

Labor Market Analysis for: 1307.30 Resort and Club Management

Inland Empire/Desert Center of Excellence, March 2025

Prepared by: Christopher Cruzcosa, ccruzcosa@iegocollaborative.org



Summary

Program LMI Endorsement	All LMI Criteria Met	Some LMI Criteria Met (Proceed with Caution)	LMI Criteria NOT Met
	✓	<input type="checkbox"/>	<input type="checkbox"/>

Program LMI Endorsement Criteria		
Supply Gap	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> There is <i>projected</i> to be 199 annual job openings throughout the Inland Empire/Desert region, which is more than the 0 annual average awards conferred by educational institutions over the last 3 years . Supply data includes both community college awards (0) and non-community college awards (0).	
Living Wage	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> The majority (68%) of annual job openings for these five occupations have entry-level hourly wages above the IE/D living wage of 20.42.¹	
Education	Yes ✓	No <input type="checkbox"/>
	<i>Comments:</i> Most job postings for target occupations require a high school diploma or equivalent (70%). See Exhibits 8 and 9 for more details.	

The Inland Empire/ Desert (IE/D) Center of Excellence for Labor Market Research (IE/D COE) reviewed the following occupations to prepare this report:

- Below Middle-Skill (typically require training/education at or below a HS diploma or equivalent)
 - Gambling Managers (11-9071)
 - Lodging Managers (11-9081)
 - Gambling Surveillance Officers and Gambling Investigators (33-9031)
 - First-Line Supervisors of Gambling Services Workers (39-1013)
 - Gambling Cage Workers (43-3041)

Summary of findings

Demand

- The number of jobs related to the assessed occupations is projected to increase 9% through 2028, with 199 annual job openings (new and replacement jobs).
- Hourly entry-level wages for three of the five occupations are above living wage at the 25th percentile hourly wage, with all occupations ranging from \$17.55 to \$37.84 in IE/D.
- There were 399 online job postings from 103 employers over the past 12 months with the highest postings for Table Games Floor Supervisors and Hotel Front Desk Supervisors.
- Most job postings for target occupations require a high school diploma or equivalent (70%), significantly greater than bachelor's degree (20%) or associate degree (10%) or above a bachelor's degree (<1%).

Supply

- On average, there were 0 annual awards conferred by educational institutions over the last 3 years in related fields: 0 from community colleges and 0 from other institutions (e.g., 4-year universities, private schools).
- Due to lack of available student data, the median annual wage for IE/D community college students that exited these programs in the 2021-22 academic year could not be determined.

¹ The [UW self-sufficiency standard](#) is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

Introduction

California Community College Resort and Club Management (TOP 1307.30) programs prepare students for employment in the preparation to plan, manage, and market comprehensive vacation facilities, golf courses, casinos, time-share resorts and the like (Taxonomy of Programs, 2023). The knowledge, skills, and abilities trained by Resort and Club Management programs lead to employment in occupations related to hospitality management.

Job Demand

In 2023, there were 1,565 jobs in occupations related to hospitality management in the IE/D region. Regional employment for this occupation group is projected to increase by 9% through 2028 with 199 job openings projected annually. Exhibit 1 displays the job count, five-year projected job growth, and job openings in the region.

Exhibit 1. Five-year projections for occupations related to hospitality management, IE/D Region, 2023-2028

Occupation	SOC	2023 Jobs	2028 Jobs	2023 - 2028 % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)
Gambling Managers	11-9071	184	200	9%	117	23
Lodging Managers	11-9081	637	682	7%	360	72
Gambling Surveillance Officers and Gambling Investigators	33-9031	217	242	12%	176	35
First-Line Supervisors of Gambling Services Workers	39-1013	279	318	14%	200	40
Gambling Cage Workers	43-3041	248	266	7%	147	29
Total		1,565	1,708	9%	1,000	199

SOURCE: LIGHTCAST 2025.1

Job Postings

The following analysis for occupations related to hospitality management using online job posting data.

