** Business Office Administration**

**Labor Market Information Report**

**Monterey Peninsula College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

January 2019

# Recommendation

Based on all available data, there appears to be a significant undersupply of Business Office Administration workers compared to the demand for this cluster of occupations in the Bay region and in the SC-Monterey sub-region (Monterey, San Benito, and Santa Cruz Counties). The gap is about 4,742 students annually in the Bay region and 738 students annually in the SC-Monterey Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 0514.40 - Office Management 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 Monterey Peninsula College and in the region.

# Introduction

This report profiles Business Office Administration Occupations in the 12 county Bay region and in the SC-Monterey sub-region for a proposed new program at Monterey Peninsula College.

|  |
| --- |
| * **Administrative Services Managers (SOC 11-3011):** Plan, direct, or coordinate one ormore administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services. Medical records administrators are included in “Medical and Health Services Managers” (11-9111). Excludes “Purchasing Managers" (11-3061). |
| *Entry-Level Educational Requirement: Bachelor's degree* |
| *Training Requirement: None* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 38%* |
| * **First-Line Supervisors of Office and Administrative Support Workers (SOC 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: None* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 40%* |

# Occupational Demand

**Table 1. Employment Outlook for Business Office Administration Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Administrative Services Managers | 11,206 | 11,923 | 716 | 6% | 1,051 | 907 | $31.88 | $55.01 |
| First-Line Supervisors of Office and Administrative Support Workers | 38,990 | 40,672 | 1,683 | 4% | 4,187 | 3,839 | $19.76 | $30.37 |
| **Total** | **50,196** | **52,595** | **2,399** | **5%** | **5,239** | **4,746** | **$22.46** | **$35.87** |

*Source: EMSI 2018.4*

**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 Business Office Administration Occupations in SC-Monterey Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Administrative Services Managers | 1,727 | 1,829 | 102 | 6% | 160 | 139 | $29.53 | $52.20 |
| First-Line Supervisors of Office and Administrative Support Workers | 6,098 | 6,324 | 225 | 4% | 648 | 599 | $19.34 | $29.11 |
| **TOTAL** | **7,825** | **8,152** | **328** | **4%** | **808** | **738** | **$21.59** | **$34.20** |

*Source: EMSI 2018.4*

**SC-Monterey Sub-Region** includes Monterey, San Benito, and Santa Cruz Counties

### Job Postings in Bay Region and SC-Monterey Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (Jan 2018 - Dec 2018)**

| Occupation | Bay Region | SC-Monterey |
| --- | --- | --- |
| Administrative Services Managers | 9,975 | 254 |
| First-Line Supervisors of Office and Administrative Support Workers | 4,234 | 144 |
| **Total** | **14,209** | **398** |

