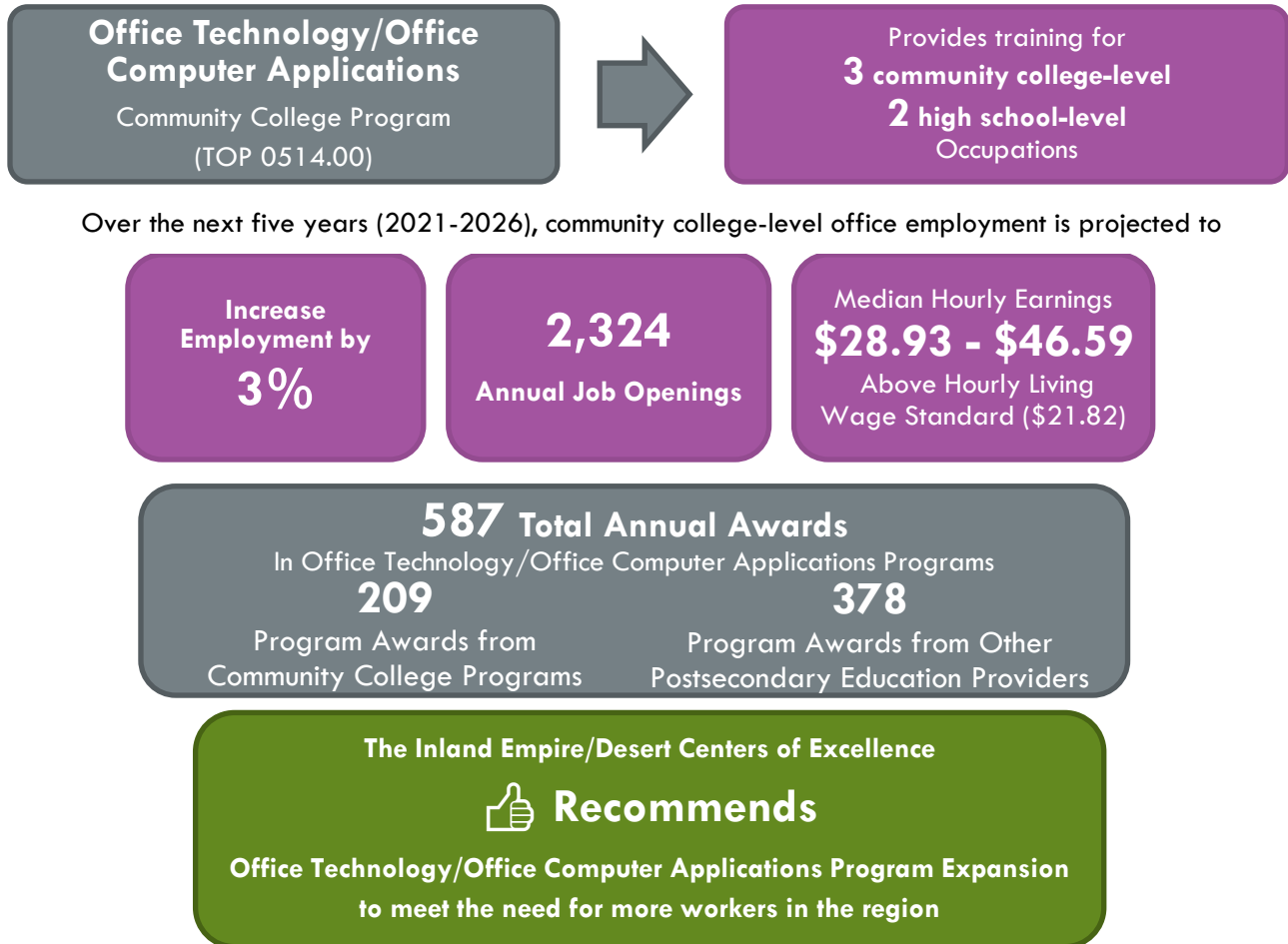


Office Technology/Office Computer Applications

Inland Empire/Desert Region (Riverside and San Bernardino counties)

Summary



Introduction

This report provides labor market occupational demand and wage research and postsecondary program outcomes related to office technology/office computer applications. California Community College office technology/office computer applications programs (TOP 0514.00) prepare students for employment in office positions through instruction related to the recording and disseminating of information, by manual and/or electronic means, including administrative office practices (keyboarding, computer literacy/applications, internet usage, e-mailing, scheduling, etc.), global concepts, and office management skills (problem-solving, critical thinking, and interpersonal relations (Taxonomy of Programs, 2012).

