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Labor Market Analysis

**Peace and Conflict Studies-
Alternative Dispute Resolution,
Mediation, and Transformation**



Prepared by Central Valley/Mother Lode Center of Excellence



POWERED BY



Table of Contents

- Summary 2
 - Key Findings..... 2
 - Recommendation..... 2
- Introduction..... 3
- Occupational Demand 4
- Wages 5
- Job Postings 5
 - Top Employers..... 6
 - Top Occupational Titles..... 6
 - Salaries..... 7
 - Education 7
 - Baseline, Specialized, and Software Skills..... 8
 - Certifications..... 8
- Education, Work Experience, & Training 9
- Supply 10
- Student Outcomes 11
- Recommendation 12
- Appendix A: Methodology & Data Sources 13

COVID-19 Statement: This report includes employment projection data by Lightcast. Lightcast’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

The Central Valley/Mother Lode Center of Excellence developed this report for San Joaquin Delta College to determine whether there is demand in the local labor market that is not being met by the supply from community college programs. This report summarizes labor market demand, wages, skills, and postsecondary supply for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*, which include:

- Administrative Services Managers (SOC 11-3012)
- Managers, All Other (SOC 11-9199)
- Paralegals and Legal Assistants (SOC 23-2011)
- First-Line Supervisors of Office and Administrative Support Workers (SOC 43-1011)

Key Findings

- **Occupational Demand** — *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* have a labor market demand of 910 annual job openings in the North Central Valley/Northern Mother Lode (NCV/NML) subregion. Between 2021 and 2026, first-line supervisors of office and administrative support workers are projected to have the most demand with 567 annual job openings and a projected growth rate of 2 percent.
- **Wages** — Average entry-level earnings of \$25.81/hour for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* are higher than the living wage in the NCV/NML subregion, which is \$12.65/hour for a single adult.¹ Administrative services managers earn the highest entry-level wage, \$32.92/hour.
- **Employers and Occupational Titles** — Employers in the NCV/NML subregion include University of California, Great Wolf Resorts, and Home Depot. The most common occupational title in job postings in the subregion is managers, all other. The most common job title is office managers.
- **Skills and Certifications** — The top baseline skill is sales, the top specialized skill is marketing, and the top software skill is Microsoft Excel. The most in-demand certification is a n AVIXA Certified Technology Specialist.
- **Education** — A high school diploma or equivalent is typically required for first-line supervisors of office and administrative support workers. An associate degree is typically required for paralegals and legal assistants. A bachelor's degree is typically required for managers, all other and administrative services managers.
- **Supply and Demand Analysis** — Based on 910 annual openings (i.e., demand), and 54 postsecondary degrees awarded (i.e., supply), an analysis of supply and demand suggests there is an undersupply of 856 workers in the NCV/NML subregion. In the CVML region, 67 awards were conferred suggesting an undersupply of 2,338 workers.

Recommendation

Based on a comparison of demand and supply, there is an undersupply of trained workers in the NCV/NML subregion and the CVML region. The Center of Excellence recommends that San Joaquin Delta College work with the regional directors, the college's advisory board, and local industry in the expansion

¹ 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/>.

of programs to address the shortage of Peace and Conflict Studies- Alternative Dispute Resolution, Mediation, and Transformation workers.

Introduction

The Central Valley/Mother Lode Center of Excellence developed this report to provide San Joaquin Delta College with labor market information for Peace and Conflict Studies- Alternative Dispute Resolution, Mediation, and Transformation. The geographical focus for this report is the North Central Valley/Northern Mother Lode (NCV/NML) subregion, but regional demand and supply data has been included for broader applicability and use. Analysis of the program and occupational data related to Peace and Conflict Studies- Alternative Dispute Resolution, Mediation, and Transformation resulted in the identification of applicable occupations, known as *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*. The Standard Occupational Classification (SOC) System code and occupational titles used in this report from the Bureau of Labor Statistics and O*NET OnLine are shown below. Please note that there is no data available for managers, all other (SOC 11-9199).

