

February 2021

# Labor Market Analysis

## The Office Professional



Prepared by the Central Valley/Mother Lode Center of Excellence

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**COVID-19 Statement:** This report includes employment projection data by Emsi. Emsi’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy during the projection period will be at approximately full employment or potential output. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, they may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Other measures such as unemployment rates and monthly industry employment estimates will reflect the most recent information on employment and jobs in the state and, in combination with input from local employers, may help validate current and future employment needs as depicted here.

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# Summary

Please note the COVID-19 statement on page 2 when considering this report's findings.

This study conducted by the Central Valley/Mother Lode Center of Excellence examines labor market demand, wages, skills, and postsecondary supply for office professionals. Five occupations related to office professionals were identified for Fresno City College:

- 43-9061, Office Clerks, General
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-1011, First-Line Supervisors of Office and Administrative Support Workers
- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 11-3011, Administrative Services and Facilities Managers.

## Key findings:

- **Occupational demand** — Nearly 44,300 workers were employed in jobs related to office professionals in 2019 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is office clerks (general) with 19,611 workers in 2019, a projected growth rate of 0% over the next five years, and 2,186 annual openings.
- **Wages** — Administrative services and facilities managers earn the highest entry-level wage, \$34.28/hour in the subregion and \$34.22/hour in the region.
- **Employers** — Employers with the most job postings in the subregion are Anthem Blue Cross, Fresno Unified School District, and Visalia Unified School District.
- **Occupational titles** — The most common occupational title in job postings in the subregion is secretaries and administrative assistants, except legal, medical, and executive. The most common job title is administrative assistant.
- **Skills and certifications** — The top baseline skill is communication, the top specialized skill is administrative support, and the top software skill is Microsoft Office. The most in-demand certification is a driver's license.
- **Education** — A high school diploma or equivalent is the typical entry-level education and training required for four of the five occupations. A bachelor's degree is the typical entry-level education for the remaining occupation, administrative services and facilities managers.
- **Supply** — Analysis of postsecondary completions in the region shows that on average 673 awards were conferred in the Central Valley/Mother Lode region each year.

Based on a comparison of occupational demand and supply, there is an undersupply of 4,090 trained workers in the subregion and 6,745 workers in the region. The Center of Excellence recommends that Fresno City College work with the Business and Entrepreneurship Regional Director, the college's advisory board, and local industry in the expansion of programs to address the shortage of office professionals in the region.

# Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Fresno City College to provide labor market information for office professionals. The geographical focus for this report is the South Central Valley/Southern Mother Lode (SCV/SML) subregion, but regional demand and supply data has been included for broader applicability and use.

The average living wage for a single adult in the South Central Valley/Southern Mother Lode (SCV/SML) subregion is \$10.30/hour.<sup>1</sup>

Analysis of the program and occupational data related to office professionals resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 43-9061, Office Clerks, General
- 43-6014, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
- 43-1011, First-Line Supervisors of Office and Administrative Support Workers
- 43-6011, Executive Secretaries and Executive Administrative Assistants
- 11-3011, Administrative Services and Facilities Managers

The occupational titles, job descriptions, sample job titles, and knowledge and skills from the Bureau of Labor Statistics and O\*NET OnLine are shown below.

## **Office Clerks, General**

**Job Description:** 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, office machine operation, and filing.  
**Knowledge:** Clerical, English Language, Customer and Personal Service, Administration and Management  
**Skills:** Active Listening, Reading Comprehension, Speaking, Writing, Coordination

## **Secretaries and Administrative Assistants, Except Legal, Medical, and Executive**

**Job Description:** Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.  
**Knowledge:** Clerical, English Language, Computers and Electronics, Customer and Personal Service, Administration and Management  
**Skills:** Active Listening, Speaking, Reading Comprehension, Writing, Service Orientation

## **First-Line Supervisors of Office and Administrative Support Workers**

**Job Description:** Directly supervise and coordinate the activities of clerical and administrative support workers.

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<sup>1</sup> The term "living wage" in Center of Excellence reports is calculated by averaging the self-sufficiency wages from the Insight Center's California Family Needs Calculator for each county in the subregion: <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>.

