

September 2022

# Labor Market Analysis

## Administrative Assistant



POWERED BY



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 Administrative Assistant. Three occupations related to Administrative Assistant were identified for Bakersfield College:

- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-9021, Data Entry Keyers

## Key findings:

- **Occupational demand** — There were 13,320 workers were employed in jobs related to Administrative Assistant in 2021 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is secretaries and administrative assistants, except legal, medical, and executive with 10,399 workers, and is projected to contract by 1% over the next five years, while still having 1,124 annual openings.
- **Wages** — Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$21.39/hour in the subregion.
- **Employers** — Employers with the most job postings in the subregion are Classified, California State University, and Kern Community College District.
- **Occupational titles** — The most common occupational title in job postings in the subregion is Secretaries and Administrative Assistants, Except Legal, Medical, and Executive. The most common job title is Administrative Assistant.
- **Skills and certifications** — The top baseline skill is Microsoft Excel, the top specialized skill is administrative support, and the top software skill is Microsoft Excel. The most in-demand certification is a typing certification.
- **Education** — A high school diploma or equivalent is typically required for the three occupations.
- **Supply** — Analysis of postsecondary completions shows that on average 720 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 877 trained workers in the subregion and 1,549 workers in the region. The Center of Excellence recommends that Bakersfield College work with the regional directors, the college's advisory board, and local industry in the expansion of programs to address the shortage of Administrative Assistant workers in the region.

# Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Bakersfield College to provide labor market information for 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 Administrative Assistant resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-9021, Data Entry Keyers

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.

## **Executive Secretaries and Executive Administrative Assistants**

**Job Description:** Provide high-level administrative support by conducting research, preparing statistical reports, and handling information requests, as well as performing routine administrative functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

**Knowledge:** Administrative, English Language, Customer and Personal Service, Computers and Electronics, Administration and Management

**Skills:** Active Listening, Reading Comprehension, Speaking, Service Orientation, Writing

## **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**

**Job Description:** Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

**Knowledge:** Administrative, English Language, Computers and Electronics, Customer and Personal Service, Administration and Management

**Skills:** Active Listening, Speaking, Reading Comprehension, Writing, Service Orientation

## **Data Entry Keyers**

**Job Description:** Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing.

**Knowledge:** English Language, Administrative, Customer and Personal Service, Law and Government

**Skills:** Reading Comprehension, Active Listening, Monitoring, Time Management, Writing

# Occupational Demand

The SCV/SML subregion employed 13,320 workers in Administrative Assistant occupations in 2021 (Exhibit 1). The largest occupation is secretaries and administrative assistants, except legal, medical, and executive with 10,399 workers in 2021. This occupation is projected to contract by 1% over the next five years while still having the greatest number of projected annual openings, 1,124.

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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/>.

**Exhibit 1. Administrative Assistant employment and occupational projections in the SCV/SML subregion**

Occupation	2021 Jobs	2026 Jobs	5-Year Change	5-Year % Change	Annual Openings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	10,399	10,346	(52)	(1%)	1,124
Executive Secretaries and Executive Administrative Assistants	1,931	1,801	(129)	(7%)	202
Data Entry Keyers	990	889	(101)	(10%)	103
<b>TOTAL</b>	<b>13,320</b>	<b>13,036</b>	<b>(283)</b>	<b>(2%)</b>	<b>1,429</b>