The knowledge, skills, and abilities trained by office technology/office computer applications programs lead to five occupations, collectively referred to as the office occupational group in this report. The office occupational group is separated into high school-level and community college-level occupations to illuminate

job opportunities for individuals with varying levels of educational attainment. This report's educational supply and employment demand portions focus solely on the community college-level jobs students will likely obtain after completing a community college office technology/office computer applications program in the region.

The **community college-level occupations** in this report require a high school diploma or a bachelor's degree in addition to less than five years of work experience. Between 32% and 42% of incumbent workers in these occupations have a community college-level education, some college or an associate degree, as their highest educational attainment. The community college-level occupations included in the office occupational group are:

- Administrative Services Managers (SOC 11-3012)*
- Executive Secretaries and Executive Administrative Assistants (43-6011)
- First-Line Supervisors of Office and Administrative Support Workers (43-1011)

*While administrative service managers typically require a bachelor's degree before employment, this occupation is considered community-college-level because approximately one-third of workers in the field possess a community college education (associate degree, postsecondary nondegree award, or some college, but no degree) as their highest level of educational attainment.

This report's **high school-level occupations** typically require workers to obtain a high school diploma or equivalent before entering employment and less than one month of on-the-job training. Between 45% and 46% of workers in these occupations have a community college-level education, some college or an associate degree, as their highest educational attainment. The high school-level occupations in the office occupational group are:

- Office Clerks, General (SOC 43-9061)
- Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

In 2021, there were 66,084 total office jobs in the region. By 2026, community college-level office employment is projected to increase by 3%; 2,324 annual job openings are expected due to the region's new job growth and replacement needs. The high school-level jobs are projected to grow by 2% and have 5,183 annual job openings. Exhibit 1 displays the job counts, five-year projected job growth, openings, and the share of incumbent workers aged 55 years and older.

Exhibit 1: Five-year projections for the office occupational group, Inland Empire/Desert Region, 2021-2026

Occupation	2021 Jobs	2026 Jobs	5-Yr % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
First-Line Supervisors of Office and Administrative Support Workers	16,323	16,979	4%	8,850	1,770	26%
Executive Secretaries and Executive Administrative Assistants	3,251	3,090	(5%)	1,713	343	34%
Administrative Services Managers	2,261	2,407	6%	1,056	211	34%
Community College-level Total	21,835	22,476	3%	11,619	2,324	28%
Office Clerks, General	27,180	28,029	3%	16,649	3,330	30%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	17,070	17,036	(0%)	9,264	1,853	35%
High School-level Total	44,250	45,064	2%	25,913	5,183	32%
Total	66,084	67,540	2%	37,532	7,506	31%

Source: Lightcast 2022.3

An online job advertisement (ad) search for office jobs was conducted to reveal the employers seeking these workers, including the time it takes to fill positions, earnings information, and in-demand skills. Exhibit 2 shows the number of job ads posted during the last 12 months and the regional and statewide average time to fill this job.

Over the last 12 months, there were 6,245 job ads posted in the Inland Empire/Desert Region for office positions. Inland Empire/Desert Region employers fill online job ads for community college-level office positions in 29 days and high school-level office positions in 32 days, three days shorter than employers in California. Time to fill information indicates that workers in the region likely face similar challenges filling open positions as other employers in the state.

Exhibit 2: Job ads and time to fill, Inland Empire/Desert Region, October 2021 through September 2022

Occupation	Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
Executive Secretaries and Executive Administrative Assistants	365	29	33
First-Line Supervisors of Office and Administrative Support Workers	275	34	37
Administrative Services Managers	215	36	37
Community College-level Total	855	32	35
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	3,152	28	32
Office Clerks, General	2,238	30	32
High School-level Total	5,390	29	32
Total	6,245	30	33