**Knowledge:** Administration and Management, Customer and Personal Service, Clerical, English Language, Computers and Electronics

**Skills:** Active Listening, Coordination, Monitoring, Reading Comprehension, Social Perceptiveness

**Executive Secretaries and Executive Administrative Assistants**

**Job Description:** Provide high-level administrative support by conducting research, preparing statistical reports, and handling information requests, as well as performing routine administrative functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

**Knowledge:** Clerical, English Language, Customer and Personal Service, Computers and Electronics, Administration and Management

**Skills:** Active Listening, Reading Comprehension, Speaking, Service Orientation, Writing

**Administrative Services and Facilities Managers**

**Job Description:** Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.

**Knowledge:** Customer and Personal Service, Administration and Management, English Language, Clerical, Computers and Electronics

**Skills:** Active Listening, Reading Comprehension, Time Management, Speaking, Coordination

## Occupational Demand

The South Central Valley/Southern Mother Lode subregion employed 44,254 workers in office professional occupations in 2019 (Exhibit 1). The largest occupation is office clerks (general) with 19,611 workers in 2019. This occupation is projected to grow by 0% over the next five years and has the greatest number of projected annual openings, 2,186.

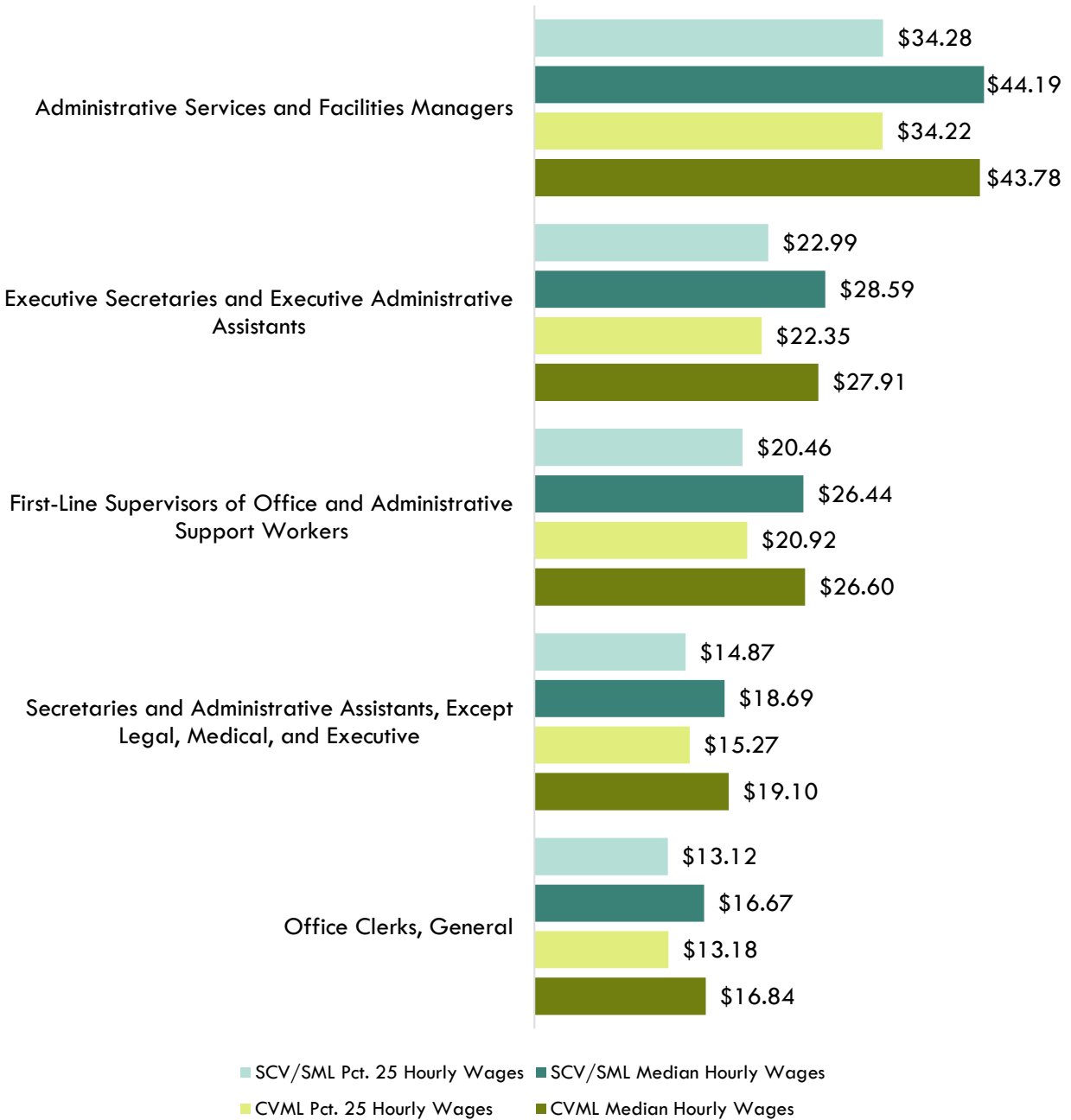
**Exhibit 1. Office professionals employment and occupational projections in the SCV/SML subregion**

