



Occupation Report

Office and Administrative Support Occupations

El Dorado County, California



Greater Sacramento Economic Council

Occupation Snapshot 3

Employment by Industry 4

Wages 5

Occupation Demographics 6

Education Profile 7

Postsecondary Programs Linked to Office and Administrative Support Occupations 8

RTI (Job Postings) 9

Top Skill and Certification Gaps 13

Occupation Gaps 14

Geographic Distribution 15

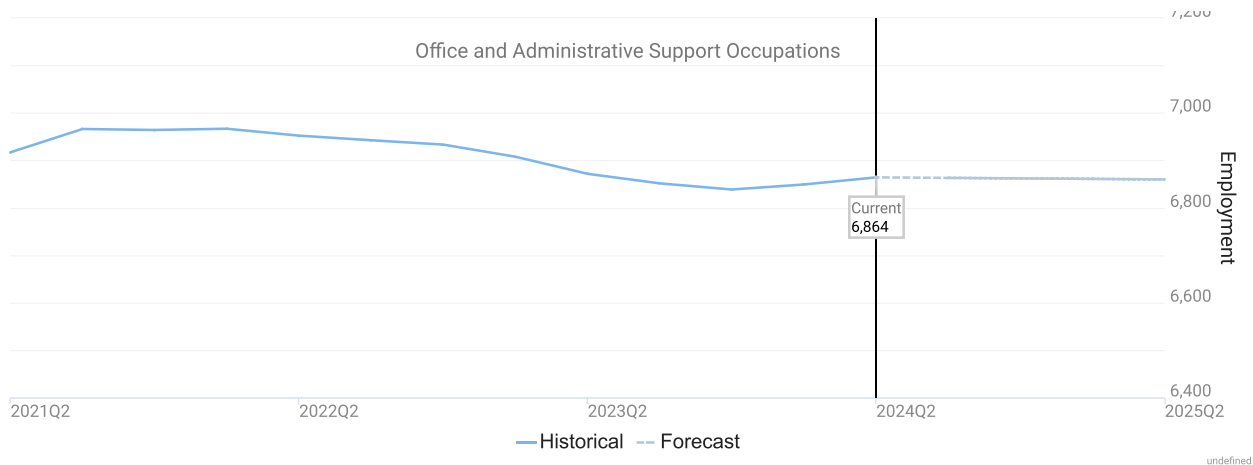
El Dorado County, California Regional Map 17

Data Notes 18

FAQ 19

Occupation Snapshot

| 6-Digit Occupation | Empl | Avg Mean Wages | LQ | 3-Year Empl Change | Annual Demand | Forecast Ann Growth |
|---|--------------|-----------------|-------------|--------------------|---------------|---------------------|
| Office Clerks, General | 1,070 | \$49,000 | 1.06 | 17 | 113 | -0.8% |
| Customer Service Representatives | 757 | \$50,100 | 0.67 | -9 | 91 | -0.8% |
| Bookkeeping, Accounting, and Auditing Clerks | 661 | \$55,600 | 1.02 | -8 | 67 | -0.8% |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 661 | \$52,500 | 0.87 | 21 | 69 | -0.3% |
| First-Line Supervisors of Office and Administrative Support Workers | 569 | \$80,100 | 0.94 | 12 | 48 | -0.7% |
| Receptionists and Information Clerks | 347 | \$46,400 | 0.84 | 12 | 45 | -0.2% |
| Medical Secretaries and Administrative Assistants | 315 | \$54,000 | 1.03 | 17 | 33 | 0.4% |
| Shipping, Receiving, and Inventory Clerks | 226 | \$46,600 | 0.68 | 15 | 18 | -1.2% |
| Hotel, Motel, and Resort Desk Clerks | 204 | \$38,600 | 1.94 | 65 | 33 | 0.4% |
| Executive Secretaries and Executive Administrative Assistants | 161 | \$79,500 | 0.82 | -60 | 16 | -0.2% |
| Remaining Component Occupations | 1,892 | \$55,000 | 1.05 | -132 | 165 | -0.8% |
| Office and Administrative Support Occupations | 6,864 | \$54,700 | 0.91 | -53 | 703 | -0.6% |





💡 “Annual Demand” is the projected need for new entrants into an occupation. New entrants are needed due to expected growth and to replace workers who left the occupation due to factors such as retirement or switching careers.