Administrative Services Managers (SOC 11-3012)

- **Job Description:** 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.
- **Knowledge:** Customer and Personal Service, Administration and Management, English Language, Administrative, Computers and Electronics
- **Skills:** Active Listening, Reading Comprehension, Time Management, Speaking, Coordination

Paralegals and Legal Assistants (SOC 23-2011)

- **Job Description:** Assist lawyers by investigating facts, preparing legal documents, or researching legal precedent. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.
- **Knowledge:** Administrative, English Language, Law and Government, Customer and Personal Service, Computers and Electronics
- **Skills:** Reading Comprehension, Active Listening, Speaking, Writing, Critical Thinking

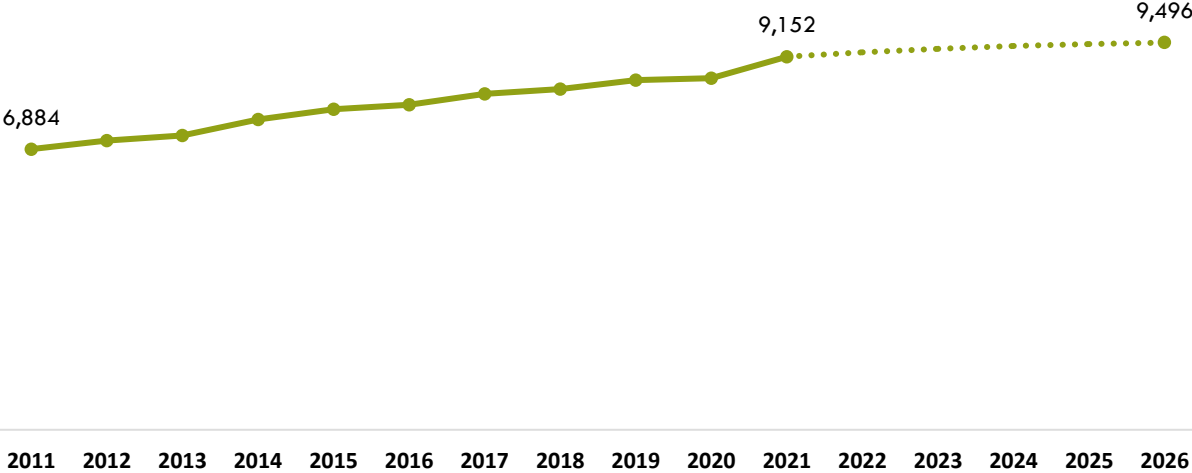
First-Line Supervisors of Office and Administrative Support Workers (SOC 43-1011)

- **Job Description:** Directly supervise and coordinate the activities of clerical and administrative support workers.
- **Knowledge:** Administration and Management, Customer and Personal Service, Administrative, English Language, Computers and Electronics
- **Skills:** Active Listening, Coordination, Monitoring, Reading Comprehension, Social Perceptiveness

Occupational Demand

Exhibit 1a shows trends for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion. Between 2021 to 2026, the number of jobs for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* is projected to increase by 344 jobs, or four percent.

Exhibit 1a. Occupational projections for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion



Between 2021 to 2026, demand for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion is 910 annual openings (Exhibit 1b). First-line supervisors of office and administrative support workers are projected to have the most demand with 567 annual job openings and a projected growth rate of two percent.

Exhibit 1b. Occupational projections for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion

Occupation	2021 Jobs	2026 Jobs	5-Year Change	5-Year % Change	Annual Openings
First-Line Supervisors of Office and Administrative Support Workers	5,447	5,557	110	2%	567
Managers, All Other	2,441	2,615	174	7%	216
Administrative Services Managers	763	796	33	4%	67
Paralegals and Legal Assistants	501	528	27	5%	60
TOTAL	9,152	9,496	344	4%	910