Occupation	2019 Jobs	2024 Jobs	5-Year Change	5-Year % Change	Annual Openings
Office Clerks, General	19,611	19,601	(10)	(0%)	2,186
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	12,960	12,662	(299)	(2%)	1,309
First-Line Supervisors of Office and Administrative Support Workers	7,975	8,031	56	1%	775
Executive Secretaries and Executive Administrative Assistants	2,057	1,910	(146)	(7%)	202
Administrative Services and Facilities Managers	1,651	1,747	96	6%	145
<b>TOTAL</b>	<b>44,254</b>	<b>43,951</b>	<b>(303)</b>	<b>(1%)</b>	<b>4,617</b>

# Wages

Exhibit 2 compares the entry-level and experienced wages of office professionals. Administrative services and facilities managers earn the highest entry-level wage, \$34.28/hour in the subregion and \$34.22/hour in the region.

**Exhibit 2. Entry-level and experienced wage comparison in the SCV/SML subregion and region**



# Job Postings

There were 2,672 job postings for the five occupations in the SCV/SML subregion from August 2020 to January 2021.<sup>2</sup> The employers with the most job postings are listed in Exhibit 3.

## Exhibit 3. Top employers of office professionals by number of job postings

Employer	Job Postings	% Job Postings
Anthem Blue Cross	42	2%
Fresno Unified School District	23	1%
Visalia Unified School District	23	1%
The Home Depot Incorporated	22	1%
State of California	19	1%
Proteus Incorporated	18	1%
Community Medical Centers Incorporated	14	1%
Les Schwab Tire Centers	14	1%
Ulta Beauty Inc.	13	1%
Mammoth Mountain Ski Area	12	1%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across five O\*NET OnLine occupations. The occupational title secretaries and administrative assistants, except legal, medical, and executive is listed in 1,177 job postings. Note how this occupational title dominates the job posting results. Common job titles in postings include administrative assistant in 387 job postings, office assistant in 164 job postings, and executive assistant in 70 job postings.

## Exhibit 4. Top occupational titles in job postings for office professionals

Occupational Title	Job Postings	% of Job Postings
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,177	44%
Office Clerks, General	736	28%
First-Line Supervisors of Office and Administrative Support Workers	431	16%
Executive Secretaries and Executive Administrative Assistants	169	6%
Administrative Services Managers	159	6%

## Salaries

Exhibit 5 shows the “Market Salaries” for office professionals that are calculated by Burning Glass which uses a machine learning model built off of millions of job postings every year, and accounts for adjustments based on locations, industry, skills, experience, education requirements, among other variables.

<sup>2</sup> Other than occupation titles and job titles, the categories below can be counted one or multiple times per job posting, and across several areas in a single posting. For example, a skill can be counted in two different skill types, and an employer can indicate more than one education level.

### Exhibit 5. Salaries for office professionals

Market Salary Percentile	Salary Amount
10th Percentile	\$25,644
25th Percentile	\$27,820
50th Percentile	\$31,291
75th Percentile	\$38,863
90th Percentile	\$54,318

### Education

Of the 2,672 job postings, 1,494 listed an education level preferred for the positions being filled. Among those, 73% requested high school or vocational training, 26% requested a bachelor's degree, and 14% requested an associate degree (Exhibit 6). A job posting can indicate more than one education level. Hence, the percentages shown in the chart below total more than 100%.