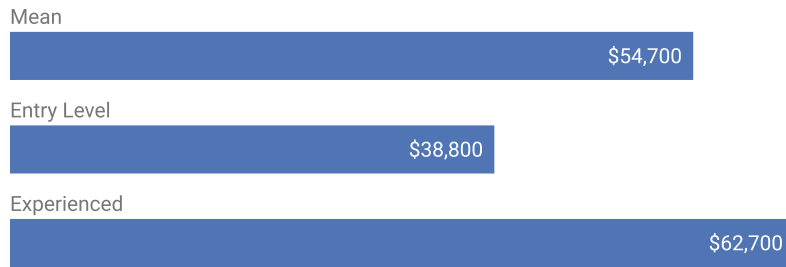
💡 “Forecast Ann Growth” is the expected change in jobs due to national, long-term trend projections (per the BLS) as well as local factors such as industry mix and population growth (as computed and modeled by Chmura).

Employment by Industry

| Industry Title | % of Occ Empl | Empl | 10-Year Separations | 10-Year Empl Growth | 10-Year Total Demand |
|--|------------------|-------|------------------------|---------------------------|----------------------------|
| Agencies, Brokerages, and Other Insurance Related Activities | 6.1% | 421 | 452 | -19 | 433 |
| Building Equipment Contractors | 4.2% | 290 | 306 | -29 | 278 |
| Elementary and Secondary Schools | 4.1% | 283 | 297 | -37 | 260 |
| Traveler Accommodation | 3.9% | 264 | 376 | 6 | 382 |
| Business Support Services | 3.8% | 263 | 296 | -25 | 271 |
| Offices of Physicians | 3.0% | 208 | 220 | -7 | 214 |
| Executive, Legislative, and Other General Government Support | 2.9% | 202 | 212 | -12 | 200 |
| Offices of Dentists | 2.7% | 186 | 199 | 0 | 199 |
| Justice, Public Order, and Safety Activities | 2.6% | 180 | 188 | -11 | 177 |
| Postal Service | 2.3% | 161 | 121 | -11 | 109 |
| Depository Credit Intermediation | 2.3% | 157 | 150 | -22 | 128 |
| General Medical and Surgical Hospitals | 2.3% | 156 | 161 | -10 | 150 |
| Administration of Environmental Quality Programs | 2.2% | 149 | 150 | -10 | 139 |
| Offices of Other Health Practitioners | 1.9% | 127 | 143 | 8 | 151 |
| Other Amusement and Recreation Industries | 1.8% | 124 | 147 | -3 | 143 |
| Grocery and Convenience Retailers | 1.7% | 119 | 127 | -18 | 109 |
| Gambling Industries | 1.7% | 117 | 117 | -23 | 93 |
| Office Administrative Services | 1.7% | 116 | 127 | -2 | 125 |
| Other Professional, Scientific, and Technical Services | 1.7% | 116 | 142 | 5 | 146 |
| Administration of Human Resource Programs | 1.6% | 111 | 117 | -7 | 110 |
| All Others | 45.4% | 3,114 | 3,356 | -188 | 3,169 |

-  The industry distribution indicates the industries in which workers in the occupation(s) are primarily found.
-  “10-Year Empl Growth” may show industries with positive as well as negative growth; this would indicate that the occupation(s) being examined are expected to expand within some industries while contracting in others.

