



# Labor Market Information Report

## Construction Office Management Occupations

### City College of San Francisco

Prepared by the San Francisco Bay Center of Excellence for Labor Market Research

May 2023

#### Recommendation

Based on all available data, there appears to be an “undersupply” of Construction Office Management workers compared to the demand for this cluster of occupations in the Bay region and in the Mid-Peninsula sub-region (San Francisco, San Mateo counties). There is a projected annual gap of about 5,814 students in the Bay region and 1,668 students in the Mid-Peninsula Sub-Region.

#### Introduction

This report provides student outcomes data on employment and earnings for TOP 0514.40 - Office Management programs in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at City College of San Francisco and in the region.

This report profiles Construction Office Management Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for an Office Skills for Construction Management program at City College of San Francisco.

- **Construction Managers (11-9021):** Plan, direct, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems. Participate in the conceptual development of a construction project and oversee its organization, scheduling, budgeting, and implementation. Includes managers in specialized construction fields, such as carpentry or plumbing.  
Entry-Level Educational Requirement: Bachelor’s degree  
Training Requirement: Moderate-term on-the-job training  
Percentage of Community College Award Holders or Some Postsecondary Coursework: 33%
- **First-Line Supervisors of Office and Administrative Support Workers (43-1011):** Directly supervise and coordinate the activities of clerical and administrative support workers.  
Entry-Level Educational Requirement: High school diploma or equivalent  
Training Requirement: NA  
Percentage of Community College Award Holders or Some Postsecondary Coursework: 40%

## Occupational Demand

**Table 1. Employment Outlook for Construction Office Management Occupations in Bay Region**

Occupation	2021 Jobs	2026 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Earning	Median Hourly Wage
Construction Managers	16,093	17,321	1,229	8%	7,623	1,525	\$28	\$48
First-Line Supervisors of Office and Administrative Support Workers	36,266	37,728	1,462	4%	21,467	4,293	\$27	\$34
<b>Total</b>	<b>52,359</b>	<b>55,049</b>	<b>2,690</b>	<b>5%</b>	<b>29,090</b>	<b>5,818</b>		

Source: Lightcast 2022.3

**Bay Region includes:** Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

**Table 2. Employment Outlook for Construction Office Management Occupations in Mid-Peninsula Sub-region**

Occupation	2021 Jobs	2026 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Earning	Median Hourly Wage
Construction Managers	3,754	3,910	156	4%	1,666	333	\$34	\$55
First-Line Supervisors of Office and Administrative Support Workers	10,776	11,440	664	6%	6,673	1,335	\$31	\$38
<b>Total</b>	<b>14,530</b>	<b>15,350</b>	<b>820</b>	<b>6%</b>	<b>8,340</b>	<b>1,668</b>		

Source: Lightcast 2022.3

**Mid-Peninsula Sub-Region includes:** San Francisco, San Mateo Counties

## Job Postings in Bay Region and Mid-Peninsula Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (May 2022 - Apr. 2023)**

Occupation	Bay Region	Mid-Peninsula
First-Line Supervisors of Office and Administrative Support Workers	2,051	793
Construction Managers	1,376	417

Source: Lightcast

**Table 4a. Top Job Titles for Construction Office Management Occupations for latest 12 months (May 2022 - Apr. 2023) - Bay Region**

Title	Bay	Title	Bay
Office Managers	288	Payroll Managers	56
Customer Success Managers	227	Customer Service Supervisors	42
Project Managers	140	Front Office Supervisors	40
Construction Project Managers	138	Captains	35
Superintendents	98	Commercial Construction Project Managers	34
Customer Service Managers	77	Customer Experience Managers	32

Title	Bay	Title	Bay
Construction Managers	73	Accounts Payable Managers	30
Front Office Managers	67	Practice Managers	30
Construction Superintendents	66	Dental Office Managers	28

Source: Lightcast

**Table 4b. Top Job Titles for Construction Office Management Occupations for latest 12 months (May 2022 - Apr. 2023) - Mid-Peninsula Sub-Region**

Title	Mid-Peninsula	Title	Mid-Peninsula
Customer Success Managers	137	Captains	17
Office Managers	91	Accounts Payable Managers	15
Project Managers	39	Construction Managers	15
Construction Project Managers	36	Customer Service Supervisors	13
Customer Service Managers	30	Enterprise Customer Success Managers	13
Superintendents	28	Front Office Assistant Managers	12
Construction Superintendents	27	Front Office Supervisors	12
Payroll Managers	25	Client Success Managers	10
Front Office Managers	22	Commercial Construction Project Managers	10

Source: Lightcast

## Industry Concentration

**Table 5. Industries hiring Construction Office Management Workers in Bay Region**

Industry - 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2021)	Jobs in Industry (2026)	% Change (2021-26)	% Occupation Group in Industry (2022)
Commercial and Institutional Building Construction	2,639	2,891	10%	5%
Local Government, Excluding Education and Hospitals	2,233	2,290	3%	4%
Residential Remodelers	1,920	2,136	11%	4%
Electrical Contractors and Other Wiring Installation Contractors	1,824	1,995	9%	3%
Plumbing, Heating, and Air-Conditioning Contractors	1,792	1,906	6%	3%
New Single-Family Housing Construction (except For-Sale Builders)	1,459	1,453	0%	3%
Corporate, Subsidiary, and Regional Managing Offices	1,316	1,214	-8%	2%
Commercial Banking	1,206	1,154	-4%	2%

