** Microsoft Office Specialist Occupations**

**Labor Market Information Report**

**City College of San Francisco**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

February 2020

# Recommendation

Based on all available data, there appears to be a significant undersupply of Microsoft Office Specialist workers compared to the demand for this cluster of occupations in the Bay region and in the Mid-Peninsula sub-region (San Francisco and San Mateo Counties.) There is a projected annual gap of about 11,016 students in the Bay region and 3,296 students in the Mid-Peninsula Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 0514.00 - Office Technology/Office Computer Applications 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.

# Introduction

This report profiles Microsoft Office Specialist Occupations in the 12 county Bay region and in the Mid-Peninsula sub-region for a proposed new program at City College of San Francisco.

|  |
| --- |
| * **Office and Administrative Support Workers, All Other (SOC 43-9199):** All office and administrative support workers not listed separately.
 |
| Entry-Level Educational Requirement: High school *diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 41% |
|  |
| * **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. Excludes legal, medical, and executive secretaries (43-6011 through 43-6013).
 |
| Entry-Level Educational Requirement: High *school diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 47*%* |
|  |
| * **Executive Secretaries and Executive Administrative** **Assistants (SOC 43-6011):** 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. Excludes "Secretaries" (43-6012 through 43-6014).
 |
| Entry-Level Educational Requirement: High *school diploma or equivalent* |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 47*%* |

# Occupational Demand

**Table 1. Employment Outlook for Microsoft Office Specialist Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Office and Administrative Support Workers, All Other |  12,948  |  13,527  | 579 | 4% |  7,654  |  1,531  | $14.11 | $18.23 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive |  66,979  |  66,972  | -7 | 0% |  36,400  |  7,280  | $17.84 | $22.45 |
| Executive Secretaries and Executive Administrative Assistants |  23,585  |  22,083  | -1,502 | -6% |  12,118  |  2,424  | $30.25 | $37.45 |
| **Total** |  **103,511**  |  **102,582**  | **-930** | **-1%** |  **56,172**  |  **11,234**  | **$20.20** | **$25.34** |

*Source: EMSI 2019.3*

**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 Microsoft Office Specialist Occupations in Mid-Peninsula Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Office and Administrative Support Workers, All Other |  4,229  |  4,475  | 246 | 6% |  2,569  |  514  | $15.07 | $19.63 |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive |  18,429  |  18,758  | 329 | 2% |  10,358  |  2,072  | $20.34 | $25.17 |
| Executive Secretaries and Executive Administrative Assistants |  7,525  |  7,172  | -353 | -5% |  3,894  |  779  | $34.79 | $41.74 |
| **TOTAL** |  **30,183**  |  **30,406**  | **223** | **1%** |  **16,820**  |  **3,364**  | **$23.21** | **$28.53** |

*Source: EMSI 2019.3*

**Mid-Peninsula Sub-Region** includes San Francisco and 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 (January 2019 - December 2019)**

| Occupation | Bay Region | Mid-Peninsula |
| --- | --- | --- |
|  Secretaries and Administrative Assistants, Except Legal, Medical, & Executive | 24,485 | 8,750 |
|  Executive Secretaries and Executive Administrative Assistants | 7,453 | 3,990 |
|  Office and Administrative Support Workers, All Other | 1,071 | 355 |
|  **Total** | **33,009** | **13,095** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Microsoft Office Specialist Occupations for latest 12 months (January 2019 - December 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Administrative Assistant | 14,166 | Assitant Office Manager | 173 |
| Executive Assistant | 5,900 | Administrative Secretary | 149 |
| Administrative Coordinator | 921 | Assistant to the Director | 107 |
| Front Desk Coordinator | 916 | Executive Administrator | 98 |
| Office Coordinator | 818 | Jira Administrative | 97 |
| Secretary | 502 | Administrative Support | 95 |
| Administrative Specialist | 411 | Office Administrator | 94 |
| Administrative Associate | 386 | Tableau Administrative | 84 |
| Executive Administrative Assistant | 385 | Office Specialist | 78 |
| Program Assistant | 363 | Assistant to the Vice President | 75 |
| Personal Assistant | 334 | Administrative Support Assistant | 74 |
| Project Assistant | 250 | Administrative Business Partner | 73 |
| Scheduling Coordinator | 231 | Administrative | 72 |
| School Secretary | 192 | Staff Assistant | 65 |

