



SKILLS THAT SUPPORT THE CCCCCO BUSINESS AND ENTREPRENEURSHIP SECTOR

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EXECUTIVE SUMMARY

The California Community College Chancellor's Office (CCCCO) Business and Entrepreneurship sector is one of the most significant drivers of middle-skill employment in the Inland Empire/Desert Region, accounting for 24% of regional jobs (209,363 in 2024) and projected to grow by 4% by 2029. Middle-skill business and entrepreneurship occupations, those requiring more than a high school diploma but less than a four-year degree, represent over 60% of all business and entrepreneurship sector jobs and generate over 24,400 annual openings, positioning community colleges and K-12 partners as essential engines of workforce preparation.

This report examines the skills that define middle-skill business and entrepreneurship occupations, relying on employer job postings for 10 minor occupational groups that together accounted for 154,954 regional jobs in 2024. Using a comparison of two date periods, 2019–2023 and 2024–2025, the analysis identifies which skills are increasing, decreasing, or persistently in demand across the sector.

Key Findings

Employer demand is shifting toward both foundational and specialized competencies.

Across business and entrepreneurship occupational groups, foundational skills remain the most frequently requested competencies by employers. Customer service and communication skills consistently appear among the most frequently requested skills statewide and regionally (e.g., Exhibits 2.1.6, 2.2.6, 2.3.6, 2.4.6, 2.5.6, 2.6.6, 2.7.6, 2.9.6, 2.10.6). Employers depend on these competencies to support client interaction, maintain documentation, and coordinate across teams.

However, the analysis (Section 3) also shows that more than a third of all growing skills (34%) are specialized, reflecting rising expectations for financial, operational, and software-based competencies.

These include:

- QuickBooks
- Administrative Support
- Office Management
- Financial Tracking
- Merchandising

These skills have grown significantly across multiple minor occupational groups (e.g., Exhibits 2.1.4, 2.2.4, 2.4.4, 2.6.5, 2.10.5) and point to an evolving business environment in which digital systems, financial tracking, and operational coordination play an increasingly central role in daily work. Employers are seeking workers who can support business operations using specialized software and apply financial and administrative knowledge.

Routine administrative and baseline computer skills are declining across the sector.

The shrinking-skills analysis shows a consistent decline in routine administrative and baseline digital competencies, including:

- Computer Literacy
- Microsoft Office
- Billing
- Marketing
- Office Procedures

Because foundational competencies represent a large share of overall employer demand, most changes in employer demand occur within foundational skill categories rather than specialized technical skills. More than two-thirds of shrinking skills fall within foundational or cross-sector categories. Still, they overwhelmingly represent baseline competencies that employers increasingly treat as assumed knowledge rather than specialized qualifications (Exhibits 2.1.7, 2.2.7, 2.3.7, 2.6.7, 2.7.7, 2.8.7, 2.9.7).

Even within specialized technical categories, declining skills are most commonly associated with operational functions such as insurance processing, loan documentation, underwriting, accounting, and marketing. The reduced frequency of these skills in job postings does not indicate that the underlying work is disappearing. Rather, many of these functions have become standardized components of business operations and are increasingly embedded within enterprise software systems that automate routine processing. As a result, employers are less likely to list these tasks explicitly in job postings and instead emphasize skills related to managing workflows, interpreting system outputs, and supporting operational decision-making.

Few standardized certifications are required across business and entrepreneurship occupations.

Business and entrepreneurship occupations are employed across numerous traditional employment sectors, resulting in limited certifications that apply across all business environments. Job postings indicate that few certifications are consistently required across occupational groups, with most emphasizing general qualifications rather than industry-mandated credentials. Instead, the most commonly requested qualification across occupational groups is a valid driver's license. Additionally, educational requirements are also relatively modest.

This pattern indicates that employer hiring decisions in this sector are driven less by formal credentials and more by demonstrated skills, relevant work experience, and the ability to perform operational and administrative tasks. As a result, skill proficiency, particularly in communication, coordination, and business software, often serves as a stronger differentiator than formal certifications.

The rising demand for technical operations skills and declining demand for routine clerical skills reveal a structural shift in middle-skill business and entrepreneurship work.

Across the sector, employer postings increasingly emphasize competencies related to financial operations, business software, and workflow coordination, while de-emphasizing routine clerical and basic computer tasks. This reflects a broader transition in business workplaces in which digital platforms, accounting software, and automated systems have reduced the need for manual administrative processes and shifted responsibilities toward coordinating operational workflows.

As a result, middle-skill business workers are increasingly expected to support financial processes, manage operational workflows across departments, and use specialized business software systems. These roles require applied technical skills, combined with strong foundational communication and coordination skills, to ensure operational workflows function efficiently.

Implications for Education & Training in the Inland Empire/Desert Region

The regional shift in skill demand points to several opportunities for K-12 and community college programs to strengthen workforce alignment:

1. Embed industry-recognized credentials within program structures.

Job postings for business and entrepreneurship occupations generally place less emphasis on standardized certifications and licensure; the most commonly requested qualification is a valid driver's license. This pattern indicates that employer hiring decisions in this sector are driven

less by formal credentials and more by demonstrated foundational skills, relevant work experience, and the ability to perform operational and administrative tasks. Where possible, programs should incorporate applied learning experiences using industry-standard business software and financial tools.

2. Align curriculum with rising skills.

Programs should integrate communication, business writing, financial recordkeeping, accounting software (e.g., QuickBooks), payroll processing, and project coordination skills, which show strong growth across occupational groups (Section 3). These competencies reflect the increasing importance of software-enabled business operations.

3. Strengthening K-12 pathway - Community College Business Pathway Alignment

K-12 business and entrepreneurship pathways can use the skills analysis to better align coursework with postsecondary expectations. High schools offering business management, financial services, marketing, entrepreneurship/self-employment, and professional sales pathways can integrate early exposure to skills such as business communication, digital literacy, financial recordkeeping, and business software applications.

Conclusion

The CCCCO business and entrepreneurship sector is a cornerstone of the Inland Empire/Desert Region workforce, and employer demand within this sector is shifting toward foundational communication skills and applied technical competencies in financial operations and business software. At the same time, routine administrative and basic computer skills are declining in job postings as these functions are automated or taken for granted.

This report is part of a 10-sector series that provides a skills-based roadmap to strengthen workforce preparation across K-12, community colleges, and regional partners. Together with forthcoming analyses on artificial intelligence, job creation strategies, and economic transformation, this work will guide the development of programs that equip learners with the skills needed for modern business environments and future workforce demands.

INTRODUCTION

The purpose of this report is to strengthen community college program development and review by aligning regional education pathways with the evolving skill needs of the Inland Empire/Desert economy. Using the California Community Colleges Chancellor's Office (CCCCO) priority sector framework as its foundation, this analysis focuses on the skills that define and sustain the region's middle-skill business and entrepreneurship workforce, providing research for K-12 schools and community colleges to examine how well programs prepare students for occupations within this priority sector.¹

Within this framework, the CCCCCO business and entrepreneurship sector represents the region's largest areas of middle-skill employment, accounting for nearly 209,400 jobs in 2024 and projected to grow by 4% through 2029. A region-wide skills assessment of the CCCCCO business and entrepreneurship sector may assist educators and workforce developers in understanding the skills needed to support employment for this sector.

Business and entrepreneurship occupations function as the operational backbone of nearly every industry sector. While these roles are often classified as administrative or support occupations, they enable core business functions such as financial management, sales coordination, compliance, and operational workflow across healthcare, logistics, manufacturing, and public services.

This report examines the specialized and foundational skills appearing in employer job postings for middle-skill business and entrepreneurship occupations. Middle-skill occupations are those that typically require more than a high school diploma, but less than a four-year degree. They are largely associated with community college CTE programs, placing community colleges at the center of workforce preparation that supports regional business and entrepreneurship.

This report is one of a ten-part series that leverages the CCCCCO priority sector association with the region's middle-skill occupations. These sector reports will be released ahead of a companion analysis examining how emerging technologies are reshaping skill demand for middle-skill occupations. That research will sit alongside the sector series to help colleges understand both current and future drivers of workforce change. Before releasing this broader analysis, the COE will complete the sector reports, providing a full view of skill needs across the regional economy.

The ten-part skills analysis reports will be released in the following order:

1. Health
2. Energy, Construction, and Utilities
3. Advanced Manufacturing
4. Information and Communication Technologies/Digital Media (ICT/DM)
5. Business and Entrepreneurship
6. Advanced Transportation and Logistics
7. Retail, Hospitality, and Tourism
8. Public Safety
9. Education and Human Development
10. Agriculture, Water, and Environmental Technologies

The report seeks to answer three major questions:

¹ <https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/Workforce-and-Economic-Development/Strong-Workforce-Program/SWP-Archive/Events/K12-SWP-Industry-Sector-Crosswalk>

- Section 1: How does the middle-skill business and entrepreneurship workforce support the regional economy?
- Section 2: What skills are essential for middle-skill business and entrepreneurship workers?
- Section 3: How can skills information be used to guide career education program development in the Inland Empire/Desert region?

METHODOLOGY

This report analyzes the skills essential to the middle-skill workforce in occupations associated with the California Community College Chancellor’s Office (CCCCO) Business and Entrepreneurship sector. The Chancellor’s Office grouped career and technical education programs into twelve priority sectors, further referred to as CCCCCO priority sectors.² The grouping of community college programs by CCCCCO priority sector facilitates the analysis of programs and occupations with similar knowledge bases and skill sets. The Center of Excellence, in collaboration with the CCCCCO, developed a crosswalk that identifies vocational occupations associated with each program code. This crosswalk serves as the foundation for the CCCCCO priority sector’s program and workforce assessments. Please note that the CCCCCO priority sector should not be confused with the industry employment sectors identified by the North American Industry Classification System (NAICS). Additionally, only ten CCCCCO reports will be developed as the Life Sciences/Biotech and Global Trade priority sectors are typically rolled up into the larger sectors, Health and Business and Entrepreneurship, respectively.

Skills considered essential to the CCCCCO business and entrepreneurship sector occupations were identified through an analysis of employer job advertisements. Job advertisement information, such as skills and qualifications, was obtained from Lightcast’s Job Posting Analytics, which aggregates job advertisements posted over 220,000 current and historical sources.³ To provide a more nuanced perspective and to ensure the utility of this report, skills and qualifications information are analyzed at the minor occupation group level.

The Standard Occupational Classification (SOC) system aggregates occupation information by four levels: major group, minor group, broad occupation, and detailed occupation.⁴ This report relies on the minor occupational groupings of detailed occupations for the skills analysis, as they provide greater detail than broader occupational groups and ensure the feasibility and readability of this study, which would be lacking in a detailed occupation skills analysis.

The following is an example of the SOC coding structure for Bookkeeping, Accounting, and Auditing Clerks (43-3031).

- Major Occupational Group: Office and Administrative Support Occupations (43-0000)
 - Minor Occupational Group: Financial Clerks (43-3000)
 - Broad Occupation: Bookkeeping, Accounting, and Auditing Clerks (43-3030)
 - Detailed Occupation: Bookkeeping, Accounting, and Auditing Clerks (43-3031)

Minor occupational groups enable this report to focus on occupations connected by similar work activities and areas of focus within the priority sector, to determine which skills are currently in the highest demand, where demand is growing rapidly, and where demand is shrinking rapidly. This data will allow program designers, owners, and administrators to have a window into the skills employers need in their workforce for each occupational group and how to plan for future growth.

This analysis focuses on minor occupational groups comprising three or more detailed occupations related to the CCCCCO business and entrepreneurship sector. This ensures that occupations are grouped by similar work activities and that there are sufficient job advertisements to analyze. As a result of this requirement, eight occupations in the CCCCCO business and entrepreneurship sector are excluded from this skills analysis. A list of these occupations is in the Appendix.

² DataVista Sector Explanation. 2024. Retrieved from: <https://datavista.cccco.edu/resources/7>

³ Lightcast. Job Posting Analytics (JPA) Methodology. 2025. Retrieved from: <https://kb.lightcast.io/en/articles/6957446-job-posting-analytics-jpa-methodology>

⁴ Bureau of Labor Statistics. Standard Occupational Classification and Coding Structure. 2018. Retrieved from: https://www.bls.gov/soc/2018/soc_2018_class_and_coding_structure.pdf

The skills analysis compares skills posted over a two-year period (January 2024 – December 2025) with a historical five-year period (January 2019 – December 2023) to identify skills that are growing or shrinking in job ads. This report intentionally uses a two-year period for the current analysis to ensure sufficient volume of recent job advertisements and to avoid the instability that can come from relying on a single year of data. The five-year historical period provides a stable benchmark of longer-term industry skill patterns and reduces the influence of short-term fluctuations. This analysis also highlights the skills with the highest share of job ads in the most recent period, reflecting employer demand that persists over time.

One goal of this research was to include skills in this report that are most significant to the CCCC business and entrepreneurship sector workforce, based on their frequency in employer job postings. To ensure the analysis focuses on skills that employers consistently value, only skills appearing frequently in job ads within each minor occupational group during the most recent period (January 2024 – December 2025) were included.

The Lightcast taxonomy organizes skills into a tiered structure that groups related competencies according to the type of work or task they support. Within this framework, skills are categorized as common, specialized, or software skills. To determine which skills to include in our analysis, we examined how frequently each skill appears in job postings. We calculated the median share of job ads in which common skills appear across all occupations, providing a baseline measure of typical skill prevalence. Our analysis found that common skills typically appeared in roughly 5% of job postings across occupations. We used this median value as the threshold for determining which skills were included in our research.

The 5% threshold is sufficient to capture in-demand skills while excluding skills listed in job ads that are not essential for employment in the minor occupational group. Additionally, in-demand skills found in employer job ads posted throughout California are also included in this analysis to provide context for the regional skills data, highlighting nuances of the regional employment environment.

Foundational skills, or common skills, “are prevalent across many different occupations and industries, including both personal attributes and learned skills.”⁵ Since these skills are found across industries, they are considered foundational for the workplace. Specialized skills, also known as technical skills, equip an individual to perform specific tasks effectively.⁶ Our analysis of specialized skills will indicate whether they were specific to a minor occupation group, identified across multiple minor occupation groups, or across sectors.

Specialized skills are classified based on how broadly they appear across job advertisements. Skills appearing only within a single occupational group are considered occupation-specific, while those found across multiple occupational groups within the same industry are classified as industry-specific. Skills appearing across occupations in multiple industries are categorized as cross-sector, and those appearing across most occupational groups are reclassified as foundational skills.

⁵ Lightcast. Skills Glossary. 2023. Retrieved from: <https://kb.lightcast.io/en/articles/7934140-skills>

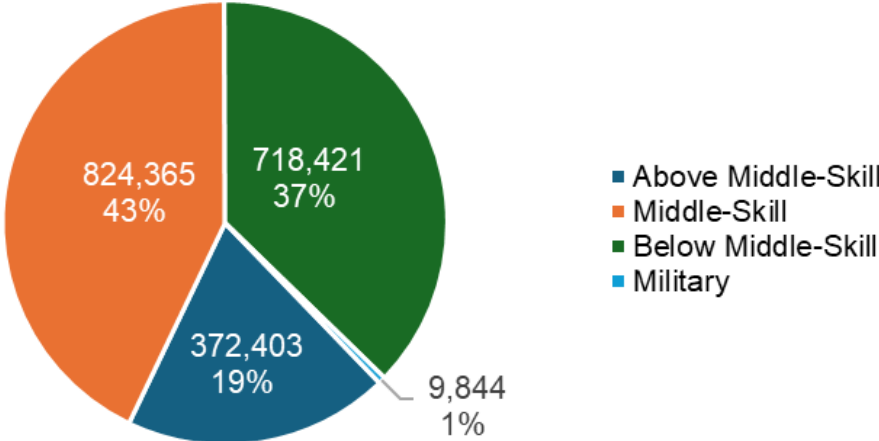
⁶ Ibid.

SECTION 1: HOW DOES THE MIDDLE-SKILL BUSINESS AND ENTREPRENEURSHIP WORKFORCE SUPPORT THE REGIONAL ECONOMY?

1.1 REGIONAL EMPLOYMENT

In 2024, there were nearly 1.93 million jobs in the Inland Empire/Desert Region. Exhibit 1.1.1 displays the distribution of regional jobs in 2024 by skill level. Approximately 824,400, or 43%, of regional jobs are middle skill. The number of regional jobs is projected to increase by more than 139,000 through 2029, representing 7% growth. While there are over 257,500 annual job openings expected between 2024 and 2029 across all skill levels, these employment opportunities are not evenly distributed across skill levels. Approximately 41% of annual job openings in the Inland Empire/Desert Region are expected for middle-skill workers, totaling over 107,500.

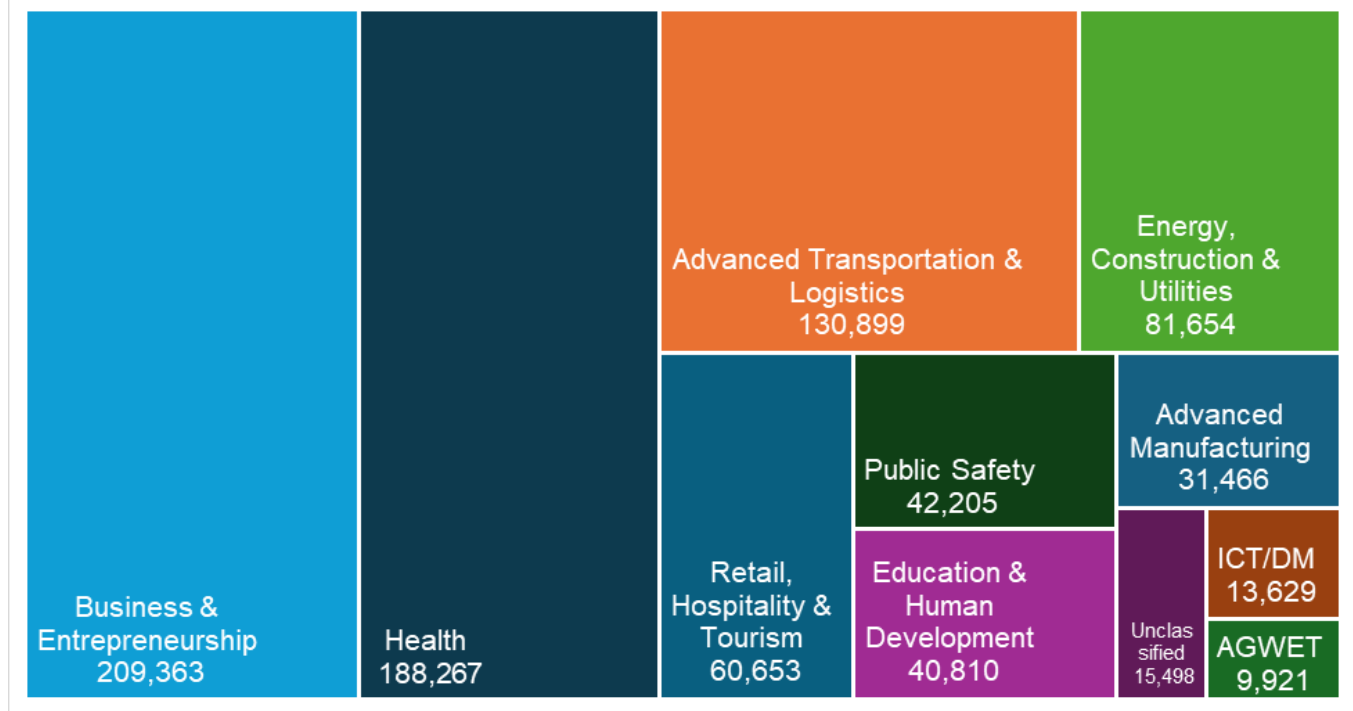
Exhibit 1.1.1: Distribution of Employment by Skill Level, Inland Empire/Desert Region, 2024



Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Exhibit 1.1.2 displays the distribution of middle-skill employment by CCCCO priority sector in the Inland Empire/Desert Region in 2024. Business and entrepreneurship employment is a significant source of regional middle-skill employment, accounting for 209,363 jobs or 25.4% of regional middle-skill employment in 2024. Additionally, this CCCCO priority sector is projected to account for more than one-fifth of all middle-skill annual job openings in the region between 2024 and 2029.

Exhibit 1.1.2: Distribution of Middle-Skill Employment by CCCC Priority Sector, Inland Empire/Desert Region, 2024



Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

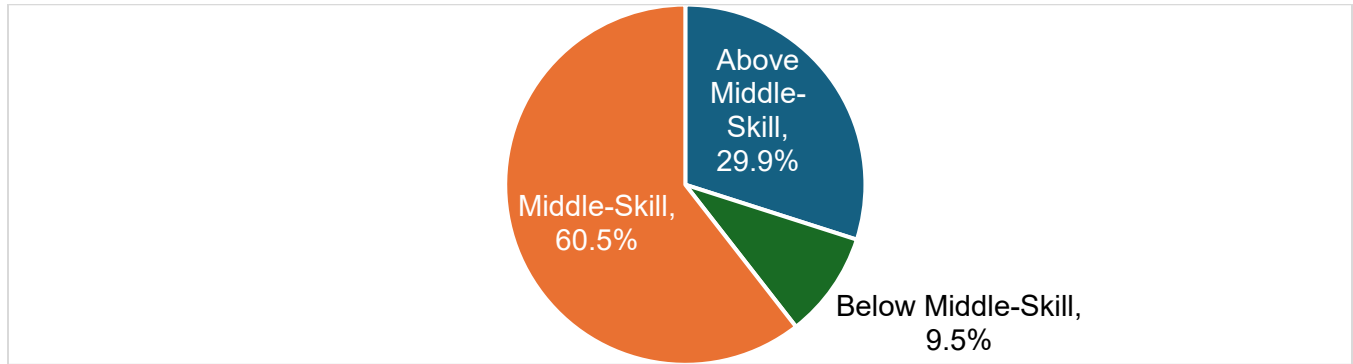
1.2: BUSINESS SECTOR OVERVIEW

There are 23 TOP codes in the CCCC business and entrepreneurship sector that prepare students for employment. Across all levels of educational attainment, experience, and training, there are 109 occupations related to the business and entrepreneurship sector. This sector is currently a major source of regional employment and is projected to drive future employment growth. Approximately 18% of regional jobs across all education levels are in the business and entrepreneurship sector, totaling nearly 345,900 jobs in 2024.

Despite comprising the largest share of regional employment, regional business and entrepreneurship employment is lower than that of California as a whole, but greater than the national average. In 2024, these occupations comprised 18.0% of regional employment, compared to 23.2% in California and 12.5% nationally. Regional employment in this sector is projected to grow by 4.4% through 2029, slightly outpacing projected growth for business and entrepreneurship occupations in California (2.2%) and aligning closely with the national growth rate of 4.0%.

Exhibit 1.2.1 displays the share of CCCC business and entrepreneurship sector jobs by skill level in the Inland Empire/Desert Region in 2024. In the CCCC business and entrepreneurship sector, 58 middle-skill occupations accounted for nearly 209,400 jobs, or 60.5% of the sector's total, in 2024. While 41 of the 109 occupations in the CCCC business and entrepreneurship sector are above middle skill, these workers accounted for only 29.9% of sector jobs in 2024. Limited below middle-skill employment (9.5%) in the CCCC business and entrepreneurship sector confirms the importance of operational knowledge and experience requirements in this sector.

