**Labor Market Study: Certificate of Achievement Business Information Worker**

The Certificate of Achievement in Business Information Worker is designed to prepare students for entry-level employment as General Office Clerks, Retail Salespersons, Customer Service Representatives, and Receptionists and Information Clerks. As indicated in the table below, the November 28, 2012 Employment Development Department, Labor Market Information Division Job Projections Report for San Diego County indicates significant growth in demand for entry-level employees in these job categories.

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|  | Employment Development Department, Labor Market Information Division Job Projections for 2010-2020  San Diego-Carlsbad-San Marcos Metropolitan Statistical Area (San Diego County)  November 28, 2012 |  |  |
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| SOC-Code | **Job Title** | **Annual Job Openings** | **Wages** |
| 43-9061 | Office Clerks General | 1,200 | $14.32 |
| 41-2031 | Retail Salespersons | 1,925 | $11.01 |
| 43-4051 | Customer Service Representatives | 921 | $17.17 |
| 43-4171 | Receptionists and Information Clerks | 477 | $13.64 |

It is estimated that approximately 80 students will successfully complete the Certificate of Achievement in Business Information Worker annually, based on the current number of students completing the current number of annual sections offered in the courses required for the certificate. (See pp. 5-6 of the accompanying Narrative for complete annual section and enrollment information) When compared with even the lowest anticipated annual job openings (477), the data demonstrates more than adequate demand for the annual completer projections (80).