jobs available annually** in the region due to retirements and workers leaving the field, **which is more than the 1,276 awards conferred annually** by educational institutions in the region.
- **Living Wage Criteria** – Within Los Angeles County, both occupations have **entry-level wages below the self-sufficiency standard hourly wage** (\$18.10/hour).²

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.

Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 6/2/2022. For more information, visit: <http://selfsufficiencystandard.org/california>.

- **Educational Criteria** –The Bureau of Labor Statistics (BLS) lists a **high school diploma** as the typical **entry-level education** for both occupations in this report.
 - However, the national-level educational attainment data indicates **between 45% and 46% of workers in the field have completed some college or an associate degree.**

Supply:

- There are **26 community colleges** in the greater LA/OC region that issue awards related to office technology, conferring an average of **944 awards annually** between 2017 and 2020.
- Between 2016 and 2019, there was an average of **332 awards conferred annually** in related training programs by non-community college institutions throughout the greater LA/OC region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these office clerk occupations. In the greater Los Angeles/Orange County region, the number of jobs related to these occupations is projected to decrease by 4% through 2025. However, there will be nearly 24,000 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	160,056	153,443	(6,613)	(4%)	17,462
Orange	59,366	57,783	(1,583)	(3%)	6,526
Total	219,422	211,226	(8,196)	(4%)	23,988

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these office clerk occupations 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 greater LA/OC region. Detailed wage information, by county, is included in Appendix A.

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.

Los Angeles County—Both occupations have entry-level wages **below** the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$14.58 and \$16.93. Experienced workers can expect to earn wages between \$23.20 and \$26.84, which are higher than the self-sufficiency standard.

Orange County—Both occupations have entry-level wages **below** the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$14.54 and \$16.72. Experienced workers can expect to earn wages between \$23.13 and \$26.47, which are higher than the self-sufficiency standard.

Job Postings

There were 39,915 online job postings related to office clerks listed in the past 12 months. Exhibit 2 displays the number of job postings by occupation. The majority of job postings (67%) were for *secretaries and administrative assistants, except legal, medical, and executive*, followed by *office clerks, general* (33%). The highest number of job postings were for administrative assistants, office assistants, office administrators, personal assistants, and office clerks. The top skills were administrative support, scheduling, customer service, data entry, and appointment setting. The top three employers, by number of job postings, in the region were: University of California, Ultimate Staffing Services, and California State University.

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.

Exhibit 2: Job postings by occupation (last 12 months)



Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma as the typical entry-level education for both occupations in this report. However, the national-level educational attainment data indicates between 45% and 46% of workers in the field have completed some college or an associate degree. Of the 50% of office clerk job postings listing a minimum education requirement in the greater Los Angeles/Orange County region, 89% (17,875) requested high school or vocational training, and 11% (2,101) requested an associate degree.

Educational Supply

Community College Supply—Exhibit 3 shows the three-year average number of awards conferred by community colleges in the related TOP code: 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.

Exhibit 3: 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	12	18	16	15		
		N. 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—For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide training programs for office clerks. Exhibit 4 shows the annual and three-year average number of awards conferred by these institutions in programs crosswalked to the community college programs listed in Exhibit 3. Due to different data collection periods, the most recent three-year period of

available data is from 2016 to 2019. Between 2016 and 2019, four-year colleges in the region conferred an average of 332 awards annually in related training programs.

Exhibit 4: 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-Santa Ana	8	4	3	5
		Los Angeles ORT College-Los Angeles Campus (CLOSED)	26	23	12	20
		Pomona USD Adult and Career Education	-	6	2	3
		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			381	345	270	332

Appendix A: Occupational demand and wage data by county

Exhibit 5. 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)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	66,334	62,782	(3,552)	(5%)	6,923	\$16.93	\$21.50	\$26.84
Office Clerks, General (43-9061)	93,722	90,661	(3,061)	(3%)	10,539	\$14.58	\$18.12	\$23.20
Total	160,056	153,443	(6,613)	(4%)	17,462	-	-	-

Exhibit 6. 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)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	23,610	22,631	(980)	(4%)	2,479	\$16.72	\$21.22	\$26.47
Office Clerks, General (43-9061)	35,756	35,153	(603)	(2%)	4,047	\$14.54	\$18.07	\$23.13
Total	59,366	57,783	(1,583)	(3%)	6,526	-	-	-

Exhibit 7. Los Angeles and Orange Counties

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	89,944	85,412	(4,532)	(5%)	9,401	HS diploma or equivalent
Office Clerks, General (43-9061)	129,478	125,814	(3,664)	(3%)	14,587	HS diploma or equivalent
Total	219,422	211,226	(8,196)	(4%)	23,988	-

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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