Wages

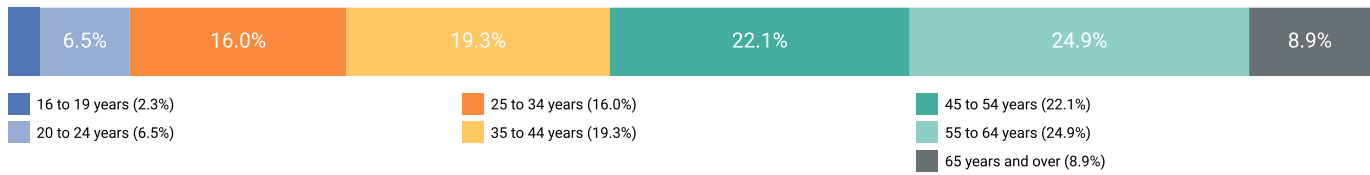


| Occupation | Mean | Median | Entry Level | Experienced |
|---|----------|----------|-------------|-------------|
| First-Line Supervisors of Office and Administrative Support Workers | \$80,100 | \$76,800 | \$54,000 | \$93,200 |
| Executive Secretaries and Executive Administrative Assistants | \$79,500 | \$76,900 | \$58,200 | \$90,100 |
| Meter Readers, Utilities | \$78,100 | \$85,300 | \$54,000 | \$90,200 |
| Public Safety Telecommunicators | \$75,700 | \$76,300 | \$59,300 | \$83,900 |
| Statistical Assistants | \$74,400 | \$75,200 | \$47,900 | \$87,600 |
| Communications Equipment Operators, All Other | \$72,900 | \$76,500 | \$52,900 | \$82,800 |
| Desktop Publishers | \$71,100 | \$72,500 | \$59,500 | \$77,000 |
| Proofreaders and Copy Markers | \$66,800 | \$67,100 | \$41,000 | \$79,700 |
| Legal Secretaries and Administrative Assistants | \$63,700 | \$61,600 | \$43,700 | \$73,700 |
| Production, Planning, and Expediting Clerks | \$62,800 | \$59,700 | \$44,200 | \$72,100 |

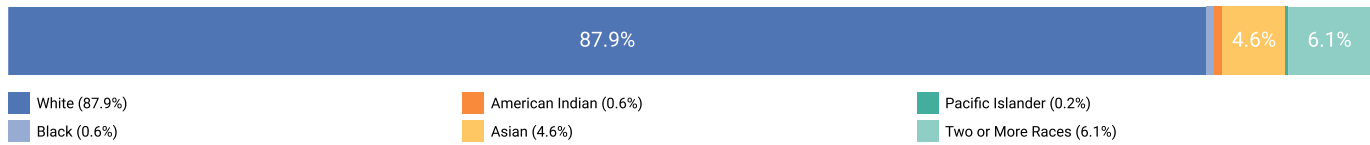
- 💡 Occupation wages here utilize BLS OEWS data, imputed and brought forward by Chmura.
- 💡 When this report is run for an occupation group, the table above displays up to the top ten detailed occupations which have the highest average wages within the occupation group.