Wages

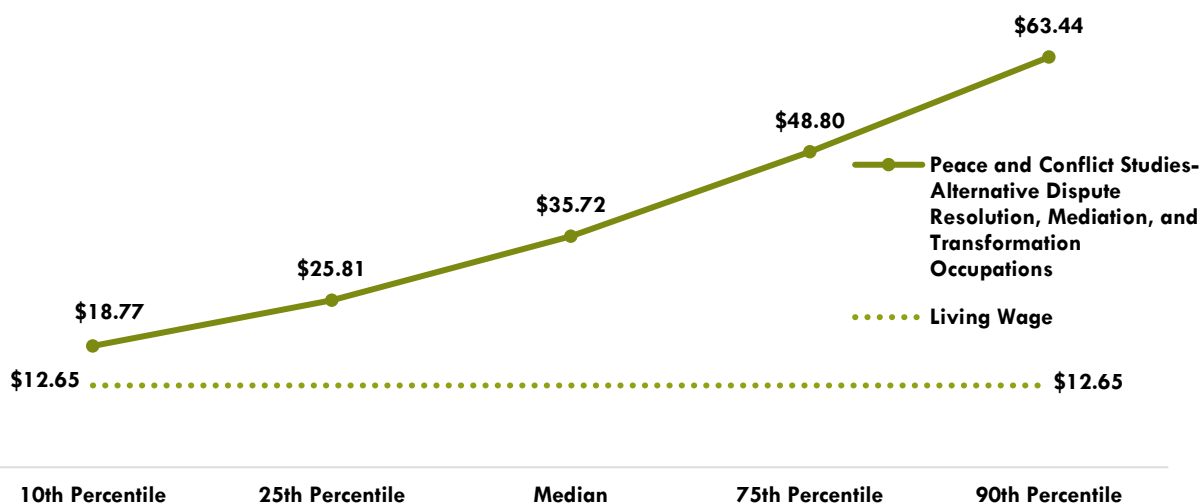
The average living wage for a single adult in the NCV/NML subregion is \$12.65/hour.² Exhibit 2a shows the hourly wages of *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*. Administrative services managers earn the highest entry-level wage, \$32.92/hour in the subregion.³ Please note 10th and 25th percentiles are considered entry-level wages while 75th and 90th are considered experienced wages, either by gained by long-term employment, extra training, etc.

Exhibit 2a. Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations hourly wages in the NCV/NML subregion

Occupation	Pct. 25 Hourly Earnings	Median Hourly Earnings	Pct. 75 Hourly Earnings
Administrative Services Managers	\$32.92	\$45.06	\$62.40
First-Line Supervisors of Office and Administrative Support Workers	\$24.76	\$29.07	\$35.42
Managers, All Other	\$24.28	\$41.70	\$61.91
Paralegals and Legal Assistants	\$21.29	\$27.06	\$35.47

Exhibit 2b shows the average hourly wages for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*; the average entry-level wage is more than the average entry-level living wage for the NCV/NML subregion.

Exhibit 2b. Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations average hourly wages in the NCV/NML subregion



² 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/>.

³ Entry-level wages are derived from the 25th percentile.

Job Postings

There were 1,740 job postings for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion from July 2022 to December 2022.⁴

Top Employers

The top employers with the most job postings are listed in Exhibit 3. The top employers in online job postings were University of California, Great Wolf Resorts, and Home Depot.

Exhibit 3. Top employers of *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* by number of job postings

Employer
University of California
Great Wolf Resorts
Home Depot
Foster Farms
Workforce
University of the Pacific
City of Lodi
Bausch & Lomb
Kantar
City of Stockton

Top Occupational Titles

Exhibit 4 shows the O*NET OnLine occupational titles for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* in the NCV/NML subregion. Common job titles in postings include: Office Managers, Project Coordinators, and Program Managers.

Exhibit 4. Top occupational titles in job postings for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*

Occupational Title
Office Managers
Project Coordinators
Program Managers
Center Managers
Customer Service Supervisors
Guest Services Supervisors
Legal Assistants

⁴ 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.

Occupational Title

Self Storage Managers

Paralegals

Program Administrators

Office Managers

Salaries

Exhibit 5 shows the “Market Salaries” for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*. These are calculated by Lightcast using a machine learning model built from millions of job postings every year. This accounts for adjustments based on location, industry, skills, experience, education, among other variables.