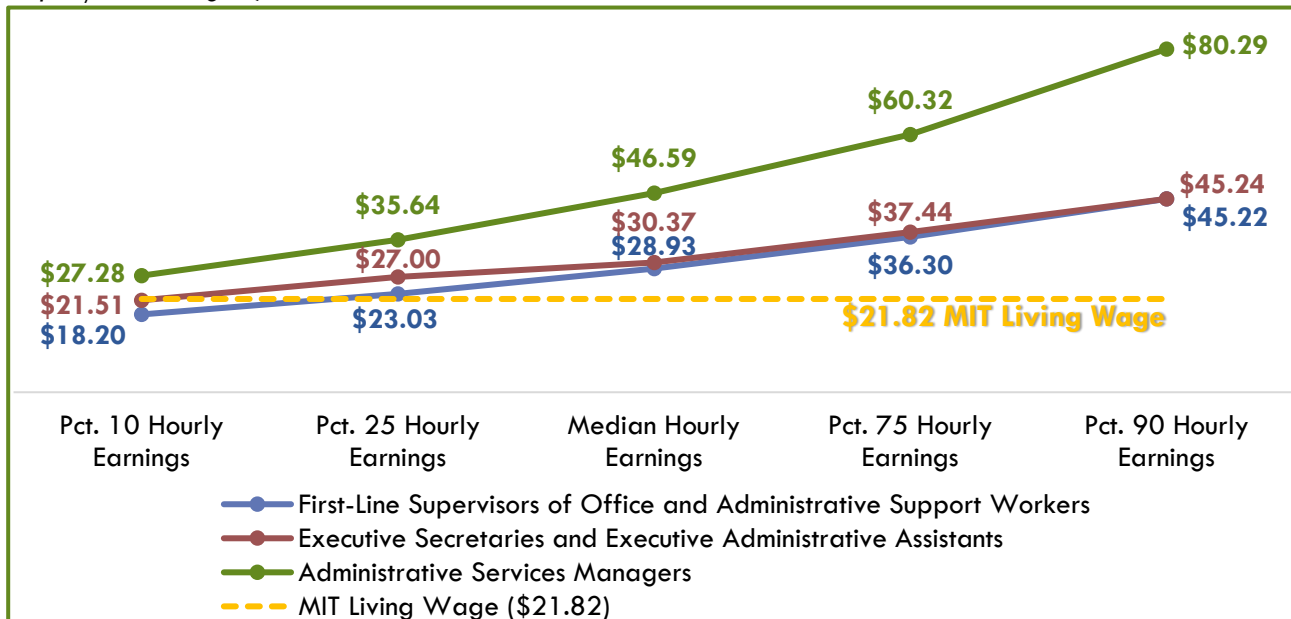
Source: Burning Glass – Labor Insights

Earnings

Community colleges should ensure their training programs lead to employment opportunities that provide a living wage. The MIT living wage calculator estimates that an individual must earn \$21.82 per hour or \$45,386 annually in California (Glasmeier, 2022).

Exhibit 3 displays the hourly earnings for the community college-level office occupational group in the Inland Empire/Desert Region. The 25th percentile hourly earnings for the community college-level office occupational group exceed the living wage standard, indicating that at least the top 75% of workers earn a living wage.

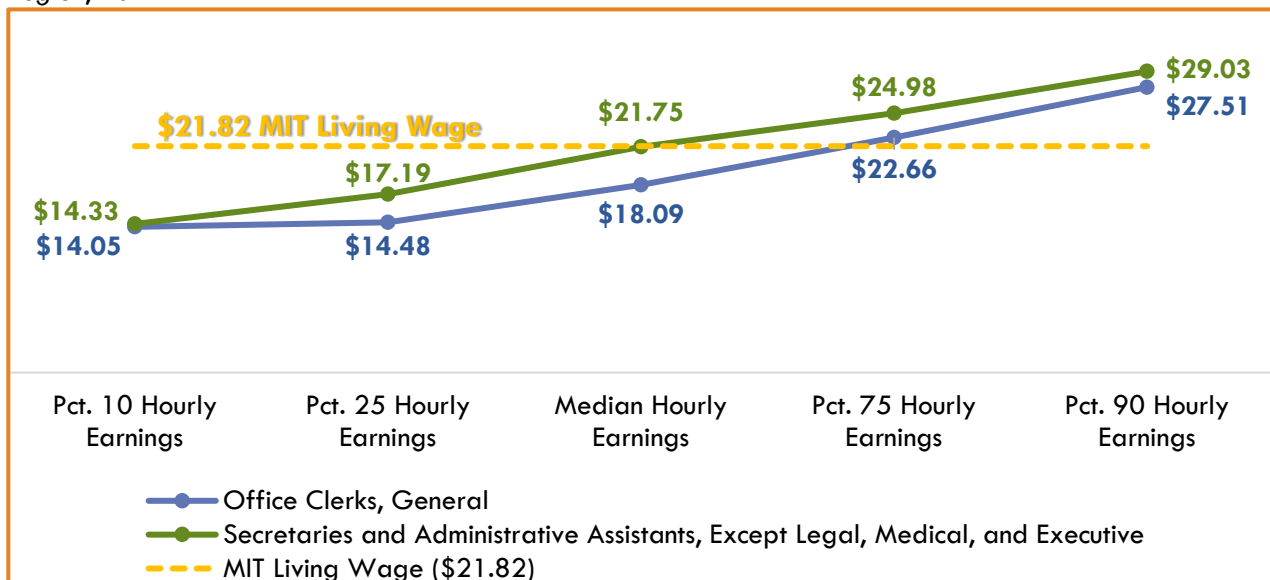
Exhibit 3: Hourly earnings by percentile for the community college-level office occupational group, Inland Empire/Desert Region, 2021