Important note: The data produced in this section were generated by leveraging online job posting data sourced from Lightcast, which is the labor market analytics software tool COEs use to produce these briefs. The job posting data is collected from scraping online job boards such as LinkedIn, Indeed, Glassdoor and many others. The process Lightcast uses to assemble this data does have some limitations due to methods that recruitment professionals sometimes use (e.g., posting one job to fill multiple positions). For example, the number of jobs posted is not necessarily the same as the number of job vacancies.² While not perfect, Lightcast leverages machine learning and other AI technologies to enrich, deduplicate and aggregate this information to make it a meaningful dataset.

Exhibit 2 displays the number of job ads posted for occupations related to hospitality management over the last 12 months and the median posting duration. Over the previous 12 months, there were 399 unique job postings for occupations related to hospitality management in the region from 103 employers.

Exhibit 2. Job ads and posting duration, IE/D Region, Mar 2024 – Feb 2025

Job Title	Job Ads	Median Posting Duration
Lodging Managers	257	27 days
First-Line Supervisors of Gambling Services Workers	127	17 days
Gambling Managers	13	21 days
Gambling Surveillance Officers and Gambling Investigators	2	14 days
Total	399	

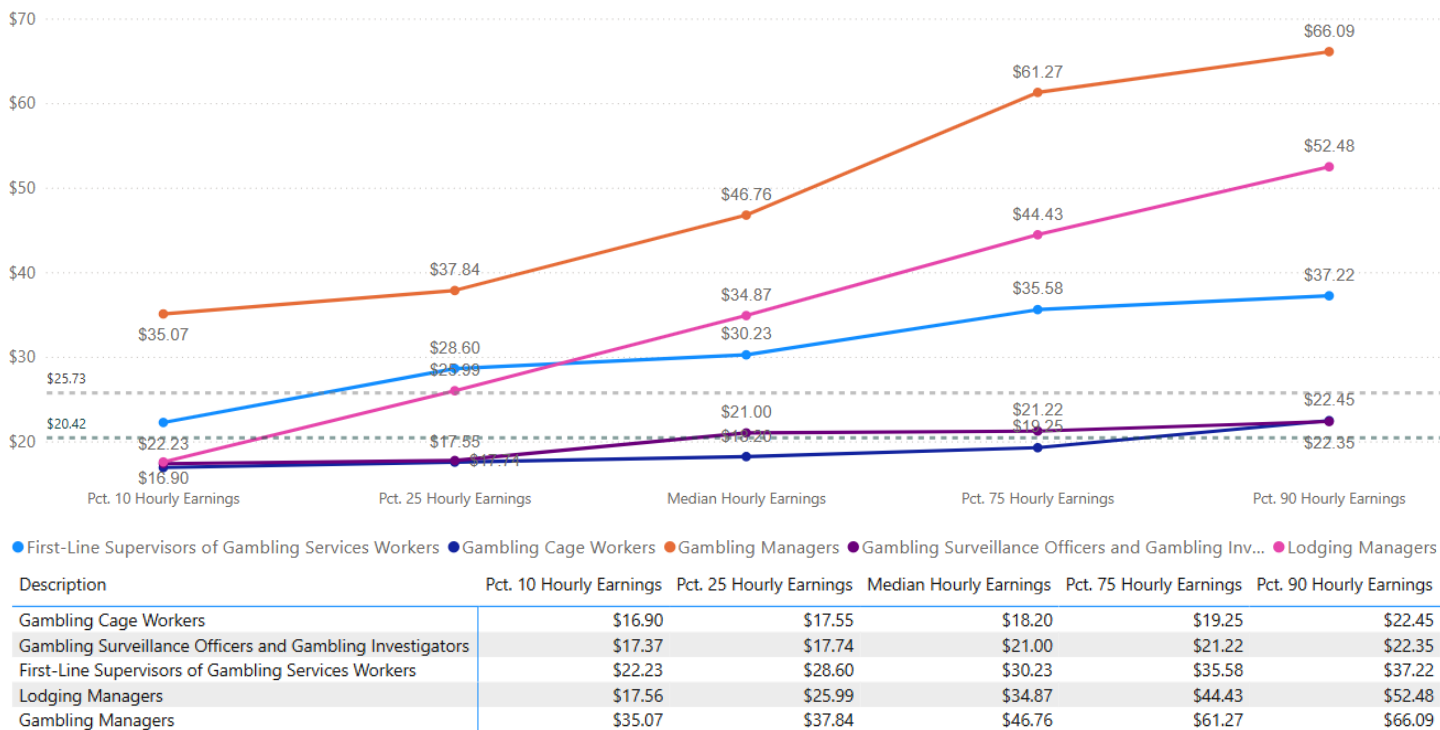
SOURCE: LIGHTCAST 2025.1

² "Job Posting Analytics (JPA) Methodology." Lightcast Knowledge Base, <https://kb.lightcast.io/en/articles/6957446-job-posting-analytics-jpa-methodology>