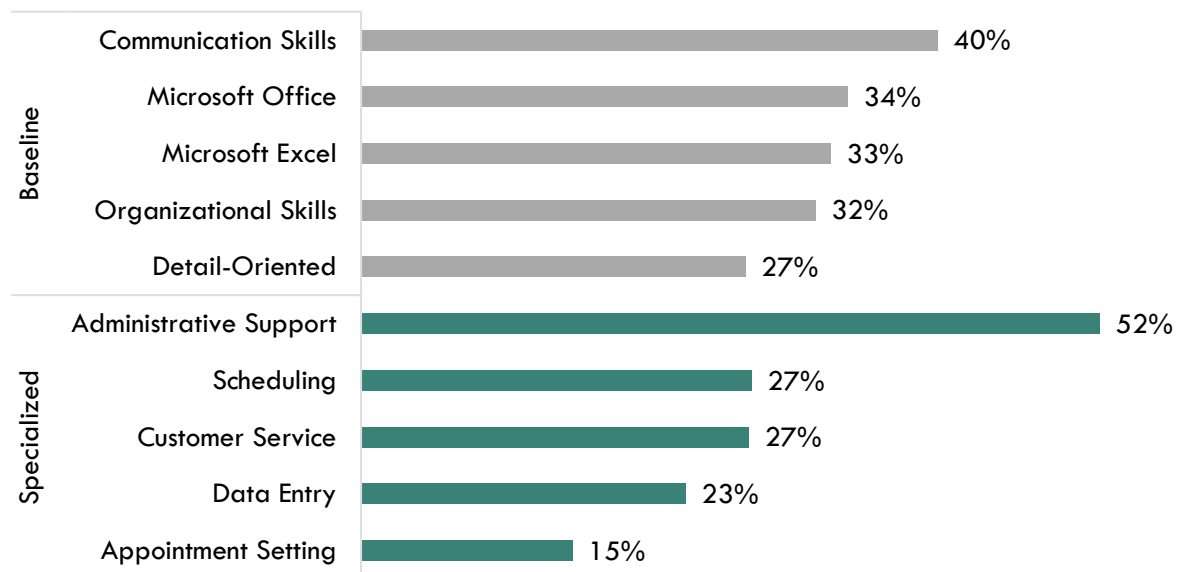
### Exhibit 6. Education levels requested in job postings for office professionals

Education level	Job Postings	% of Job Postings
High school or vocational training	1,094	73%
Bachelor's degree	386	26%
Associate degree	204	14%
Master's degree	69	5%
Doctoral degree	15	1%

### Baseline and Specialized Skills

Exhibit 7 depicts the top baseline and specialized skills for the targeted occupations. The three most important baseline skills are communication, 40% of job postings, Microsoft Office, 34%, and Microsoft Excel, 33%. The top three specialized skills are administrative assistant, 52% of job postings, scheduling, 27%, and customer service, 27%.

### Exhibit 7. In-demand baseline and specialized skills for office professionals

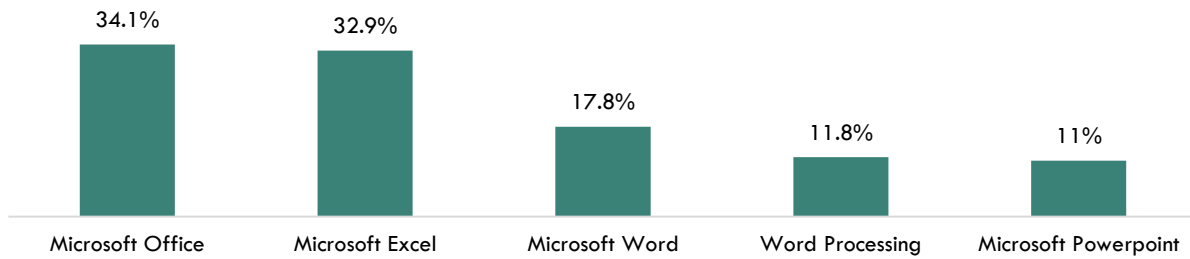




## Software Skills

Analysis also included the software skills most in demand by employers. Microsoft Office and Excel were the top two software skills identified in job postings (Exhibit 8).

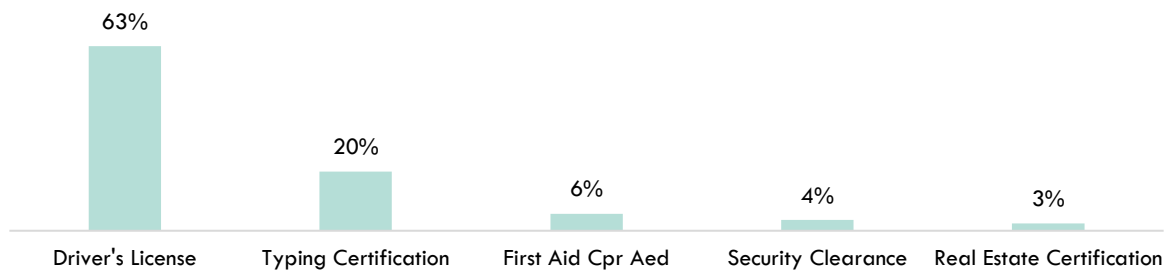
**Exhibit 8. In-demand software skills for office professionals**



## Certifications

Of the 2,672 job postings, 600 contained certification data. Among those, 63% indicated a need for a driver's license. The next top certifications are typing certification and First Aid/CPR/AED (Exhibit 9). (Due to the low number of job postings with certifications listed, the chart below may not be representative of the full sample.)