Exhibit 1.2.1: Distribution of Business and Entrepreneurship Employment by Skill Level, Inland Empire/Desert Region, 2024



Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Exhibit 1.2.2 displays minor occupational group employment for middle-skill occupations in the CCCCCO business and entrepreneurship sector. This report provides an in-depth skills analysis of 10 minor occupational groups in the CCCCCO business and entrepreneurship sector, accounting for nearly 155,000 jobs in 2024. See Appendix for a list of the eight middle-skill CCCCCO business and entrepreneurship sector occupations not included in the skills analysis.

Middle-skill employment estimates are projected to grow by 3% through 2029, primarily driven by job growth in the personal appearance workers, information and record clerks, and secretaries and administrative assistants minor groups, which are projected to contribute to 86% of middle-skill business and entrepreneurship job growth. While growing slightly slower than the region overall, middle-skill business and entrepreneurship employment is vital to business operations across sectors.

Exhibit 1.2.2: Middle-skill Business and Entrepreneurship Employment by Minor Group, Inland Empire/Desert Region, 2024-2029

SOC Minor Group Title	2024 Jobs	2029 Jobs	2024 - 2029 % Change	Average Annual Openings	Occupation Count
Other Office and Administrative Support Workers	33,931	34,226	1%	4,038	7
Information and Record Clerks	32,794	33,983	4%	4,490	12
Financial Clerks	24,295	24,236	0%	2,723	6
Secretaries and Administrative Assistants	20,815	21,846	5%	2,536	3
Personal Appearance Workers	17,993	20,239	12%	2,769	5
Other Sales and Related Workers	10,081	10,253	2%	1,016	3
Business Operations Specialists	8,418	8,690	3%	802	4
Legal Support Workers	3,431	3,597	5%	380	3
Financial Specialists	2,617	2,426	-7%	189	3
Funeral Service Workers	577	621	8%	86	4
Middle-Skill Total	154,954	160,117	3%	19,030	50

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

The following section will analyze the specialized skills, foundational skills, qualifications, and programs for the above minor occupational groups.

SECTION 2: WHAT SKILLS ARE ESSENTIAL FOR MIDDLE-SKILL BUSINESS AND ENTREPRENEURSHIP WORKERS?

2.1: OTHER OFFICE AND ADMINISTRATIVE SUPPORT WORKERS

Exhibit 2.1.1 displays current and projected employment data for the other office and administrative support workers occupational group from 2024 to 2029. The other office and administrative support workers occupational group includes seven occupations with over 33,900 jobs in 2024. This occupational group is projected to grow by 1%, adding nearly 300 jobs to the region through 2029. While this occupational group does not offer high median wages, it has plentiful employment opportunities, with over 4,000 annual job openings projected over the next five years.

Exhibit 2.1.1: Current and Projected Employment for the Other Office and Administrative Support Workers Occupational Group, Inland Empire/Desert Region, 2024-2029

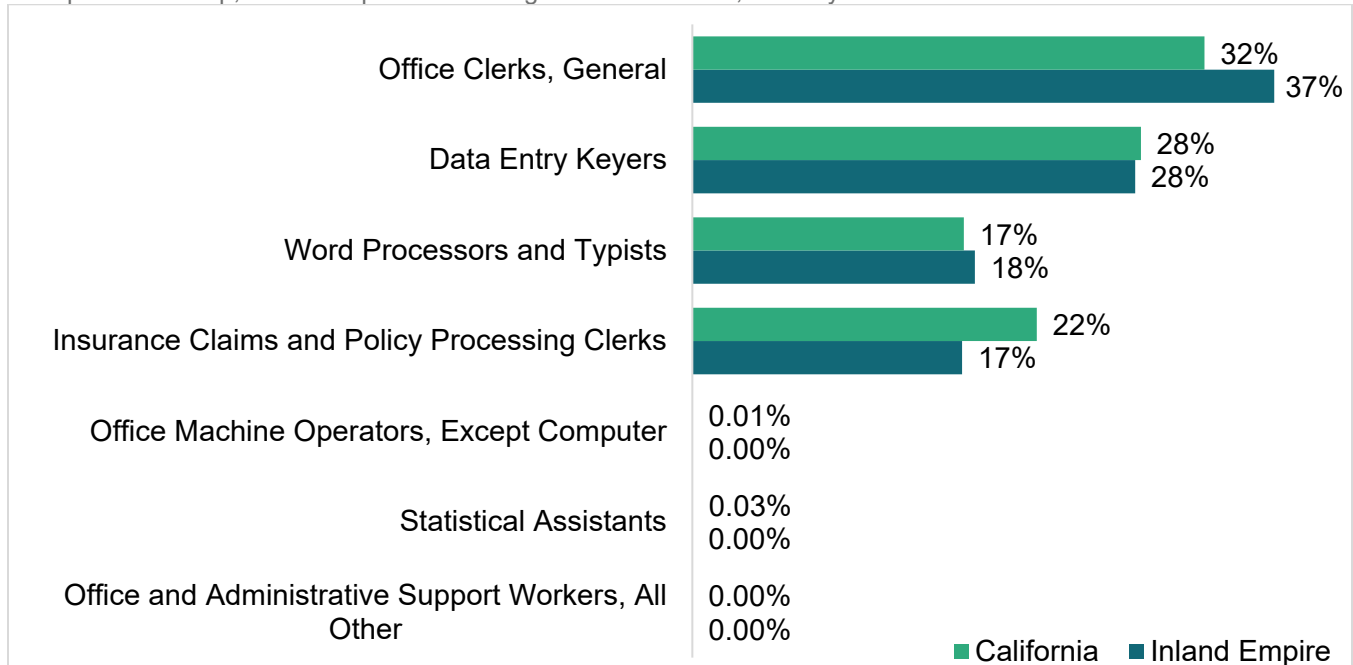
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Office Clerks, General	27,358	27,921	2%	3,357	\$21.93
Office and Administrative Support Workers, All Other	2,529	2,526	-0%	271	\$22.55
Insurance Claims and Policy Processing Clerks	1,614	1,552	-4%	141	\$23.82
Data Entry Keyers	1,295	1,220	-6%	141	\$21.15
Word Processors and Typists	980	849	-13%	107	\$24.25
Office Machine Operators, Except Computer	124	125	1%	18	\$19.81
Statistical Assistants	31	32	4%	4	\$33.70
Total	33,931	34,226	1%	4,038	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, there were 1,859 job ads posted for the other office and administrative support workers occupational group in the Inland Empire, compared to 18,865 across California. In the previous period, January 2019 to December 2023, there were 6,769 job ads posted for this occupational group in the Inland Empire and 75,648 in California.

Exhibit 2.1.2 displays the share of other office and administrative support worker job advertisements by occupation in the Inland Empire/Desert Region and California. More than half of the job ads for the other office and administrative support workers occupational group were posted for office clerks, general and data entry keyers, regionally and statewide. The scale of these occupational job advertisements may influence the skills most frequently requested by employers for this occupational group. Furthermore, skills data will not reflect demand for office machine operators, general, statistical assistants, and office and administrative support workers, all other, since there were too few ads posted for these occupations, regionally and statewide.

Exhibit 2.1.2: Share of Advertisements by Occupation for the Other Office and Administrative Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

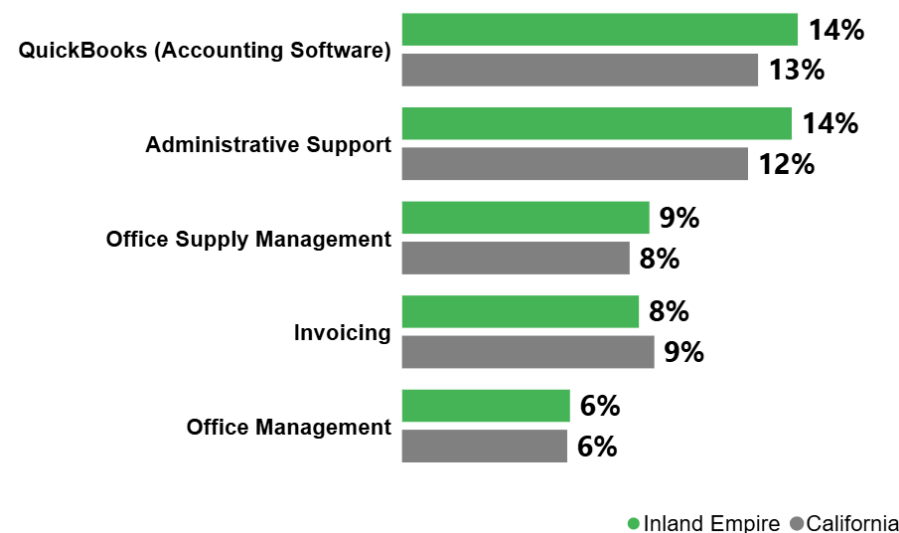


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.1.3 displays the top specialized skills included in employer job advertisements for other office and administrative support workers in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

Exhibit 2.1.3: Top Specialized Skills from Employer Job Ads for the Other Office and Administrative Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

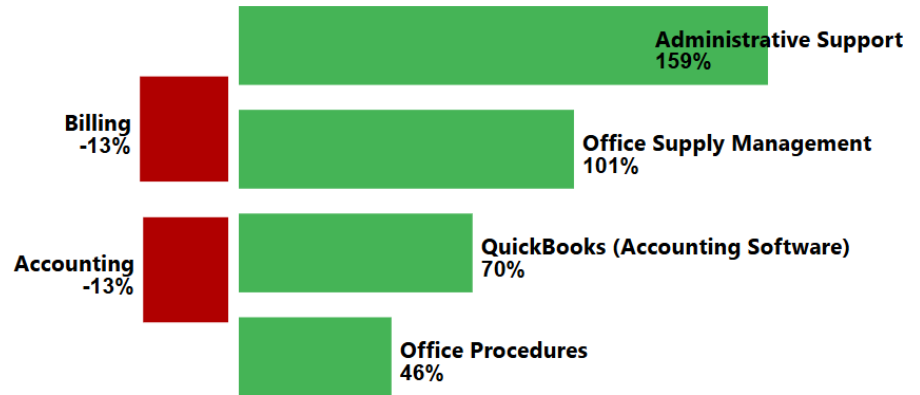


Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.1.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the other office and administrative support workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with administrative support and office supply management skills

has more than doubled compared to the previous period (2019-2023). Employers' desire for candidates with billing and accounting skills has decreased by 13% between the two periods in the Inland Empire.

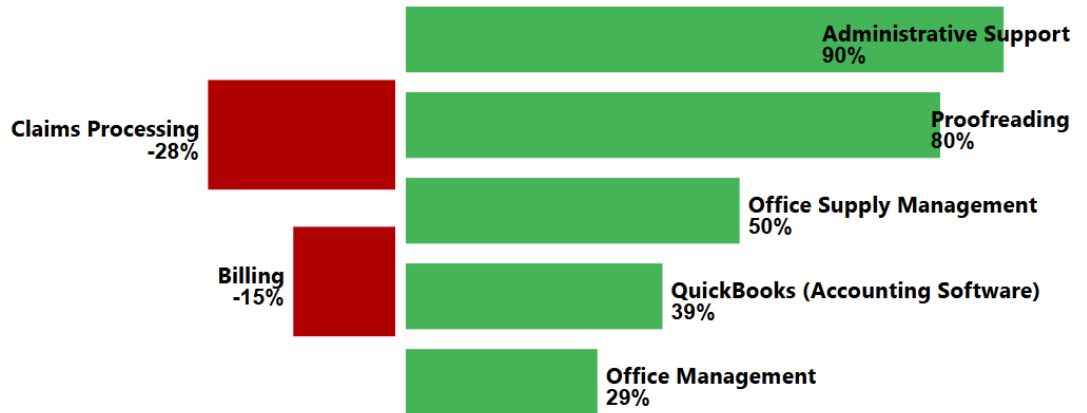
Exhibit 2.1.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Office and Administrative Support Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.1.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the other office and administrative support workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with administrative support and proofreading skills has increased by 80% or more compared to the previous period (2019-2023). In California, employers' desire for candidates with claims processing skills has decreased by 28% between the two periods.

Exhibit 2.1.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Office and Administrative Support Workers Occupational Group in California

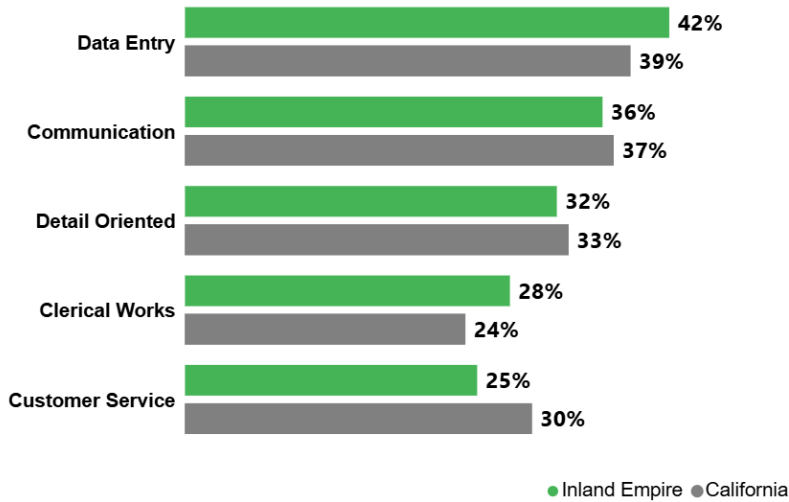


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.1.6 displays the top foundational skills included in employer job advertisements for the other office and administrative support workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Data entry was the top foundational skill for this occupational group across both regions. Communication and detail-oriented skills were also included in one-third or more of job postings.

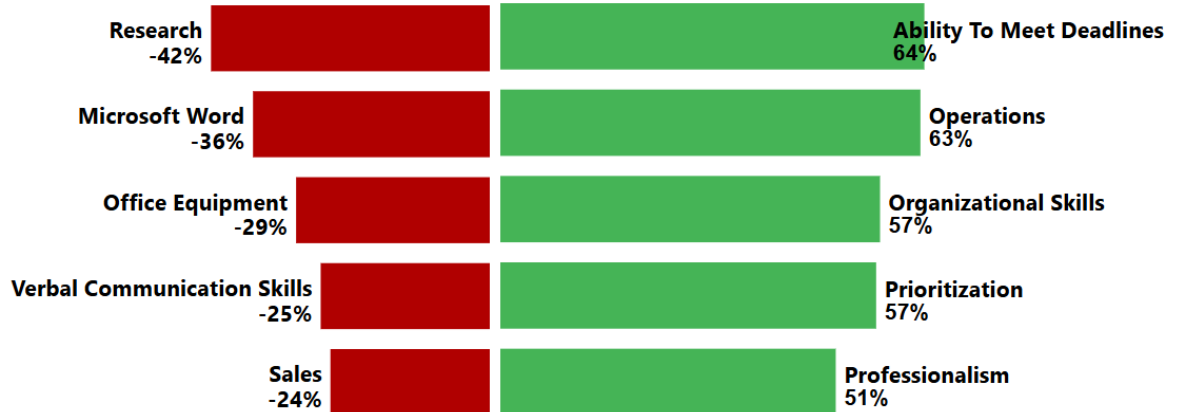
Exhibit 2.1.6: Top Foundational Skills from Employer Job Ads for the Other Office and Administrative Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.1.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the other office and administrative support workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates who can meet deadlines and have operational skills has increased by nearly two-thirds compared to the previous period (2019-2023). Employers’ desire for candidates with research skills has decreased by 42% between the two periods in the Inland Empire.

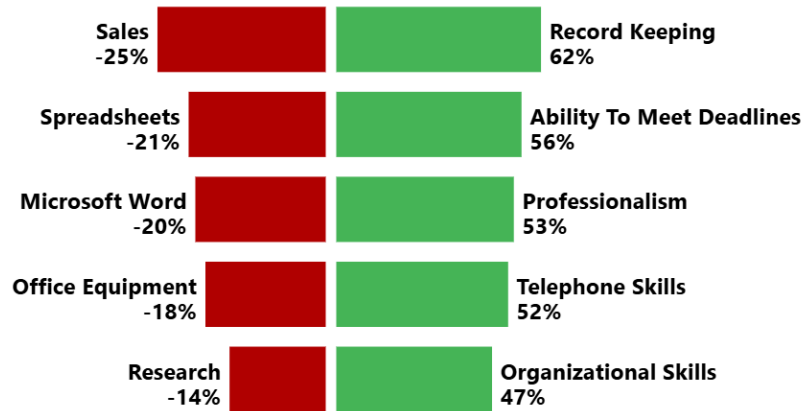
Exhibit 2.1.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Office and Administrative Support Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.1.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the other office and administrative support workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with record-keeping skills has increased by 62% compared to the previous period (2019-2023). In California, employers’ desire for candidates with sales skills has decreased by 25% between the two periods.

Exhibit 2.1.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Office and Administrative Support Workers Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.1.9 displays the qualifications most frequently included in employer job advertisements for the other office and administrative support workers occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in 6% or more of job ads. A typing certification was the most frequently requested certification aside from a valid driver’s license, appearing in 6% of job advertisements, regionally and statewide.

Exhibit 2.1.9: Top Qualifications Skills from Employer Job Ads for the Other Office and Administrative Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver’s License	6%	Valid Driver’s License	8%
Typing Certification	6%	Typing Certification	6%
Security Clearance	2%	Security Clearance	1%
First Aid Certification	1%	Insurance License	1%
Cardiopulmonary Resuscitation (CPR) Certification	1%	Adjuster License	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the other office and administrative support workers occupational group.

- Accounting (0502.00)
- Office Technology/Office Computer Applications (0514.00)
- Software Applications (0702.10)
- Printing and Lithography (0936.00)

2.2: INFORMATION AND RECORD CLERKS

Exhibit 2.2.1 displays current and projected employment data for the information and record clerks occupational group from 2024 to 2029. The information and record clerks occupational group comprises 12 occupations, with nearly 32,800 jobs in 2024. This occupational group is projected to grow by 4%, adding nearly 1,200 jobs to the region through 2029. This occupational group is projected to have nearly 4,500 job openings available annually.

Exhibit 2.2.1: Current and Projected Employment of the Information and Record Clerks Occupational Group, Inland Empire/Desert Region, 2024-2029

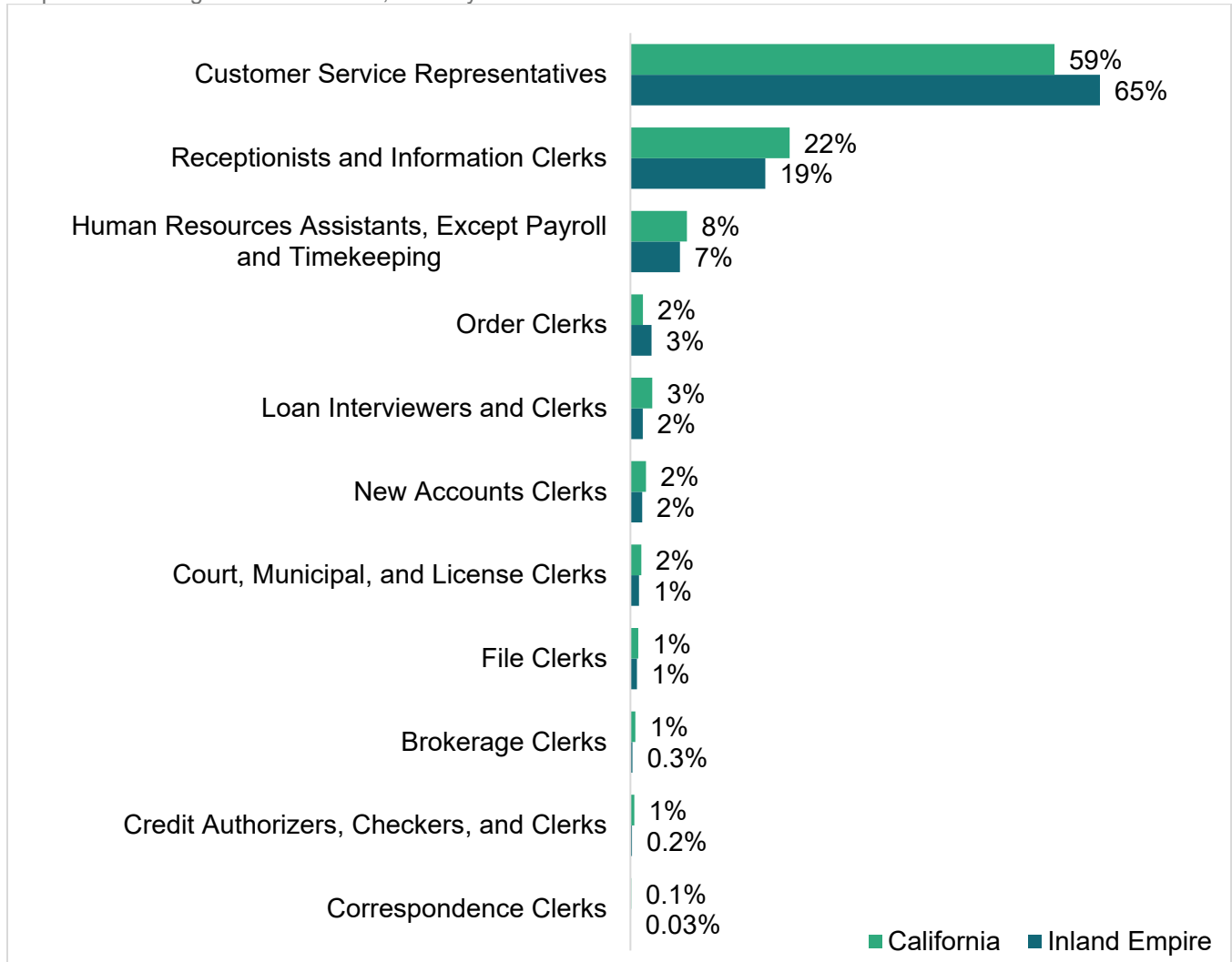
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Customer Service Representatives	17,509	17,860	2%	2,423	\$21.75
Receptionists and Information Clerks	6,906	7,530	9%	1,079	\$18.69
Information and Record Clerks, All Other	1,921	2,035	6%	251	\$27.11
Court, Municipal, and License Clerks	1,815	2,026	12%	230	\$29.51
Order Clerks	1,344	1,325	-1%	156	\$21.13
Human Resources Assistants, Except Payroll and Timekeeping	1,337	1,371	3%	156	\$27.88
File Clerks	911	899	-1%	109	\$22.18
Loan Interviewers and Clerks	810	703	-13%	62	\$24.13
New Accounts Clerks	93	82	-12%	7	\$22.40
Brokerage Clerks	83	85	2%	10	\$23.88
Credit Authorizers, Checkers, and Clerks	49	49	1%	4	\$22.98
Correspondence Clerks	17	18	3%	2	\$22.97
Total	32,794	33,983	4%	4,490	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 18,392 job ads were posted for the information and record clerks occupational group in the Inland Empire, compared to 173,225 across California. In the previous period, from January 2019 to December 2023, 72,640 job ads were posted for this occupational group in the Inland Empire and 733,987 in California.