**Table 4b. Top Job Titles for Microsoft Office Specialist Occupations for latest 12 months (January 2019 - December 2019) Mid-Peninsula Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Mid-Peninsula | Common Title | Mid-Peninsula |
| Administrative Assistant | 5,181 | Assistant to the Director | 54 |
| Executive Assistant | 3,308 | Jira Administrative | 50 |
| Front Desk Coordinator | 498 | Administrative Secretary | 40 |
| Office Coordinator | 410 | Assistant to the Vice President | 36 |
| Administrative Coordinator | 341 | Executive Administrator | 35 |
| Executive Administrative Assistant | 155 | Executive Coordinator | 34 |
| Program Assistant | 138 | Administrative Business Partner | 30 |
| Personal Assistant | 132 | Administrative Support | 29 |
| Administrative Associate | 131 | Volunteer Coordinator | 28 |
| Project Assistant | 104 | Senior Administrative Associate | 26 |
| Secretary | 93 | Administrative Support Assistant | 25 |
| Administrative Specialist | 91 | Executive Secretary | 24 |
| Assitant Office Manager | 69 | Staff Assistant | 22 |
| Scheduling Coordinator | 56 | Office Administrator | 21 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Microsoft Office Specialist Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 7,515 | 7,699 | 2% | 7% |
| Local Government, Excluding Education and Hospitals (903999) | 6,863 | 6,705 | -2% | 7% |
| Colleges, Universities, and Professional Schools (611310) | 6,074 | 6,285 | 3% | 6% |
| Elementary and Secondary Schools (Local Government) (903611) | 4,062 | 3,900 | -4% | 4% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 3,145 | 2,978 | -5% | 3% |
| Religious Organizations (813110) | 2,687 | 2,549 | -5% | 3% |
| Colleges, Universities, and Professional Schools (Local Government) (903612) | 2,544 | 2,032 | -20% | 2% |
| Temporary Help Services (561320) | 2,189 | 2,101 | -4% | 2% |
| Offices of Lawyers (541110) | 1,895 | 1,824 | -4% | 2% |
| State Government, Excluding Education and Hospitals (902999) | 1,773 | 1,727 | -3% | 2% |
| Services for the Elderly and Persons with Disabilities (624120) | 1,688 | 1,979 | 17% | 2% |
| Custom Computer Programming Services (541511) | 1,576 | 1,762 | 12% | 2% |
| General Medical and Surgical Hospitals (622110) | 1,525 | 1,364 | -11% | 1% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 1,446 | 1,698 | 17% | 1% |
| Research and Development in the Physical, Engineering, and Life Sciences (except Nanotechnology and Biotechnology) (541715) | 1,280 | 1,280 | 0% | 1% |
| Elementary and Secondary Schools (611110) | 1,190 | 1,190 | 0% | 1% |
| Electronic Computer Manufacturing (334111) | 1,154 | 1,177 | 2% | 1% |