*Source: Burning Glass*

**Table 4. Top Job Titles for Business Office Administration Occupations for latest 12 months (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Common Title | Bay | SC-Monterey | Common Title | Bay | SC-Monterey |
| Office Manager | 2,289 | 70 | Accounts Payable Manager | 140 | 3 |
| Customer Manager | 1,191 | 4 | Senior Customer Manager | 139 | 0 |
| Facilities Manager | 931 | 18 | Services Manager | 122 | 1 |
| Facilities Coordinator | 505 | 7 | Payroll Supervisor | 115 | 8 |
| Customer Service Manager | 485 | 10 | Business Office Manager | 112 | 13 |
| Payroll Manager | 398 | 6 | Administrative Officer | 107 | 12 |
| Front Office Manager | 294 | 13 | Office Supervisor | 107 | 5 |
| Administrative Manager | 232 | 8 | Practice Manager | 94 | 4 |
| Customer Service Sup | 227 | 7 | Manager, Customer | 93 | 2 |
| Front Office Supervisor | 210 | 8 | Accounts Payable Supervisor | 89 | 3 |
| Director of Facilities | 191 | 6 | Administrator | 85 | 0 |
| Administrative Analyst | 184 | 3 | Store Support | 78 | 8 |
| Associate Director | 180 | 7 | Client Manager | 74 | 0 |
| Assistant Office Manager | 172 | 8 | Executive Assistant | 74 | 6 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Business Office Administration Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2017) | Jobs in Industry (2022) | % Change (2017-22) | % in Industry (2017) |
| Local Government, Excluding Education and Hospitals (903999) | 2,715 | 2,716 | 3% | 5.4% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 2,057 | 2,101 | 3% | 4.2% |
| Commercial Banking (522110) | 1,454 | 1,424 | (15%) | 2.8% |
| Offices of Physicians (except Mental Health Specialists) (621111) | 1,274 | 1,269 | (0%) | 2.5% |
| Supermarkets and Other Grocery (except Convenience) Stores (445110) | 1,170 | 1,184 | 7% | 2.4% |
| Hotels (except Casino Hotels) and Motels (721110) | 1,087 | 1,089 | 1% | 2.2% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 1,062 | 1,087 | 35% | 2.2% |
| Offices of Dentists (621210) | 1,013 | 1,015 | 7% | 2.0% |
| General Medical and Surgical Hospitals (622110) | 973 | 967 | (4%) | 1.9% |
| Custom Computer Programming Services (541511) | 835 | 841 | 11% | 1.7% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 813 | 812 | (4%) | 1.6% |
| State Government, Excluding Education and Hospitals (902999) | 784 | 787 | 1% | 1.6% |
| HMO Medical Centers (621491) | 774 | 776 | 24% | 1.5% |
| Office Administrative Services (561110) | 755 | 711 | (7%) | 1.4% |
| Department Stores (452210) | 707 | 707 | (20%) | 1.4% |
| Colleges, Universities, and Professional Schools (611310) | 679 | 676 | 4% | 1.3% |
| Warehouse Clubs and Supercenters (452311) | 664 | 676 | 16% | 1.3% |
| Data Processing, Hosting, and Related Services (518210) | 561 | 578 | 28% | 1.2% |
| Offices of Lawyers (541110) | 554 | 548 | (5%) | 1.1% |
| Electronic Shopping and Mail-Order Houses (454110) | 524 | 529 | 18% | 1.1% |
| Computer Systems Design Services (541512) | 528 | 520 | 7% | 1.0% |

*Source: EMSI 2018.4*

**Table 6. Top Employers Posting Business Office Administration Occupations in Bay Region and SC-Monterey Sub-Region (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | SC-Monterey |
| H&R Block | 238 | City and County of San Francisco | 49 | H&R Block | 32 |
| Marriott International Incorporated | 143 | Apple Inc. | 43 | University Of California Santa Cruz | 24 |
| Target | 126 | Cisco Systems Incorporated | 36 | Target | 15 |
| University California | 108 | California State University | 34 | Marriott International Incorporated | 14 |
| Stanford University | 103 | Sheraton | 33 | California State University | 12 |
| Jones Lang Lasalle Incorporated | 95 | University Of California San Francisco | 33 | University California | 12 |
| Kaiser Permanente | 80 | Adobe Systems | 32 | Monterey County Office Of Education | 9 |
| The Home Depot Incorporated | 78 | Deloitte | 31 | The Home Depot Incorporated | 8 |
| Wells Fargo | 71 | Amazon | 30 | Hyatt | 7 |
| CBRE | 69 | Hyatt | 29 | County Santa Cruz | 6 |
| SFMTA | 64 | Whole Foods Market, Inc. | 28 | US Navy | 6 |
| University Of California Berkeley | 63 | Genentech | 27 | Sheraton | 5 |
| Google Inc. | 61 | IBM | 27 | Destination Hotels & Resorts | 4 |
| Cushman & Wakefield | 59 | Salesforce | 27 | Monterey Bay Aquarium | 4 |
| Gilead Sciences | 56 | Lawrence Livermore National Laboratory | 25 | Aramark | 3 |
| Hilton Hotel Corporation | 56 | Redpoint Ventures | 25 | Banfield Pet Hospital | 3 |
| Uc San Diego | 53 | Servicenow | 25 | Builders Firstsource | 3 |

*Source: Burning Glass*

# Educational Supply

There are two colleges in the Bay Region issuing four awards annually on TOP 0514.40 - Office Management. There are no awards in the SC-Monterey Sub-Region.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Headcount | Associates | Certificates | Total |
| **Marin** | North Bay | n/a |  | 2 | 2 |
| **West Valley** | Silicon Valley | n/a |  | 2 | 2 |
| **Solano** | North Bay | 164 |  |  |  |
| **Total Bay Region** | | **164** |  | **4** | **4** |
| **Total SC-Monterey Sub-Region** | | **0** |  | **0** | **0** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: Headcount of students who took one or more courses is for 2016-17. The annual average for awards is 2014-17 unless there are only awards in 2016-17. The annual average for other postsecondary is for 2013-16.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 4,746 annual openings for the Business Office Administration occupational cluster and 4 annual awards for an annual undersupply of 4,742 students. In the SC-Monterey Sub-Region, there is also a gap with 738 annual openings and no annual awards, for an annual undersupply of 738 students.