Earnings

Exhibit 3 displays the hourly earnings for occupations related to hospitality management compares both to the UW Self-Sufficiency Standard for the IE/D of \$20.42³ and the MIT IE/D living wage of \$25.73.⁴

Exhibit 3. Projected hourly earnings by percentile, IE/D Region, 2023



SOURCE: 2025.1

The projected entry-level earnings (that is, the earnings of the lowest paid 25% of employees in the IE/D) for three of the five occupations were above the UW Self-Sufficiency Standard for the IE/D, however two of the five were below the standard (see Exhibit 3). Three of the five occupations listed were also above the MIT living wage for an adult with no children (\$25.73) in projected entry-level earnings (see Exhibit 3).

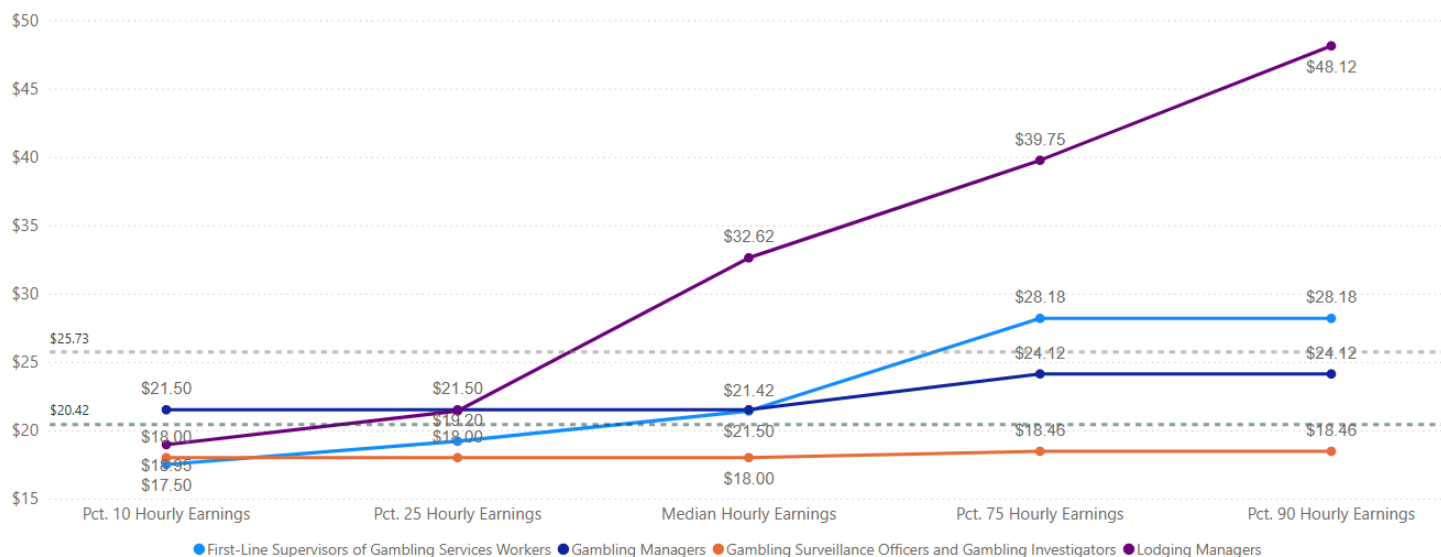
³ The [UW self-sufficiency standard](#) is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

⁴ *ibid.*

Advertised Salary from Online Job Ads

Exhibit 4 displays the regional online advertised salaries for the occupations related to hospitality management over the last 12 months. The salary information of online job ad data suggests employers advertise an entry level hourly wage between \$18.00 and 21.42 (which is estimated to equal an annual salary between \$37,440 and \$44,554).