Source: Lightcast 2022.3

Exhibit 4 displays the hourly earnings for the high school-level office occupational group in the Inland Empire/Desert Region. The hourly earnings for the high school-level office occupational group do not surpass the MIT living wage standard until the 75th percentile, indicating that only the top 25% of workers earn a living wage.

Exhibit 4: Hourly earnings by percentile for the high school-level office occupational group, Inland Empire/Desert Region, 2021

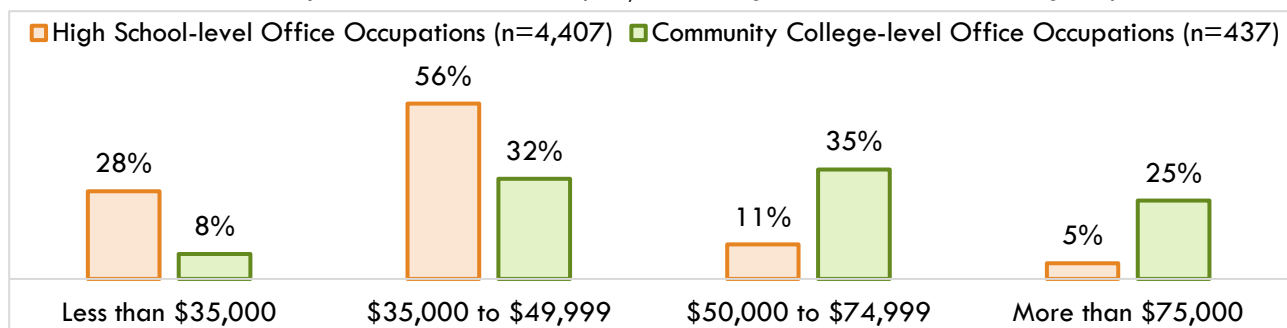


Source: Lightcast 2022.3

Advertised Salary from Online Job Ads

Exhibit 5 displays online job ad salary data for the office occupational group over the last 12 months. Online job ad salary information reveals employers are willing to pay the high school-level occupational group \$42,000 and the community college-level occupational group \$61,000 annually. The advertised wages for the community college-level office occupational group are above the region's \$45,386 annual (\$21.82 hourly) living wage standard. Consider the salary information with caution since only 78% (4,844 out of 6,245) of online job ads for these occupations provided salary information. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 5: Advertised salary information, Inland Empire/Desert Region, October 2021 through September 2022



Source: Burning Glass – Labor Insights

Job Titles, Employers, Skills, Education, and Work Experience

Exhibit 6 displays the job titles most frequently included in ads for the office occupational group over the last 12 months. Displaying job titles may provide insight into the positions available to students after completing a program. The most frequently requested job title over the previous 12 months for the community college-level office occupational group was an executive assistant.

Exhibit 6: Job titles most frequently included in job ads for the office occupational group, Inland Empire/Desert Region, October 2021 through September 2022

Occupations	Top Job Titles	
Community College-level (n=843)	<ul style="list-style-type: none"> Executive Assistant Office Supervisor 	<ul style="list-style-type: none"> Executive Administrative Assistant Administrator
High School-level (n=5,390)	<ul style="list-style-type: none"> Administrative Assistant Office Assistant Office Administrator 	<ul style="list-style-type: none"> Office Clerk Office Coordinator Scheduling Coordinator

Source: Burning Glass – Labor Insights

Exhibit 7 displays the employers that posted the most job ads during the last 12 months. Showing employer names provides insight into where students may find employment after completing a program. California

State University, San Bernardino, posted the most job advertisements for the office occupational group in the region.

