**Administrative Assistant Occupations**

**Labor Market Information Report**

**Chabot College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

May 2020

# Recommendation

Based on all available data, there appears to be a large undersupply of Administrative Assistant workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties). There is a projected annual gap of about 4,060 students in the Bay Region and 1,112 students in the East Bay Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 0701.00 - Information Technology, General 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 Chabot College and in the region.

# Introduction

This report profiles Administrative Assistant Occupations in the 12 county Bay region and in the East Bay sub-region for a new program at Chabot College.

|  |
| --- |
| * **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% |
|  |
| * **Executive Secretaries and Executive Administrative Assistants (SOC 43-6011):** Providehigh-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 Administrative Assistant Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2019 Jobs | 2024 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 | 12,941 | 13,434 | 492 | 4% | 8,167 | 1,633 | $14.12 | $18.26 |
| Executive Secretaries and Executive Administrative Assistants | 22,918 | 21,658 | -1,260 | -5% | 12,627 | 2,525 | $30.37 | $37.52 |
| **TOTAL** | **35,860** | **35,092** | **-768** | **-2%** | **20,794** | **4,159** | **$24.51** | **$30.57** |

*Source: EMSI 2020.1*

**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 Administrative Assistant Occupations in East Bay Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2019 Jobs | 2024 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 | 3,944 | 4,021 | 76 | 2% | 2,397 | 479 | $12.94 | $16.80 |
| Executive Secretaries and Executive Administrative Assistants | 5,963 | 5,500 | -463 | -8% | 3,243 | 649 | $28.81 | $34.49 |
| **TOTAL** | **9,908** | **9,521** | **-387** | **-4%** | **5,640** | **1,128** | **$22.49** | **$27.45** |

*Source: EMSI 2020.1*

**East Bay Sub-Region** includes Alameda and Contra Costa Counties

### Job Postings in Bay Region and East Bay Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (May 2019 - April 2020)**

| Occupation | Bay Region | East Bay |
| --- | --- | --- |
| Executive Secretaries and Executive Administrative Assistants | 7,635 | 1,371 |
| Office and Administrative Support Workers, All Other | 1,028 | 236 |
| **TOTAL** | **8,663** | **1,607** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Administrative Assistant Occupations for latest 12 months (May 2019 - April 2020) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Executive Assistant | 6,043 | Executive Secretary | 31 |
| Executive Administrative Assistant | 404 | Office Administrator | 22 |
| Assistant Office Manager | 163 | Director, Front Office | 22 |
| Assistant to the Director | 103 | Volunteer/Coordinator | 21 |
| Executive Administrator | 98 | Ea | 19 |
| Assistant to the Vice President | 73 | Mover, Commercial, Office | 18 |
| Volunteer Coordinator | 72 | Office Furniture Installer | 17 |
| Executive Coordinator | 58 | Office Agent | 17 |
| Personal Assistant | 52 | Chief Financial Officer | 15 |
| Executive Administrative | 51 | Chief Executive Officer | 15 |
| Assistant to the President | 45 | Back Office Executive | 14 |
| Office Specialist | 43 | Executive Business Administrator | 13 |
| Assistant to the Manager | 43 | Office Installer | 12 |
| Healthcare Home Office | 40 | Management Support Specialist | 12 |

