Top Occupations Requiring Microsoft Word Skills

*Riverside-San Bernardino-Ontario MSA - Full Year 2015*

In 2015, there were more than 8,800 job postings in the two-county region looking for candidates with Microsoft Word skills. The following ten occupations (Table 1) were the most frequently mentioned occupations requiring skills in the Microsoft Word application. Table 2 shows the top certifications, education, employers and locations for these ten occupations. Table 3 shows five-year job projections and Table 4 shows earnings for the top occupations needing Microsoft Word skills.

*Table 1: Top Ten Occupations and Alternate Job Titles (n=8,873 total job postings)*

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| Occupation (SOC) | Alternate Job Titles |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive  (43-6014) n=698 job postings | Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant |
| Customer Service Representatives  (43-4051) n=563 | Account Manager, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator |
| Registered Nurses  (29-1141) n=299 | Charge Nurse, Director of Nursing (DON), Emergency Department RN (Emergency Department Registered Nurse), Oncology RN (Oncology Registered Nurse), Operating Room Registered Nurse (OR RN), Public Health Nurse (PHN), Registered Nurse (RN), School Nurse, Staff Nurse, Staff RN (Staff Registered Nurse) |
| Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products (41-4012) n=282 | Account Executive, Account Manager, Outside Sales, Outside Sales Representative, Sales, Sales Consultant, Sales Director, Sales Rep, Sales Representative, Salesman |
| First-Line Supervisors of Retail Sales Workers (41-1011) n=263 | Assistant Manager, Assistant Store Manager, Bakery Manager, Deli Manager, Department Manager, Manager, Meat Department Manager, Office Manager, Shift Manager, Store Manager |
| Bookkeeping, Accounting, and Auditing Clerks (43-3031) n=263 | Account Clerk, Account Receivable Clerk, Accounting Assistant, Accounting Associate, Accounting Clerk, Accounts Payable Clerk, Accounts Payable Specialist, Accounts Payables Clerk, Accounts Receivable Clerk, Bookkeeper |
| Managers, All Other (11‑9199) n=258 | All managers not listed separately.  Compliance Managers, Investment Fund Managers, Supply Chain Managers, Security Managers, Loss Prevention Managers, Wind Energy Operations Managers, Wind Energy Project Managers. |
| Human Resources Specialists (13-1071) n=238 | Corporate Recruiter, Employment Coordinator, Employment Representative, Employment Specialist, Human Resources Coordinator, Human Resources HR Generalist, Human Resources Specialist (HR Specialist), Personnel Coordinator, Recruiter, Technical Recruiter |
| Office Clerks, General (43‑9061) n=191 | Administration Assistant, Administrative Assistant, Clerk, Customer Service Representative, Office Assistant, Office Clerk, Office Coordinator, Office Manager, Receptionist, Secretary |
| Sales Managers (11-2022) n=182 | District Sales Manager, National Sales Manager, Regional Sales Manager, Sales and Marketing Vice President, Sales Director, Sales Manager, Sales Representative, Sales Supervisor, Sales Vice President, Store Manager |

Source: Burning Glass

Table 2: Top Certifications, Education Requirements, Employers, and Locations for Top Occupations Requiring Microsoft Word Skills