Exhibit 7: Employers posting the most job ads for the office occupational group, Inland Empire/Desert Region, October 2021 through September 2022

Occupations	Top Employers	
Community College-level (n=855)	<ul style="list-style-type: none"> California State University, San Bernardino University of California, Riverside H&R Block 	<ul style="list-style-type: none"> Riverside County Yaamava' Resort and Casino at San Manuel Eisenhower Medical Center
High School-level (n=5,390)	<ul style="list-style-type: none"> California State University, San Bernardino Riverside County University of California, Riverside Tube One Industries 	<ul style="list-style-type: none"> San Bernardino Community College District Marriott International Loma Linda University Health Eisenhower Medical Center

Source: Burning Glass – Labor Insights

Exhibit 8 lists a sample of specialized, employability, and software and programming skills employers seek when looking for workers to fill positions in the office occupational group. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job ads may be utilized to guide curriculum development.

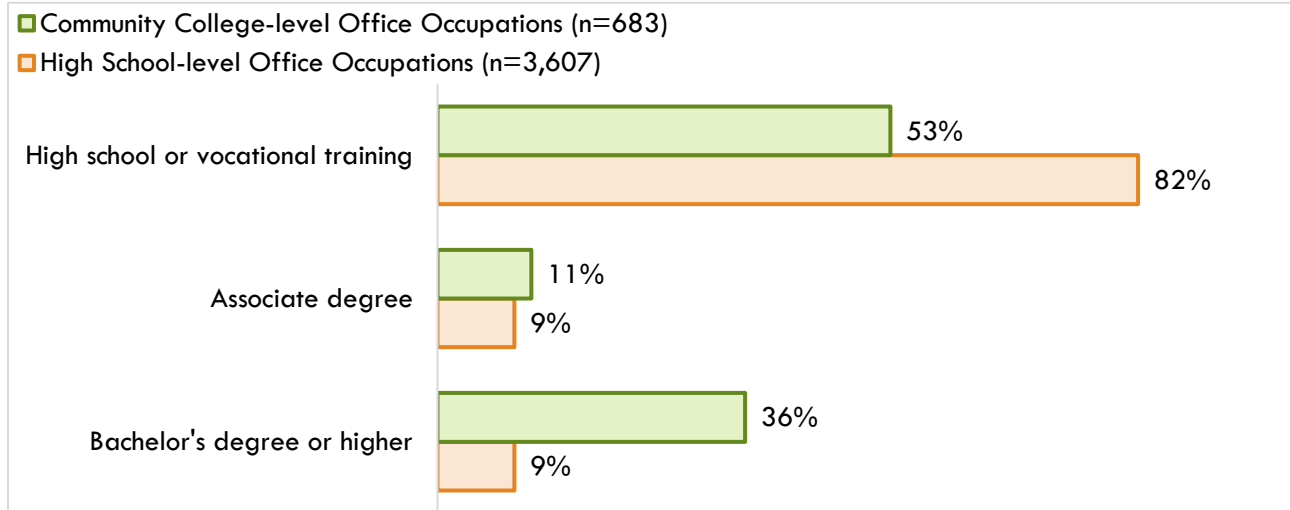
Exhibit 8: Sample of in-demand skills from employer job ads, Inland Empire/Desert Region, October 2021 through September 2022

Occupations	Specialized skills	Employability skills	Software and Programming skills
Community College-level (n=843)	<ul style="list-style-type: none"> Administrative Support Scheduling Budgeting Staff Management Customer Service 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Planning Detail-Oriented Teamwork/Collaboration 	<ul style="list-style-type: none"> Microsoft Office Microsoft Excel Microsoft PowerPoint Microsoft Word
High School-level (n=5,165)	<ul style="list-style-type: none"> Administrative Support Scheduling Customer Service Data Entry Appointment Setting 	<ul style="list-style-type: none"> Communication Skills Organizational Skills Detail-Oriented Multi-Tasking Typing 	<ul style="list-style-type: none"> Microsoft Office Microsoft Excel Microsoft Word Microsoft PowerPoint

Source: Burning Glass – Labor Insights

Exhibit 9 displays the minimum advertised education requirements for the office occupational group. Between 53% and 82% of employers sought office workers with a high school diploma or vocational training.