## Wages

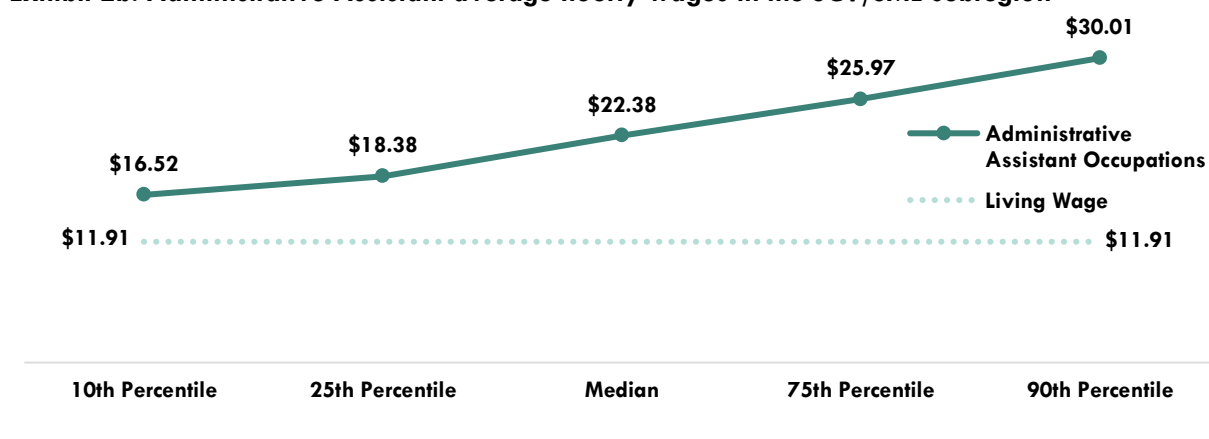
Exhibit 2a shows the hourly wages of Administrative Assistant occupations. Executive secretaries and executive administrative assistants earn the highest entry-level wage, \$21.39/hour in the subregion<sup>2</sup>. Please note 10<sup>th</sup> and 25<sup>th</sup> percentiles are considered entry-level wages while 75<sup>th</sup> and 90<sup>th</sup> are considered experienced wages, either gained by long term employment, received extra training, etc.

**Exhibit 2a. Administrative Assistant hourly wages in the SCV/SML subregion**

Occupation	Pct. 25 Hourly Earnings	Median Hourly Earnings	Pct. 75 Hourly Earnings
Executive Secretaries and Executive Administrative Assistants	\$21.39	\$23.67	\$29.48
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	\$14.15	\$17.11	\$21.26
Data Entry Keyers	\$14.03	\$14.36	\$16.41

Exhibit 2b shows the average hourly wages for Administrative Assistant occupations, the average entry-level wage exceeds the average living wage for the South Central Valley/Southern Mother Lode (SCV/SML) subregion.

**Exhibit 2b. Administrative Assistant average hourly wages in the SCV/SML subregion**



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

# Job Postings

There were 2,457 job postings for the three occupations in the SCV/SML subregion from March 2022 to September 2022.<sup>3</sup> The employers with the most job postings are listed in Exhibit 3.

**Exhibit 3. Top employers of Administrative Assistant by number of job postings**

Employer	Job Postings	% Job Postings
Classified	74	4%
California State University	49	3%
Kern Community College District	47	3%
Community Health System	29	2%
Anthem Blue Cross	19	1%
Les Schwab Tire Center	19	1%
Stardom Employment Consultants	15	1%
Cerro Coso Community College	14	1%
Tulare County	13	1%
Afognak Native Corporation	12	1%

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 Secretaries and Administrative Assistants, Except Legal, Medical, and Executive is listed in 1,915 job postings. Note how this occupational title dominates the job posting results. Common job titles in postings include Administrative Assistant in 620 job postings, Data Entry Clerk in 107 job postings, and Executive Assistant in five job postings.

**Exhibit 4. Top occupational titles in job postings for Administrative Assistant**

Occupational Title	Job Postings	% of Job Postings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,915	78%
Data Entry Keyers	337	14%
Executive Secretaries and Executive Administrative Assistants	205	8%

## Salaries

Exhibit 5 shows the “Market Salaries” for 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.

