

# **Business Information Worker Occupations in San Diego & Imperial counties**

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San Diego & Imperial counties Region

## Introduction

This report profiles Business Information Worker (BIW) occupations in San Diego and Imperial counties. The following occupations were determined to capture BIW job titles:

- **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:* 41%
- **Court, Municipal, and License Clerks (SOC 43-4031):** Perform clerical duties for courts of law, municipalities, or governmental licensing agencies and bureaus. May prepare docket of cases to be called; secure information for judges and court; prepare draft agendas or bylaws for town or city council; answer official correspondence; keep fiscal records and accounts; issue licenses or permits; and record data, administer tests, or collect fees.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* One to 12 months  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 48%
- **Customer Service Representatives (SOC 43-4051):** Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 44%
- **File Clerks (SOC 43-4071):** File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 45%
- **Hotel, Motel, and Resort Desk Clerks (SOC 43-4081):** Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 45%

- **Order Clerks (SOC 43-4151):** Receive and process incoming orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Generally receives orders via mail, phone, fax, or other electronic means. Duties include informing customers of receipt, prices, shipping dates, and delays; preparing contracts; and handling complaints.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 40%
- **Receptionists and Information Clerks (SOC 43-4171):** 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.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 46%
- **Shipping, Receiving, and Traffic Clerks (SOC 43-5071):** Verify and maintain records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 33%
- **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.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 48%
- **Word Processors and Typists (SOC 43-9022):** Use word processor, computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 46%
- **Office Clerks, General (SOC 43-9061):** 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, stenography, office machine operation, and filing.  
*Entry-Level Educational Requirement:* High school diploma or equivalent  
*Training Requirement:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 46%

- 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:* Less than one month  
*Percentage of Community College Award Holders or Some Postsecondary Coursework:* 43%

## Occupational Demand

In 2016, there were 120,682 BIW related jobs in San Diego & Imperial counties that typically require a high school diploma or equivalent (Table 1). Looking forward to 2021, the labor market demand for BIW occupations in the region is projected to grow by 5% (growth of 6,580 jobs). There will be 19,454 open positions due to retirements or other replacement factors in the next five years.

**Table 1. Employment Outlook for BIW Occupations (San Diego & Imperial counties)**

Occupation	2016 Jobs	2021 Jobs	5-Yr Change	5-Yr % Change	5-year Openings	Annual Openings
Office Clerks, General	29,478	30,927	1,449	5%	4,701	940
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	23,032	24,154	1,122	5%	2,364	473
Customer Service Representatives	19,665	20,846	1,181	6%	3,670	734
First-Line Supervisors of Office and Administrative Support Workers	14,673	15,679	1,006	7%	2,151	430
Receptionists and Information Clerks	8,729	9,941	1,212	14%	2,474	495
Office and Administrative Support Workers, All Other	8,244	8,531	287	3%	1,412	282
Shipping, Receiving, and Traffic Clerks	8,030	7,963	67	1%	874	175
Hotel, Motel, and Resort Desk Clerks	2,924	3,256	332	11%	1,127	225
Order Clerks	2,405	2,426	21	1%	356	71
File Clerks	1,998	2,027	29	1%	242	48
Word Processors and Typists	962	922	40	4%	16	3
Court, Municipal, and License Clerks	542	590	48	9%	67	13
<b>Total</b>	<b>120,682</b>	<b>127,262</b>	<b>6,580</b>	<b>5%</b>	<b>19,454</b>	<b>3,891</b>

The median hourly wages for these occupations range from \$11.60 to \$25.89 in San Diego and Imperial counties. A more in-depth wage breakdown can be found in Table 2.

**Table 2. Wages for BIW Occupations (San Diego & Imperial counties)**

Occupation	10 <sup>th</sup> percentile	25 <sup>th</sup> percentile	Median Wage	75 <sup>th</sup> percentile	90 <sup>th</sup> percentile
First-Line Supervisors of Office and Administrative Support Workers	\$16.77	\$20.58	\$25.89	\$33.11	\$39.27
Court, Municipal, and License Clerks	\$16.62	\$18.47	\$21.86	\$22.74	\$24.45
Word Processors and Typists	\$13.67	\$15.97	\$18.29	\$21.02	\$22.94
Customer Service Representatives	\$11.76	\$14.22	\$17.85	\$22.42	\$27.25
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	\$11.49	\$14.48	\$18.29	\$23.05	\$28.01
Order Clerks	\$10.66	\$12.96	\$17.07	\$22.34	\$28.06
Shipping, Receiving, and Traffic Clerks	\$10.24	\$12.21	\$15.42	\$19.05	\$23.72
Receptionists and Information Clerks	\$10.13	\$12.31	\$14.68	\$17.29	\$18.95
File Clerks	\$9.95	\$11.11	\$13.62	\$16.72	\$20.29
Hotel, Motel, and Resort Desk Clerks	\$9.81	\$10.86	\$12.49	\$14.21	\$16.51
Office and Administrative Support Workers, All Other	\$9.72	\$9.88	\$11.60	\$15.72	\$20.83
Office Clerks, General	\$9.61	\$11.88	\$15.57	\$19.35	\$23.48

**Job Postings in San Diego & Imperial counties**

To identify job postings related to BIW occupations, the SOC codes listed in above were used. In 2016 there were 18,864 job postings related to BIW occupations, indicating high demand for this group of occupations. Table 3 shows the number of job postings associated with each SOC code.