Occupation Demographics

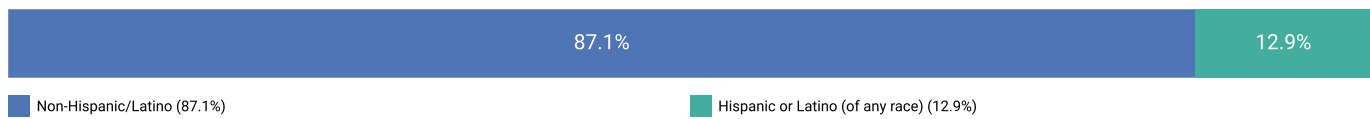
Age



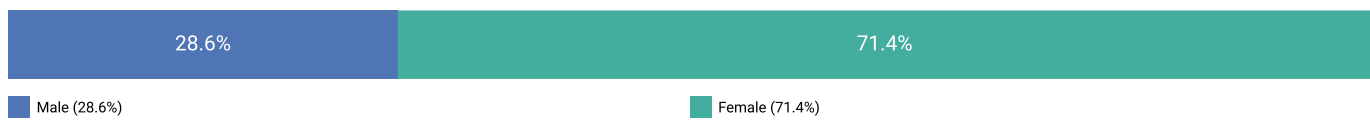
Race



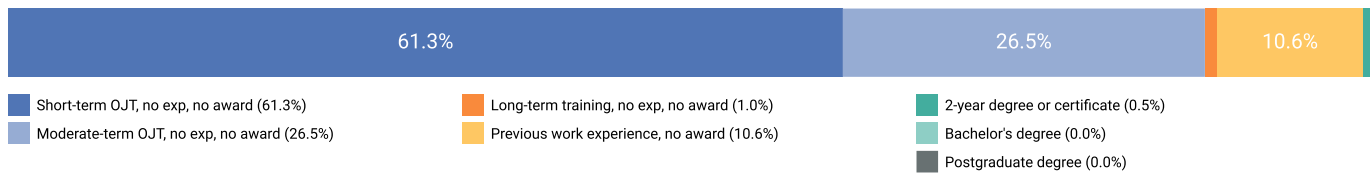
Ethnicity



Gender

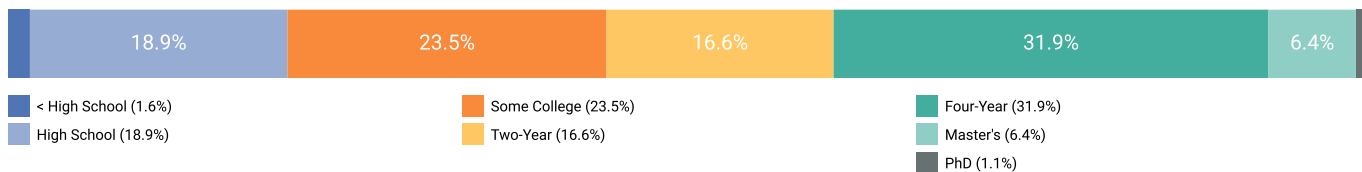


Education and Training Requirements



Education Profile

Educational Attainment





| Occupation | Typical Entry-Level Education | Previous Work Experience | Typical On-the-Job Training |
|---|-----------------------------------|--------------------------|-----------------------------------|
| Office Clerks, General | High school diploma or equivalent | None | Short-term on-the-job training |
| Customer Service Representatives | High school diploma or equivalent | None | Short-term on-the-job training |
| Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | High school diploma or equivalent | None | Short-term on-the-job training |
| Bookkeeping, Accounting, and Auditing Clerks | Some college, no degree | None | Moderate-term on-the-job training |
| First-Line Supervisors of Office and Administrative Support Workers | High school diploma or equivalent | Less than 5 years | None |
| Receptionists and Information Clerks | High school diploma or equivalent | None | Short-term on-the-job training |
| Medical Secretaries and Administrative Assistants | High school diploma or equivalent | None | Moderate-term on-the-job training |
| Shipping, Receiving, and Inventory Clerks | High school diploma or equivalent | None | Short-term on-the-job training |
| Hotel, Motel, and Resort Desk Clerks | High school diploma or equivalent | None | Short-term on-the-job training |
| Executive Secretaries and Executive Administrative Assistants | High school diploma or equivalent | Less than 5 years | None |

 The stacked bar chart here illustrates the estimated mix of educational attainment of the workers in this occupation(s) in aggregate.

 The table indicates typical education and training requirements rather than the mix of attainment of workers in such positions.