**Exhibit 9. Top certifications requested in job postings for office professionals**



# Education, Work Experience & Training

A high school diploma or equivalent is the typical entry-level education and training required for four of the five occupations. A bachelor's degree is the typical entry-level education for administrative services and facilities managers (Exhibit 10).

**Exhibit 10. Education, work experience, training, and Current Population Survey results for office professionals<sup>3</sup>**

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Office Clerks, General	High school diploma or equivalent	None	Short-term	45.0%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	None	Short-term	46.7%

<sup>3</sup> "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	Less than 5 years	None	39.1%
Executive Secretaries and Executive Administrative Assistants	High school diploma or equivalent	Less than 5 years	None	46.7%
Administrative Services and Facilities Managers	Bachelor's degree	Less than 5 years	None	37.3%

## Supply

Analysis of program data from the California Community Colleges Chancellor's Office Data Mart included the TOP code and title: 051400-Office Technology/Computer Applications. Analysis of the last three years of data shows that, on average, 673 awards were conferred in the Central Valley/Mother Lode region each year (Exhibit 11).

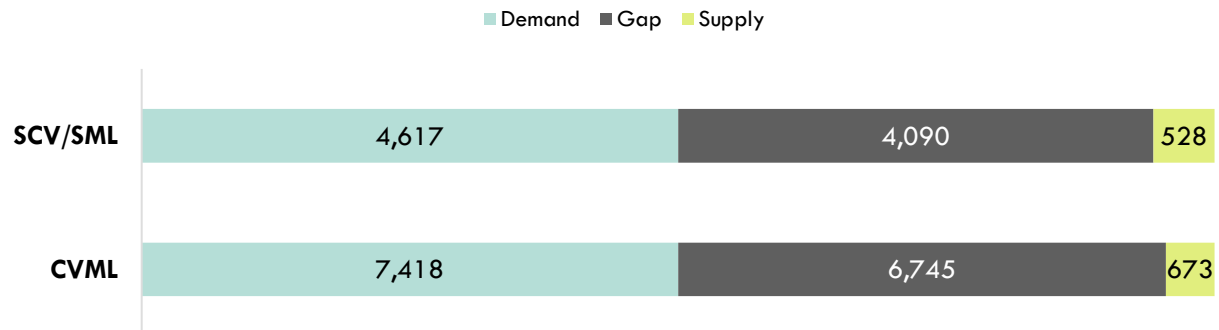
**Exhibit 11. Postsecondary supply for office professionals in the region**

Colleges	Associate Degree	Award <1 Academic Year	Award 1<2 Academic Years	Cert. 12<18 Semester Units	Cert. 18<30 Semester Units	Cert. 30<60 Semester Units	Cert. 6<18 Semester Units	Non Credit Award 48<96 Hours	Sub-total
Bakersfield	10					8	11		29
Cerro Coso	4				14	11			30
Columbia	0						1		1
Fresno City	12				27	2		14	55
Merced	18					24	8		50
Modesto	7			3	2	2			13
Reedley College	9			21	37				68
San Joaquin Delta					10	5			15
Sequoias	2				1				3
Taft	5					0	0		5
West Hills Coalinga	2				3				5
West Hills Lemoore	0								0
MTI Business College Inc			2						2
Computer Tutor Business and Technical Institute		11							11
MTI Business College Inc			15						15

Colleges	Associate Degree	Award <1 Academic Year	Award 1<2 Academic Years	Cert. 12<18 Semester Units	Cert. 18<30 Semester Units	Cert. 30<60 Semester Units	Cert. 6<18 Semester Units	Non Credit Award 48<96 Hours	Sub-total
San Joaquin Valley College-Visalia	152		67						220
UEI College-Bakersfield			52						52
UEI College-Fresno			58						58
United Education Institute-UEI College Stockton			40						40
<b>TOTAL</b>	<b>221</b>	<b>11</b>	<b>235</b>	<b>24</b>	<b>95</b>	<b>53</b>	<b>20</b>	<b>14</b>	<b>673</b>

There is an undersupply of 4,090 office professionals workers in the SCV/SML subregion and 6,745 workers in the region (Exhibit 12).