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<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 5. Salaries for Administrative Assistant occupations

Market Salary Percentile	Salary Amount
10th Percentile	\$25,573
25th Percentile	\$27,808
50th Percentile	\$30,938
75th Percentile	\$35,336
90th Percentile	\$41,763

#### Education

Of the 2,457 job postings, 1,460 listed an education level preferred for the positions being filled. Among those, 81% requested high school or vocational training, 25% requested a bachelor's degree, and 18% requested an associate 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%.

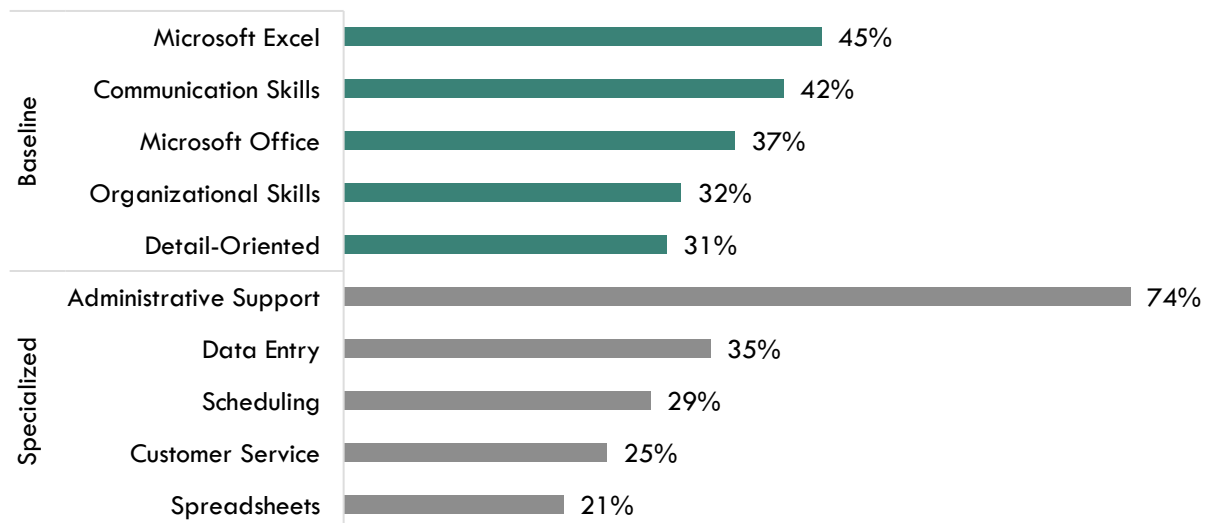
#### Exhibit 6. Education levels requested in job postings for Administrative Assistant

Education Level	Job Postings	% of Job Postings
High school or vocational training	1,181	81%
Bachelor's degree	364	25%
Associate's degree	265	18%
Master's degree	29	2%
Doctoral degree	6	0%

#### Baseline and Specialized Skills

Exhibit 7 depicts the top baseline and specialized skills for the targeted occupations. The three most important baseline skills are Microsoft Excel, 45% of job postings, communication skills, 42%, and Microsoft Office, 37%. The top three specialized skills are administrative support, 74% of job postings, data entry, 35%, and scheduling, 29%.

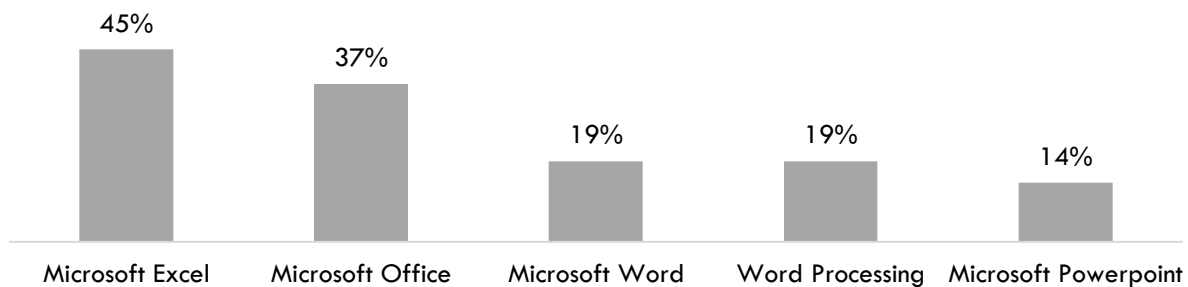
#### Exhibit 7. In-demand Administrative Assistant baseline and specialized skills



## Software Skills

Analysis also included the software skills most in demand by employers. Microsoft Excel and Office were the top two software skills identified in job postings (Exhibit 8).