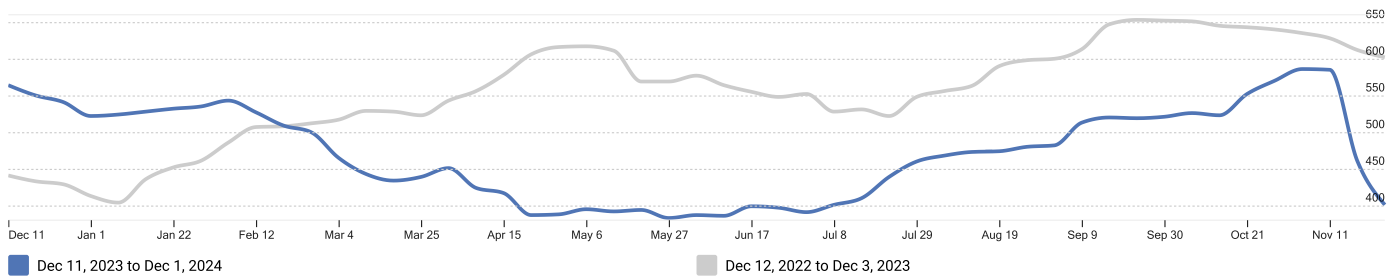
Postsecondary Programs Linked to Office and Administrative Support Occupations

| Program | Awards |
|--|--------|
| Lake Tahoe Community College | |
| Accounting Technology/Technician and Bookkeeping | 7 |
| Administrative Assistant and Secretarial Science, General | 0 |
| Banking and Financial Support Services | 0 |
| English Language and Literature, General | 1 |
| Mathematics, General | 4 |
| Medical Administrative/Executive Assistant and Medical Secretary | 3 |

-  The number of graduates from postsecondary programs in the region identifies the pipeline of future workers as well as the training capacity to support industry demand.
-  Among postsecondary programs at schools located in El Dorado County, California, the sampling above identifies those most linked to Office and Administrative Support Occupations. For a complete list see JobsEQ®, <http://www.chmuraecon.com/jobseq>

RTI (Job Postings)

Active Job Ads by Date



💡 Online job ads are a timely indicator of local demand. Occupation assignments shown below are made by Chmura based upon analysis of job titles and job descriptions. Top employers and listed job requirements are shown on the following pages.

Occupations

| SOC | Occupation | Active Job Ads |
|------------|---|----------------|
| 43-6014.00 | Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 403 |
| 43-6013.00 | Medical Secretaries and Administrative Assistants | 244 |
| 43-4051.00 | Customer Service Representatives | 238 |
| 43-4171.00 | Receptionists and Information Clerks | 207 |
| 43-1011.00 | First-Line Supervisors of Office and Administrative Support Workers | 169 |
| 43-3031.00 | Bookkeeping, Accounting, and Auditing Clerks | 149 |
| 43-4081.00 | Hotel, Motel, and Resort Desk Clerks | 139 |
| 43-9061.00 | Office Clerks, General | 85 |
| 43-3071.00 | Tellers | 64 |
| 43-6011.00 | Executive Secretaries and Executive Administrative Assistants | 37 |

Locations

| Location | Active Job Ads | |
|------------------------------|----------------|--|
| Folsom, California | 253 | |
| South Lake Tahoe, California | 177 | |
| Folsom, CA 95630 | 176 | |
| South Lake Tahoe, CA 96150 | 129 | |
| Auburn, California | 127 | |
| Placerville, CA 95667 | 123 | |
| El Dorado Hills, California | 115 | |
| Placerville, California | 110 | |
| Auburn, CA 95603 | 92 | |
| El Dorado Hills, CA 95762 | 49 | |

Employers

| Employer Name | Active Job Ads | |
|---|----------------|--|
| The County of El Dorado | 82 | |
| Placer County | 65 | |
| Wells Fargo | 47 | |
| Marshall Medical Center | 42 | |
| Marriott Vacations Worldwide | 34 | |
| Dignity Health | 29 | |
| El Dorado County Office of Education | 24 | |
| FPI Management | 21 | |
| World Fuel Services | 21 | |
| The Shingle Springs Band of Miwok Indians | 20 | |

Hard Skills

| Skill Name | Active Job Ads | |
|-------------------------|----------------|--|
| Microsoft Office | 388 | |
| Microsoft Excel | 379 | |
| Microsoft Word | 195 | |
| Microsoft Outlook | 179 | |
| Cash Handling (Cashier) | 132 | |
| Word Processing | 117 | |
| Medical Terminology | 104 | |
| Intuit QuickBooks | 98 | |
| Hospitality | 94 | |
| English | 93 | |