Exhibit 4. Hourly earnings of job postings by percentile, IE/D Region, Mar 2024 – Feb 2025



Description	Pct. 10 Hourly Earnings	Pct. 25 Hourly Earnings	Median Hourly Earnings	Pct. 75 Hourly Earnings	Pct. 90 Hourly Earnings
First-Line Supervisors of Gambling Services Workers	\$17.50	\$19.20	\$21.42	\$28.18	\$28.18
Gambling Managers	\$21.50	\$21.50	\$21.50	\$24.12	\$24.12
Gambling Surveillance Officers and Gambling Investigators	\$18.00	\$18.00	\$18.00	\$18.46	\$18.46
Lodging Managers	\$18.95	\$21.42	\$32.62	\$39.75	\$48.12

SOURCE: LIGHTCAST 2025.1

Online Job Advertisements: top job titles, skills, education & work experience.

Exhibit 5 displays the job titles most frequently used in job postings for the occupations related to hospitality management over the last 12 months. Assessing the top advertised job titles may provide insight into the types of positions sought by employers.











Exhibit 5. Job titles most frequently used in job ads, IE/D Region, Mar 2024 – Feb 2025

Job Title	Unique Postings
Table Games Floor Supervisors	29
Hotel Front Desk Supervisors	24
Hotel General Managers	24
General Managers	23
Slot Supervisors	18
Slot Floor Supervisors	15
Laundry Supervisors	14
Hotel Front Desk Agents	11
Hotel Managers	10
Dual Rate Dealers/Supervisors	8

SOURCE: LIGHTCAST 2025.1

Exhibit 6 displays the employers posting the most job ads for this occupational group during the last 12 months. Showing employer names can provide insight into where students may find employment after completing a program and may inform job development and other employer engagement targets for faculty and staff involved in related programs. “Agua Caliente Casino Resort & Spa” and “Yaamava’ Resort & Casino at San Manuel” had the highest unique job posts for this occupational group in the last 12 months. Posting intensity is the ratio of total job posts to unique job posts which are deduplicated. A higher posting intensity can represent the level of effort and activity the organization is putting into hiring for that position. The following report comes directly from Lightcast’s Job Posting Analytics dashboard.

**Exhibit 6. Employers posting the most job ads,
IE/D Region, Mar 2024 – Feb 2025**

Company	Total/Unique (Mar 2024 - Feb 2025)	Posting Intensity	Median Posting Duration
Agua Caliente Casino Resort & Spa	43 / 30	1 : 1 	23 days
Yaamava’ Resort & Casino At San Manuel	149 / 26	6 : 1 	17 days
Pechanga Resort & Casino	55 / 22	3 : 1 	26 days
Morongo Casino Resort & Spa	28 / 17	2 : 1 	25 days
Spa Resort Casino	15 / 15	1 : 1 	5 days
Crothall Laundry Services	15 / 11	1 : 1 	18 days
Hotel Management And Consulting	23 / 9	3 : 1 	12 days
Hilton	20 / 9	2 : 1 	41 days
San Manuel	12 / 8	2 : 1 	12 days
Cahuilla	18 / 8	2 : 1 	28 days

SOURCE: LIGHTCAST 2025.1

Exhibit 7 displays the top common, specialized and computer skills that were included in the job postings over the last 12 months. Today’s demand is an important indicator of which skills employers are looking for in the current market. Analyzing skills from a historical perspective as well as projecting the future needs of employers may provide insight into how the job posting skills demand compares to the market as a whole. Rapidly growing skills are those that are increasing in demand at a faster rate than the market as a whole.⁵

**Exhibit 7. Top 10 in-demand skills from employer job ads,
IE/D Region, Mar 2024 – Feb 2025**

Common skills	Total Postings	Skill Growth Relative to Market
Customer Service	260	Stable
Communication	230	Lagging
Operations	211	Stable
Leadership	177	Stable
Management	176	Stable
Planning	120	Growing
Sales	119	Stable
Scheduling	85	Growing
Supervision	77	Lagging
Professionalism	72	Growing