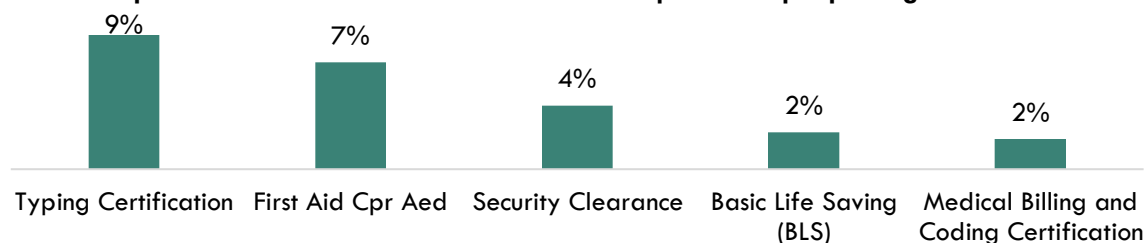
**Exhibit 8. In-demand Administrative Assistant software skills**



## Certifications

Of the 2,457 job postings, 463 contained certification data. Among those, 9% indicated a need for a typing certification. The next top certifications are First Aid Cpr Aed and security clearance (Exhibit 9). Please note 71% of job postings indicated a need for a driver's license, but it is not a certification. (Due to the low number of job postings with certifications listed, the chart below may not be representative of the full sample.)

**Exhibit 9. Top Administrative Assistant certifications requested in job postings**



# Education, Work Experience & Training

A high school diploma or equivalent is typically required for the three occupations (Exhibit 10).

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

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	None	Short-term	45.9%
Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	Less than 5 years	None	41.0%
Data Entry Keyers	High school diploma or equivalent	None	Short-term	46.0%

<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: 051400 - Office Technology/Office Computer Applications, 52.0401 - Administrative Assistant and Secretarial Science, General, 52.0407 - Business/Office Automation/Technology/Data Entry, and 52.0408 - General Office Occupations and Clerical Services. Analysis of the last three years of data shows that, on average, 720 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

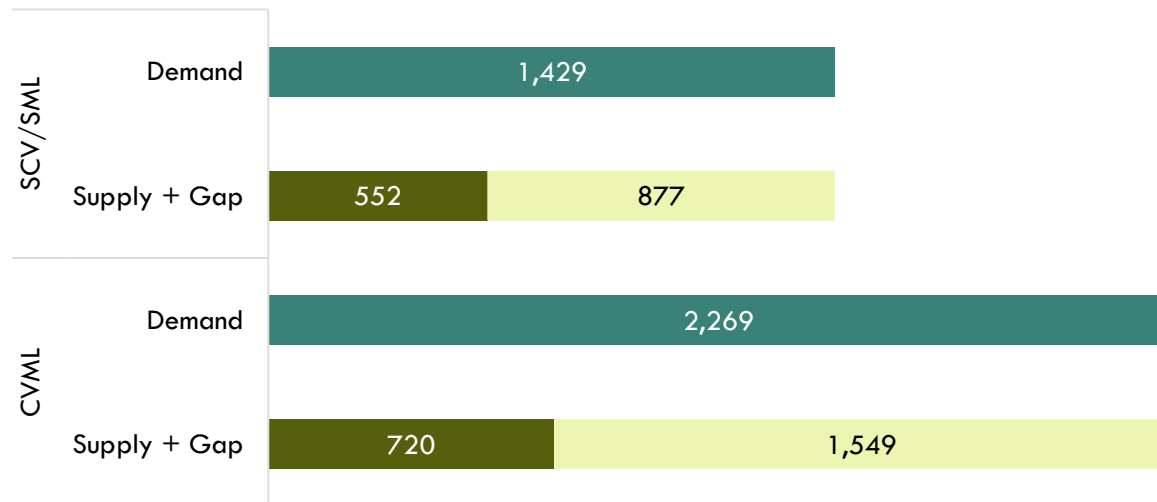
**Exhibit 11. Postsecondary supply for Administrative Assistant occupations in the region**