Job Titles

| Job Title | Active Job Ads | |
|---------------------------------|----------------|--|
| Front Desk Agent | 55 | |
| Customer Service Representative | 52 | |
| ADMINISTRATIVE ASSISTANT | 46 | |
| Receptionist | 30 | |
| Front Desk Receptionist | 24 | |
| Night Auditor | 21 | |
| Office Assistant | 19 | |
| Executive Assistant | 17 | |
| Office Manager | 16 | |
| Accounting Clerk | 12 | |

Education Levels

| Minimum Education Level | Active Job Ads | |
|-----------------------------------|----------------|--|
| High school diploma or equivalent | 845 | |
| Bachelor's degree | 112 | |
| Associate's degree | 78 | |
| Master's degree | 3 | |
| Unspecified/other | 1,021 | |

Programs

| Program Name | Active Job Ads | |
|-------------------------|----------------|--|
| Accounting | 70 | |
| Business | 38 | |
| Business Administration | 37 | |
| Finance | 20 | |
| Public Administration | 18 | |
| Criminal Justice | 9 | |
| Counseling | 7 | |
| Behavioral Science | 6 | |
| Human Resources | 6 | |
| Marketing | 6 | |

Top Skill and Certification Gaps

Top 10 Skill Gaps in El Dorado County, California

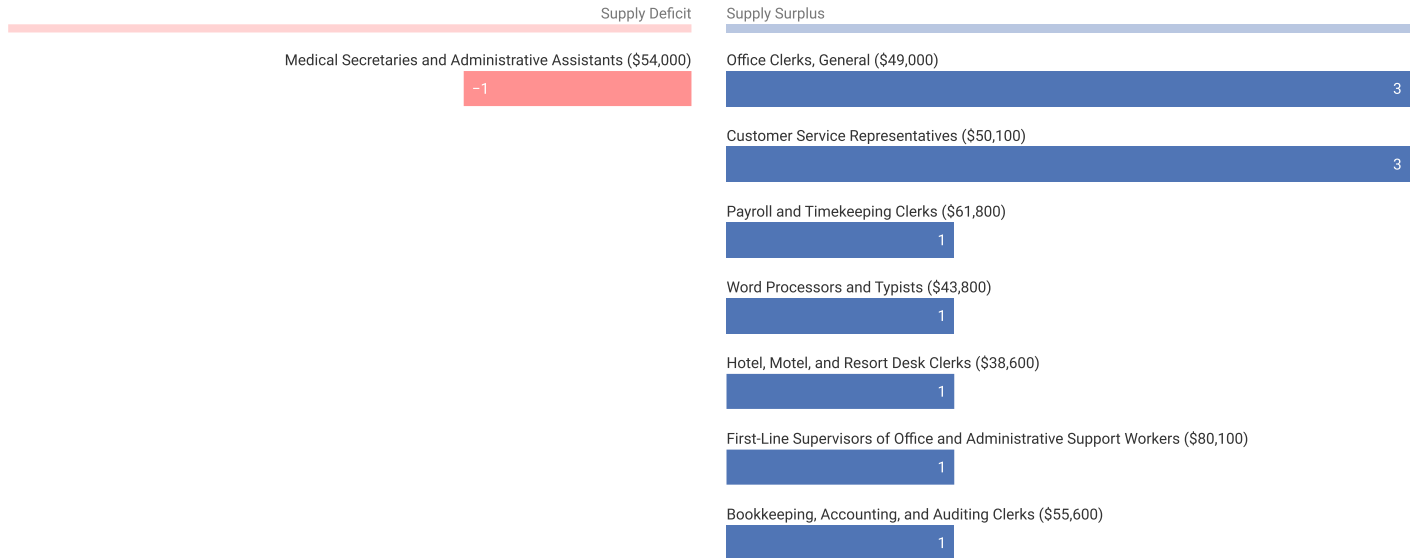
| Name | Candidates | Openings | Gap |
|--------------------|------------|----------|-----|
| Mathematics | 4 | 20 | -16 |
| Spanish | 23 | 39 | -16 |
| Calculators | 0 | 11 | -11 |
| Hospitality | 8 | 17 | -9 |
| Keyboarding/Typing | 7 | 16 | -9 |
| Word Processing | 20 | 26 | -7 |
| Adding Machine | 0 | 6 | -6 |
| Cash Registers | 1 | 6 | -6 |
| Typewriters | 3 | 9 | -6 |
| Order Fulfillment | 1 | 6 | -5 |