Exhibit 2.2.2 displays the share of information and record clerk job advertisements by occupation in the Inland Empire/Desert Region and California. Nearly two-thirds of regional job ads were posted for customer service representatives. The scale of these occupational job advertisements may influence the skills most frequently requested by employers for this occupational group.

Exhibit 2.2.2: Share of Advertisements by Occupation for the Information and Record Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

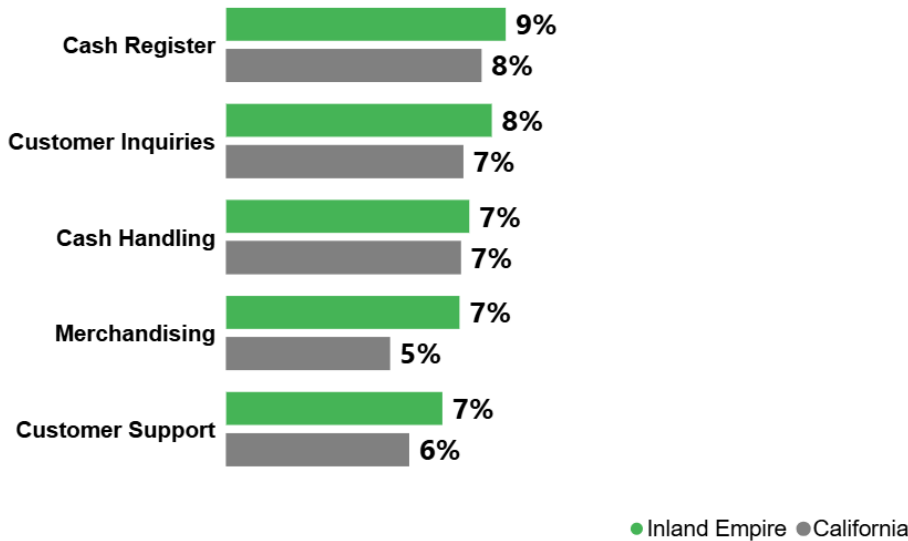


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.2.3 displays the top specialized skills included in employer job advertisements for the information and record clerks occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

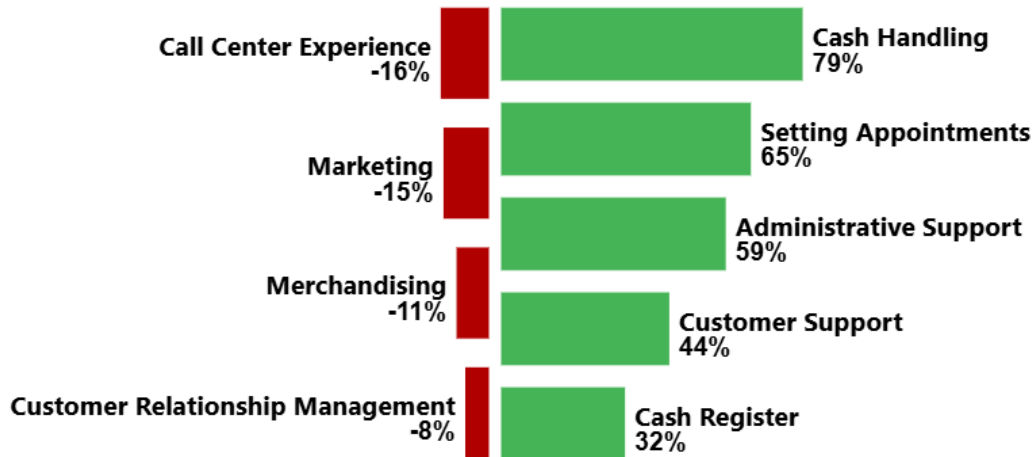
Exhibit 2.2.3: Top Specialized Skills from Employer Job Ads for the Information and Record Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.2.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the information and record clerks occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with cash-handling, appointment-setting, and administrative support skills has increased by over 50% compared to the previous period (2019-2023). In the Inland Empire, employers’ desire for candidates with call center experience or marketing skills has decreased by 15% or more between the two periods.

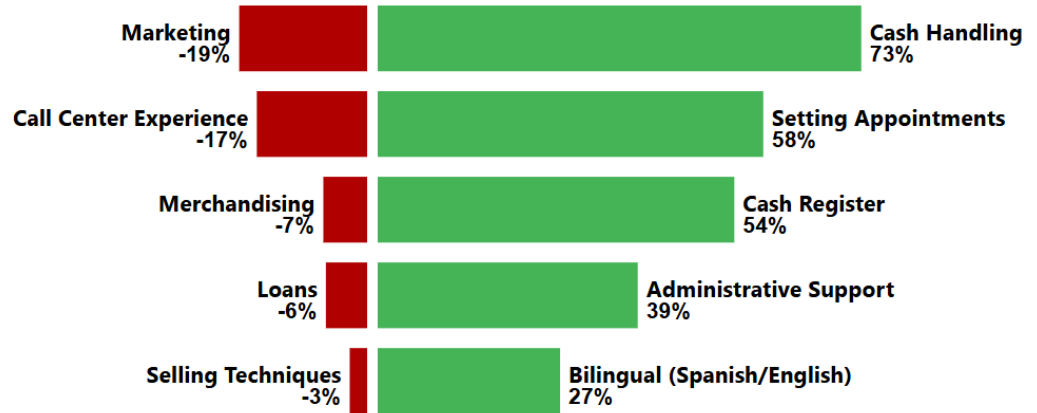
Exhibit 2.2.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Information and Record Clerks Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.2.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the information and record clerks occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with cash-handling skills has increased by over 70% compared to the previous period (2019-2023). In California, employers’ demand for candidates with marketing and call center experience has decreased by over 15% between the two periods.

Exhibit 2.2.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Information and Record Clerks Occupational Group in California

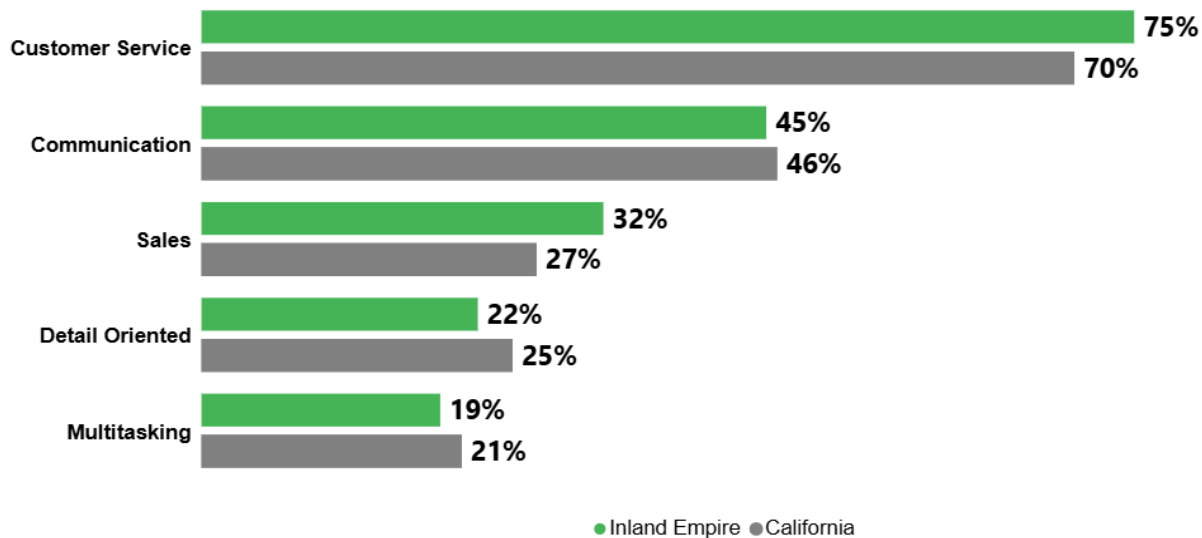


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.2.6 displays the top foundational skills included in employer job advertisements for the information and record clerks occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Customer service was the top foundational skill for this occupational group across both regions.

Exhibit 2.2.6: Top Foundational Skills from Employer Job Ads for the Information and Record Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.2.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the information and record clerks occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with cleanliness skills has increased by 77% compared to the previous period (2019-2023). Employers' desire for candidates with verbal communication skills has decreased by 16% in the Inland Empire between the two periods.

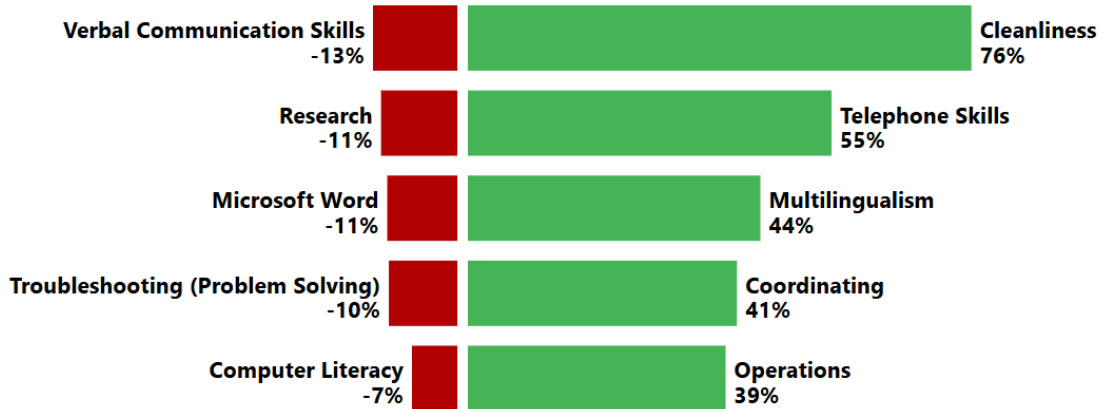
Exhibit 2.2.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Information and Record Clerks Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.2.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the information and record clerks occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with cleanliness skills has increased by 76% compared to the previous period (2019-2023). In California, employers’ desire for candidates with verbal communication skills has decreased by 13% between the two periods.

Exhibit 2.2.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Information and Record Clerks Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.2.9 displays the qualifications most frequently included in employer job advertisements for the information and record clerks occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in 7% of job ads. Employers do not appear to have strong certification or licensure requirements for the information and record clerks occupational group.

Exhibit 2.2.9: Top Qualifications Skills from Employer Job Ads for the Information and Record Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	7%	Valid Driver's License	7%

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Cardiopulmonary Resuscitation (CPR) Certification	1%	Cardiopulmonary Resuscitation (CPR) Certification	1%
Security Clearance	0.4%	FINRA Series 7 (General Securities Representative)	1%
Property And Casualty Insurance License	0.4%	Basic Life Support (BLS) Certification	0.5%
First Aid Certification	0.3%	Property And Casualty Insurance License	0.4%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the information and record clerks occupational group.

- Accounting (0502.00)
- Banking and Finance (0504.00)
- Office Technology/Office Computer Applications (0514.00)
- Legal Office Technology (0514.10)
- Customer Service (0518.00)

2.3: FINANCIAL CLERKS

Exhibit 2.3.1 displays current and projected employment data for the financial clerks occupational group from 2024 to 2029. The financial clerks occupational group comprises six occupations that accounted for nearly 24,300 jobs in 2024. This occupational group is projected to have flat employment through 2029, shedding 59 jobs. Despite job losses, this occupational group is projected to have over 2,700 job openings annually.

Exhibit 2.3.1: Current and Projected Employment for the Financial Clerks Occupational Group, Inland Empire/Desert Region, 2024-2029

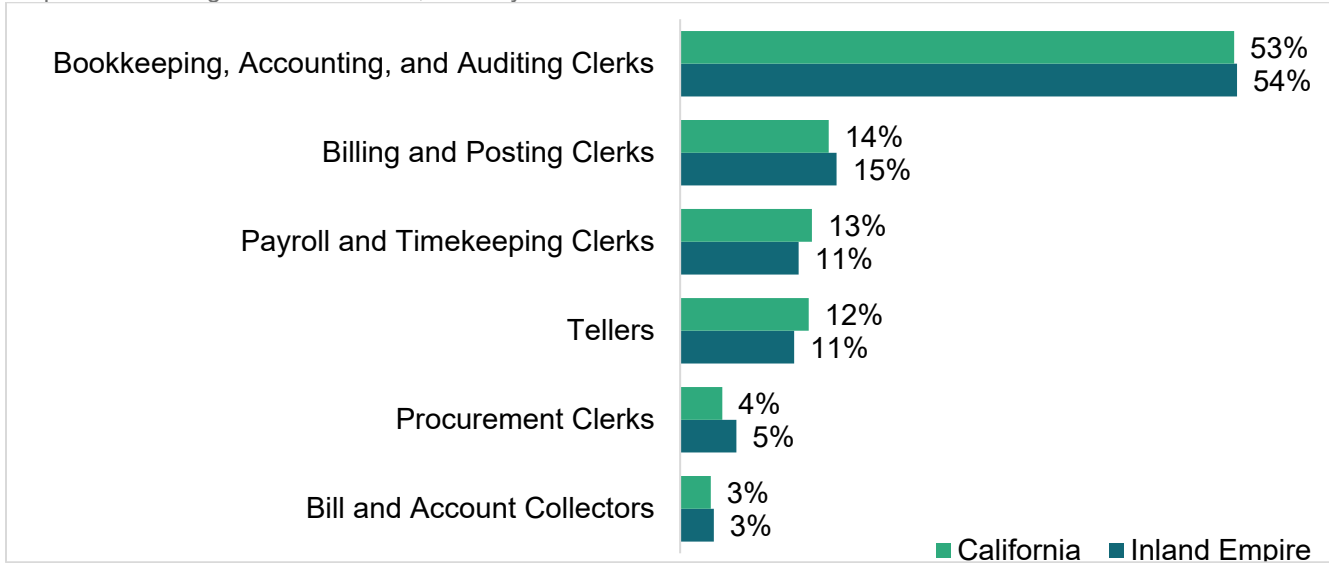
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Bookkeeping, Accounting, and Auditing Clerks	14,970	15,145	1%	1,755	\$24.93
Billing and Posting Clerks	3,464	3,667	6%	398	\$23.83
Tellers	2,312	1,959	-15%	215	\$21.26
Payroll and Timekeeping Clerks	1,779	1,711	-4%	181	\$28.78
Bill and Account Collectors	1,085	1,062	-2%	109	\$24.98
Procurement Clerks	687	693	1%	65	\$24.19
Total	24,295	24,236	-0%	2,723	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 6,024 job ads were posted for the financial clerks occupational group in the Inland Empire, compared to 64,970 across California. In the previous period, January 2019 to December 2023, 19,348 job ads were posted for this occupational group in the Inland Empire and 241,199 in California.

Exhibit 2.3.2 displays the share of financial clerks job advertisements by occupation in the Inland Empire/Desert Region and California. More than half of the regional and statewide job ads were posted for bookkeeping, accounting, and auditing clerks. The scale of these occupational job advertisements may influence the skills most frequently requested by employers for this occupational group.

Exhibit 2.3.2: Share of Advertisements by Occupation for the Financial Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

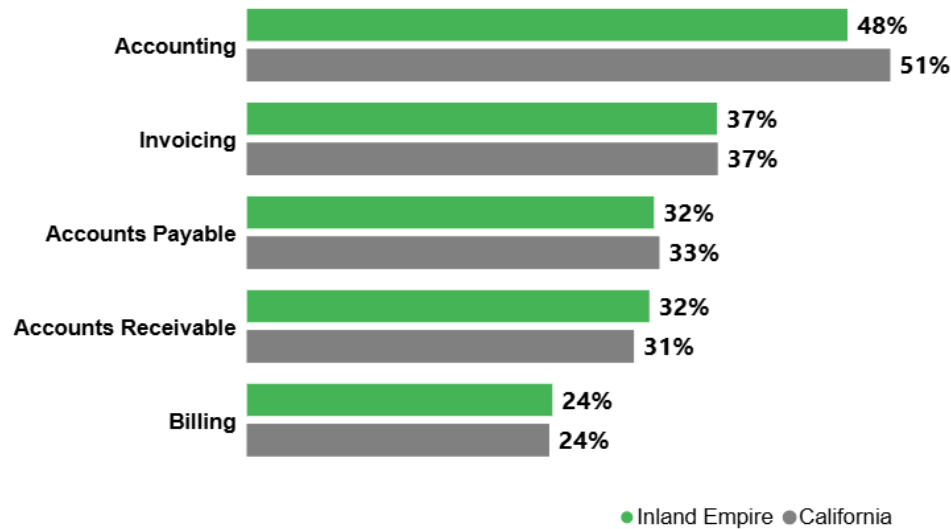


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.3.3 displays the top specialized skills included in employer job advertisements for the financial clerks occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

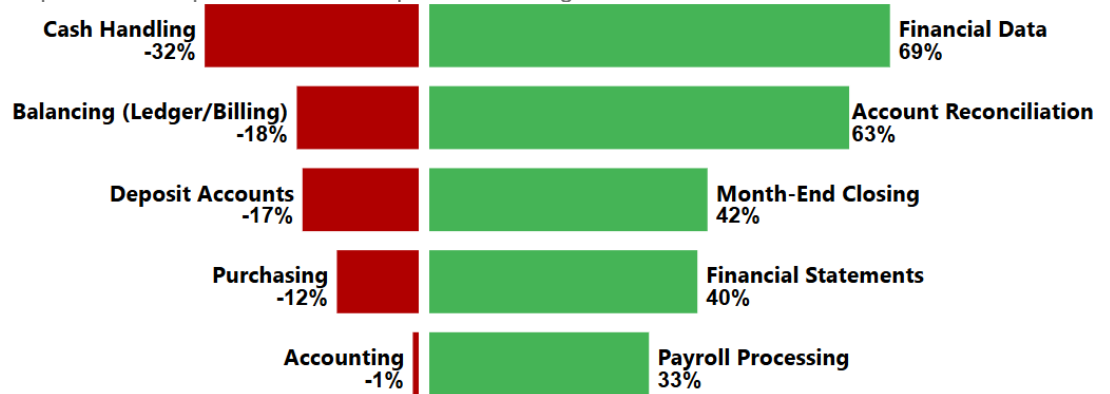
Exhibit 2.3.3: Top Specialized Skills from Employer Job Ads for the Financial Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.3.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the financial clerks occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with financial data and account reconciliation skills has increased by more than 60% compared to the previous period (2019-2023). Employers' demand for candidates with cash-handling skills decreased by 32% between the two periods in the Inland Empire.

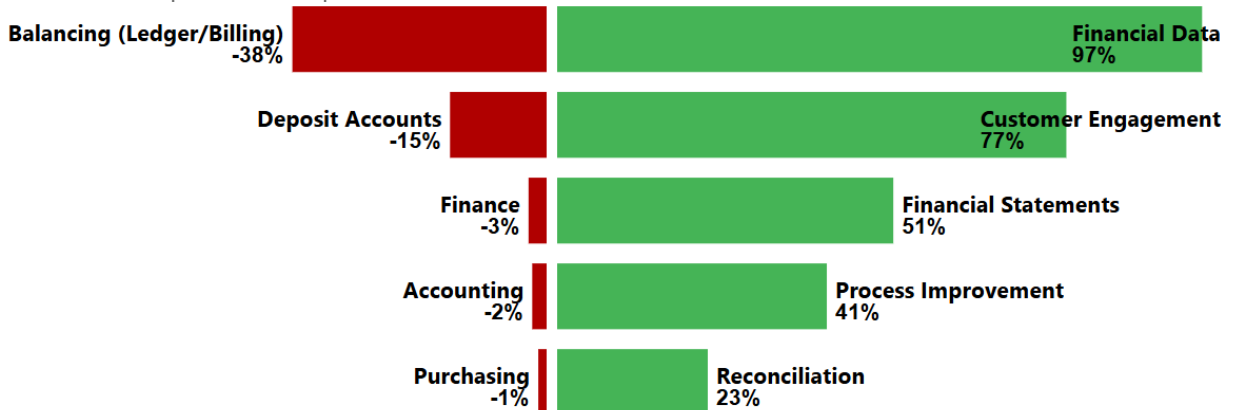
Exhibit 2.3.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Clerks Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.3.5 displays specialized skills that have increased or decreased the most in their share of job advertisements for the financial clerks occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with financial data skills has increased by nearly 100% since the previous period (2019-2023). In California, employers’ desire for candidates with ledger/billing-balancing skills decreased by 38% between the two periods.

Exhibit 2.3.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Clerks Occupational Group in California

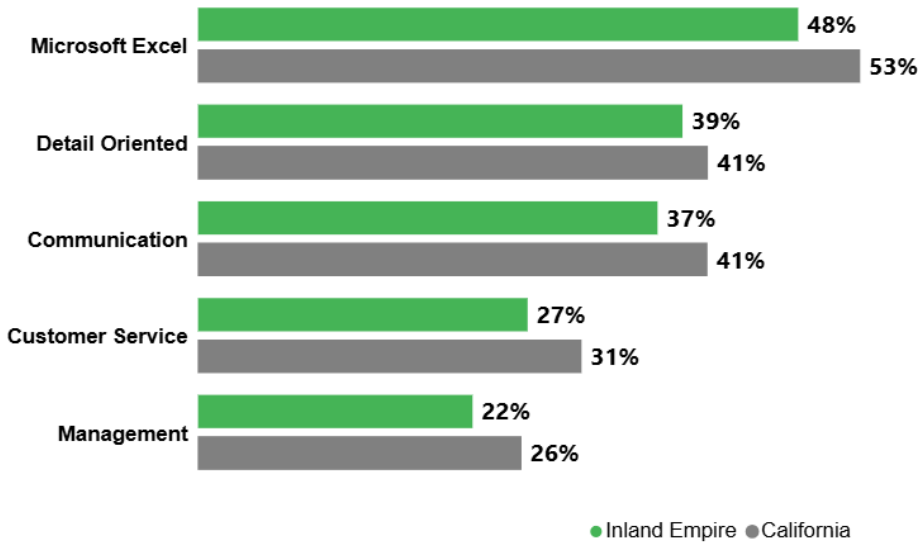


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.3.6 displays the top foundational skills included in employer job advertisements for the financial clerks occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Microsoft Excel was the top foundational skill for this occupational group across both regions.

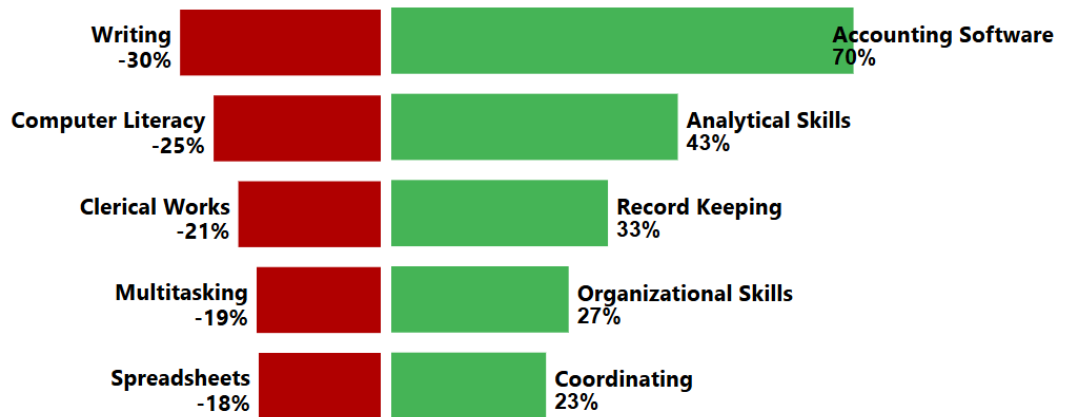
Exhibit 2.3.6: Top Foundational Skills from Employer Job Ads for the Financial Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.3.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the financial clerks occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand for accounting software skills (2024-2025) has increased by more than 70% compared to the previous period (2019-2023). Employers’ desire for candidates with writing skills has decreased by 30% between the two periods in the Inland Empire.