Industry - 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2021)	Jobs in Industry (2026)	% Change (2021-26)	% Occupation Group in Industry (2022)
Offices of Dentists	1,176	1,286	9%	2%
Offices of Physicians (except Mental Health Specialists)	1,155	1,190	3%	2%

Source: Lightcast 2022.3

**Table 6. Top Employers Posting Construction Office Management Occupations in Bay Region and Mid-Peninsula Sub-Region (May 2022 - Apr. 2023)**

Employer	Bay	Employer	Mid-Peninsula
Robert Half	100	Robert Half	50
Jobot	66	GPAC	17
CyberCoders	51	Jobot	16
The Home Depot	45	CyberCoders	13
GPAC	42	KPMG	12
University of California	36	VF	11
Kiewit Corporation	34	Kiewit Corporation	10

Source: Lightcast

## Educational Supply

There are two (2) community colleges in the Bay Region issuing four (4) awards on average annually (last 3 years ending 2019-20) on TOP 0514.40 - Office Management. In the Mid-Peninsula Sub-Region, there are no community colleges that issued awards on average annually (last 3 years) on this TOP code.

**Table 7. Community College Awards on TOP 0514.40 - Office Management in Bay Region**

College	Subregion	Associate Degree	Low unit Certificate	Total
Las Positas	East Bay	1	2	3
West Valley	Silicon Valley	0	1	1
<b>Total</b>		<b>1</b>	<b>3</b>	<b>4</b>

Source: Data Mart

Note: The annual average for awards is 2017-18 to 2019-20.

## Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 5,818 annual openings for the Construction Office Management occupational cluster and four (4) annual (3-year average) awards for an annual undersupply of 5,814 students. In the Mid-Peninsula Sub-Region, there is also a gap with 1,668 annual openings and no annual (3-year average) awards for an annual undersupply of 1,668 students.

## Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0514.40 - Office Management**

Metric Outcomes	Bay All CTE Programs	CCSF All CTE Programs	State 0514.40	Bay 0514.40	Mid-Peninsula 0514.40	CCSF 0514.40
Students with a Job Closely Related to Their Field of Study	74%	73%	60%	N/A	N/A	N/A
Median Annual Earnings for SWP Exiting Students	\$48,926	\$57,224	\$26,485	\$27,275	N/A	N/A
Median Change in Earnings for SWP Exiting Students	23%	18%	22%	37%	N/A	N/A
Exiting Students Who Attained the Living Wage	50%	47%	33%	30%	N/A	N/A

Source: Launchboard Strong Workforce Program Median of 2018 to 2021.

## Skills, Certifications and Education

**Table 9. Top Skills for Construction Office Management Occupations in Bay Region (May 2022 - Apr. 2023)**

Skill	Posting	Skill	Posting
Construction	947	Auditing	304
Subcontracting	613	Finance	300
Construction Management	556	Workflow Management	296
Office Management	486	Billing	289
Accounting	458	Submittals (Construction)	268
Project Management	384	Project Schedules	262
Change Orders	370	Procurement	227
Customer Success Management	331	Front Office	208
Invoicing	325	Customer Relationship Management	192
Marketing	309	Purchasing	189

Source: Lightcast

**Table 10. Certifications for Construction Office Management Occupations in Bay Region (May 2022 - Apr. 2023)**

Certification	Posting	Certification	Posting
Valid Driver's License	264	10-Hour OSHA General Industry Card	19
Project Management Professional Certification	71	Architecture License	11
30-Hour OSHA General Industry Card	60	Basic Life Support (BLS) Certification	11
Master Of Business Administration (MBA)	55	Certified Payroll Professional	11

Certification	Posting	Certification	Posting
Certified Construction Manager	47	Security Clearance	11
LEED Accredited Professional (AP)	44	Contractor License	9
Cardiopulmonary Resuscitation (CPR) Certification	43	Enrolled Agent (EA)	9
First Aid Certification	41	FINRA Series 7 (General Securities Representative)	9
Professional Engineer (PE) License	35	OSHA Certification	9
Registered Nurse (RN)	22	ITIL Certifications	8

Source: Lightcast

**Table 11. Education Requirements for Construction Office Management Occupations in Bay Region**

Education Level	Job Postings	% of Total
High school or GED	380	16%
Associate degree	175	7%
Bachelor's degree & higher	1,804	77%

Source: Lightcast

Note: 45% of records have been excluded because they do not include a degree level. As a result, the chart above may not be representative of the full sample.

## Methodology

Occupations for this report were identified by use of job descriptions and skills listed in O\*Net. Labor demand data is sourced from Lightcast occupation and job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CCCCO Data Mart and CTE Launchboard.

## Sources

O\*Net Online

Lightcast

CTE LaunchBoard [www.calpassplus.org](http://www.calpassplus.org)

Launchboard

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor's Office MIS system

## Contacts

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