Exhibit 5. Market salaries for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*

Market Salary	Job Postings
\$36,000-\$41,999	124
\$90,000-\$350,000	120
\$60,000-\$65,999	80
\$42,000-\$47,999	75
\$30,000-\$35,999	54

Education

Of the 1,740 job postings, 1,702 listed a preferred or minimum educational requirement for the position being filled. Among those, 40% requested a bachelor’s degree, 28% requested high school or GED, and 13% requested an associate degree (Exhibit 6).

Exhibit 6. Education levels requested in job postings for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*

Education Level	Job Postings	% of Job Postings
Bachelor's degree	699	40%
High school or GED	488	28%
Associate degree	222	13%
Master's degree	210	12%
Ph.D. or professional degree	83	5%

Baseline, Specialized, and Software Skills

Exhibit 7 depicts the top baseline, specialized, and software skills in job postings. The three most important baseline skills are management, communication, and operations. The top three specialized skills are auditing, accounting, and marketing. The top software is Microsoft Excel.

Exhibit 7. In-demand *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* baseline and specialized skills

Baseline Skills	Specialized Skills	Software Skills
Management	Auditing	Microsoft Excel
Communications	Accounting	Software Systems
Operations	Marketing	SAP Applications
Leadership	Office Management	Google Workspace
Customer Service	Billing	Warehouse Management Systems

Certifications

Of the 1,740 job postings, 305 contained certification data. Among those, 8% indicated a need for a certified pool & spa operator. The next top certification is Aquatic Facility Operator (AFO) Certification and project management professional certification (Exhibit 8).

Exhibit 8. Top *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations* certifications requested in job postings

Certifications	% of Job Postings
Certified Pool & Spa Operator	8%
Aquatic Facility Operator (AFO) Certification	7%
Project Management Professional Certification	5%
Master of Business Administration (MBA)	5%
Certified Safety Professional	4%

Education, Work Experience, & Training

A high school diploma or equivalent is typically required for first-line supervisors of office and administrative support workers. An associate degree is typically required for paralegals and legal assistants. A bachelor’s degree is typically required for managers, all other and administrative services managers (Exhibit 9).

Exhibit 9. Education, work experience, training, and Current Population Survey results Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations⁵

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	Less than 5 years	None	41.4%
Managers, All Other	Bachelor's degree	Less than 5 years	None	24.8%
Administrative Services Managers	Bachelor's degree	Less than 5 years	None	34.8%
Paralegals and Legal Assistants	Associate degree	None	None	43.2%

⁵ “Labor Force Statistics from the Current Population Survey,” Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

Supply

An analysis of program data from the Integrated Postsecondary Education Data System (IPEDS) for the last three program years shows that, on average, 54 awards were conferred in the NCV/NML subregion (Exhibit 10 and 11).

Exhibit 10. TOP and CIP codes for Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations

TOP Titles	CIP Titles
050630 - Management Development and Supervision	52.0204 - Office Management and Supervision
	52.0205 - Operations Management and Supervision

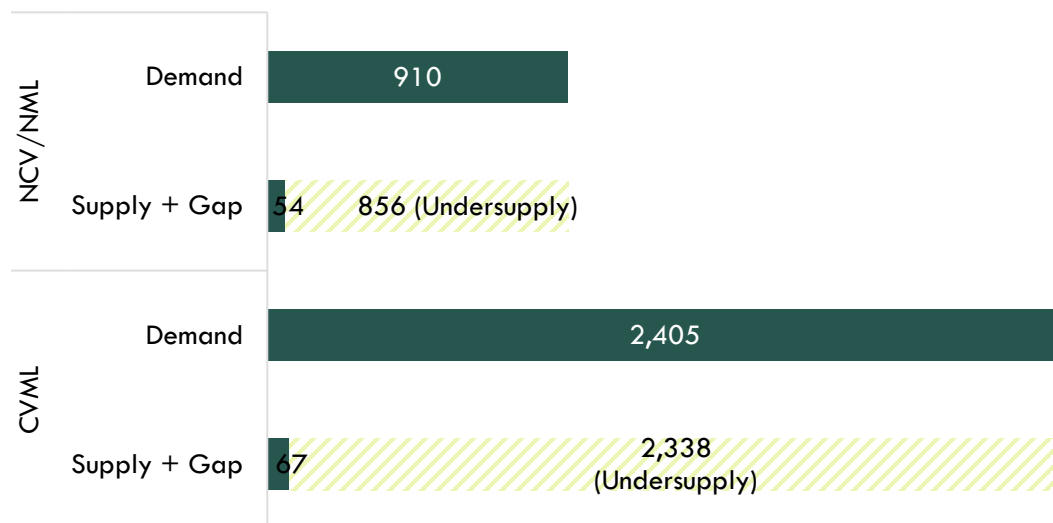
Exhibit 11. Postsecondary supply for Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations