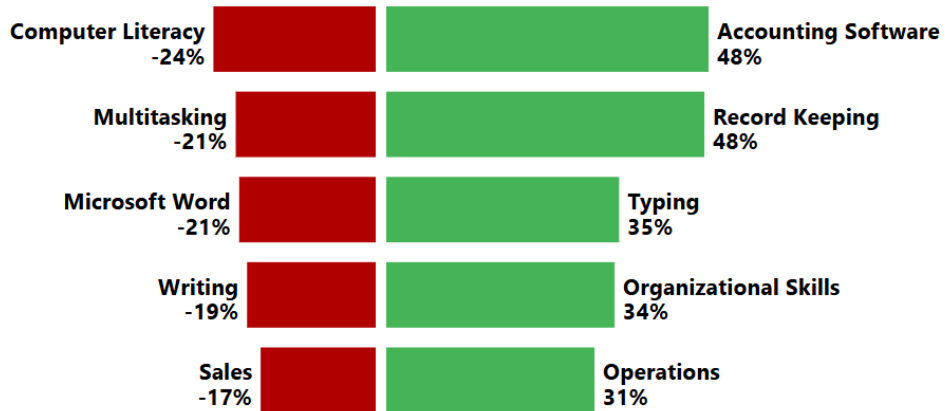
Exhibit 2.3.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Clerks Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.3.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the financial clerks occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with accounting software and record-keeping skills has increased by 48% compared to the previous period (2019-2023). In California, employers’ desire for candidates with computer literacy skills has decreased by 24% between the two periods.

Exhibit 2.3.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Clerks Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.3.9 displays the qualifications most frequently included in employer job advertisements for the financial clerks occupational group. The Basic Life Support (BLS) certification was the most frequently requested qualification in employer job advertisements, appearing in approximately 4% of job ads. Employers do not appear to have strong certification or licensure requirements for the financial clerks occupational group.

Exhibit 2.3.9: Top Qualifications Skills from Employer Job Ads for the Financial Clerks Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	4%	Valid Driver's License	4%
Certified Payroll Professional	1%	Certified Payroll Professional	1%
Fundamental Payroll Certification (FPC)	0.4%	Fundamental Payroll Certification (FPC)	1%
Medical Coding Certification	0.3%	CDL Class C License	0.3%
CDL Class C License	0.3%	Security Clearance	0.3%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the financial clerks occupational group.

- Accounting (0502.00)
- Banking and Finance (0504.00)
- Office Technology/Office Computer Applications (0514.00)

2.4: SECRETARIES AND ADMINISTRATIVE ASSISTANTS

Exhibit 2.4.1 displays current and projected employment data for the secretaries and administrative assistants occupational group from 2024 to 2029. This occupational group contains three occupations that provided over 20,800 jobs in 2024. The secretaries and administrative assistants occupational group is projected to grow by 5%, adding 1,031 jobs to the region through 2029. This occupational group is projected to have over 2,500 annual job openings over the next five years.

Exhibit 2.4.1: Current and Projected Employment for the Secretaries and Administrative Assistants Occupational Group, Inland Empire/Desert Region, 2024-2029

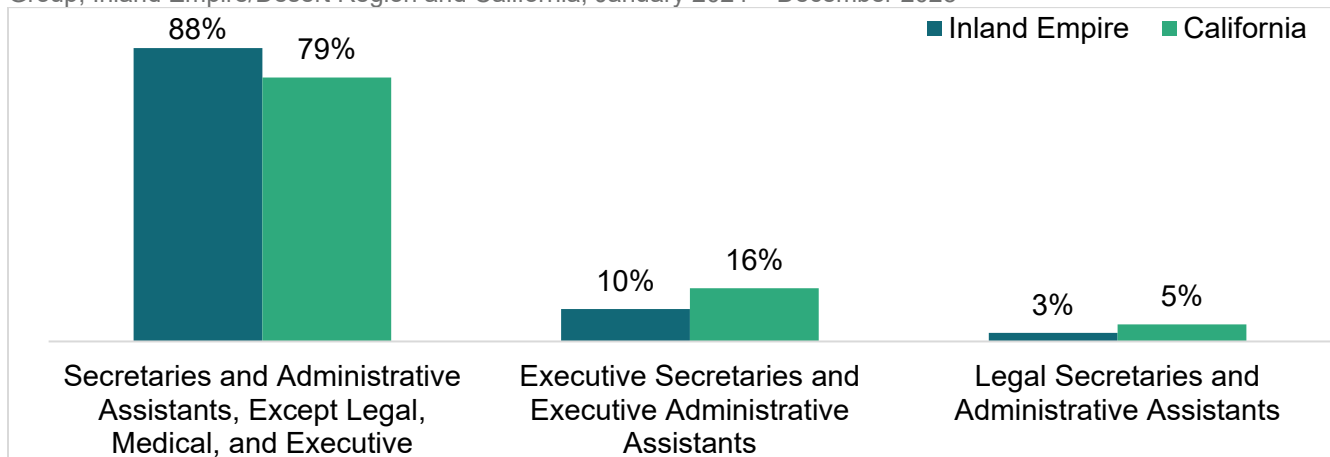
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	15,821	16,650	5%	1,943	\$24.07
Executive Secretaries and Executive Administrative Assistants	3,705	3,874	5%	422	\$36.68
Legal Secretaries and Administrative Assistants	1,289	1,321	2%	171	\$23.73
Total	20,815	21,846	5%	2,536	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 7,622 job ads were posted for the secretaries and administrative assistants occupational group in the Inland Empire, compared to 98,170 across California. In the previous period, January 2019 to December 2023, 24,856 job ads were posted for this occupational group in the Inland Empire and 344,801 in California.

Exhibit 2.4.2 displays the share of secretaries and administrative assistants' job advertisements by occupation in the Inland Empire/Desert Region and California. The vast majority of job postings for the secretaries and administrative assistants occupational group were for secretaries and administrative assistants, except legal, medical, and executive. The scale of these occupational job advertisements may influence the skills most frequently requested by employers for this occupational group.

Exhibit 2.4.2: Share of Advertisements by Occupation for the Secretaries and Administrative Assistants Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

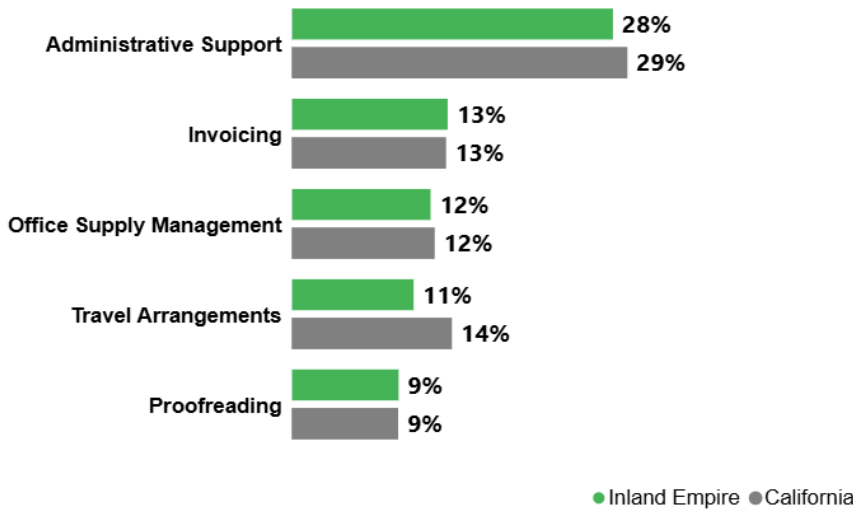


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.4.3 displays the top specialized skills included in employer job advertisements for the secretaries and administrative assistants occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

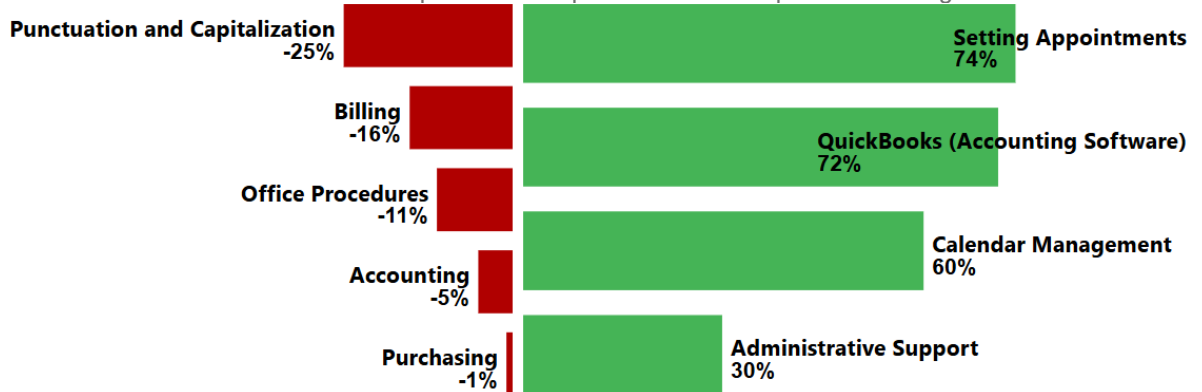
Exhibit 2.4.3: Top Specialized Skills from Employer Job Ads for the Secretaries and Administrative Assistants Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.4.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the secretaries and administrative assistants occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with appointment-setting and QuickBooks skills has increased by more than 70% since the previous period (2019-2023). Employers’ desire for candidates with punctuation and capitalization skills has decreased by 25% between the two periods in the Inland Empire.

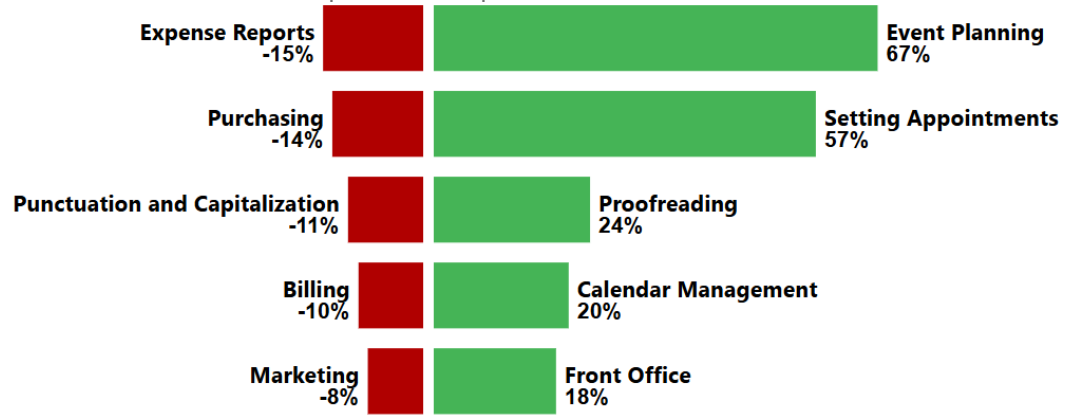
Exhibit 2.4.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Secretaries and Administrative Assistants Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.4.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the secretaries and administrative assistants occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with event planning and appointment-setting skills has increased by over 50% compared to the previous period (2019-2023). Employers’ demand for candidates with expense-reporting skills decreased by 15% in California between the two periods.

Exhibit 2.4.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Secretaries and Administrative Assistants Occupational Group in California

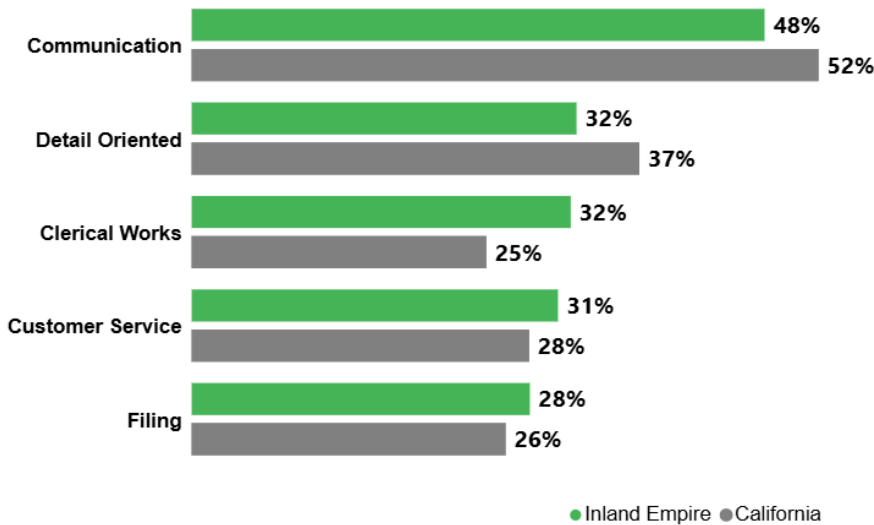


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.4.6 displays the top foundational skills included in employer job advertisements for the secretaries and administrative assistants occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Communication was the top foundational skill for this occupational group across both regions.

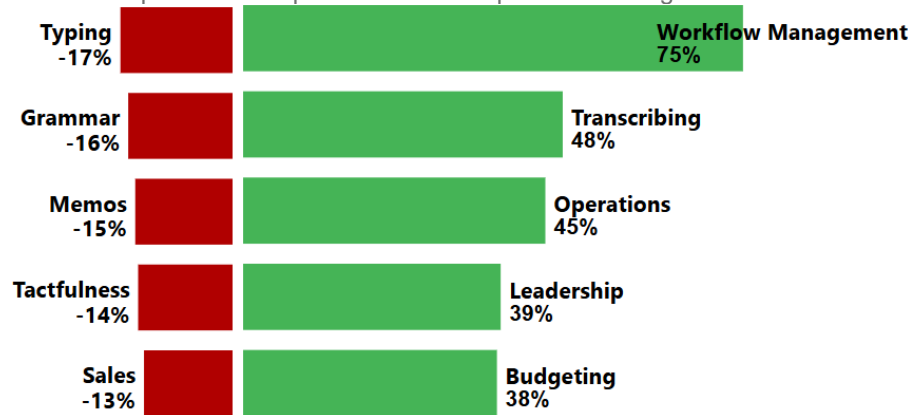
Exhibit 2.4.6: Top Foundational Skills from Employer Job Ads for the Secretaries and Administrative Assistants Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.4.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the secretaries and administrative assistants occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with workflow management skills has increased by 75% compared to the previous period (2019-2023). Employers' desire for candidates with typing and grammar skills has decreased by 16% or more between the two periods in the Inland Empire.

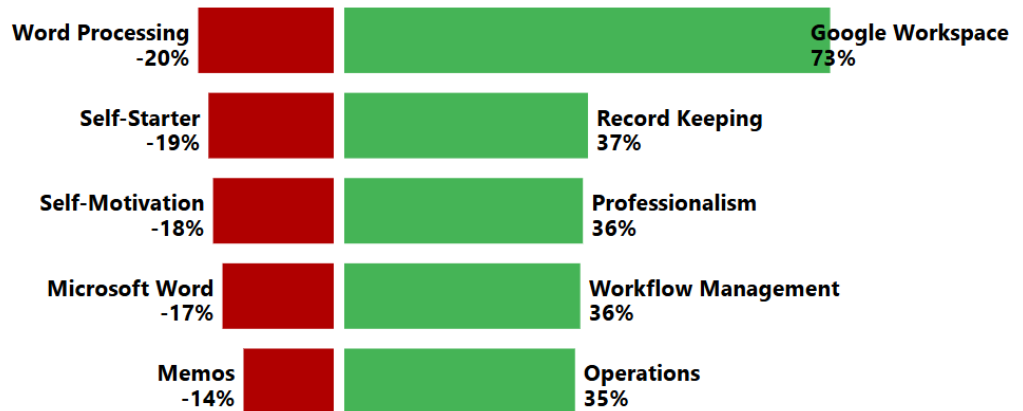
Exhibit 2.4.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Secretaries and Administrative Assistants Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.4.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the secretaries and administrative assistants occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with Google Workspace skills has increased by 73% compared to the previous period (2019-2023). Employers’ demand for candidates with word-processing skills decreased by 20% in California between the two periods.

Exhibit 2.4.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Secretaries and Administrative Assistants Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.4.9 displays the qualifications most frequently included in employer job advertisements for the secretaries and administrative assistants occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in approximately 10% of job ads. Employers do not appear to have strong certification or licensure requirements for the secretaries and administrative assistants occupational group.

Exhibit 2.4.9: Top Qualifications Skills from Employer Job Ads for the Secretaries and Administrative Assistants Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	11%	Valid Driver's License	9%
Typing Certification	2%	Cardiopulmonary Resuscitation (CPR) Certification	1%

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Cardiopulmonary Resuscitation (CPR) Certification	2%	Typing Certification	1%
First Aid Certification	1%	First Aid Certification	1%
CDL Class C License	1%	Basic Life Support (BLS) Certification	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the secretaries and administrative assistants occupational group.

- Office Technology/Office Computer Applications (0514.00)
- Legal Office Technology (0514.10)

2.5: PERSONAL APPEARANCE WORKERS

Exhibit 2.5.1 displays current and projected employment data for the personal appearance workers occupational group from 2024 to 2029. The personal appearance workers occupational group includes five occupations that accounted for nearly 18,000 jobs in 2024. This occupational group is projected to grow by 12%, adding nearly 2,246 jobs to the region through 2029. While most occupations in this group offer low median wages, they are collectively projected to have nearly 2,800 annual job openings over the next five years.

Exhibit 2.5.1: Current and Projected Employment for the Personal Appearance Workers Occupational Group, Inland Empire/Desert Region, 2024-2029

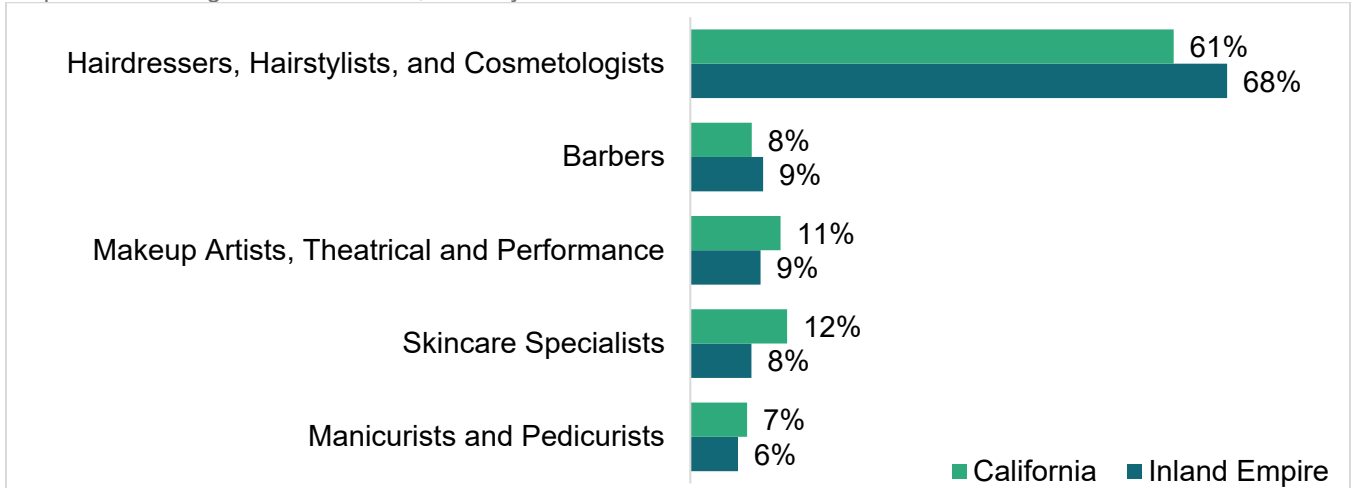
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Hairdressers, Hairstylists, and Cosmetologists	8,522	9,316	9%	1,298	\$17.46
Manicurists and Pedicurists	6,135	7,009	14%	909	\$16.91
Skincare Specialists	1,657	1,924	16%	301	\$17.39
Barbers	1,574	1,861	18%	238	\$13.76
Makeup Artists, Theatrical and Performance	104	129	24%	22	\$44.59
Total	17,993	20,239	12%	2,769	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 2,462 job ads were posted for the personal appearance workers occupational group in the Inland Empire, compared to 23,344 across California. In the previous period, from January 2019 to December 2023, 8,427 job ads were posted for this occupational group in the Inland Empire and 73,770 in California.

Exhibit 2.5.2 displays the share of personal appearance workers' job advertisements by occupation in the Inland Empire/Desert Region and California. More than two-thirds of regional job advertisements for the personal appearance workers occupational group were posted for hairdressers, hairstylists, and cosmetologists. The scale of these occupational job advertisements may influence the skills most frequently requested by employers for this occupational group.

Exhibit 2.5.2: Share of Advertisements by Occupation for the Personal Appearance Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

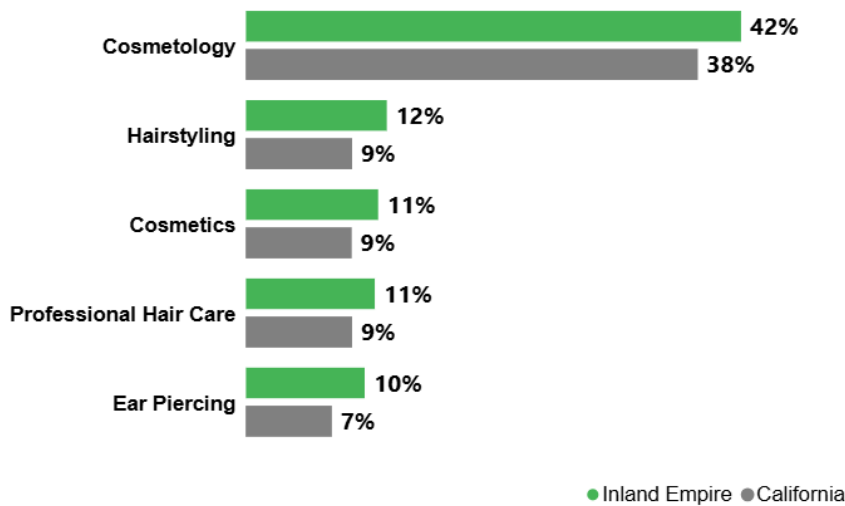


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.5.3 displays the top specialized skills included in employer job advertisements for the personal appearance workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

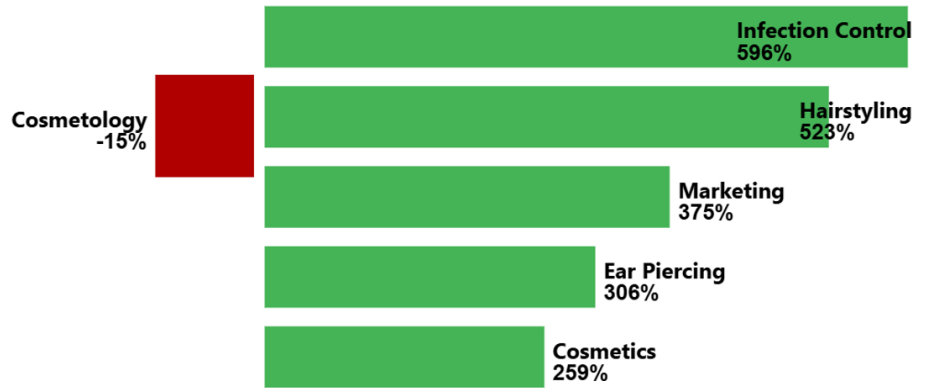
Exhibit 2.5.3: Top Specialized Skills from Employer Job Ads for the Personal Appearance Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.5.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the personal appearance workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with infection control skills has increased by nearly 600% compared to the previous period (2019-2023). Employers' desire for candidates with cosmetology skills has decreased by 15% between the two periods in the Inland Empire.