**Table 4b. Top Job Titles for Administrative Assistant Occupations for latest 12 months (May 2019 - April 2020)**

**East Bay Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | East Bay | Common Title | East Bay |
| Executive Assistant | 1,052 | Healthcare Home Office | 9 |
| Executive Administrative Assistant | 80 | Executive Coordinator | 9 |
| Assistant Office Manager | 30 | Volunteer/Coordinator | 8 |
| Assistant to the Director | 30 | Assistant to the Manager | 8 |
| Executive Administrator | 24 | Service Positions - Level - Office | 7 |
| Assistant to the President | 15 | Mover, Commercial, Office | 7 |
| Assistant to the Vice President | 14 | Office Administrator | 6 |
| Office Specialist | 13 | Chief Executive Officer | 6 |
| Office Furniture Installer | 12 | Office Personnel | 5 |
| Executive Administrative | 11 | Office Installer | 5 |
| Volunteer Coordinator | 10 | Management Support Specialist | 5 |
| Terminal Clerk II | 10 | Chief Financial Officer | 5 |
| Executive Secretary | 10 | Senior Office Specialist | 4 |
| Back Office Executive | 10 | Personal Assistant | 4 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Administrative Assistant Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2019) | Jobs in Industry (2022) | % Change (2019-24) | % Occupation Group in Industry (2019) |
| Local Government, Excluding Education and Hospitals (903999) | 3,363 | 3,294 | -2% | 9% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 2,883 | 2,822 | -2% | 8% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 1,840 | 1,767 | -4% | 5% |
| Colleges, Universities, and Professional Schools (611310) | 1,535 | 1,592 | 4% | 4% |
| State Government, Excluding Education and Hospitals (902999) | 1,083 | 1,041 | -4% | 3% |
| Colleges, Universities, and Professional Schools (Local Government) (903612) | 974 | 832 | -15% | 3% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 924 | 1,060 | 15% | 3% |
| Temporary Help Services (561320) | 764 | 746 | -2% | 2% |
| Elementary and Secondary Schools (Local Government) (903611) | 753 | 725 | -4% | 2% |
| Research and Development in the Physical, Engineering, and Life Sciences (except Nanotechnology and Biotechnology) (541715) | 732 | 687 | -6% | 2% |
| Offices of Lawyers (541110) | 724 | 702 | -3% | 2% |
| Custom Computer Programming Services (541511) | 709 | 762 | 7% | 2% |
| General Medical and Surgical Hospitals (622110) | 671 | 589 | -12% | 2% |
| Research and Development in Biotechnology (except Nanobiotechnology) (541714) | 447 | 511 | 14% | 1% |
| Software Publishers (511210) | 441 | 486 | 10% | 1% |
| Computer Systems Design Services (541512) | 402 | 412 | 2% | 1% |
| Religious Organizations (813110) | 388 | 354 | -9% | 1% |
| Electronic Computer Manufacturing (334111) | 374 | 358 | -4% | 1% |
| Federal Government, Civilian, Excluding Postal Service (901199) | 355 | 341 | -4% | 1% |

*Source: EMSI 2020.1*

**Table 6. Top Employers Posting Administrative Assistant Occupations in Bay Region and East Bay Sub-Region (May 2019 - April 2020)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | East Bay |
| Facebook | 69 | Wells Fargo | 20 | UC Berkeley | 37 |
| University California | 46 | Health Options 16 | 20 | Kaiser Permanente | 20 |
| Truex Metier | 44 | Blue Cross Blue Shield of CA | 19 | UC San Diego | 16 |
| Stanford University | 44 | Palo Alto Networks | 18 | Facebook | 12 |
| JP Morgan Chase Co | 43 | Dignity Health | 18 | Pleasanton Unified School District | 11 |
| UC Berkeley | 39 | Comcast | 18 | Patelco Credit Union | 10 |
| Visa | 34 | Vmware Incorporated | 17 | City Oakland | 10 |
| Burke Company | 31 | The Mom Project | 17 | Lawrence Livermore National Lab | 9 |
| Nelson | 30 | Intuit | 17 | University California | 8 |
| Apple Inc. | 29 | Insight Technology Solutions | 17 | Abacus Technology Corp | 8 |
| Amazon | 28 | UC San Diego | 16 | Anthem Blue Cross | 7 |
| Anthem Blue Cross | 26 | County Santa Clara | 16 | Workday, Inc | 6 |
| Kaiser Permanente | 24 | Corovan | 15 | Whole Foods Market, Inc. | 6 |
| Salesforce | 23 | AmeriPlan | 15 | Vituity | 6 |
| Marriott International Inc | 23 | Whole Foods Market, Inc. | 14 | Samuel Merritt University | 6 |
| Cisco Systems Inc | 23 | Paypal | 14 | Ncs Moving Services | 6 |
| Hewlett-Packard | 21 | Patelco Credit Union | 14 | Corovan | 6 |

*Source: Burning Glass*

# Educational Supply

There are six (6) community colleges in the Bay Region issuing 39 awards on average annually (last 3 years ending 2018-19) on TOP 0701.00 - Information Technology, General. There are three (3) community colleges in the East Bay Sub-Region issuing 13 awards on average annually (last 3 years) on this TOP code.

There are three (3) Other Educational Institutions in the Bay Region issuing 60 Bachelor’s Degrees on average annually (last 3 years ending 2016-17) on TOP 0701.00 - Information Technology, General. There is one Other Educational Institution in the East Bay Sub-Region issuing three Bachelor’s Degrees on average annually (last 3 years ending 2016-17) on TOP 0701.00 - Information Technology, General.

**Table 7a. Community College Awards on TOP 0701.00 - Information Technology, General in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **College** | **Sub-Region** | **Associates** | **Certificate Low Unit** | **Total** |
| Diablo Valley | East Bay | 1 | 1 | 2 |
| Los Medanos | East Bay |  | 8 | 8 |
| Monterey | Santa Cruz-Monterey | 4 |  | 4 |
| Ohlone | East Bay | 1 | 2 | 3 |
| San Francisco | Mid-Peninsula |  | 12 | 12 |
| Santa Rosa | North Bay |  | 10 | 10 |
| **Total Bay Region** | | **6** | **33** | **39** |
| **Total East Bay Sub-Region** | | **2** | **11** | **13** |

# Source: Data Mart

Note: The annual average for awards is 2016-17 to 2018-19.