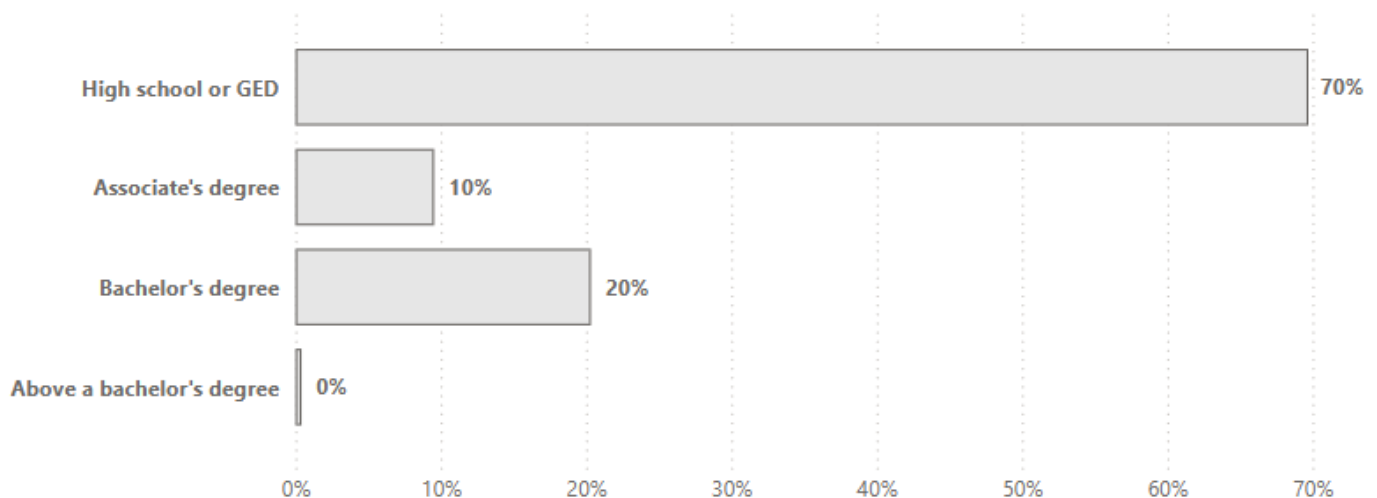
⁵ “What are Lightcast Skill Projects”, Lightcast Knowledge base, <https://kb.lightcast.io/en/articles/8496296-what-are-lightcast-skill-projections>

Specialized skills	Total Postings	Skill Growth Relative to Market
Customer Complaint Resolution	102	Growing
Internal Controls	91	Growing
Marketing	80	Rapidly Growing
Hotel Operations	67	Stable
Housekeeping	66	Growing
Service Standards	51	
Standard Operating Procedure	48	Growing
Hotel Management	47	Growing
Auditing	45	Rapidly Growing
Front Office	45	Growing
Computer Skills	Total Postings	Skill Growth Relative to Market
Microsoft Excel	66	Growing
Microsoft Outlook	53	Rapidly Growing
Microsoft PowerPoint	47	Rapidly Growing
Microsoft Word	39	Stable
Microsoft Office	33	Growing
Property Management Systems	23	Growing
Spreadsheets	7	Rapidly Growing
Microsoft Security Essentials	6	Lagging
Learning Management Systems	5	Stable
Operating Systems	5	Rapidly Growing

SOURCE: LIGHTCAST 2025.1

Exhibit 8 includes the minimum educational requirements from job postings for this occupational group with a high school diploma or equivalent (70%) significantly greater than bachelor's degree (20%) or associate degree (10%) or above a bachelor's degree (<1%).