*Source: EMSI 2019.3*

**Table 6. Top Employers Posting Microsoft Office Specialist Occupations in Bay Region and Mid-Peninsula Sub-Region (January 2019 - December 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Mid-Peninsula |
| Marriott International Incorporated | 253 | Macy's | 52 | Marriott International Incorporated | 97 |
| Stanford University | 207 | Contra Costa Community College District | 52 | Facebook | 86 |
| Anthem Blue Cross | 156 | Ascent | 52 | University California | 72 |
| University California | 153 | Truex Metier | 51 | University Of California San Francisco | 49 |
| UC San Diego | 132 | Lawrence Livermore National Laboratory | 51 | Visa | 45 |
| Kaiser Permanente | 117 | University Of California San Francisco | 50 | UC San Francisco Medical Center | 45 |
| University Of California Berkeley | 113 | Visa | 48 | Anthem Blue Cross | 44 |
| Facebook | 98 | Sutter Health | 46 | University San Francisco | 42 |
| Apple Inc. | 75 | UC San Francisco Medical Center | 45 | Wells Fargo | 39 |
| In House Vacancy Internal Candidates Only | 73 | JP Morgan Chase Company | 45 | JP Morgan Chase Company | 37 |
| Stanford Health Care | 71 | Compass | 44 | Genentech | 37 |
| Nelson | 71 | Morgan Stanley | 43 | Fountain Group | 31 |
| California State University | 69 | University San Francisco | 42 | San Francisco State University | 30 |
| Cisco Systems Incorporated | 63 | Department of Veterans Affairs | 41 | Self Help For Elderly | 29 |
| Edward Jones | 61 | Intelliswift Software | 39 | The Mom Project | 28 |
| Wells Fargo | 55 | Galileo Learning | 38 | Truex Metier | 27 |
| US Government | 52 | Seneca Family Of Agencies | 37 | Republic Bancorp | 27 |

*Source: Burning Glass*

# Educational Supply

There are 22 community colleges in the Bay Region issuing 218 awards on average annually (last 3 years) on TOP 0514.00 - Office Technology/Office Computer Applications. There are five colleges in the Mid-Peninsula Sub-Region issuing 68 awards on average annually (last 3 years) on this TOP code.

**Table 7. Awards on TOP 0514.00 - Office Technology/Office Computer Applications in Bay Region**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ units | Certificate Low unit | Non-credit | Total |
| Cabrillo College  | Santa Cruz-Monterey |  5  |  7  |  17  |  |  29  |
| Cañada College  | Mid-Peninsula |  1  |  1  |  2  |  |  4  |
| Chabot College  | East Bay |  4  |  5  |   |  |  9  |
| City College of San Francisco  | Mid-Peninsula |  2  |  2  |  3  |  |  7  |
| College of San Mateo  | Mid-Peninsula |  1  |  1  |  4  |  |  6 |
| Contra Costa College  | East Bay |  5  |  6  |  |  |  11  |
| Diablo Valley College  | East Bay |  |   |  1  |  |  1  |
| Evergreen Valley College  | Silicon Valley |  2  |   |   |  |  2  |
| Gavilan College  | Santa Cruz-Monterey |  1  |  1  |  |  |  2  |
| Hartnell College  | Santa Cruz-Monterey |  7  |  8  |  |  |  15  |
| Laney College  | East Bay |  2  |  1  |  |  |  3  |
| Las Positas College  | East Bay |  1  |  2  |  |  |  3  |
| Los Medanos College  | East Bay |  6  |  5  |  |  |  11  |
| Mission College  | Silicon Valley |  1  |  1  |  1  |  |  3  |
| Monterey Peninsula College  | Santa Cruz-Monterey |  1  |   |  |  |  1  |
| Napa Valley College  | North Bay |  1  |   |  |  |  1  |
| Ohlone College  | East Bay |   |   |  2  |  |  2  |
| San Francisco Ctrs  | Mid-Peninsula |  |  |  |  43  |  43  |
| San Jose City College  | Silicon Valley |   |  1  |   |  |  1  |
| Santa Rosa Junior College  | North Bay |  8  |  9  |  30  |  |  47  |
| Skyline College  | Mid-Peninsula |  3  |  5  |  |  |  8  |
| Solano College  | North Bay |  4  |  4  |  |  |  8  |
| West Valley College | Silicon Valley |  |  |  1  |  |  1  |
| **Total Bay Region** |  **55**  |  **59**  |  **61**  |  **43**  |  **218**  |
| **Total Mid-Peninsula Sub-Region** | **7** | **9** | **9** | **43** | **68** |