| Occupation (SOC) | Advertised Certifications | Minimum Advertised Education | Employer Name | Work Locations |
| --- | --- | --- | --- | --- |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014) | Typing Certification, First Aid CPR AED, Security Clearance | High School or Vocational Training (76.2%), Associate’s degree (7.7%), Bachelor’s degree or Higher (16.1%) | California State University, H&R Block, Riverside Health Care, University of California | Riverside (16.8%), San Bernardino (11.2%), Ontario (10.7%), Rancho Cucamonga (5.9%) |
| Customer Service Representatives (43-4051) | Certificate in School Administration, Automotive Service Excellence Certification, Property and Casualty License | High School or Vocational Training (84.5%), Associate’s degree (4%), Bachelor’s degree or Higher (11.5%) | Wells Fargo, 24 Hour Fitness, Home Depot Inc., Best Buy, Family Dollar Stores Inc. | Riverside (15.9%), Ontario (10.1%), San Bernardino (9.4%), Corona (7.3%) |
| Registered Nurses (29-1141) | Registered Nurse, Basic Cardiac Life Support Certification, First Aid CPR AED | High School or Vocational Training (3.2%), Associate’s degree (73.8%), Bachelor’s degree or Higher (23%) | Voyage Health, Dignity Health, Kaiser Permanente,  StaffDNA, Travel Healthcare | Riverside (17.7%),  San Bernardino (9.3%),  Palm Springs (7.3%),  Fontana (5%) |
| Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products  (41-4012) | Insurance License, Life Insurance License, Real Estate Certification | High School or Vocational Training (44.6%), Associate’s degree (5.2%), Bachelor’s degree or Higher (50.2%) | Best Buy, Best Version Media, Rent-A-Center, 24 Hour Fitness | Riverside (22%), Ontario (12.7%), San Bernardino (9.5%), Rancho Cucamonga (6.5%) |
| First-Line Supervisors of Retail Sales Workers  (41-1011) | Basic Computers Skills, Forklift Operator Certification, Commercial Driver’s License | High School or Vocational Training (68.2%), Associate’s degree (4%), Bachelor’s degree or Higher (27.8%) | Sprouts Farmers Markets, CVS Health, T Mobile USA Inc., Home Depot Inc. | Riverside (12.7%), San Bernardino (7.5%), Ontario (7.2%), Rancho Cucamonga (5.8%) |
| Bookkeeping, Accounting, and Auditing Clerks (43-3031) | Business License, Certificate in Accounting, Typing Certification | High School or Vocational Training (49.7%), Associate’s degree (14.9%), Bachelor’s degree or Higher (35.4%) | Ledgent Finance & Accounting, County of Riverside, Riverside County Superintendent of Schools | Riverside (15.8%), Ontario (15.2%), Corona (13.9%), San Bernardino (6.2%) |
| Managers, All Other (11-9199) | Project Management Certification, Registered Nurse, First Aid CPR AED | High School or Vocational Training (32.9%), Associate’s degree (5.2%), Bachelor’s degree or Higher (61.9%) | Ross Dress for Less, Riverside Health Care, Kaiser Permanente, Wells Fargo | Riverside (18.3%), Ontario (12.3%), San Bernardino (8.9%), Rancho Cucamonga (7.6%) |
| Human Resources Specialists  (13-1071) | Professional in Human Resources, Senior Professional in Human Resources, Human Resources (GPHR) | High School or Vocational Training (27.6%), Associate’s degree (12.1%), Bachelor’s degree or Higher (60.3%) | Medtekcorp, Toys “R” Us, Inc., University of California, Dick’s Sporting Goods Incorporated | Riverside (18.2%), Ontario (13.7%), San Bernardino (10.7%), Rancho Cucamonga (5.7%) |
| Office Clerks, General  (43-9061) | Typing Certification, First Aid CPR AED, Security Clearance | High School or Vocational Training (90.1%), Associate’s degree (2.7%), Bachelor’s degree or Higher (7.2%) | County of Riverside, San Bernardino Community College District, Burlington Coat Factory | San Bernardino (19.2%), Riverside (17.3%), Ontario (10.2%), Corona (4.7%) |
| Sales Managers (11-2022) | Real Estate Certification, CDL Class C, Six Sigma Certification | High School or Vocational Training (27.1%), Associate’s degree (4.3%), Bachelor’s degree or Higher (68.6%) | 24 Hour Fitness, Wells Fargo, G6 Hospitality LLC, Amerassist, Inc. | Riverside (15.8%), Ontario (11.5%), Corona (7.6%), San Bernardino (6.4%) |