Exhibit 2.5.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Personal Appearance Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.5.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the personal appearance workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with infection-control skills has increased by nearly 600% compared with the previous period (2019-2023). In California, employers’ desire for candidates with cosmetology skills has decreased by 8% between the two periods.

Exhibit 2.5.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Personal Appearance Workers Occupational Group in California

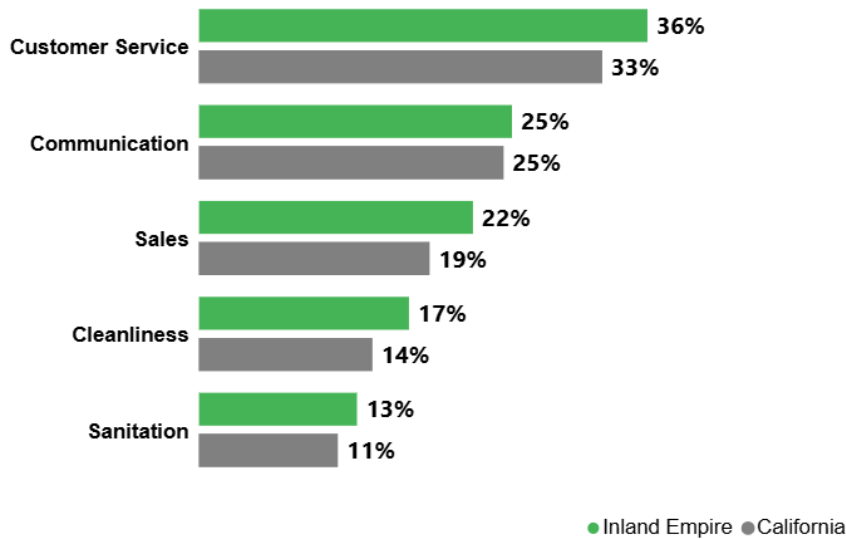


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.5.6 displays the top foundational skills included in employer job advertisements for the personal appearance workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Customer service was the top foundational skill for this occupational group across both regions.

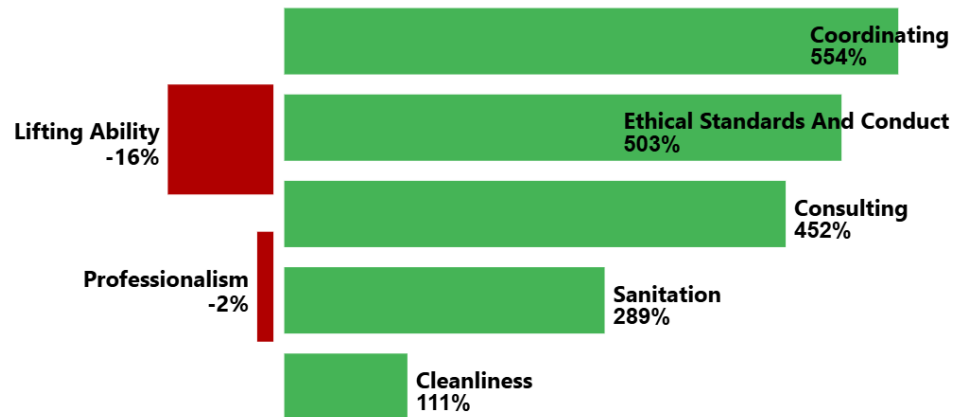
Exhibit 2.5.6: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Personal Appearance Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.5.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the personal appearance workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with coordination skills has increased by 554% compared to the previous period (2019-2023). Employers’ desire for candidates with lifting ability skills has decreased by 16% between the two periods in the Inland Empire.

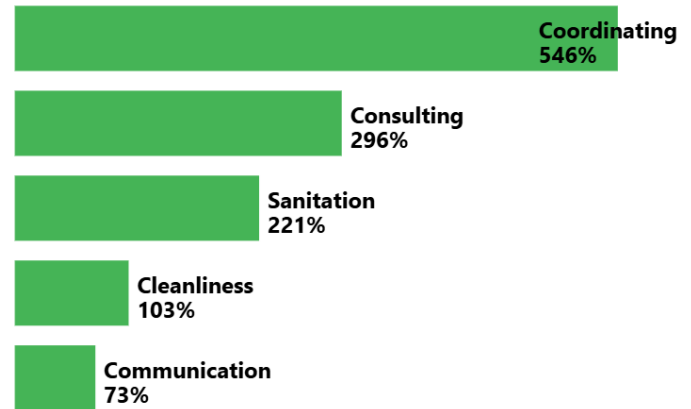
Exhibit 2.5.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Personal Appearance Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.5.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the personal appearance workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with coordination skills has increased by 546% compared to the previous period (2019-2023). Skills that have decreased in prevalence between the two periods in California are not available.

Exhibit 2.5.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Personal Appearance Workers Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.5.9 displays the qualifications most frequently included in employer job advertisements for the personal appearance workers occupational group. A barber’s license was the most frequently requested qualification in employer job advertisements, appearing in 25% or more of them, followed by a cosmetology license.

Exhibit 2.5.9: Top Qualifications Skills from Employer Job Ads for the Personal Appearance Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Barber License	31%	Barber License	25%
Cosmetology License	24%	Cosmetology License	21%
Esthetician License	4%	Esthetician License	5%
Valid Driver's License	1%	Valid Driver's License	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the personal appearance workers occupational group.

- Cosmetology and Barbering (3007.00)

2.6: OTHER SALES AND RELATED WORKERS

Exhibit 2.6.1 displays current and projected employment data for the other sales and related workers occupational group from 2024 to 2029. The other sales and related workers occupational group includes three occupations that accounted for nearly 10,100 jobs in 2024. This occupational group is projected to grow by 2%, adding nearly 200 jobs to the region through 2029. This occupational group is projected to have more than 1,000 job openings annually over the next five years.

Exhibit 2.6.1: Current and Projected Employment for the Other Sales and Related Workers Occupational Group, Inland Empire/Desert Region, 2024-2029

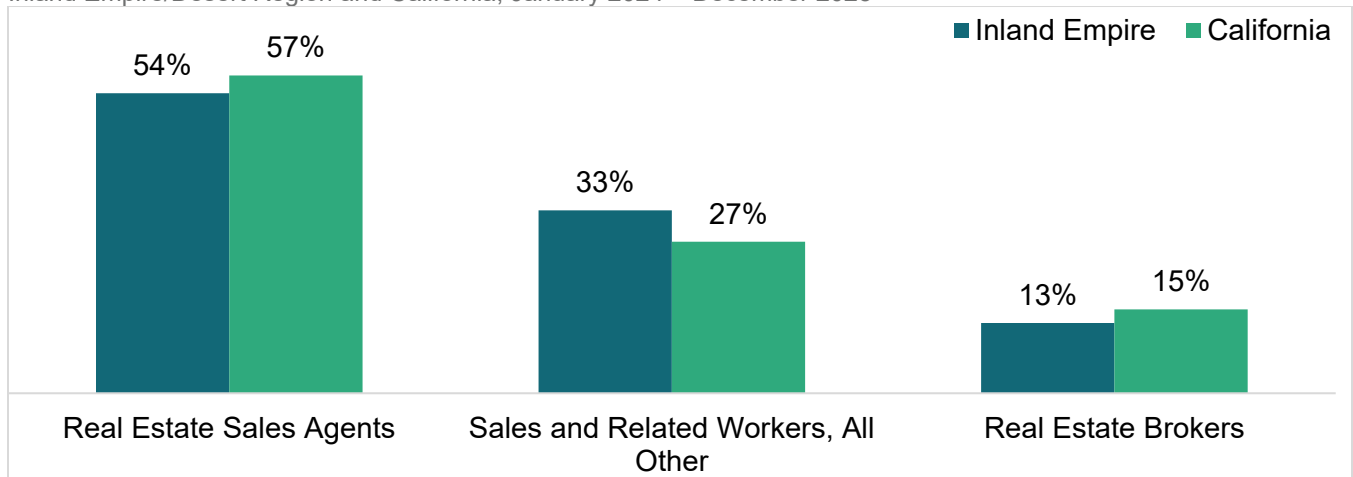
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Real Estate Sales Agents	5,984	6,096	2%	530	\$28.28
Sales and Related Workers, All Other	2,846	2,908	2%	378	\$22.00
Real Estate Brokers	1,252	1,249	-0%	108	\$37.47
Total	10,081	10,253	2%	1,016	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 4,543 job ads were posted for the other sales and related workers occupational group in the Inland Empire, compared to 39,115 across California. In the previous period, January 2019 to December 2023, 12,097 job ads were posted for this occupational group in the Inland Empire and 141,218 in California.

Exhibit 2.6.2 displays the share of other sales and related workers' job advertisements by occupation in the Inland Empire/Desert Region and California. More than half of regional and statewide job advertisements were for real estate sales agents, suggesting that advertised skills information for this occupational group may be skewed toward this occupation.

Exhibit 2.6.2: Share of Advertisements by Occupation for the Other Sales and Related Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

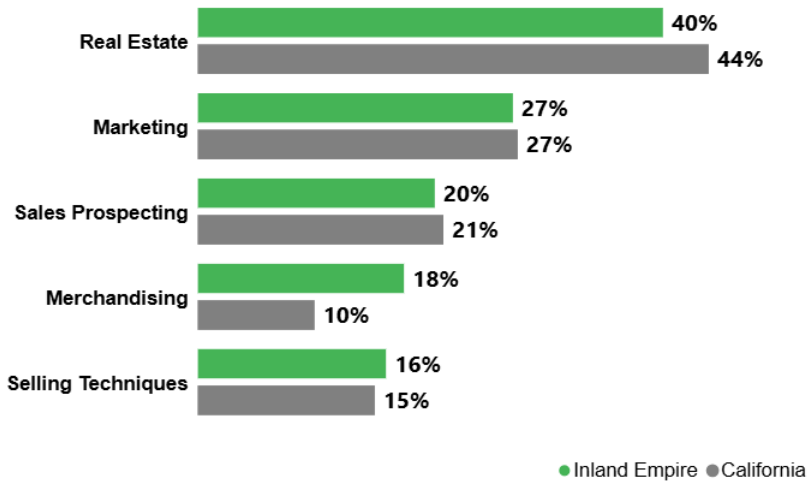


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.6.3 displays the top specialized skills included in employer job advertisements for the other sales and related workers occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

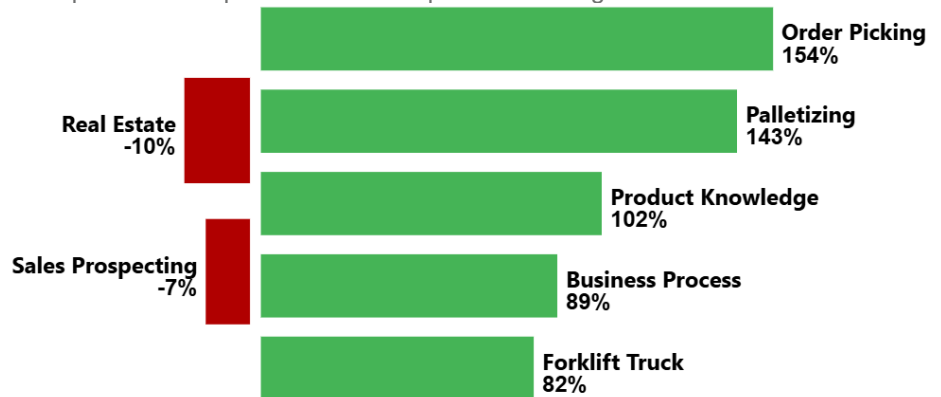
Exhibit 2.6.3: Top Specialized Skills from Employer Job Ads for the Other Sales and Related Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.6.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the other sales and related workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with order-picking and palletizing skills has increased by approximately 150% compared to the previous period (2019-2023). Employers’ desire for candidates with real estate skills has decreased by 10% between the two periods in the Inland Empire. Regional advertisements appear skewed towards the sales and related workers, all other occupation, which includes sales workers outside of the real estate environment.

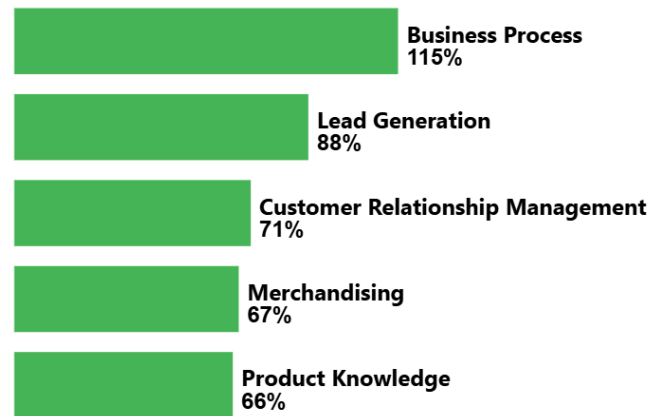
Exhibit 2.6.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Sales and Related Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.6.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the other sales and related workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with business process skills has increased by more than 100% compared to the previous period (2019-2023). Skills that have decreased in prevalence between the two periods in California are not available.

Exhibit 2.6.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Sales and Related Workers Occupational Group in California

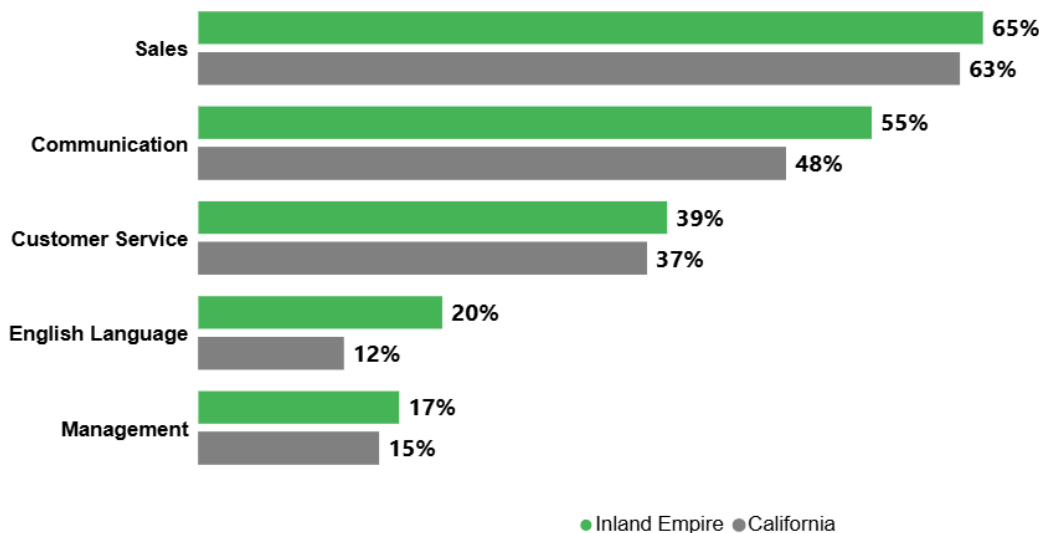


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.6.6 displays the top foundational skills included in employer job advertisements for the other sales and related workers occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Sales was the top foundational skill for this occupational group across both regions.

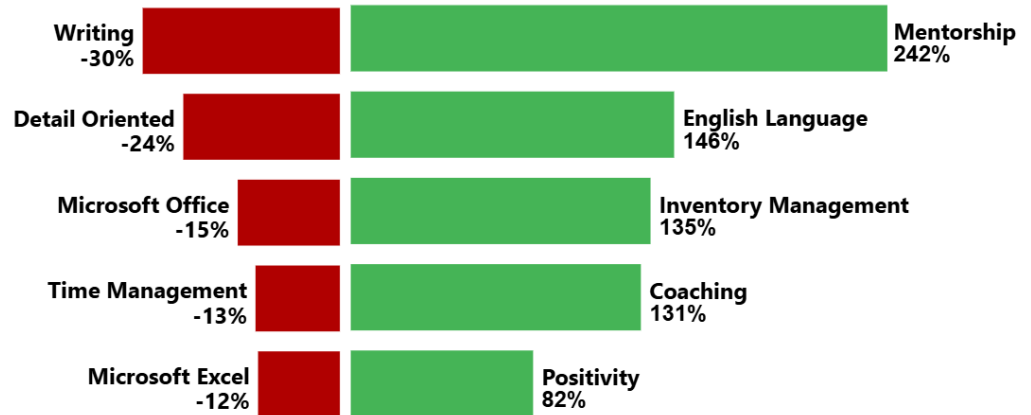
Exhibit 2.6.6: Top Foundational Skills from Employer Job Ads for the Other Sales and Related Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.6.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the other sales and related workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with mentorship skills has increased by more than 200% since the previous period (2019-2023). Employers' desire for candidates with writing skills has decreased by 30% between the two periods in the Inland Empire.

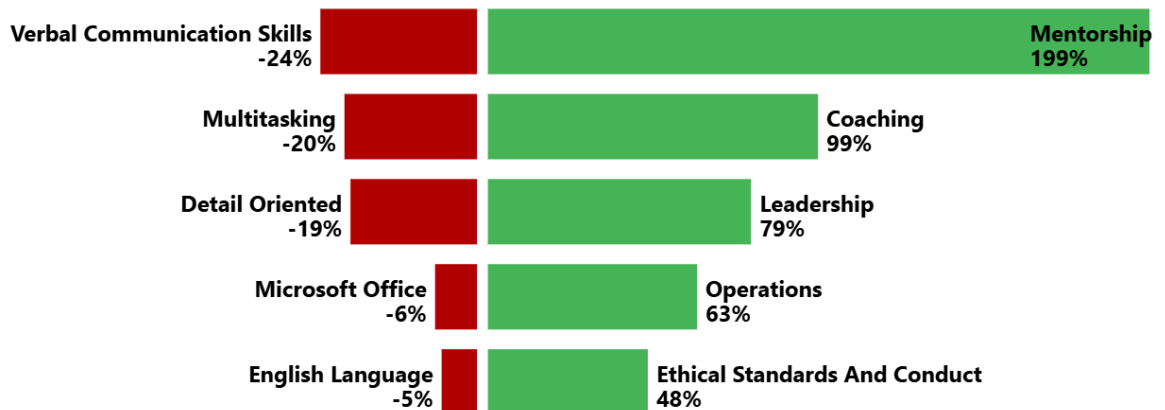
Exhibit 2.6.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Sales and Related Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.6.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the other sales and related workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with mentorship skills has increased by nearly 200% compared to the previous period (2019-2023). In California, employers’ desire for candidates with verbal communication skills has decreased by more than 20% between the two periods.

Exhibit 2.6.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Other Sales and Related Workers Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.6.9 displays the qualifications most frequently included in employer job advertisements for the other sales and related workers occupational group. A real estate salesperson license certification was the most frequently requested qualification in employer job advertisements, appearing in approximately 20% of job ads.

Exhibit 2.6.9: Top Qualifications Skills from Employer Job Ads for the Other Sales and Related Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Real Estate Salesperson License	20%	Real Estate Salesperson License	21%
Valid Driver's License	11%	Valid Driver's License	12%
Accredited Residential Manager	1%	Insurance License	0.3%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the other sales and related workers occupational group.

- Retail Store Operations and Management (0506.50)
- Sales and Salesmanship (0509.40)
- Real Estate (0511.00)
- Escrow (0511.10)

2.7: BUSINESS OPERATIONS SPECIALISTS

Exhibit 2.7.1 displays current and projected employment data for the business operations specialists occupational group from 2024 to 2029. The business operations specialists occupational group comprises four occupations with over 8,400 jobs in 2024. This occupational group is projected to grow by 3%, adding nearly 300 jobs to the region through 2029. This occupational group offers solid median wages and is projected to have more than 800 job openings annually over the next five years.

Exhibit 2.7.1: Current and Projected Employment for the Business Operations Specialists Occupational Group, Inland Empire/Desert Region, 2024-2029

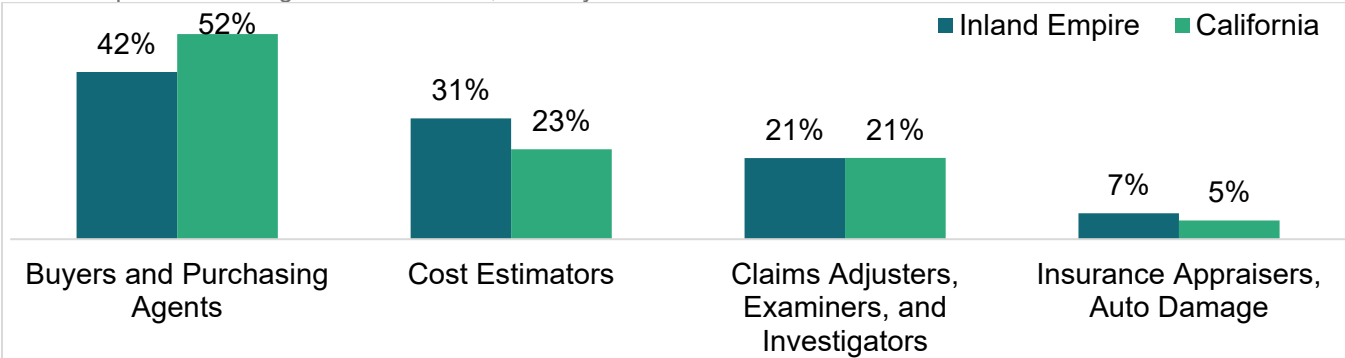
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Buyers and Purchasing Agents	3,992	4,250	6%	440	\$33.82
Cost Estimators	2,664	2,726	2%	241	\$37.30
Claims Adjusters, Examiners, and Investigators	1,724	1,679	-3%	119	\$39.02
Insurance Appraisers, Auto Damage	38	35	-7%	3	\$34.48
Total	8,418	8,690	3%	802	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 4,268 job ads were posted for the business operations specialists occupational group in the Inland Empire, compared to 54,443 across California. In the previous period, from January 2019 to December 2023, 12,900 job ads were posted for this occupational group in the Inland Empire and 176,930 in California.

Exhibit 2.7.2 displays the share of business operations specialists' job advertisements by occupation in the Inland Empire/Desert Region and California. Approximately 7% of job advertisements were posted for insurance appraisers, auto damage, indicating that skills information from job ads will likely not reflect demand for this occupation.

