



Administrative Office Assistant (0514.00)

September 2018

Prepared by the South Central Coast Center of Excellence for Labor Market Research

Program Recommendation

This report was compiled by the South Central Coast¹ Center of Excellence to provide regional labor market data for the program recommendation of Administrative Office Assistant. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and non-CCC) that align with this occupation group.

Overview

- The number of jobs related to the Administrative Office Assistant program is expected to remain steady over the next five years for two key occupations (Customer Service Representatives and Receptions and Information Clerks) while there will be a decline in the number of jobs for other related occupations (Secretaries and Administrative Assistants, both Executive and General).
- In 2017 there were 6 regional institutions with programs related to Administrative Office Assistant with 31 annual completions, 1,001 annual openings.
- The median Earnings after exit is \$22,938.
- 45% of students are earning a living wage.
- 67% of students are employed a year after completing a program.

¹ The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

Occupation Codes and Descriptions

Currently, there are four occupations in the standard occupational classification (SOC) system that are related to the Administrative Office Assistant program. The occupation titles and descriptions, as well as reported job titles are included in Exhibit 1.

Exhibit 1 – Occupation, description, and sample job titles

SOC Code	Title	Description	Sample of Reported Job Titles
43-4051	Customer Service Representatives	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.	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
43-6011	Executive Secretaries and Executive Administrative Assistants	Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.	Administrative Aide, Administrative Assistant, Administrative Associate, Administrative Coordinator, Administrative Secretary, Administrative Specialist, Executive Administrative Assistant, Executive Assistant, Executive Secretary, Office Assistant
43-4171	Receptionists and Information Clerks	Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.	Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.	Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number jobs related to the Administrative Office Assistant program is expected to remain steady for both Customer Service Representatives and Receptions and Information Clerks. Secretaries and Administrative Assistants, both Executive and General, will see a decline in the number of jobs in the coming years. Exhibit 2 contains detailed employment projection data for these occupations.

Exhibit 2 – Five-year projections for Administrative Office Assistant related occupations in the South Central Coast South region

SOC	Occupation	2017 Jobs	2022 Jobs	2017-2022 Change	2017-2022 % Change	Annual Openings
43-4051	Customer Service Representatives	10,130	10,534	404	4%	1,396
43-6011	Executive Secretaries and Executive Administrative Assistants	3,544	3,253	-291	-8%	363
43-4171	Receptionists and Information Clerks	5,888	6,325	437	7%	875
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	15,336	15,256	-80	-1%	1,664

Source: Economic Modeling Specialists International (EMSI)

*Total Jobs (2017), Average Change (2017-2022), and Median Hourly Earnings for Selected Occupations

34,899	+1.3%	\$18.10/hr
Jobs (2017)	% Change (2017-2022)	Median Hourly Earnings
20% below National average	Nation: +2.5%	Nation: \$16.53/hr

Earnings

In the South Central Coast region, the entry-level average wage for the listed occupations range from \$12.39 per hour to \$24.92 per hour.

Exhibit 3 contains hourly wages and annual average earnings for this occupation. Entry-level hourly earnings is represented by the 10th percentile of wages, median hourly earnings is represented by the 50th percentile of wages, and experienced hourly earnings is represented by the 90th percentile of wages, demonstrating various levels of employment.

Exhibit 3 – Earnings for Administrative Office Assistant related occupations in the South Central Coast region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
43-4051	Customer Service Representatives	\$12.60	\$16.66	\$21.30
43-6011	Executive Secretaries and Executive Administrative Assistants	\$24.92	\$30.84	\$37.42
43-4171	Receptionists and Information Clerks	\$12.39	\$14.72	\$17.96
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	\$15.47	\$18.85	\$23.73

Source: Economic Modeling Specialists International (EMSI)

Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study.

Employer job postings are consulted to understand who is employing for occupations related to Administrative Office Assistant, and what they are looking for in potential candidates. To identify job postings related to Administrative Office Assistant, the following standard occupational classifications were used:

43-4051	Customer Service Representatives
43-6011	Executive Secretaries and Executive Administrative Assistants
43-4171	Receptionists and Information Clerks
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Top Occupations

In 2017, there were 5,558 employer postings for occupations related to Administrative Office Assistant.

Exhibit 4 – Top occupations in job postings (n=5,558)

SOC Code	Occupation	Job Postings, Full Year 2017
43-4051	Customer Service Representatives	2,750
43-6011	Executive Secretaries and Executive Administrative Assistants	306
43-4171	Receptionists and Information Clerks	671
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,811

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for occupations related to Administrative Office Assistant are listed in Exhibit 5. Administrative Assistant is mentioned as the job title in 20% of all relevant job postings (1,058 postings).

Exhibit 5 –Job titles (n=5,558)

Title	Job Postings, Full Year 2017
Administrative Assistant	1,058
Customer Service Representative	1,042
Receptionist	639
Executive Assistant	227
Customer Service Associate	201

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in the Administrative Office Assistant field. Top employers posting job ads included Lowe’s Companies, Bank of America, FedEx, 24 Hour Fitness, and Dignity Health. The top worksite cities in the region for these occupations were Thousand Oaks, Santa Barbara, Santa Clarita, Oxnard, and Westlake Village.