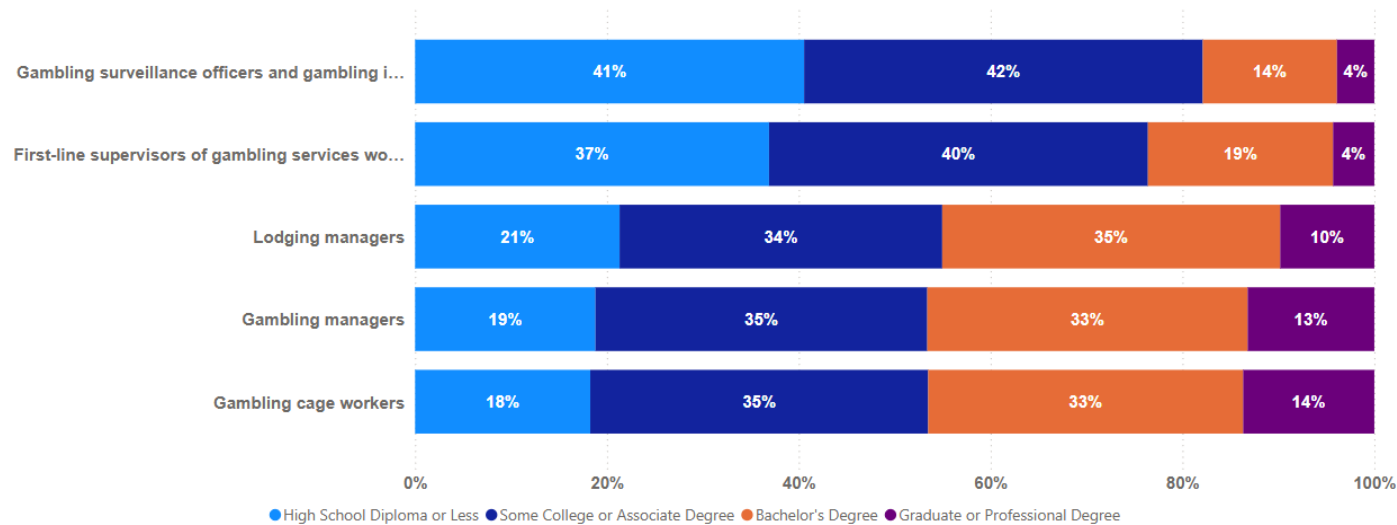
Exhibit 8 Minimum educational requirements in job postings for this occupational group, IE/D Region, Mar 2024 – Feb 2025



SOURCE: LIGHTCAST 2025.1

For the assessed occupations, the Bureau of Labor Statistics (BLS) education attainment data in Exhibit 9 for current professionals in the occupations of interest indicates that between 34% and 42% of workers have completed some college or an associate degree as their highest level of education.

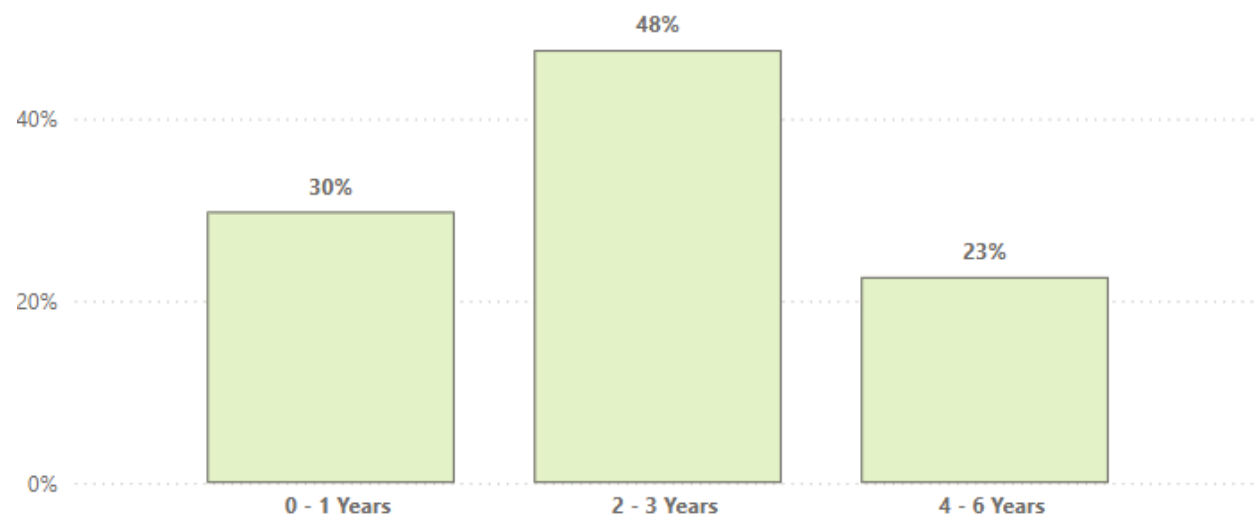
Exhibit 9 National-level Education Attainment for Occupations



SOURCE: BLS 2021

Exhibit 10 displays the work experience typically required from employer job ads for this occupational group. The majority (78%) of employers listing minimum experience requirements sought candidates with 3 or fewer years of previous work experience.