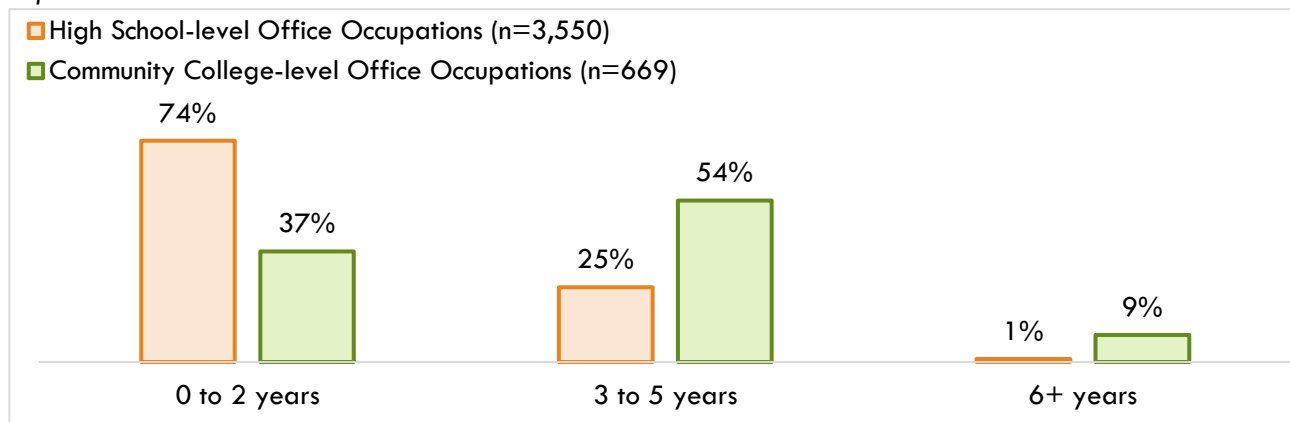
Exhibit 9: Minimum advertised education requirements for the office occupational group, Inland Empire/Desert Region, October 2021 through September 2022



Source: Burning Glass – Labor Insights

Exhibit 10 displays the real-time work experience requirements from employer job ads. Approximately 74% of employers posting job ads for high school-level office occupations sought candidates with zero to two years of previous work experience, while about 54% of employers posting job ads for community college-level office positions candidates with three to five years of prior work experience.

Exhibit 10. Real-time work experience requirements, Inland Empire/Desert Region, October 2021 through September 2022



Source: Burning Glass – Labor Insights

Student Completions and Programs Outcomes

Exhibit 11 displays student completions for office technology/office computer applications programs (TOP 0514.00) over the last three academic years (2018-21). Regional community colleges issued 209 awards annually over the previous three academic years. Program completion and student outcome methodologies are found in the appendix.

Exhibit 11. Annual average community college awards for office technology/office computer applications programs, Inland Empire/Desert Region, Academic Years 2018-2021

TOP 0514.00 – Office Technology/Office Computer Applications (Local Program Title)	Academic Year 2018-19	Academic Year 2019-20	Academic Year 2021-21	Total CC Annual Average Awards, Academic Years 2018-21
Barstow (Microsoft Office Specialist)				1
Certificate 18 < 30 semester units	1	0	0	0
Certificate 16 < 30 semester units	0	0	3	1
Chaffey (Business Information Worker (BIW) Stage 1 & 2/Microsoft Excel, Office, & Word /Professional Office Skills)				44
Associate Degree	8	7	2	6
Certificate 30 < 60 semester units	9	4	1	5
Certificate 18 < 30 semester units	13	0	0	4
Certificate 16 < 30 semester units	0	18	11	10
Certificate 12 < 18 semester units	10	0	0	3
Certificate 8 < 16 semester units	0	22	26	16
Certificate 6 < 18 semester units	0	1	0	0
Desert (Applications and Information Systems/ Business Information Worker – Legal Office Special, Marketing Specialist, Medical Office Specialist, Office Manager, Office Professional/Business Remote Worker)				20
Associate Degree	0	2	3	2
Certificate 30 < 60 semester units	0	2	3	2
Certificate 18 < 30 semester units	15	0	0	5
Certificate 16 < 30 semester units	0	20	14	11
Moreno Valley (Business Information Worker/Business Information Worker Essential Preparation: Workplace Communication, Workplace Decision Making and Time Management/ Business Skills: MOS Prep – Microsoft Office Specialist)				0
Mt. San Jacinto (Business Clerical/Business Clerical: Tech Prep/Microsoft Office Specialist/Microsoft Office Specialist: Tech Prep/Office Administration/Office Administration Technician, Tech Prep)				31
Associate Degree	17	24	17	19