**Table 3. Number of Job Postings by Occupation in 2016 (San Diego & Imperial counties)**

Occupation	Jos Postings
Customer Service Representatives	6,767
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,742
First-Line Supervisors of Office and Administrative Support Workers	1,916
Receptionists and Information Clerks	1,498
Office Clerks, General	1,393
Hotel, Motel, and Resort Desk Clerks	1,281
Shipping, Receiving, and Traffic Clerks	479
Office and Administrative Support Workers, All Other	362
File Clerks	192
Word Processors and Typists	101
Order Clerks	94
Court, Municipal, and License Clerks	39

The most common job title in the employer job postings was administrative assistant (2,686 job postings). See Table 4.

**Table 4. Top Job Titles (San Diego & Imperial counties)**

Common Title	2016 Job Postings
Administrative Assistant	2,686
Customer Service Representative	2,006
Receptionist	1,351
Office Assistant	399
Office Manager	384

## Industry Concentration

Table 5 below shows the distribution of BIW jobs among industries. The industry with the highest number of BIW jobs is College, Universities, and Professional Schools (State Government) (6,370 jobs in 2016).

**Table 5. Industries hiring BIW related occupations (San Diego & Imperial counties)**

Industry	Jobs in Industry (2016)	% in Industry (2016)
Colleges, Universities, and Professional Schools (State Government)	6,370	22%
Local Government, Excluding Education and Hospitals	5,499	10%
Offices of Physicians (except Mental Health Specialists)	4,757	16%
Hotels (except Casino Hotels) and Motels	3,766	13%

Top employers posting the most number of job advertisements for BIW occupations are Scripps Health, Bank of America, and University of California.

**Table 6. Top Employers Posting Jobs (San Diego & Imperial counties)**

Employer	2016 Job Postings
Scripps Health	327
Bank of America	182
University of California	179
Marriott International Incorporated	151
UC San Diego Health System	150

## Educational Supply

In San Diego and Imperial counties, both community colleges and other education institutions provide education and training for the BIW related careers.

Currently, there are programs in two different TOP codes training for the BIW related positions. Table 7 shows the annual average awards granted by community colleges and other education institutions. Of the two TOP programs, the office technology/office computer applications has the highest headcount number and student completions. Overall, there are over 1,200 awards conferred on annual basis by community

colleges and other education institutions. However, only about 120 of these awards are granted from community colleges.

**Table 7. Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions for BIW Occupations (2012-15 Average)**

TOP06	TOP06 Title	CC Headcount	Total Annual Average CC Awards (2013-16)	Total Annual Average Certificates or Other Credit Awards (2012-15)
051400	Office Technology/Office Computer Applications	8,523	116	1,089
051440	Office Management	-	7	-
<b>Total</b>		<b>8,523</b>	<b>123</b>	<b>1,089</b>

### Student Outcomes

Based on the information available in the CTE Launchboard, students taking courses in the two TOP codes in the San Diego and Imperial counties region are showing successful employment outcomes.

**051400 Office Technology/Office Computer Applications in San Diego & Imperial Region community colleges:**

- 41% of students were making a living wage after the coursework at a community college in the region
- The entry level wage of students who completed this program is \$20,166
- There is a 21% increase in earnings after completing this program

**091440 Office Management in San Diego & Imperial Region community colleges:**

\*Insufficient completion data for this program

### Skill

Table 8 provides the list the top skills that appeared to be frequently listed in the job advertisements for BIW occupations. Most frequently sought skills included customer service, administrative support, and Microsoft Excel.

**Table 8. Top Skills for BIW Occupations (San Diego & Imperial counties)**

<b>Skill</b>	<b>2016 Job Postings</b>
Customer Service	6,638
Administrative Support	4,787
Microsoft Excel	4,613
Microsoft Office	3,814
Scheduling	3,729

## Summary

- BIW has almost 20,000 job openings over the five year period (2016-2021)
- Only two out of 12 occupations in BIW group have a starting wage (10<sup>th</sup> percentile) more than \$13.69, which is the living wage for San Diego and Imperial counties.
- There are about 1,200 degrees or certificates awarded for BIW related programs from community colleges and other education institutions.
- BIW related jobs are in high demand based on the difference between job openings and annual awards received from community colleges and other education institutions; however, it is important to take into account that majority of BIW jobs only require a high school diploma or equivalent.

## Methodology

Occupations for this report were identified by use of BIW 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 CCCCCO 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

BIW Occupations in San Diego & Imperial counties, 2017