Exhibit 10 Work experience requirements, IE/D Region, Mar 2024 – Feb 2025



SOURCE: LIGHTCAST 2025.1

Student Completions and Program Outcomes

No student completions for the Resort and Club Management (TOP 1307.30) programs were found over the last three academic years (2020-2023). Based on the lack of data, it appears that in the previous three academic years, 0 regional community colleges issued an average of 0 awards in relevant programs.

Non-Community College Supply

No student completions for related programs – Resort Management. (CIP 52.0906); Casino Operations and Services, General. (CIP 12.0601); or Casino Management. (CIP 52.0908) – were found over the last three academic years (2019-2022). Therefore, in the previous three academic years, regional non-community college institutions issued an average of 0 awards in relevant programs.

Strong Workforce Program Outcomes

California SWP 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 13.

Exhibit 11 Resort and Club Management strong workforce program outcomes, IE/D & California, most recent academic year

Program Metric Title	Inland Empire	Statewide
Students	16	16
Earned 9+ Career Education Units		
Completed Noncredit Workforce Preparation Milestone		
Earned an Award: Degree or Cert or Attained Appren. Journey Level Status		
Transferred to a Four-Year Institution: Four-Year Postsecondary Institution		
Median Annual Earnings		
Median Change in Earnings		
Attained Living Wage		

SOURCE: LAUNCHBOARD

Appendix: Methodology

Exhibit 11 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2020 and 2023 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total 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. 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, 2023a). 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, 2023a).

Appendix: References

Type of Data	Source
Occupational Projections, Wages, and Job Postings	Traditional labor market information data is sourced from Lightcast, a labor market analytics firm. Lightcast occupational employment data are based on final Lightcast industry data and final Lightcast staffing patterns. Wage estimates are based on Occupational Employment. https://lightcast.io/
Living Wage (UW)	Center for Women's Welfare, University of Washington. (2024). The self-sufficiency standard for California 2024. http://www.selfsufficiencystandard.org/ This calculation measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. The living wage for one adult in San Bernardino County is \$20.07 per hour (\$42,392 annually). The living wage for one adult in Riverside County is \$20.76 per hour (\$43,854 annually). The average living wage to represent Inland Empire/Desert is \$20.42 per hour (\$43,123 annually).
Living Wage (MIT)	The living wage is derived from MIT's Living Wage Calculator, which measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. For more information, see: https://livingwage.mit.edu/pages/methodology The living wage for one adult in San Bernardino County is \$25.17 per hour (\$52,353.60 annually). The living wage for one adult in Riverside County is \$26.30 per hour (\$54,704 annually). The average living wage to represent Inland Empire/Desert is \$25.74 per hour (\$53,539.20 annually)
Typical Education and Training Requirements, and Educational Attainment	The Bureau of Labor Statistics (BLS) provides information about education and training requirements for hundreds of occupations. BLS uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which BLS publishes projections data. For more information, see https://www.bls.gov/emp/documentation/education/tech.htm
Educational Supply	The CCCC Data Mart provides information about students, courses, student services, outcomes and faculty and staff. For more information, see: https://datamart.cccco.edu The National Center for Education Statistics (NCES) Integrated Postsecondary Integrated Data System (IPEDS) collects data on the number of postsecondary awards earned (completions). For more information, see https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions

Student Metrics and Demographics	<p>LaunchBoard, a statewide data system supported by the California Community Colleges Chancellor's Office and hosted by Cal-PASS Plus, provides data on progress, success, employment, and earnings outcomes for California community college students. For more information, see:</p> <p>https://www.calpassplus.org/LaunchBoard/Home.aspx</p>
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