TOP 0514.00 – Office Technology/Office Computer Applications (Local Program Title)	Academic Year 2018-19	Academic Year 2019-20	Academic Year 2021-21	Total CC Annual Average Awards, Academic Years 2018-21
Certificate 30 < 60 semester units	17	0	0	6
Certificate 16 < 30 semester units	0	10	8	6
Norco College (Business Information Worker)				3
Associate Degree	0	0	2	1
Certificate 16 < 30 semester units	0	2	4	2
Palo Verde (Business Literacy)				32
Certificate 6 < 18 semester units	43	33	21	32
Riverside (Business Information Worker/Business Skills – MOS Prep: Microsoft Office Specialist /Executive Office Management)				34
Certificate 30 < 60 semester units	5	8	13	9
Certificate 18 < 30 semester units	5	0	0	2
Certificate 16 < 30 semester units	0	11	7	6
Certificate 6 < 18 semester units	13	15	24	17
Noncredit award 48 < 96 hours	0	0	2	1
San Bernardino (Administrative Assistant Certificate/CIT – Office Technology)				14
Associate Degree	6	9	7	7
Certificate 30 < 60 semester units	5	8	7	7
Victor Valley (Administrative Assistant/Business Education Technologies/Computer Systems II)				29
Associate Degree	20	25	19	21
Certificate 30 < 60 semester units	4	1	4	3
Certificate 18 < 30 semester units	9	0	0	3
Certificate 16 < 30 semester units	0	4	2	2
Total	200	226	200	209

Source: MIS Data Mart, COCI

California program outcome data may provide useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 12.

Exhibit 12. 0514.00 – Office technology/office computer applications strong workforce program outcomes, Inland Empire/Desert Region, Academic Year 2018-2019 (Unless Noted)

Strong Workforce Program Metrics: 0514.00 – Office Technology/Office Computer Applications Academic Year 2018-19, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2019-20)	3,821	43,454
Completed 9+ career education units in one year (2019-20)	31%	25%
Perkins Economically disadvantaged students (2019-20)	89%	76%
Students who attained a noncredit workforce milestone in a year (2019-20)	18%	73%
Students who earned a degree, certificate, or attained apprenticeship (2019-20)	117	1,858
Transferred to a four-year institution (transfers)	131	2,122
Job closely related to the field of study (2017-18)	57%	68%
Median annual earnings (all exiters)	\$29,152	\$31,828
Median change in earnings (all exiters)	19%	14%
Attained a living wage (completers and skills-builders)	54%	44%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Exhibits 13-15 display awards for other postsecondary education providers reported in administrative assistant and secretarial science, general (CIP 52.0401), business/office automation/technology/data entry (CIP 52.0407), and general office occupations and clerical services (CIP 52.0408) programs over the last three academic years. Completion data is compiled from the Integrated Postsecondary Education Data System (IPEDS) for the most recent three years. Over the three most recent academic years, other postsecondary educational institutions in the region have issued 378 awards annually.

Exhibit 13. Other educational providers administrative assistant and secretarial science, general programs, three-year annual average credentials, Inland Empire/Desert Region, Academic Years 2017-2020

52.0401 – Administrative Assistant and Secretarial Science, General	Award <1 academic year	Other Educational Providers Annual Average Credentials, 2017-2020
Riverside Office of Education-School of Career Education	45	45
Total	45	45

Source: IPEDS

Exhibit 14. Other educational providers business/office automation/technology/data entry programs, three-year annual average credentials, Inland Empire/Desert Region, Academic Years 2017-2020

52.0407 – Business/Office Automation/Technology/Data Entry	Award < 1 academic year	Postsecondary Award	Other Educational Providers Annual Average Credentials, 2017-2020
California Technical Academy	172	58	230
CET-Coachella	-	22	22
Total	172	80	252

Source: IPEDS

Exhibit 15. Other educational providers general office occupations and clerical services programs, three-year annual average credentials, Inland Empire/Desert Region, Academic Years 2017-2020