TOP/ CIP Code- Title	College	Associate Degree	Certificate 16 < 30 Semester Units	Certificate 18 < 30 Semester Units	Certificate 30 < 60 Semester Units	Certificate 6 < 18 Semester Units	Credit Award, < 6 Semester Units	Subtotal
050630 - Management Development and Supervision	Merced	2			1		39	42*
	Modesto	4		1				5*
	Porterville					0		0
	San Joaquin Delta			6	1			7*
	Taft	2	1	1		9		13
TOTAL NCV/NML		6	0	7	2	0	39	54
TOTAL CVML		8	1	8	2	9	39	67

*NCV/NML awards

There is an undersupply of 856 Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation workers in the NCV/NML subregion and an undersupply of 2,338 workers in the region (Exhibit 12).

Exhibit 12. Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations workforce demand (annual job openings), postsecondary awards (supply), and additional students needed to fill gap in the NCV/NML subregion and region



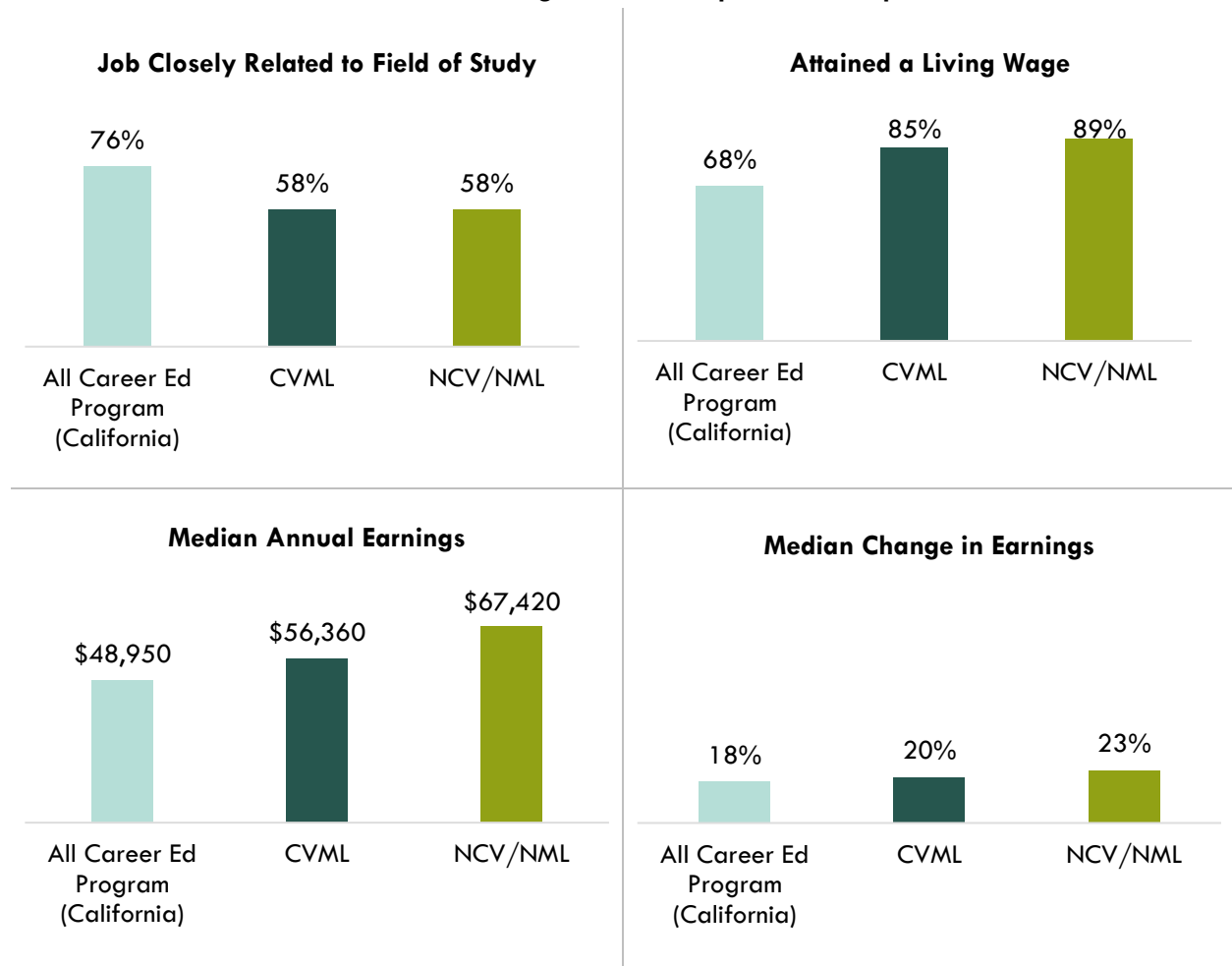
Student Outcomes

Exhibits 13a -13b summarize outcomes from California Community College Chancellor’s Cal-PASS Plus LaunchBoard for TOP codes related to *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*. Notably, 58% of students who obtained a job closely related to their field of study in the region, and 85% attained a living wage.

Exhibit 13a. Regional metrics for TOP 050630 - Management Development and Supervision

Metric	
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	10
Number of Students Who Transferred	40
*denotes data not available in table and charts	

Exhibit 13b. Metrics for TOP 050630 - Management Development and Supervision



Recommendation

This report suggests there is a shortage of 856 workers in the NCV/NML subregion and a shortage of 2,338 workers in the CVML region for *Peace and Conflict Studies-Alternative Dispute Resolution, Mediation, and Transformation Occupations*. Based on a broad selection of occupations, it is recommended that San Joaquin Delta College work with the regional directors, the college’s advisory board, and local industry in the expansion of programs to address the shortage of Peace and Conflict Studies- Alternative Dispute Resolution, Mediation, and Transformation workers in the region.