TOP/ CIP Code- Title	College	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 12 < 18 Semester Units	Certificate 16 < 30 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Certificate 8 < 16 Semester Units	Noncredit award 480 < 960 Hours	Subtotal
051400 - Office Technology/Office Computer Applications	Bakersfield	5						8	10			23
	Cerro Coso	4				7	13	12				36
	Columbia								1			1
	Fresno City	16				6	19	4			8	53
	Merced	22						36	20			78
	Modesto Junior	8			2	1	1	2		5		19
	Reedley College	11			16	17	25			12		81
	San Joaquin Delta					0	5	9				14
	Sequoias	0					1					2
	Taft	4					0		0	0		5
	West Hills Coalinga	3				0	1					4
	West Hills Lemoore	0										0
52.0401 - Administrative Assistant and Secretarial Science, General	Clovis Adult Education		18									18
	Institute of Technology			1								1
	Milan Institute-Visalia		15									15
	Stellar Career College		24									24
52.0407 - Business/Office Automation/Technology/Data Entry	MTI Business College Inc			1								1
52.0408 - General Office Occupations and Clerical Services	MTI Business College Inc			6								6
	San Joaquin Valley College-Visalia	111		100								211
	Stellar Career College		3									3

TOP/ CIP Code- Title	College	Associate Degree	Award < 1 Academic Year	Award 1 < 2 Academic Years	Certificate 12 < 18 Semester Units	Certificate 16 < 30 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Certificate 8 < 16 Semester Units	Noncredit award 480 < 960 Hours	Subtotal
	UEI College-Bakersfield			40								40
	UEI College-Fresno			62								62
	United Education Institute-UEI College Stockton			24								24
<b>TOTAL</b>		<b>184</b>	<b>60</b>	<b>233</b>	<b>18</b>	<b>31</b>	<b>67</b>	<b>70</b>	<b>32</b>	<b>17</b>	<b>8</b>	<b>720</b>

There is an undersupply of 877 Administrative Assistant workers in the SCV/SML subregion and 1,549 workers in the region (Exhibit 12).

**Exhibit 12. 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 Administrative Assistant. Of note, 98 students received a degree or certificate or attained apprenticeship journey status; 86 students transferred; 60% of students obtained a job closely related to their field of study; 15% had a median change in earnings; and 55% of students attained a living wage.

**Exhibit 13. Regional metrics for the TOP code related to Administrative Assistant**

Metric	Office Technology/Office Computer Applications 051400
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	98
Number of Students Who Transferred	86
Job Closely Related to Field of Study	60%
Median Change in Earnings	15%
Attained a Living Wage	55%
* denotes data not available.	

## Conclusion

The entry-level wages of the three occupations exceed the SCV/SML subregion's average living wage. There were 2,457 job postings in the past six months for occupations related to Administrative Assistant in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is Microsoft Excel, and the top specialized skill is administrative support.
- The top software skill is Microsoft Excel.
- The top certification is a typing certification.

There is an undersupply of trained workers, a shortage of 877 in the SCV/SML subregion and 1,549 in the region.

## Recommendation

Based on these findings, it is recommended that Bakersfield College work with the regional director, the college's advisory board, and local industry in the expansion of programs to address the shortage of Administrative Assistants 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.