Exhibit 2.7.2: Share of Advertisements by Occupation for the Business Operations Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

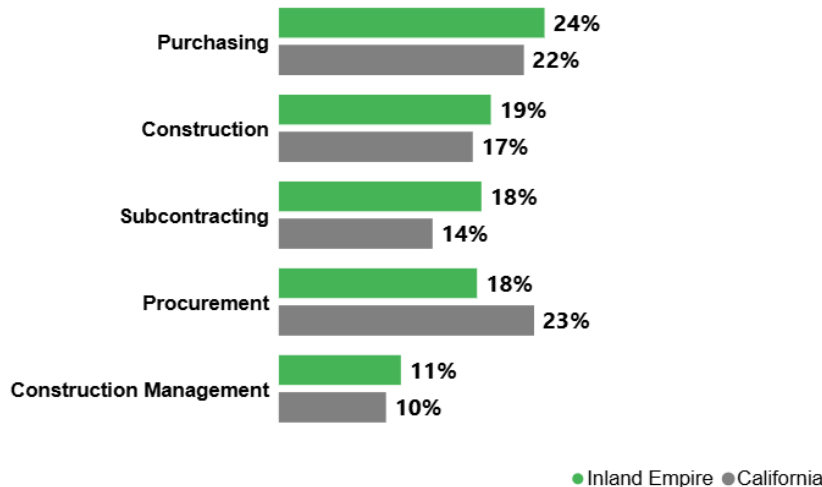


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.7.3 displays the top specialized skills included in employer job advertisements for the business operations specialists occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

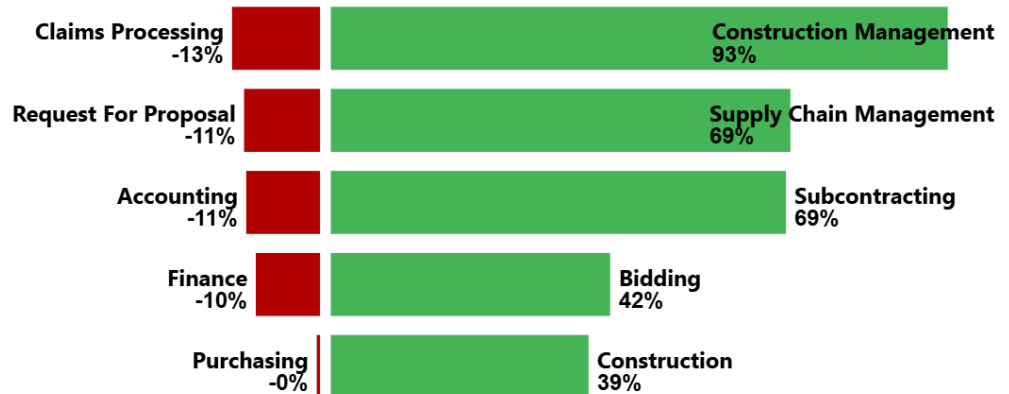
Exhibit 2.7.3: Top Specialized Skills from Employer Job Ads for the Business Operations Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.7.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the business operations specialists occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with construction management, supply chain management, and subcontracting skills has increased by more than two-thirds since the previous period (2019-2023). Employers' desire for candidates with claims processing skills has decreased by 13% between the two periods in the Inland Empire.

Exhibit 2.7.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Business Operations Specialists Occupational Group in the Inland Empire/Desert Region

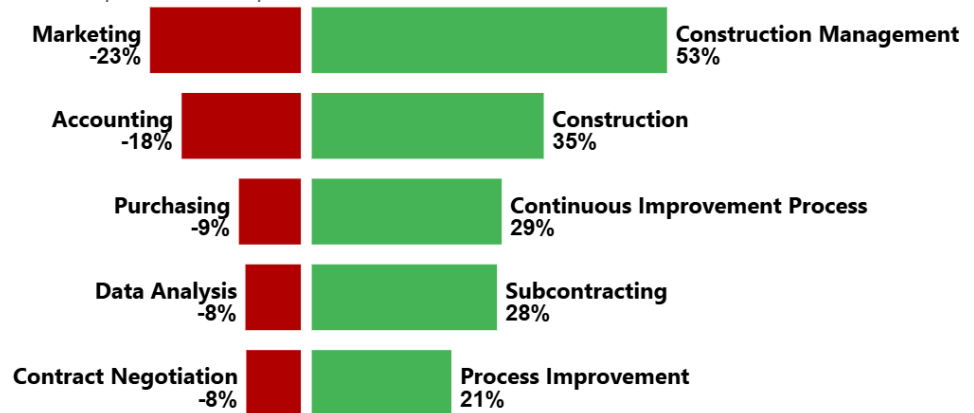


Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.7.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the business operations specialists occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with construction management skills has increased by more than 50% compared to the previous period

(2019-2023). In California, employers' desire for candidates with marketing skills has decreased by 23% between the two periods.

Exhibit 2.7.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Business Operations Specialists Occupational Group in California

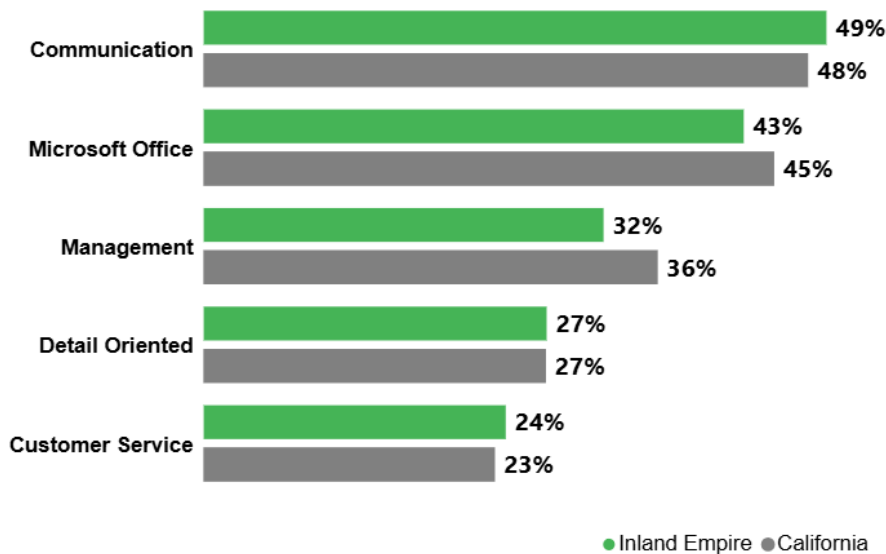


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.7.6 displays the top foundational skills included in employer job advertisements for the business operations specialists occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Communication was the top foundational skill for this occupational group across both regions, appearing in nearly half of the advertisements.

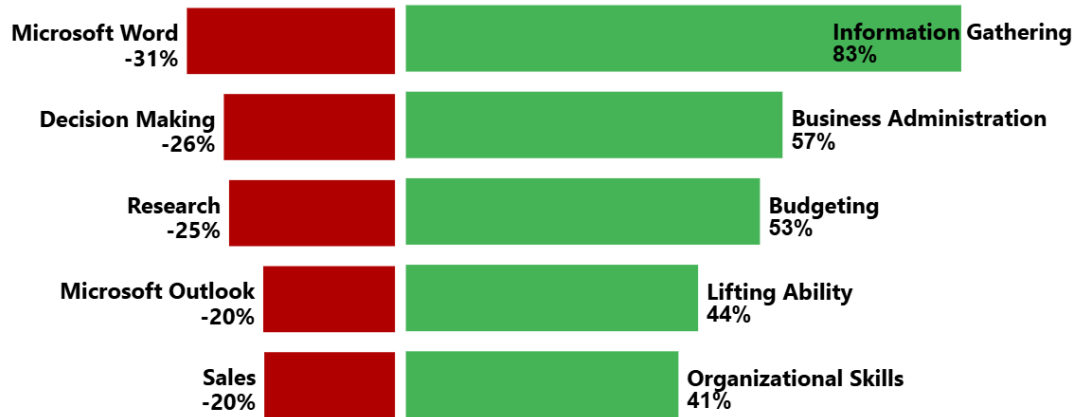
Exhibit 2.7.6: Top Foundational Skills from Employer Job Ads for the Business Operations Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.7.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the business operations specialists occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with information-gathering skills has increased by 83% compared to the previous period (2019-2023). Employers' desire for candidates with Microsoft Word skills has decreased by 31% between the two periods in the Inland Empire.

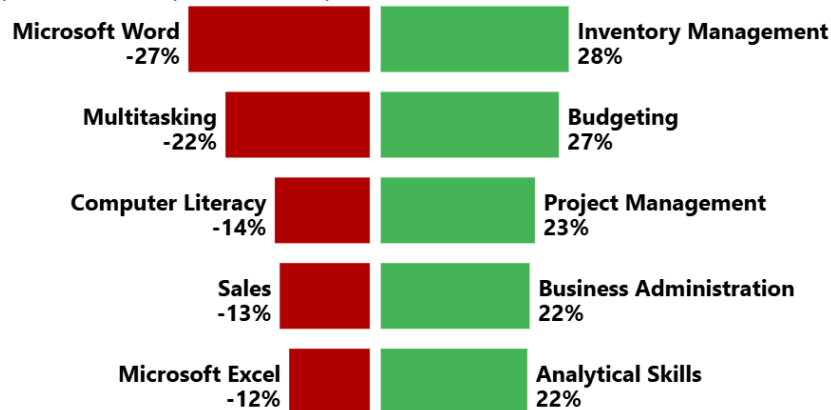
Exhibit 2.7.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Business Operations Specialists Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.7.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the business operations specialists occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with inventory management and budgeting skills has increased by over 25% compared to the previous period (2019-2023). In California, employers’ desire for candidates with Microsoft Word skills has decreased by 27% between the two periods.

Exhibit 2.7.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Business Operations Specialists Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.7.9 displays the qualifications most frequently included in employer job advertisements for the business operations specialists occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in approximately 15% of regional job ads. Employers do not appear to have strong certification or licensure requirements for the business operations specialists occupational group.

Exhibit 2.7.9: Top Qualifications Skills from Employer Job Ads for the Business Operations Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	15%	Valid Driver's License	10%
Security Clearance	2%	Security Clearance	4%
Adjuster License	2%	Adjuster License	2%

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Certified Professional Public Buyer	1%	Secret Clearance	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the business operations specialists occupational group.

- Agriculture Business, Sales and Service (0112.00)
- Automotive Collision Repair (0949.00)
- Business Administration (0505.00)
- Business and Commerce, General (0501.00)
- Business Management (0506.00)
- Display (0509.60)
- Fashion Merchandising (1303.20)
- Insurance (0512.00)
- Marketing and Distribution (0509.00)
- Purchasing (0509.20)
- Viticulture, Enology, and Wine Business (0104.00)

2.8: LEGAL SUPPORT WORKERS

Exhibit 2.8.1 displays current and projected employment data for the legal support workers occupational group from 2024 to 2029. The legal support workers occupational group includes three occupations with over 3,400 jobs in 2024. This occupational group is projected to grow by 5%, adding nearly 200 jobs to the region through 2029. While this occupational group offers solid median wages, it is projected to have fewer than 400 job openings available annually over the next five years.

Exhibit 2.8.1: Current and Projected Employment for the Legal Support Workers Occupational Group, Inland Empire/Desert Region, 2024-2029

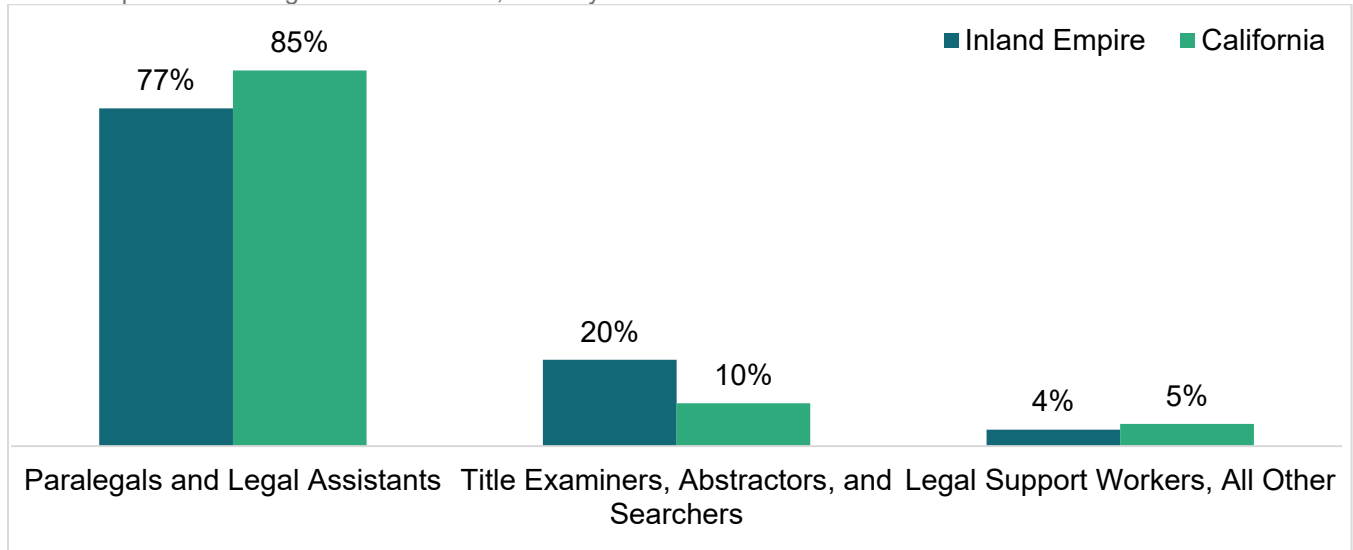
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Paralegals and Legal Assistants	2,790	2,935	5%	315	\$27.99
Title Examiners, Abstractors, and Searchers	372	376	1%	35	\$35.59
Legal Support Workers, All Other	269	286	6%	30	\$35.91
Total	3,431	3,597	5%	380	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 1,123 job ads were posted for the legal support workers occupational group in the Inland Empire, compared to 22,053 across California. In the previous period, from January 2019 to December 2023, 3,215 job ads were posted for this occupational group in the Inland Empire and 61,215 in California.

Exhibit 2.8.2 displays the share of legal support workers' job advertisements by occupation in the Inland Empire/Desert Region and California. Less than 5% of job advertisements were posted for legal support workers, all other, indicating that skills information from job ads will likely not reflect demand for this occupation.

Exhibit 2.8.2: Share of Advertisements by Occupation for the Legal Support Workers Occupations Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

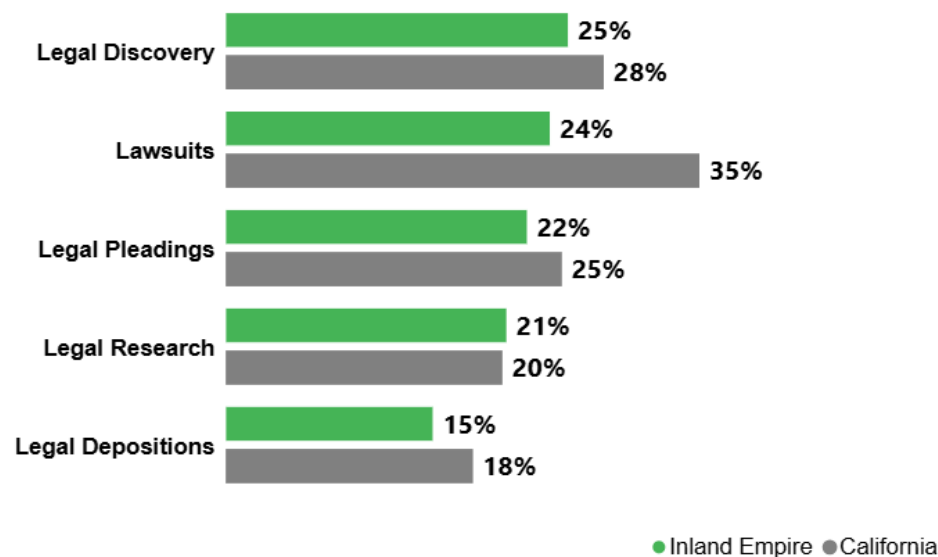


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.8.3 displays the top specialized skills included in employer job advertisements for the legal support workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

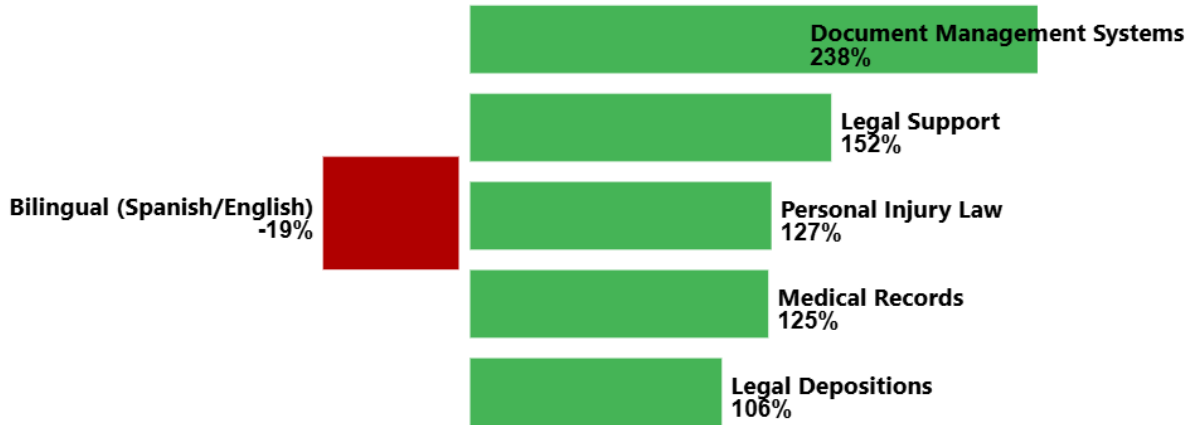
Exhibit 2.8.3: Top Specialized Skills from Employer Job Ads for the Legal Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.8.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the legal support workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with document management system skills has increased by 238% since the previous period (2019-2023). Employers' desire for candidates with bilingual (Spanish/English) skills has decreased by 19% between the two periods in the Inland Empire.

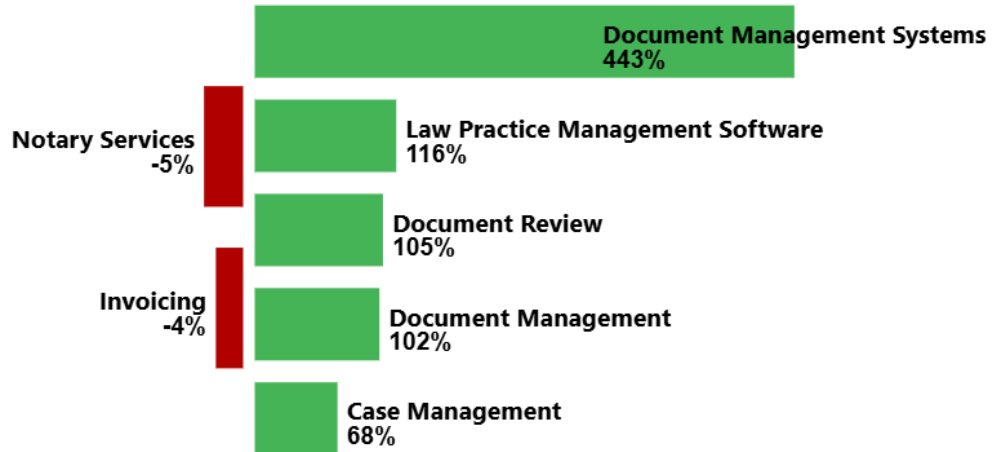
Exhibit 2.8.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Legal Support Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.8.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the legal support workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with document management system skills has increased by 443% compared to the previous period (2019-2023). Employers’ desire for candidates with notary services skills has decreased by 5% in California between the two periods.

Exhibit 2.8.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Legal Support Workers Occupational Group in California

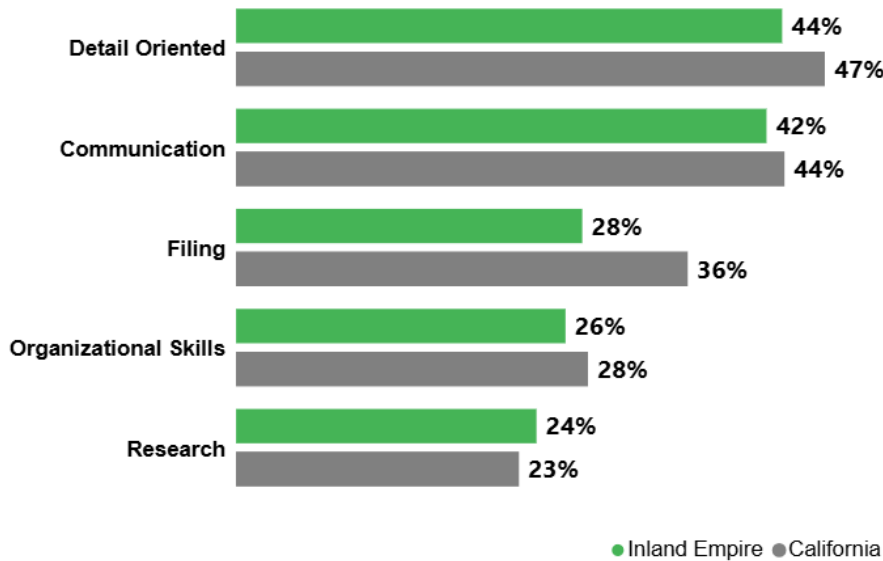


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.8.6 displays the top foundational skills included in employer job advertisements for the legal support workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Detail-oriented was the top foundational skill for this occupational group across both regions, followed by communication.

Exhibit 2.8.6: Top Foundational Skills from Employer Job Ads for the Legal Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.8.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the legal support workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with office equipment skills has increased by 91% since the previous period (2019-2023). Employers’ demand for candidates with Spanish-language skills decreased by 28% between the two periods in the Inland Empire.

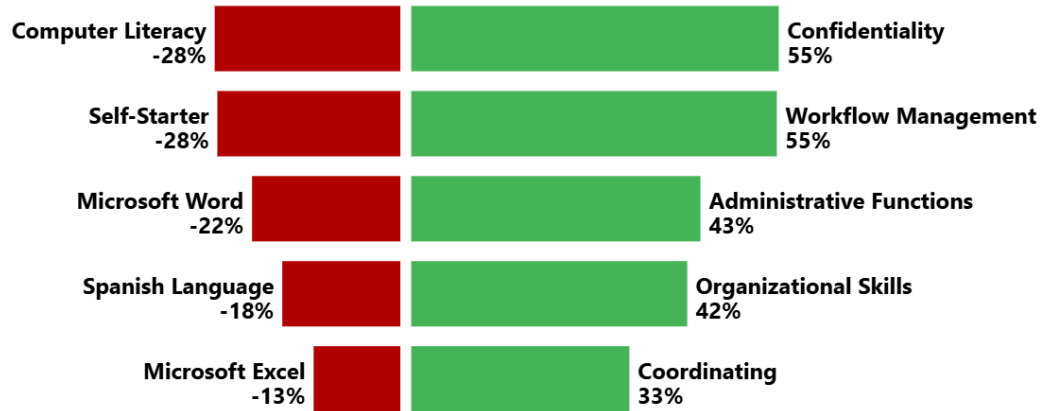
Exhibit 2.8.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Legal Support Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.8.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the legal support workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with confidentiality and workflow management skills has increased by 55% compared to the previous period (2019-2023). In California, employers’ desire for candidates with computer literacy and self-starter skills has decreased by more than 28% between the two periods.