52.0408 – General Office Occupations and Clerical Services	Postsecondary Awards	Associate Degree	Other Educational Providers Annual Average Credentials, 2017-2020
San Joaquin Valley College-Hesperia	8	1	9
San Joaquin Valley College-Ontario	6	2	9
San Joaquin Valley College-Rancho Mirage	-	-	0
San Joaquin Valley College-Temecula	4	1	5
UEI College-Riverside	35	-	35
United Education Institute-Ontario	24	-	24
Total	77	4	82

Source: IPEDS

Summary of Findings

The knowledge, skills, and abilities trained by office technology/office computer applications programs (TOP 0514.00) lead to three community college-level occupations. Over the next five years (2021-2026), the community college-level office occupational group is projected to increase employment by 3%, with 2,324 annual job openings in the Inland Empire/Desert Region. The 25th percentile hourly earnings for the community college-level office occupational group exceed the living wage standard, indicating that at least the top 75% of workers earn a living wage.

Community colleges in the region have issued 209 awards annually in office technology/office computer applications programs (TOP 0514.00) over the last three academic years. Combined, other regional postsecondary educational institutions have issued 378 awards annually in programs related to office technology. Overall, postsecondary education providers issued 587 awards annually over the three most recent academic years.

The Centers of Excellence recommends expanding office technology/office computer applications programs to meet the demand for these workers in the region. Colleges considering this program should have a strong

partnership with employers and ensure that students can obtain a living wage shortly after exiting the program.

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Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for office occupations

Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment

Administrative Services Managers (11-3012)

Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.

Sample job titles: Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrator, Business Administrator, Business Manager

Entry-Level Educational Requirement: Bachelor's degree

Training Requirement: None

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 32%

First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Directly supervise and coordinate the activities of clerical and administrative support workers.

Sample job titles: Accounting Manager, Accounts Payable Supervisor, Accounts Receivable Manager, Administrative Supervisor, Customer Service Manager, Customer Service Supervisor, Office Coordinator, Office Manager, Office Supervisor, Staff Services Manager

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 40%

Executive Secretaries and Executive Administrative Assistants (43-6011)

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.

Sample job titles: Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: None

Work Experience: Less than five years

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 42%

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

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

Sample job titles: Administrative Assistant (Admin Assistant), Administrative Clerk, Administrative Secretary (Admin Secretary), Administrative Specialist (Admin Specialist), Administrative Support Assistant (ASA), Administrative Technician, Department Secretary, Office Assistant, Secretary, Staff Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one-month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 46%

Office Clerks, General (43-9061)

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, office machine operation, and filing.

Sample job titles: Administrative Clerk (Admin Clerk), Clerical Aide, Clerical Assistant, Clerk, General Clerk, Office Assistant, Office Clerk, Office Services Specialist, Office Support Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one-month on-the-job training

Work Experience: None

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 45%

Appendix: Methodology

Exhibit 11 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2018 and 2021 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations that might be present in a single year.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from California's Employment Development Department's Unemployment Insurance database records. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2022a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2022a).

Job ad data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job ads often do not reveal employers' hiring intentions; it is unknown if employers plan to hire one or multiple workers from a single online job ad or collecting resumes for future hiring needs. A closed job ad may not be the result of a hired worker.

Table 1. 2021 to 2026 job growth, wages, entry-level education, training, and work experience required for the office occupational group in the Inland Empire/Desert Region (Riverside and San Bernardino Counties combined)

Occupation (SOC)	2021 Jobs	5-Year Change	5-Year % Change	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	16,323	656	4%	1,770	\$18.20 to \$45.22	\$28.93	\$62,700	High school diploma or equivalent & None	Less than five years
Executive Secretaries and Executive Administrative Assistants (43-6011)	3,251	(161)	(5%)	343	\$21.51 to \$45.24	\$30.37	\$67,400	High school diploma or equivalent & None	Less than five years
Administrative Services Managers (11-3012)	2,261	146	6%	211	\$27.28 to \$80.29	\$46.59	\$104,700	Bachelor's degree & None	Less than five years
Community College-level Total	21,835	641	3%	2,324	-	-	-	-	-
Office Clerks, General (43-9061)	27,180	849	3%	3,330	\$14.05 to \$27.51	\$18.09	\$40,600	High school diploma or equivalent & Less than one month	None
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	17,070	(34)	(0%)	1,853	\$14.33 to \$29.03	\$21.75	\$45,200	High school diploma or equivalent & Less than one month	None
High School-level Total	44,250	815	2%	5,183	-	-	-	-	-
Total	66,084	1,456	2%	7,506	-	-	-	-	-

Source: Lightcast 2022.3