Source: Burning Glass

Table 3: Five-year Projections for Top Occupations Requiring Microsoft Word

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Occupation (SOC) | 2015 Jobs | 2020 Jobs | Five-Yr Change | Five-Yr % Change | Annual Openings |
| Sales Managers (11-2022) | 4,864 | 5,174 | 310 | 6% | 182 |
| Managers, All Other (11-9199) | 7,275 | 7,602 | 327 | 4% | 237 |
| Human Resources Specialists  (13-1071) | 3,970 | 4,251 | 281 | 7% | 161 |
| Registered Nurses (29-1141) | 26,010 | 30,075 | 4,065 | 16% | 1,498 |
| First-Line Supervisors of Retail Sales Workers (41-1011) | 17,420 | 18,206 | 786 | 5% | 628 |
| Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products (41-4012) | 13,245 | 14,914 | 1,669 | 13% | 655 |
| Bookkeeping, Accounting, and Auditing Clerks (43-3031) | 15,288 | 15,563 | 275 | 2% | 214 |
| Customer Service Representatives  (43-4051) | 16,278 | 18,232 | 1,954 | 12% | 822 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43‑6014) | 21,044 | 22,786 | 1,742 | 8% | 590 |
| Office Clerks, General (43‑9061) | 29,766 | 32,078 | 2,312 | 8% | 1,141 |
| **Total** | **155,159** | **168,884** | **13,725** | **9%** | **6,127** |

Source: EMSI 2016.4

Table 4: Earnings for Top Occupations Requiring Microsoft Word

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Occupation (SOC) | Entry Hourly Earnings | Median Hourly Earnings | Experienced Hourly Earnings | Avg. Annual Earnings |
| Sales Managers (11-2022) | $19.23 | $42.06 | $87.03 | $106,059 |
| Managers, All Other (11-9199) | $17.20 | $24.80 | $34.23 | $52,541 |
| Human Resources Specialists  (13-1071) | $17.62 | $28.35 | $43.15 | $60,694 |
| Registered Nurses (29-1141) | $31.58 | $45.04 | $62.12 | $94,349 |
| First-Line Supervisors of Retail Sales Workers (41-1011) | $11.18 | $16.62 | $26.39 | $38,272 |
| Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products (41-4012) | $13.96 | $25.96 | $50.29 | $64,314 |
| Bookkeeping, Accounting, and Auditing Clerks (43-3031) | $11.09 | $18.83 | $27.98 | $40,227 |
| Customer Service Representatives  (43-4051) | $10.78 | $16.51 | $26.89 | $36,941 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014) | $11.26 | $17.82 | $25.08 | $37,586 |
| Office Clerks, General (43-9061) | $9.68 | $15.03 | $22.76 | $32,573 |
| **Average Wages** | **$15.21** | **$23.72** | **$36.45** | **$56,356** |

Entry Hourly is 10th percentile wage, median is 50th percentile wage, experienced is 90th percentile wage.

Source: EMSI 2016.4

# Occupation Definitions

**Sales Managers (SOC: 11-2022)** Plan, direct, or coordinate the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.

**Managers, All Other (SOC: 11-9199)** All managers not listed separately.

**Human Resources Specialists (SOC: 13-1071)** Perform activities in the human resource area. Includes employment specialists who screen, recruit, interview, and place workers.

**Registered Nurses (SOC: 29-1141)** Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.

**First-Line Supervisors of Retail Sales Workers (SOC: 41-1011)** Directly supervise and coordinate activities of retail sales workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.

**First-Line Supervisors of Non-Retail Sales Workers (SOC: 41-1012)** Directly supervise and coordinate activities of sales workers other than retail sales workers. May perform duties such as budgeting, accounting, and personnel work, in addition to supervisory duties.

**Bookkeeping, Accounting, and Auditing Clerks (SOC: 43-3031)** Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

**Customer Service Representatives (SOC: 43-4051)** Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

**Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (SOC: 43-6014)** Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

**Office Clerks, General (SOC: 43-9061)** Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.