**Table 7b. Other Educational Institutions, Bachelor’s Degree Awards on TOP 0701.00 - Information Technology, General in Bay Region**

|  |  |  |
| --- | --- | --- |
| **College** | **Sub-Region** | **Bachelor’s Degree** |
| California State University-Monterey Bay | Santa Cruz & Monterey | 47 |
| Mills College | East Bay | 3 |
| Notre Dame de Namur University | Mid-Peninsula | 10 |
| **Total Bay Region** | | **60** |
| **Total East Bay Sub-Region** | | **3** |

# Source: Data Mart

Note: The annual average for awards is 2014-15 to 2016-17.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 4,159 annual openings for the Administrative Assistant occupational cluster and 99 annual (3-year average) awards for an annual undersupply of 4,060 students. In the East Bay Sub-Region, there is also a gap with 1,128 annual openings and 16 annual (3-year average) awards for an annual undersupply of 1,112 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0701.00 - Information Technology, General**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | Chabot College (All CTE Programs) | State (0701.00) | Bay (0701.00) | East Bay (0701.00) | Chabot College (0701.00) |
| % Employed Four Quarters After Exit | 74% | 74% | 65% | 71% | 70% | 66% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $9,425 | $8,031 | $9,231 | $9,472 | $8,961 |
| Median % Change in Earnings | 46% | 71% | 50% | 61% | 62% | 61% |
| % of Students Earning a Living Wage | 63% | 60% | 53% | 57% | 63% | 62% |

*Source: Launchboard Pipeline (version available on 5/1/20)*

# Skills, Certifications and Education

**Table 9. Top Skills for Administrative Assistant Occupations in Bay Region (May 2019 - April 2020)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Administrative Support | 7,199 | General Office Duties | 520 | Data Entry | 317 |
| Scheduling | 3,805 | Onboarding | 498 | Salesforce | 300 |
| Expense Reports | 2,883 | Customer Contact | 488 | Accounting | 291 |
| Travel Arrangements | 2,837 | Note Taking | 467 | Memoranda Preparation | 273 |
| Project Management | 1,960 | Mailing | 457 | Expense Report Processing | 255 |
| Administrative Functions | 1,323 | Secretarial Skills | 415 | Microsoft Sharepoint | 251 |
| Budgeting | 1,298 | Record Keeping | 412 | Purchase Requisitions Processing | 245 |
| Spreadsheets | 1,024 | Concur Travel and Expense | 380 | Google Docs | 233 |
| Customer Service | 996 | Copying | 366 | Adobe Acrobat | 218 |
| Staff Management | 934 | Invoice Processing | 363 | Purchasing | 194 |
| Event Planning | 902 | Proofreading | 354 | Customer Billing | 192 |
| Appointment Setting | 892 | Gatekeeper | 351 | Business Development | 191 |
| Office Management | 757 | Social Media | 339 | Procurement | 188 |
| Prepare Presentations | 745 | Office Supply Ordering | 338 | Conflict Management | 186 |
| Calendar Management | 720 | Filing | 320 | Taking Messages | 182 |

*Source: Burning Glass*

**Table 10. Certifications for Administrative Assistant Occupations in Bay Region (May 2019 - April 2020)**

Note: 93% 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 | 365 | Investment Advisor | 8 |
| First Aid Cpr Aed | 28 | Certified Outpatient Coding (COC) | 7 |
| Security Clearance | 19 | Paralegal Certification | 6 |
| Series 24 | 17 | Leadership In Energy And Environmental Design (LEED) Certified | 6 |
| Cdl Class C | 16 | 45 Words Per Minute | 6 |
| Project Management Certification | 15 | Property and Casualty License | 5 |
| Certified Administrative Professional | 14 | Certified Medical Assistant | 5 |
| Typing Certification | 13 | Office Services Certificate | 4 |
| Real Estate Certification | 13 | Food Handler Certification | 4 |
| Notary License | 10 | Business License | 4 |
| Certified Employee Assistance Professional | 10 | Vocational Rehabilitation License | 3 |
| Mbe Certified | 8 | Series 7 | 3 |

*Source: Burning Glass*

**Table 11. Education Requirements for Administrative Assistant Occupations in Bay Region**

Note: 44% 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 | 1,151 | 24% |
| Associate Degree | 377 | 8% |
| Bachelor’s Degree or Higher | 3,208 | 68% |

*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:

* Doreen O’Donovan, Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), [doreen@baccc.net](mailto:doreen@baccc.net) or (831) 479-6481
* John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, [jcarrese@ccsf.edu](mailto:jcarrese@ccsf.edu) or (415) 267-6544