Appendix: 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. (LIGHTCAST). LIGHTCAST occupational employment data are based on final LIGHTCAST industry data and final LIGHTCAST 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 LIGHTCAST earnings by industry: economicmodeling.com.
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: https://www.bls.gov/emp/tables/educational-attainment.htm .
LaunchBoard	Chancellor’s Cal-PASS Plus LaunchBoard. https://www.calpassplus.org/LaunchBoard/SWP.aspx
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: labormarketinfo.edd.ca.gov .
Job Posting and Skills Data	Lightcast.
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: onetonline.org .

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. (LIGHTCAST) formula that includes historical employment and economic indicators along with national, state and local trends.

LaunchBoard (Attained the Living Wage): Among SWP students who exited college and did not transfer to any postsecondary institution, the proportion who attained the district county living wage for a single adult measured immediately following academic year of exit

LaunchBoard (Median Annual Earnings): Among SWP students who exited the community college system and who did not transfer to any postsecondary institution, median earnings following the academic year of exit.

LaunchBoard (Median Change in Earnings): Among SWP students who exited and who did not transfer to any postsecondary institution, median change in earnings between the second quarter prior to the beginning of the academic year of entry and the second quarter after the end of the academic year of exit from the last college attended.

LaunchBoard (Job Closely Related to Field of Study): Among SWP students who responded to the CTE Outcomes Survey and did not transfer to any postsecondary institution, the proportion who reported that they are working in a job very closely or closely related to their field of study.

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.