Exhibit 2.8.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Legal Support Workers Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.8.9 displays the qualifications most frequently included in employer job advertisements for the legal support workers occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in approximately 4% of job ads. Employers do not appear to have strong certification or licensure requirements for the legal support workers occupational group.

Exhibit 2.8.9: Top Qualifications Skills from Employer Job Ads for the Legal Support Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	4%	Valid Driver's License	3%
State Bar Membership	2%	State Bar Membership	1%
CDL Class C License	2%	CDL Class C License	0%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the legal support workers occupational group.

- Legal and Community Interpretation (2140.00)
- Paralegal (1402.00)
- Sign Language Interpreting (0850.10)

2.9: FINANCIAL SPECIALISTS

Exhibit 2.9.1 displays current and projected employment data for the financial specialists occupational group from 2024 to 2029. The financial specialist occupational group includes three occupations with over 2,600 jobs in 2024. This occupational group is projected to decline by 7%, shedding nearly 200 jobs in the region through 2029. While this occupational group offers solid median wages, it is projected to have fewer than 200 job openings available annually over the next five years.

Exhibit 2.9.1: Current and Projected Employment for the Financial Specialists Occupational Group, Inland Empire/Desert Region, 2024-2029

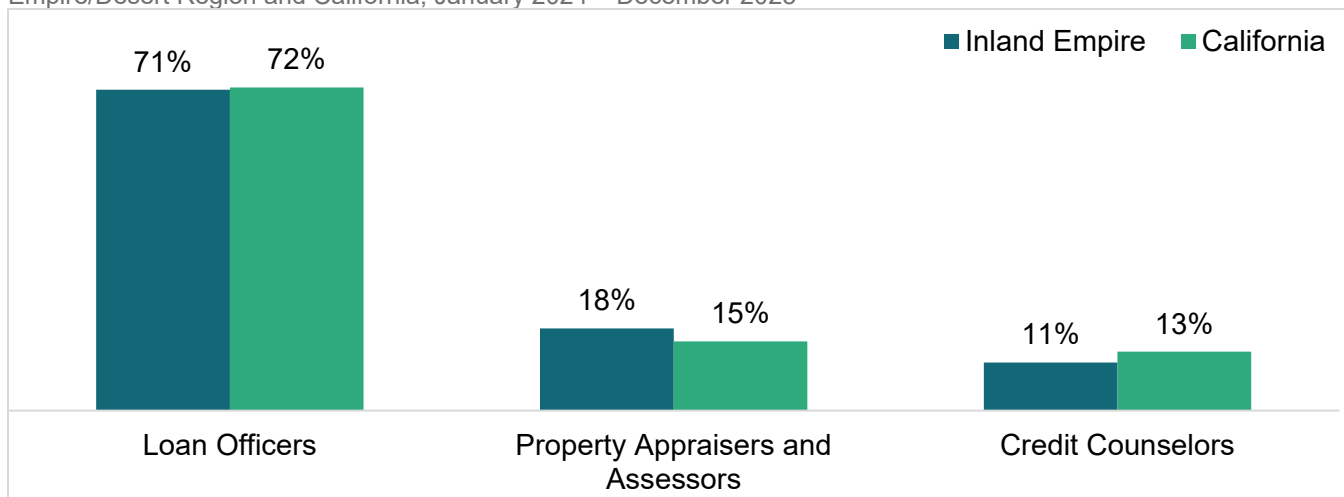
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Loan Officers	1,760	1,584	-10%	112	\$37.21
Property Appraisers and Assessors	684	661	-3%	63	\$36.64
Credit Counselors	173	181	4%	14	\$30.91
Total	2,617	2,426	-7%	189	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 1,060 job ads were posted for the financial specialists occupational group in the Inland Empire, compared to 12,495 across California. In the previous period, from January 2019 to December 2023, 5,196 job ads were posted for this occupational group in the Inland Empire and 61,387 in California.

Exhibit 2.9.2 displays the share of financial specialists' job advertisements by occupation in the Inland Empire/Desert Region and California. More than 70% of regional and statewide job ads for the financial specialist occupational group were for loan officers, indicating that the skills demand for this occupational group will primarily reflect that of loan officers.

Exhibit 2.9.2: Share of Advertisements by Occupation for the Financial Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

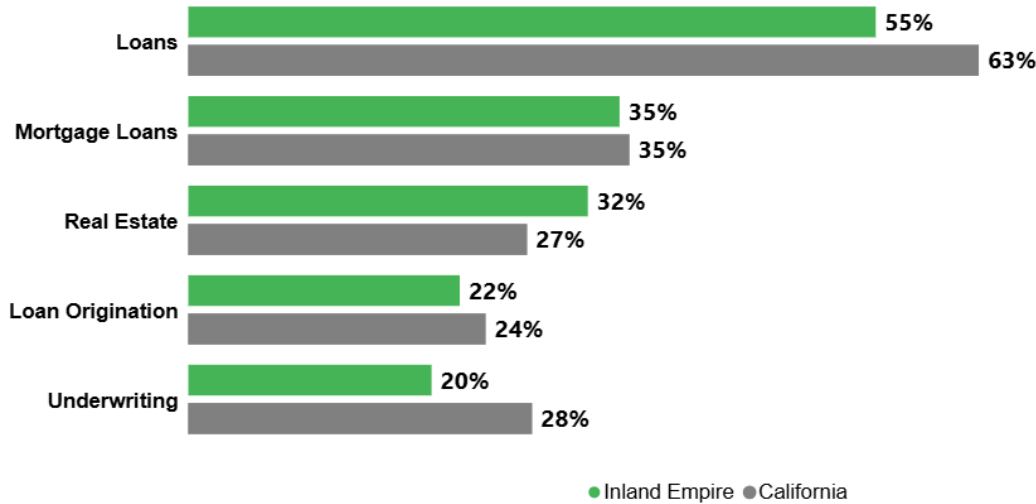


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.9.3 displays the top specialized skills included in employer job advertisements for the financial specialists occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

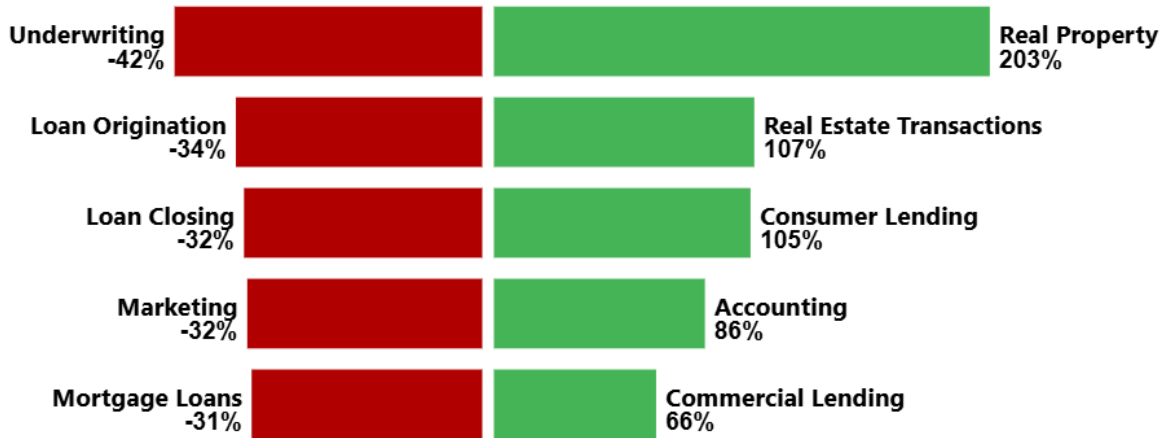
Exhibit 2.9.3: Top Specialized Skills from Employer Job Ads for the Financial Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.9.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the financial specialists occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with real property, real estate transactions, and consumer lending skills has increased by more than 100% compared to the previous period (2019-2023). Employers’ desire for candidates with underwriting skills has decreased by 42% between the two periods in the Inland Empire.

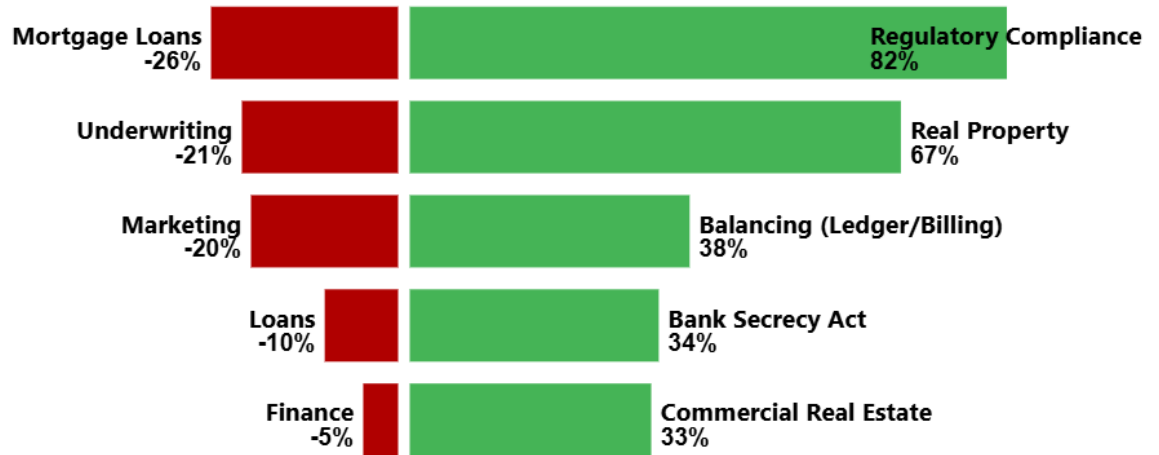
Exhibit 2.9.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Specialists Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.9.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the financial specialists occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with regulatory compliance skills has increased by more than 80% compared to the previous period (2019-2023). In California, employers’ demand for candidates with mortgage loan and underwriting skills has decreased by over 20% between the two periods.

Exhibit 2.9.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Specialists Occupational Group in California

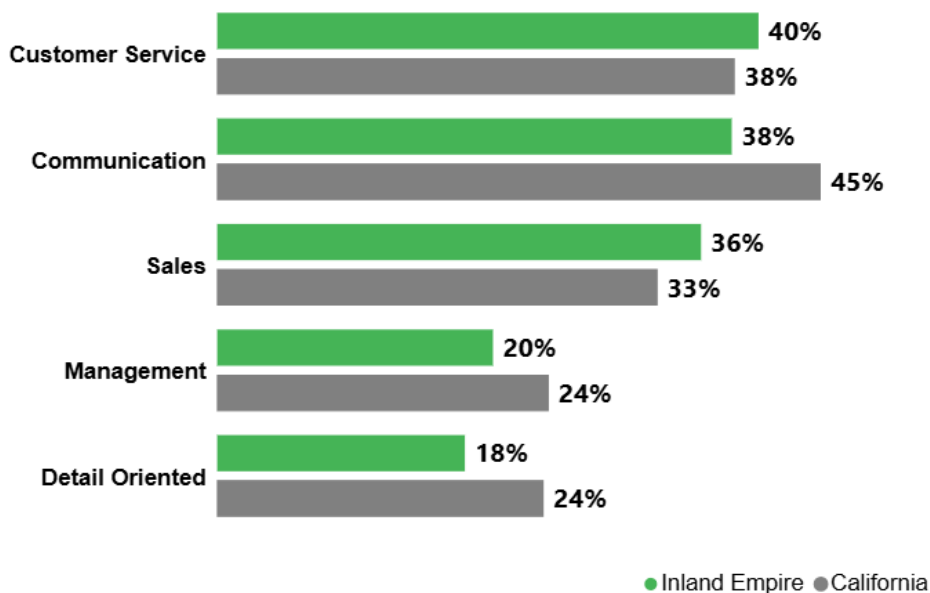


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.9.6 displays the top foundational skills included in employer job advertisements for the financial specialists occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. Customer service was the top foundational skill for this occupational group in the Inland Empire/Desert Region, followed by communication and sales.

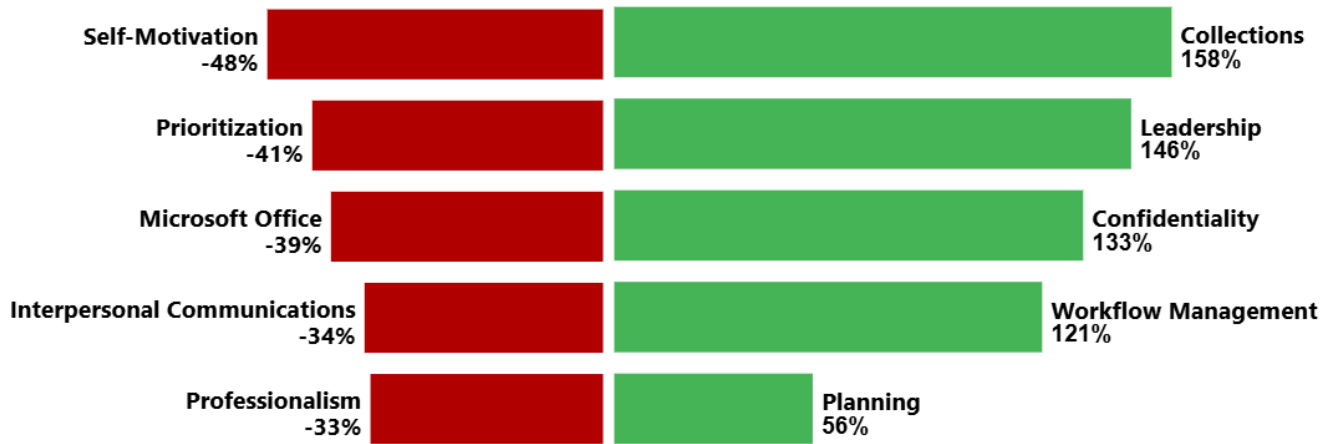
Exhibit 2.9.6: Top Foundational Skills from Employer Job Ads for the Financial Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.9.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the financial specialists occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with collections, leadership, confidentiality, and workflow management skills has increased by more than 100% since the previous period (2019-2023). In the Inland Empire, employers' desire for candidates with self-motivation and prioritization skills has decreased by more than 40% between the two periods.

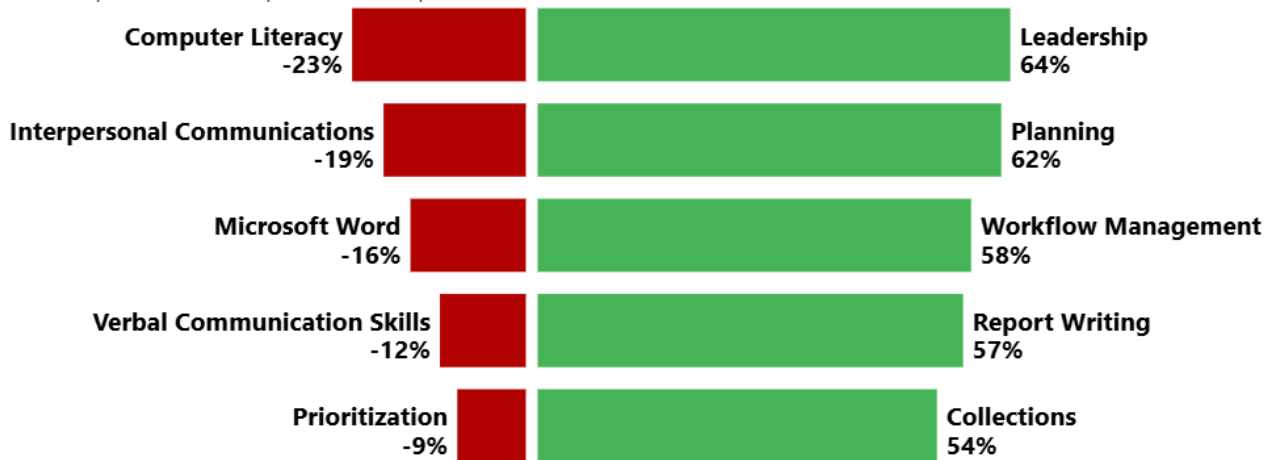
Exhibit 2.9.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Specialists Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.9.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the financial specialists occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with leadership and planning skills has increased by more than 60% compared to the previous period (2019-2023). In California, employers’ demand for candidates with computer literacy skills has decreased by more than 20% between the two periods.

Exhibit 2.9.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Financial Specialists Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.9.9 displays the qualifications most frequently included in employer job advertisements for the financial specialists occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in approximately 9% of regional job ads. Employers do not appear to have strong certification or licensure requirements for the financial specialists occupational group.

Exhibit 2.9.9: Top Qualifications Skills from Employer Job Ads for the Financial Specialists Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License (CDL Class C)	9%	Valid Driver's License (CDL Class C)	8%

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Mortgage License	2%	Mortgage License	2%
Real Estate Salesperson License	1%	Real Estate Salesperson License	1%
Certified Appraiser	1%	Nationwide Mortgage Licensing System (NMLS)	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the financial specialists occupational group.

- Accounting (0502.00)
- Banking and Finance (0504.00)
- Business and Commerce, General (0501.00)
- Escrow (0511.10)
- Insurance (0512.00)
- Real Estate (0511.00)
- Tax Studies (0502.10)

2.10: FUNERAL SERVICE WORKERS

Exhibit 2.10.1 displays current and projected employment data for the funeral service workers occupational group from 2024 to 2029. The funeral service workers occupational group comprises four occupations that accounted for nearly 600 jobs in 2024. This occupational group is projected to grow by 8%, adding 44 jobs to the region through 2029. This occupational group is projected to have fewer than 100 job openings available annually over the next five years.

Exhibit 2.10.1: Current and Projected Employment for the Funeral Service Workers Occupational Group, Inland Empire/Desert Region, 2024-2029

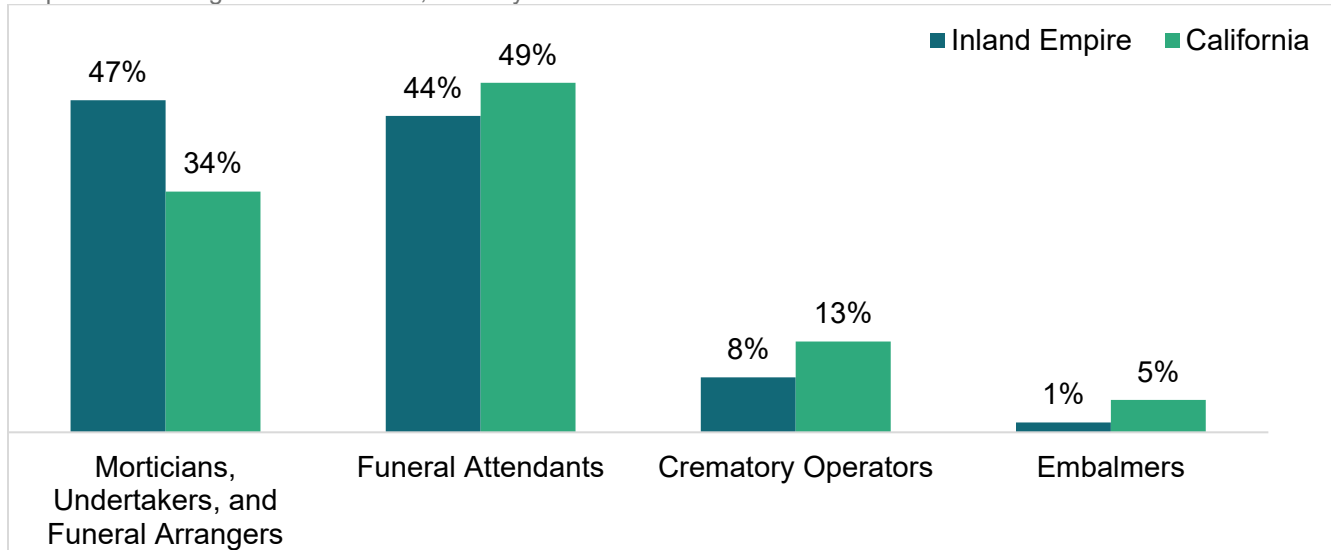
Occupation Title	2024 Jobs	2029 Jobs	2024-2029 % Change	Average Annual Openings	Median Hourly Earnings
Morticians, Undertakers, and Funeral Arrangers	333	355	7%	43	\$21.66
Funeral Attendants	157	173	10%	28	\$17.60
Embalmers	44	47	6%	7	\$28.43
Crematory Operators	43	47	8%	8	\$29.99
Total	577	621	8%	86	

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed

Over the last 24 months, from January 2024 to December 2025, referred to as the “most recent period” going forward, 363 job ads were posted for the funeral service workers occupational group in the Inland Empire, compared to 1,894 across California. In the previous period, from January 2019 to December 2023, 615 job ads were posted for this occupational group in the Inland Empire and 5,765 in California.

Exhibit 2.10.2 displays the share of funeral service workers' job advertisements by occupation in the Inland Empire/Desert Region and California. Less than 10% of job advertisements were posted for crematory operators and embalmers, indicating that skills information from job ads will likely not reflect demand for this occupation.

Exhibit 2.10.2: Share of Advertisements by Occupation for the Funeral Service Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

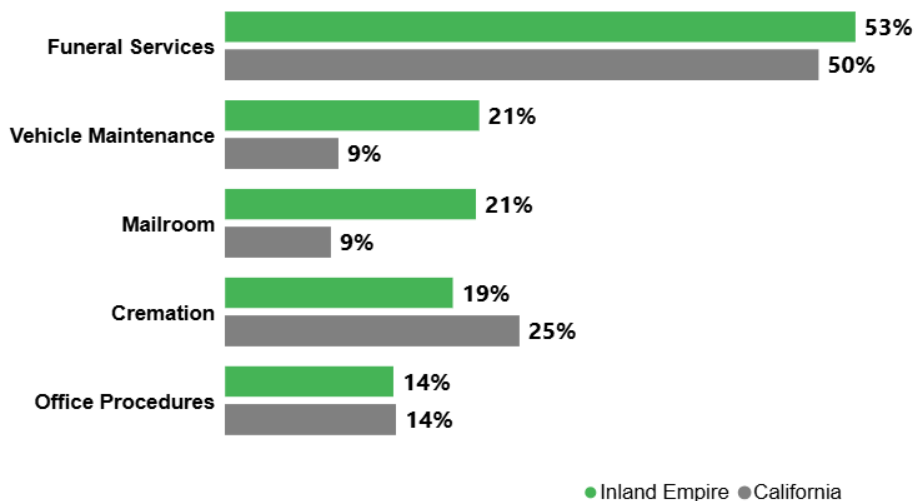


Source: Lightcast 2025.4 – Job Posting Analytics

Specialized Skills

Exhibit 2.10.3 displays the top specialized skills included in employer job advertisements for the funeral service workers occupational group in the Inland Empire/Desert Region, along with their share of job ads in California. The top skills may provide insight into the specialized skills employers consider critical.