Exhibit 6 – Top employers (n=4,806)

Employer
Lowe’s Companies, Inc
Bank of America
FedEx
24 Hour Fitness
Dignity Health

Source: Labor Insight/Jobs (Burning Glass)

Skills

Customer Service is the most sought after skill for employers hiring for occupations related to Administrative Office Assistant. The other job-specific skills desired by employers consist of Administrative Support, Scheduling, Data Entry, and Sales.

Exhibit 7 –Job skills (n=4,891)

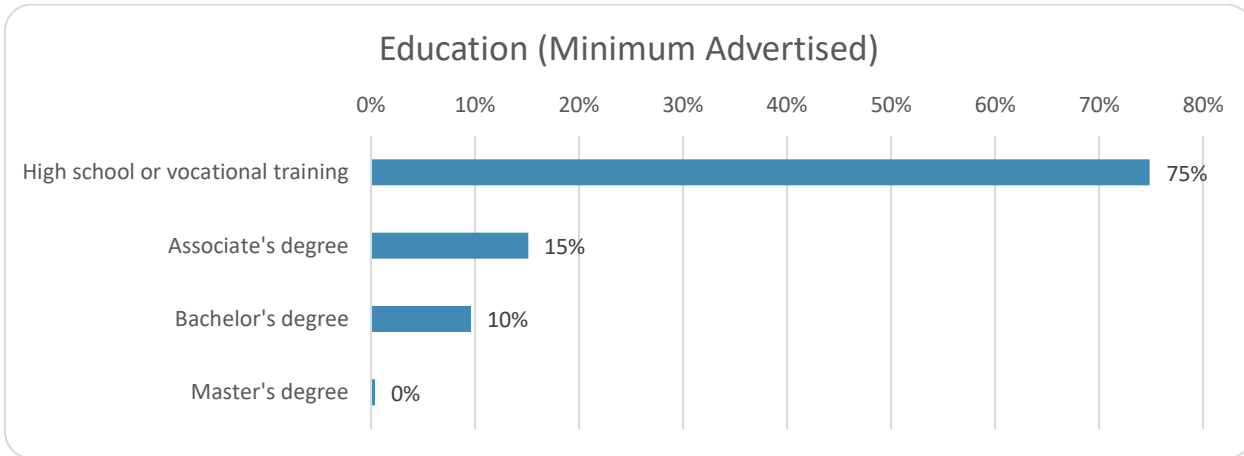
Skills	Job Postings, Full Year 2017
Customer Service	124
Administrative Support	2,634
Scheduling	1,051
Data Entry	905
Sales	873

Source: Labor Insight/Jobs (Burning Glass)

Advertised Education Levels

Exhibit 8 displays the education level requested by employers in online job ads. The majority of employers were looking for a candidate with a high school diploma or vocational training. Approximately 46% of job postings did not specify a level of education.

Exhibit 8 – Minimum advertised education requirements for occupations related to Administrative Office Assistant



Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Jobs related to the program for Administrative Office Assistant in the South Central Coast region are most often found in the Administrative and Support and Waste Management and Remediation Services industry (25% of total jobs in the industry). Exhibit 9 shows the industries where most Administrative Office Assistant related workers are employed.

Exhibit 9 – Industries employing the most Administrative Office Assistants, 2017

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Administrative and Support and Waste Management and Remediation Services	1,032	25%
Health Care and Social Assistance	551	13%
Finance and Insurance	454	11%
Retail Trade	433	10%
Educational Services	316	8%

Education and Training

Exhibit 10 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training.

Exhibit 10 – Education and training requirements

SOC	Occupation	Typical entry-level education	Typical on-the-job training
43-4051	Customer Service Representatives	High school diploma or equivalent	Short-term on-the-job training
43-6011	Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	None
43-4171	Receptionists and Information Clerks	High school diploma or equivalent	Short-term on-the-job training
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	Short-term on-the-job training

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

Currently, seven community colleges in the South Central Coast region train students in Office Technology/Office Computer Applications (TOP 0514). Exhibit 11 displays the headcounts for each of the colleges training in this field. Headcount is the actual number of students enrolled, regardless of credit hours.

Exhibit 11 – Headcounts - 206-17 (by TOP and College)

TOP Code	Program	College	CCC Headcount
		Allan Hancock	1,614
	Office Technology/Office Computer Applications (TOP 0514)	Antelope Valley	270
		Canyons	153
		Cuesta	236
		Moorpark	-
		Oxnard	96
		Santa Barbara City	871
		Ventura	788
			4,021

Source: California Community Colleges Chancellor's Office MIS Data Mart

In 2017 there were six regional institutions with programs related to Administrative Office Assistant with 204 completions.

6	204	4,380
Program (2017)	Completions (2017)	Openings (2017)

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Administrative Office Assistant - Office Technology/Office Computer Applications program (TOP Code: 0514.00) in the South Central Coast region for the 2015-16 academic year.

- The median Earnings after exit is \$22,938
- 45% of students are earning a living wage
- 67% of students are employed a year after completing a program

Source: CTE LaunchBoard

Sources

O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

Notes

Data included in this analysis represents the labor market demand for positions most closely related to Administrative Office Assistant.

Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study and should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.