Source: Data Mart

Note: The annual average for awards is 2015-16 to 2017-18.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 11,234 annual openings for the Microsoft Office Specialist occupational cluster and 218 annual (3-year average) awards for an annual undersupply of 11,016 students. In the Mid-Peninsula Sub-Region, there is also a gap with 3,364 annual openings and 68 annual (3-year average) awards for an annual undersupply of 3,296 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0514.00 - Office Technology/Office Computer Applications**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | City College of San Francisco (All CTE Programs) | State (0514.00) | Bay (0514.00) | Mid-Peninsula (0514.00) | City College of San Francisco (0514.00) |
| % Employed Four Quarters After Exit | 74% | 72% | 66% | 71% | 66% | 68% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $10,170 | $6,765 | $8,586 | $9,552 | $9,267 |
| Median % Change in Earnings | 46% | 31% | 46% | 40% | 23% | 33% |
| % of Students Earning a Living Wage | 63% | 65% | 47% | 56% | 54% | 52% |

*Source: Launchboard Pipeline (version available on 1/27/20)*

#  Skills, Certifications and Education

**Table 9. Top Skills for Microsoft Office Specialist Occupations in Bay Region (January 2019 - December 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Administrative Support | 25,087 | Customer Contact | 2,244 | Mail Sorting | 1,309 |
| Scheduling | 12,052 | Record Keeping | 2,177 | Social Media | 1,196 |
| Travel Arrangements | 6,573 | Office Supply Ordering | 2,151 | Proofreading | 1,094 |
| Customer Service | 6,499 | Event Planning | 2,032 | Clerical Duties | 1,093 |
| Expense Reports | 6,373 | Copying | 2,004 | Customer Checkout | 1,058 |
| Spreadsheets | 4,627 | Filing | 1,888 | Memoranda Preparation | 1,056 |
| Administrative Functions | 4,536 | Secretarial Skills | 1,827 | Repair | 1,002 |
| Data Entry | 4,392 | Customer Billing | 1,755 | Quickbooks | 924 |
| Appointment Setting | 4,040 | Onboarding | 1,680 | Note Taking | 898 |
| Budgeting | 3,830 | Calendar Management | 1,673 | Taking Messages | 888 |
| Project Management | 3,399 | Sales | 1,635 | Sorting | 875 |
| Staff Management | 2,771 | Accounting | 1,620 | Salesforce | 840 |
| Mailing | 2,691 | Prepare Presentations | 1,543 | Office Administration | 832 |
| General Office Duties | 2,575 | Invoice Processing | 1,370 | Bookkeeping | 827 |
| Office Management | 2,382 | Purchasing | 1,355 | Microsoft Sharepoint | 784 |

*Source: Burning Glass*

**Table 10. Certifications for Microsoft Office Specialist Occupations in Bay Region (January 2019 - December 2019)**

Note: 91% 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 | 1,781 | Investment Advisor | 31 |
| First Aid CPR AED | 245 | Medical Secretary | 29 |
| Typing Certification | 137 | Certified Administrator | 28 |
| Security Clearance | 134 | Basic Life Saving (BLS) | 27 |
| Real Estate Certification | 82 | Certified Medical Assistant | 26 |
| Series 7 | 67 | Certified Administrative Professional | 26 |
| IT Infrastructure Library (ITIL) Certification | 48 | Property and Casualty License | 21 |
| Project Management Certification | 44 | Notary License | 21 |
| 45 Words Per Minute | 36 | Series 24 | 20 |
| Food Handler Certification | 35 | ServSafe | 18 |
| Paralegal Certification | 32 | Contractors License | 18 |
| CDL Class C | 32 | Business License | 18 |

*Source: Burning Glass*

**Table 11. Education Requirements for Microsoft Office Specialist Occupations in Bay Region**

Note: 49% 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 | Percent 12 Mos. Postings |
| High school or vocational training | 7,556 | 46% |
| Associate Degree | 1,737 | 10% |
| Bachelor’s Degree or Higher | 7,136 | 44% |

*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

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