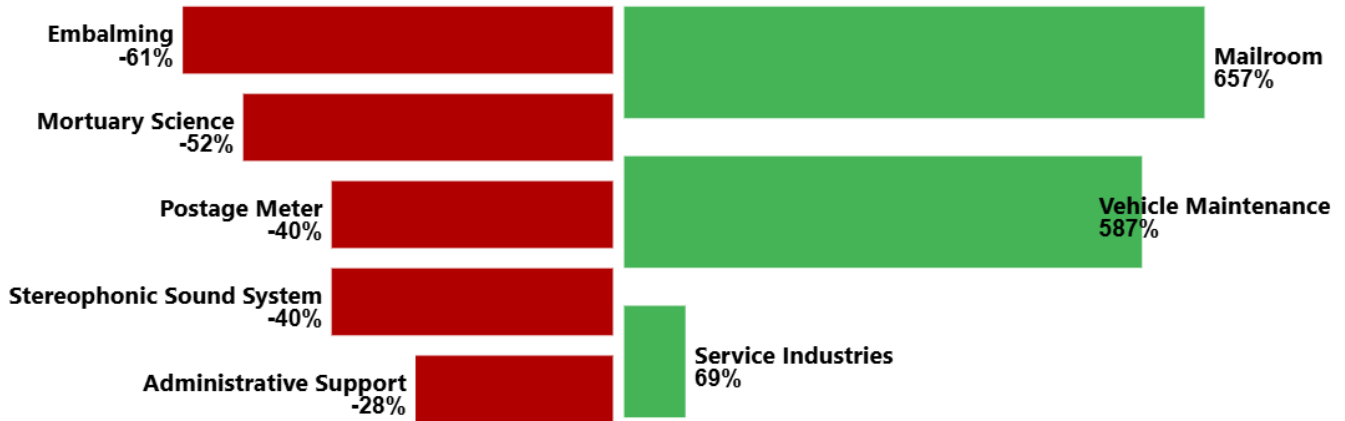
Exhibit 2.10.3: Top Specialized Skills from Employer Job Ads for the Funeral Service Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.10.4 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the funeral service workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with mailroom skills has increased by 657% since the previous period (2019-2023). Employers' desire for candidates with embalming skills has decreased by 61% between the two periods in the Inland Empire.

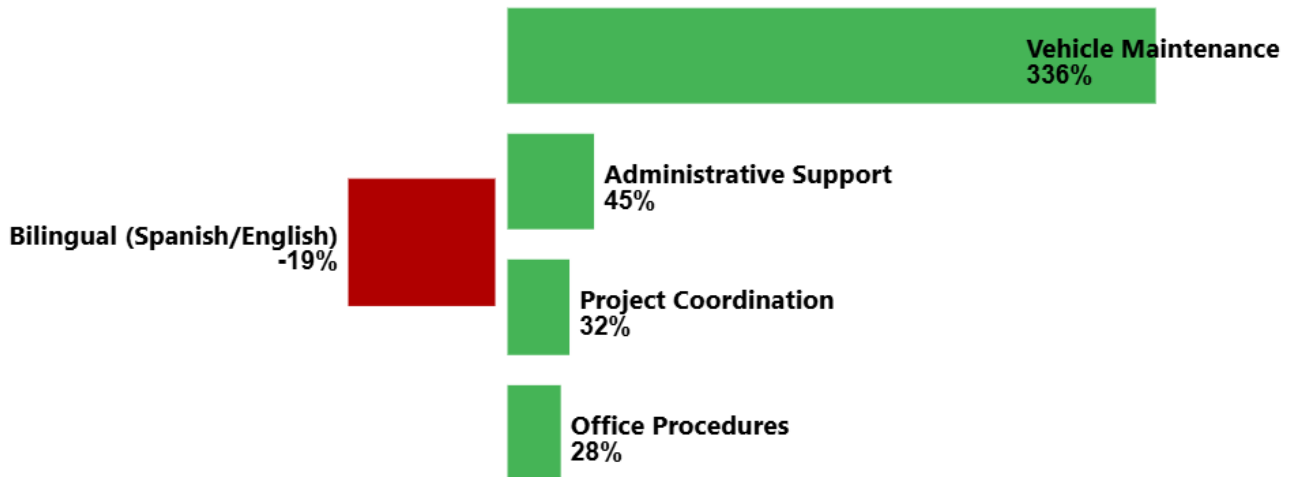
Exhibit 2.10.4: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Funeral Service Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.10.5 displays the specialized skills that have increased or decreased the most in their share of job advertisements for the funeral service workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with vehicle maintenance skills has increased by 336% since the previous period (2019-2023). In California, employers' desire for candidates with Bilingual (English/Spanish) skills has decreased by 19% between the two periods.

Exhibit 2.10.5: Specialized Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Funeral Service Workers Occupational Group in California

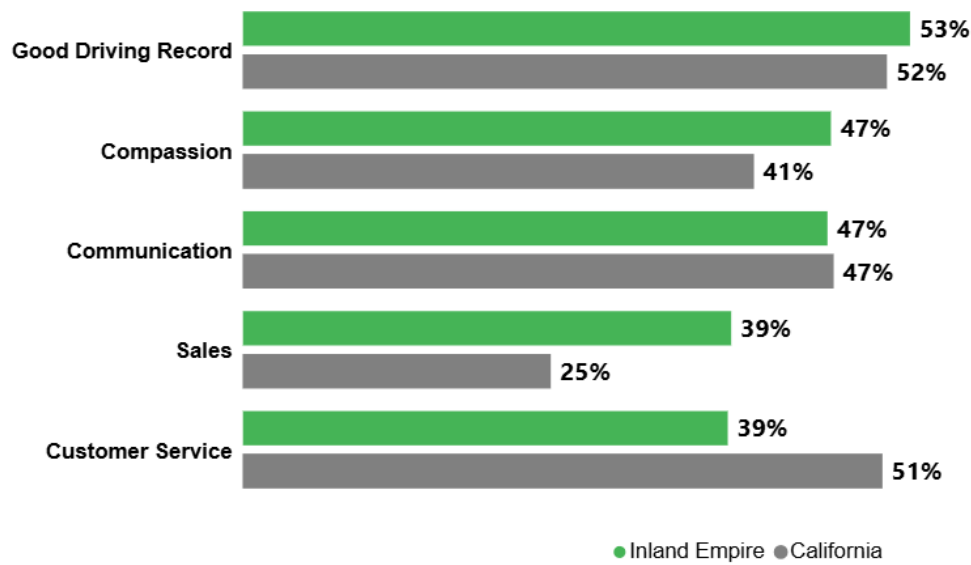


Source: Lightcast 2025.4 – Job Posting Analytics

Foundational Skills

Exhibit 2.10.6 displays the top foundational skills included in employer job advertisements for the funeral service workers occupational group in the Inland Empire/Desert Region and their share of job ads in California. The top skills may provide insight into the foundational skills employers find critical to employment. A good driving record was the top foundational skill for this occupational group across both regions.

Exhibit 2.10.6: Top Foundational Skills from Employer Job Ads for the Funeral Service Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.10.7 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the funeral service workers occupational group in the Inland Empire/Desert Region, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with fine motor skills has increased by 562% since the previous period (2019-2023). Employers’ desire for candidates with management skills has decreased by 54% in the Inland Empire between the two periods.

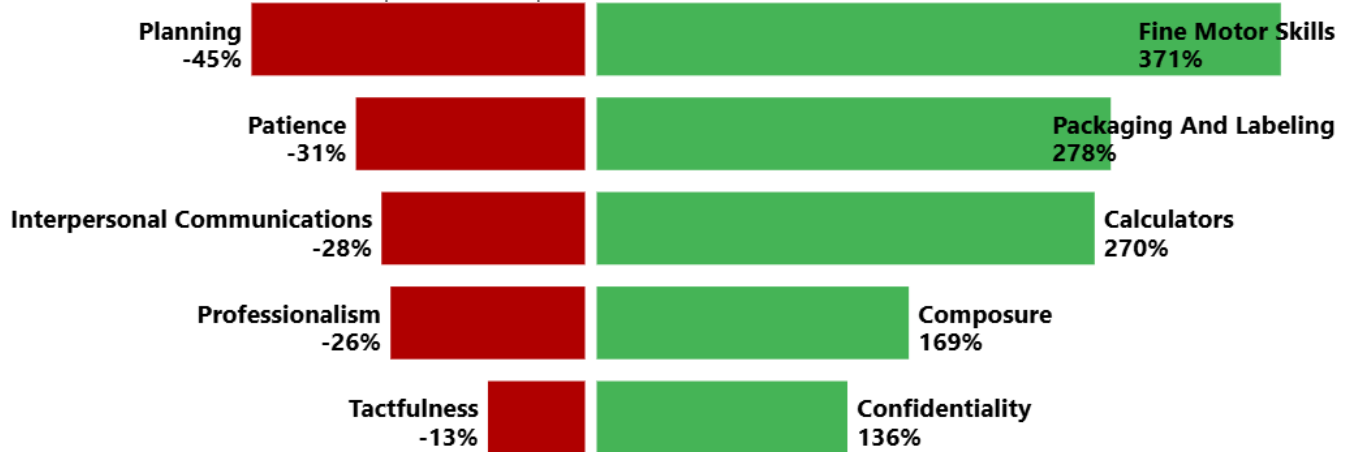
Exhibit 2.10.7: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Funeral Service Workers Occupational Group in the Inland Empire/Desert Region



Source: Lightcast 2025.4 – Job Posting Analytics

Exhibit 2.10.8 displays the foundational skills that have increased or decreased the most in their share of job advertisements for the funeral service workers occupational group in California, based on a comparison of the two time periods. Recent employer demand (2024-2025) for candidates with fine motor skills has increased by 371% compared to the previous period (2019-2023). In California, employers’ desire for candidates with planning skills has decreased by more than 45% between the two periods.

Exhibit 2.10.8: Foundational Skills that Have Increased or Decreased the Most in Their Share of Job Advertisements for the Funeral Service Workers Occupational Group in California



Source: Lightcast 2025.4 – Job Posting Analytics

Qualifications and Programs

Exhibit 2.10.9 displays the qualifications most frequently included in employer job advertisements for the funeral service workers occupational group. A valid driver’s license was the most frequently requested qualification in employer job advertisements, appearing in approximately 58% of regional job ads. Employers do not appear to have strong certification or licensure requirements for the funeral service workers occupational group.

Exhibit 2.10.9: Top Qualifications Skills from Employer Job Ads for the Funeral Service Workers Occupational Group, Inland Empire/Desert Region and California, January 2024 – December 2025

Inland Empire/Desert Region		California	
Qualification	Share	Qualification	Share
Valid Driver's License	58%	Valid Driver's License	62%
Funeral Director License	2%	Funeral Director License	5%
Life Insurance License	1%	Embalming License	3%
National Apprenticeship Certificate	1%	National Apprenticeship Certificate	2%
Embalming License	1%	Insurance License	1%

Source: Lightcast 2025.4 – Job Posting Analytics

The following community college programs prepare students for employment in the funeral service workers occupational group.

- Mortuary Science (1255.00)

SECTION 3: HOW CAN SKILLS INFORMATION BE USED TO GUIDE CAREER EDUCATION PROGRAM DEVELOPMENT IN THE INLAND EMPIRE/DESERT REGION?

To identify which skills are increasing most noticeably in employer demand, we compared their prevalence in job postings across the two time periods analyzed. We then examined how many middle-skill occupational minor groups each skill was associated with. This approach highlights which skill changes reflect broad shifts across the business and entrepreneurship sector rather than changes limited to a small number of occupations. Skills that increased across multiple occupational groups signal structural changes in employers' expectations for middle skill workers. Below is the distribution within each skills tier for skills that are increasing by 10% or more:

- Foundational skills (65.6% IE/D; 61.7% California)
 - These increases indicate rising demand for workers who can coordinate, manage administrative processes, and communicate effectively across teams and clients. Rather than reflecting technical specialization, this trend suggests that middle-skill business roles increasingly involve multitasking, documentation, operational coordination, and workflow management, all of which support the overall business function.
- Specialized or technical skills
 - Industry-specific (3.4% IE/D; 5.7% California)
 - These increases reflect growing demand for workers with operational knowledge specific to business administration environments, particularly those supporting office management, financial tracking, and organizational operations. This suggests employers are placing greater emphasis on role-specific operational efficiency within business settings.
 - Occupation-specific: (10.2% IE/D; 11.4% California)
 - Growth in these skills reflects increasing functional specialization within individual business roles, particularly in finance, legal support, and project coordination roles.
 - Cross Sector: (20.7% IED; 21.1% California)
 - Growth in cross-sector technical skills, such as QuickBooks, reflects the increasing digitization of business operations. These tools allow businesses to manage finances, reporting, and operations more efficiently, and their rising demand across multiple occupational groups indicates that software proficiency is becoming a core technical requirement rather than a niche skill.

Using the same approach described above, we present the distribution of skills whose prevalence declined between the two time periods. This approach highlights which skill declines are sector-wide rather than limited to a single occupational group. Below is the distribution within each skills tier for skills that are decreasing by 10% or more:

- Foundational skills (68.6% IE/D; 72.3% California)
 - The foundational skills declining in prevalence are primarily basic computer literacy and Microsoft Office competencies. Their reduced appearance in postings likely reflects their transition from preferred qualifications to baseline expectations. Employers increasingly assume applicants already possess these abilities, particularly as digital tools have become universal in business environments. This shift does not indicate reduced importance; rather, these skills no longer distinguish candidates.
- Specialized or technical skills
 - Industry-specific (4.8% IE/D; 3.6% California)
 - Declines in industry-specific skills related to insurance and financial operations, such as claims processing, mortgage lending, and underwriting, likely reflect their status as standard competencies in the sector. Employers may no longer list

- these skills explicitly because they are inherent to the role and expected of qualified applicants.
- Occupation-specific: (9.5% IE/D; 8.4% California)
 - Declining occupation-specific skills reflect technical functions that remain essential to individual occupational groups but are no longer emphasized in job postings. Their reduced presence likely reflects employer assumptions that applicants already possess these competencies.
 - Cross Sector: (17.1% IED; 15.7% California)
 - Declines in cross-sector skills such as accounting, billing, marketing, and office procedures suggest these competencies are increasingly embedded within business software systems or assumed as part of general business training. Rather than representing reduced importance, this shift likely reflects the normalization and integration of these functions into standard business operations.

The distribution of growing skills indicates that employer demand in the business and entrepreneurship sector is shifting in two notable directions. While specialized competencies, such as account reconciliation, credit reports, legal research, payroll processing, project estimation, and QuickBooks, continue to appear across middle-skill business and entrepreneurship occupations, the majority of growth is occurring in the foundational competencies. Nearly two-thirds of the growing skills (65.6% in the IE/D region) fall within foundational competencies that are transferable across industries. These skills support coordination, communication, and administrative operations, reflecting the central role middle-skill workers play in maintaining organizational workflows, managing information, and supporting business functions across departments.

By comparison, shrinking skills show a consistent decline in the number of advertisements seeking workers with computer literacy and Microsoft Office competencies. More than 68% of skills in decline fall into the foundational category. Still, they are primarily associated with baseline office and administrative functions such as billing, office procedures, customer service, and general computer use. Within the specialized skills tiers, shrinking skills tend to reflect operational competencies related to insurance, lending, accounting, and marketing that employers increasingly treat as expected knowledge rather than specialized qualifications. Their declining presence in job postings likely reflects their transition from being differentiated skills to assumed prerequisites for entry into middle-skill business roles.

Taken together, these patterns reveal an ongoing evolution in the nature of middle skill business and entrepreneurship work. Routine administrative and clerical tasks, particularly those tied to basic computer use and standardized office procedures, are appearing less frequently in job postings as digital platforms and business software streamline these functions. Conversely, the skills increasing in prevalence are those that support coordination, financial tracking, compliance, and business operations, as well as proficiency with specialized software tools such as QuickBooks. These competencies enable workers to support more complex workflows and contribute to increasingly technology-enabled business environments.

This shift underscores the importance of preparing students with both strong foundational competencies and applied technical skills that align with modern business operations. For K-12 and community colleges, these findings highlight several opportunities to strengthen program design and student outcomes:

Aligning curriculum and pathways to key skills.

Unlike many technical sectors, business and entrepreneurship occupations do not rely heavily on standardized certifications or licensure requirements. Instead, the most commonly requested qualification across occupational groups is a valid driver's license. This pattern indicates that employer hiring decisions in this sector are driven less by formal credentials and more by demonstrated

foundational skills, relevant work experience, and the ability to perform operational and administrative tasks. As a result, skill proficiency, particularly in communication, coordination, and business software, often serves as a stronger differentiator than formal certifications.

Curriculum alignment with growing skills.

Growing skills indicate a need for stronger emphasis on operational, financial, and administrative competencies. Colleges can review program and course learning outcomes to ensure that rising skills, such as communication, coordination, operations support, QuickBooks, account reconciliation, payroll processing, credit reports, legal research, and project estimation, are explicitly and consistently taught. These competencies show the strongest growth across occupational groups and represent the skill sets most critical to modern business environments. K-12 pathways aligned with the business and entrepreneurship sector can provide early exposure to foundational and software-based competencies, improving student readiness for postsecondary programs.

K-12 pathway alignment.

The qualification and program lists can help K-12 partners align business pathway coursework with postsecondary and workforce expectations. High school programs in business management, financial services, marketing, entrepreneurship/self-employment, and professional sales pathways can integrate early exposure to skills such as business communication, digital literacy, financial recordkeeping, and business software applications. This alignment helps students build foundational competencies and transition more effectively into community college programs and middle skill business careers.

APPENDICES

APPENDIX A: RESEARCH DEFINITIONS AND METHODOLOGIES

Definitions

Labor market information was pulled from Lightcast, a labor market analytics firm that specializes in providing insights for workforce development, economic planning, and education. Lightcast compiles its regional and occupational datasets from a variety of federal and state sources. Among these are the Quarterly Census of Employment and Wages (QCEW), which offers detailed industry employment and wage data, and other critical sources such as the U.S. Census Bureau's American Community Survey (ACS) and Quarterly Workforce Indicators, the Bureau of Labor Statistics' Occupational Employment and Wage Statistics and Current Population Survey, and data from the Bureau of Economic Analysis.⁷ These combined resources provide comprehensive insights into employment trends, wage patterns, and quality job workforce characteristics. The baseline year of 2024 was used to offer the maximum comparability with the student data available, and the projected data was through 2029.

Annual job openings include the projected growth (new jobs) and replacement needs of an occupation annually. This figure is often used to assess the expected employer demand for an occupation, providing a number of job openings that will require new workers to fill.

Educational attainment is the highest level of education attained by workers aged 25 years or older. This information may illuminate mismatches between resident skills and employment needs.

An **occupation** is a set of activities or tasks employees are paid to perform. Employees who perform essentially the same tasks are in the same occupation, whether or not they work in the same industry. Some occupations are concentrated in a few particular industries; other occupations are found in many industries. For example, jobs for registered nurses are concentrated in the healthcare industry sector, but educational industries may also employ these jobs.

SOC code: The Standard Occupational Classification system is a federally defined system used to classify workers into occupational categories that are grouped together according to job duties.⁸

TOP code: The Taxonomy of Programs is a system of codes used by the State of California to compare differently named academic programs with similar outcomes across community colleges.⁹ Each course offered by California Community Colleges is assigned to a TOP code.

Methodologies and Sources

The data sources used in this study include data from Lightcast, a labor market analytics firm that specializes in providing insights for workforce development, economic planning, and education. Lightcast compiles its regional and occupational datasets from a variety of federal and state sources. Among these are the Quarterly Census of Employment and Wages (QCEW), which offers detailed industry employment and wage data, and other critical sources such as the U.S. Census Bureau's American Community Survey (ACS) and Quarterly Workforce Indicators, the Bureau of Labor Statistics' Occupational Employment and Wage Statistics and Current Population Survey, and data from the

⁷ Lightcast (2025). Version 2025.1. Retrieved from <https://lightcast.io/> in April 2025.

⁸ "Standard Occupational Classification," Bureau of Labor Statistics, bls.gov/soc/

⁹ "Taxonomy of Programs," California Community Colleges, <https://www.cccco.edu/-/media/CCCCO-Website/About-Us/Divisions/Educational-Services-and-Support/Academic-Affairs/What-we-do/Curriculum-and-Instruction-Unit/Files/TOPmanual6200909corrected12513>

Bureau of Economic Analysis.¹⁰ These combined resources provide comprehensive insights into employment trends, wage patterns, and industry-specific workforce characteristics across the Inland Empire/Desert regions.

The Lightcast taxonomy organizes skills into a tiered structure that groups related competencies according to the type of work or task they support. Within this framework, skills are categorized as common, specialized, or software skills. To determine which skills should be included in our analysis, we examined how frequently individual skills appear in job postings. We calculated the median share of job ads in which common skills appear across all occupations, providing a baseline measure of typical skill prevalence. Our analysis found that common skills typically appeared in roughly 5% of job postings across occupations. We used this median value as the threshold for determining which skills were included in our research.

The skills analysis compares skills posted over a two-year period (January 2024 – December 2025) with a historical five-year period (January 2019 – December 2023) to identify skills that are growing and shrinking in their prevalence in job ads. This report intentionally uses a two-year period for the current analysis to ensure a sufficient volume of recent job advertisements and avoid the instability that can come with relying on a single year of data. The five-year historical period provides a stable benchmark of longer-term industry skill patterns and reduces the influence of short-term fluctuations. This analysis also illuminates the skills with the highest share of job ads in the most recent period to address employer demand for skills that are persistently in demand across time.

The Standard Occupational Classification (SOC) system aggregates occupation information by four levels: major group, minor group, broad occupation, and detailed occupation.¹¹ This report relies on the minor occupational groupings of detailed occupations for the skills analysis, as it provides greater detail than the broader major occupational groups and ensures the feasibility and readability of this study, which would lack in a detailed occupation skills analysis.

¹⁰ Lightcast (2025). Version 2025.3. Retrieved from <https://lightcast.io/> in July 2025.

¹¹ Bureau of Labor Statistics. Standard Occupational Classification and Coding Structure. 2018. Retrieved from: https://www.bls.gov/soc/2018/soc_2018_class_and_coding_structure.pdf

APPENDIX B: ADDITIONAL OCCUPATIONS RELATED TO THE CCCCCO BUSINESS AND ENTREPRENEURSHIP SECTOR

Exhibit B.1 displays current and projected employment data for the miscellaneous occupational group from 2024 to 2029. The miscellaneous occupational group includes eight occupations, totaling 54,409 jobs in 2024. This occupational group is projected to grow by 6%, adding 3,149 jobs to the region through 2029.

Exhibit B.1: Additional Occupations Related to the CCCCCO Business and Entrepreneurship Sector, Inland Empire/Desert Region, 2024-2029

Occupation Title	2024 Jobs	2029 Jobs	2024 - 2029 % Change	Average Annual Openings	Median Hourly Earnings
General and Operations Managers	24,121	26,223	9%	2,434	\$50.14
First-Line Supervisors of Office and Administrative Support Workers	15,441	15,845	3%	1,564	\$33.95
Insurance Sales Agents	5,792	6,032	4%	527	\$26.49
Property, Real Estate, and Community Association Managers	4,261	4,344	2%	378	\$32.26
Administrative Services Managers	2,638	2,805	6%	251	\$49.89
Facilities Managers	1,681	1,801	7%	167	\$49.62
Court Reporters and Simultaneous Captioners	409	434	6%	42	\$58.87
Funeral Home Managers	66	74	11%	7	\$37.03
Total	54,409	57,558	6%	5,371	-

Source: Lightcast 2025.4 – Occupation Table, QCEW Employees, Non-QCEW Employees, and Self-Employed