# Student Outcomes

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | Monterey Peninsula College (All CTE Programs) | State (0514.40) | Bay (0514.40) | SC-Monterey (0514.40) | Monterey Peninsula College (0514.40) |
| % Employed Four Quarters After Exit | 74% | 78% | 65% | 58% | n/a | n/a |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $34,475 | $10,777 | $10,866 | $30,128 | $34,120 |
| Median % Change in Earnings | 46% | 29% | 53% | 75% | n/a | n/a |
| % of Students Earning a Living Wage | 63% | 71% | 36% | n/a | n/a | n/a |

*Source: Launchboard Pipeline (version available on 1/14/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Business Office Administration Occupations in Bay Region (Jan 2018 - Dec 2018)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Customer Service | 3,548 | Software as a Service (SaaS) | 922 | HVAC | 538 |
| Budgeting | 3,353 | Front Office | 886 | Business Administration | 528 |
| Scheduling | 3,087 | Sales | 853 | Performance Appraisals | 525 |
| Office Management | 2,924 | Salesforce | 768 | Product Management | 502 |
| Project Management | 2,121 | Payroll Processing | 767 | Quality Assurance and Control | 492 |
| Staff Management | 2,061 | Key Performance Indicators (KPIs) | 666 | Performance Management | 483 |
| Accounting | 1,647 | Process Improvement | 583 | Technical Support | 482 |
| Onboarding | 1,439 | Purchasing | 579 | Administrative Functions | 478 |
| Customer Contact | 1,404 | Data Entry | 578 | Business Development | 477 |
| Repair | 1,199 | Procurement | 575 | Business Process | 445 |
| Facility Management | 1,077 | Property Management | 572 | General Office Duties | 439 |
| Customer Billing | 1,069 | Spreadsheets | 565 | Record Keeping | 435 |
| Supervisory Skills | 1,049 | Retail Industry Knowledge | 564 | Expense Reports | 431 |
| Administrative Support | 1,042 | Guest Services | 562 | Facility Maintenance | 421 |
| Account Management | 977 | Upselling Products and Services | 562 | Strategic Planning | 421 |

*Source: Burning Glass*

**Table 10. Certifications for Business Office Administration Occupations in the Bay Region (Jan 2018 - Dec 2018)**

Note: 87% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

|  |  |  |  |
| --- | --- | --- | --- |
| Certification | Postings | Certification | Postings |
| Driver's License | 939 | American Registry of Radiologic Technologists (ARRT) Certification | 25 |
| Project Management Certification | 157 | Business License | 25 |
| First Aid Cpr Aed | 109 | Certified Energy Manager | 25 |
| Certified Payroll Professional (CPP) | 98 | Six Sigma Certification | 25 |
| Certified Protection Professional (CPP) | 88 | Certified ScrumMaster (CSM) | 23 |
| Certified Facility Manager (CFM) | 87 | Series 7 | 23 |
| Project Management Professional (PMP) | 75 | Licensed Professional Engineer | 21 |
| IT Infrastructure Library (ITIL) Certification | 66 | Registered Nurse | 20 |
| Security Clearance | 58 | Certified Information Systems Security Professional (CISSP) | 18 |
| Phlebotomy Certification | 44 | Fundamental Payroll Certification | 18 |
| ITIL Certification | 37 | Basic Life Saving (BLS) | 16 |

*Source: Burning Glass*

**Table 11. Education Requirements for Business Office Administration Occupations in Bay Region**

Note: 41% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |
| --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings |
| High school or vocational training | 1,727 (21%) |
| Associate Degree | 441 (5%) |
| Bachelor’s Degree or Higher | 6,228 (74%) |

*Source: Burning Glass*

# Methodology

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

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](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

For more information, please contact:

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