**Exhibit 12. Office professionals workforce annual demand and supply in the SCV/SML subregion and region**



## Student Outcomes

Exhibit 13 summarizes employment and wage outcomes from the California Community College Chancellor's Cal-PASS Plus LaunchBoard for the TOP code related to office professionals. There were 184 office technology/computer applications students who received a degree, certificate, or attained apprenticeship journey status, and 105 who transferred; 100% of students obtained a job closely related to their field of study, 69% reported a median change in earnings, and 22% attained a living wage.

**Exhibit 13. Regional metrics for the TOP code related to accounting**

Metric	051400-Office Technology/ Computer Applications
Students Who Got a Degree or Certificate or Attained Apprenticeship Journey Status	184
Number of Students Who Transferred	105
Job Closely Related to Field of Study	100%
Median Change in Earnings	69%
Attained a Living Wage	22%
* denotes data not available.	

## Conclusion

The entry-level wages of the five occupations exceed the SCV/SML subregion's average living wage. There were 2,672 job postings in the past six months for occupations related to office professionals in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is communication, and the top specialized skill is administrative assistant.
- The top software skill is Microsoft Office.
- The top certification is a driver's license.

There is an undersupply of trained workers, a shortage of 4,090 in the SCV/SML subregion and 6,745 in the region.

## Recommendation

Based on these findings, it is recommended that Fresno City College work with the Business and Entrepreneurship Regional Director, the college's advisory board, and local industry in the expansion of programs to address the shortage of office professionals in the region.

# Appendix A: Methodology & Data Sources

## Data Sources

Labor market and educational supply data compiled in this report derive from a variety of sources. Data were drawn from external sources, including the Economic Modeling Specialists, Inc., the California Community Colleges Chancellor’s Office Management Information Systems Data Mart and the National Center for Educational Statistics (NCES) Integrated Postsecondary Education Data System (IPEDS). Below is the summary of the data sources found in this study.

Data Type	Source
Labor Market Information/Population Estimates and Projections/Educational Attainment	Economic Modeling Specialists, Intl. (EMSI). EMSI occupational employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level EMSI earnings by industry: <a href="http://economicmodeling.com">economicmodeling.com</a> .
Typical Education Level and On-the-job Training	Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education and typical on-the-job training to each occupation for which BLS publishes projections data: <a href="https://www.bls.gov/emp/tables/educational-attainment.htm">https://www.bls.gov/emp/tables/educational-attainment.htm</a> .
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: <a href="http://labormarketinfo.edd.ca.gov">labormarketinfo.edd.ca.gov</a> .
Job Posting and Skills Data	Burning Glass: <a href="http://burning-glass.com/">burning-glass.com/</a> .
Additional Education Requirements/ Employer Preferences	The O*NET Job Zone database includes over 900 occupations as well as information on skills, abilities, knowledge, work activities and interests associated with specific occupations: <a href="http://onetonline.org">onetonline.org</a> .

## Key Terms and Concepts

**Annual Job Openings:** Annual openings are calculated by dividing the number of years in the projection period by total job openings.

**Education Attainment Level:** The highest education attainment level of workers age 25 years or older.

**Employment Estimate:** The total number of workers currently employed.

**Employment Projections:** Projections of employment are calculated by a proprietary Economic Modeling Specialists, Intl. (EMSI) formula that includes historical employment and economic indicators along with national, state and local trends.

**Living Wage:** The cost of living in a specific community or region for one adult and no children. The cost increases with the addition of children.

**Occupation:** An occupation is a grouping of job titles that have a similar set of activities or tasks that employees perform.

**Percent Change:** Rate of growth or decline in the occupation for the projected period; this does not factor in replacement openings.

**Replacements:** Estimate of job openings resulting from workers retiring or otherwise permanently leaving an occupation. Workers entering an occupation often need training. These replacement needs, added to job openings due to growth, may be used to assess the minimum number of workers who will need to be trained for an occupation.

**Total Job Openings (New + Replacements):** Sum of projected growth (new jobs) and replacement needs. When an occupation is expected to lose jobs, or retain the current employment level, number of openings will equal replacements.

**Typical Education Requirement:** represents the typical education level most workers need to enter an occupation.

**Typical On-The-Job Training:** indicates the typical on-the-job training needed to attain competency in the skills needed in the occupation.