Top 10 Certification Gaps in El Dorado County, California

| Name | Candidates | Openings | Gap |
|--|------------|----------|-----|
| Driver's License | 0 | 11 | -11 |
| Certification in Cardiopulmonary Resuscitation (CPR) | 3 | 6 | -3 |
| First Aid Certification | 2 | 5 | -3 |
| Notary Public | 0 | 3 | -2 |
| Secret Clearance | 0 | 1 | -1 |
| Forklift Certified | 0 | 1 | -1 |
| AED Essentials | 0 | 1 | -1 |
| Registered Nurse (RN) | 1 | 0 | 0 |
| Advanced Cardiac Life Support Certification (ACLS) | 1 | 0 | 1 |
| ServSafe Food Protection Manager Certification | 1 | 0 | 1 |

 Skill and certifications gaps can help inform employee development programs, as well as provide a comparison of the needs of regional employers to the supply.

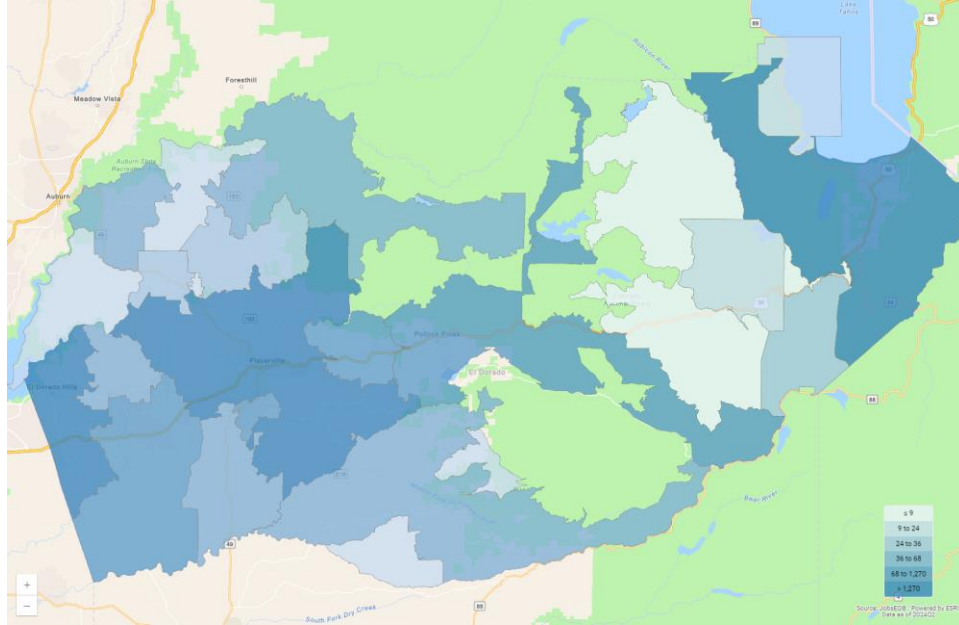
Occupation Gaps



💡 The above are the potential average annual gaps over 10 years. Many variables go into this analysis, but at its core it is based on a forecast comparing occupation demand growth to the local population growth and the projected educational attainment of those residents. When an area, for example, has an occupation expected to grow quickly but the educational requirement for the occupation does not match well with the educational attainment of its residents, there is a high potential for an occupation shortfall in the region. Alternatively, slow-growing or contracting occupations often represent potential supply surpluses.

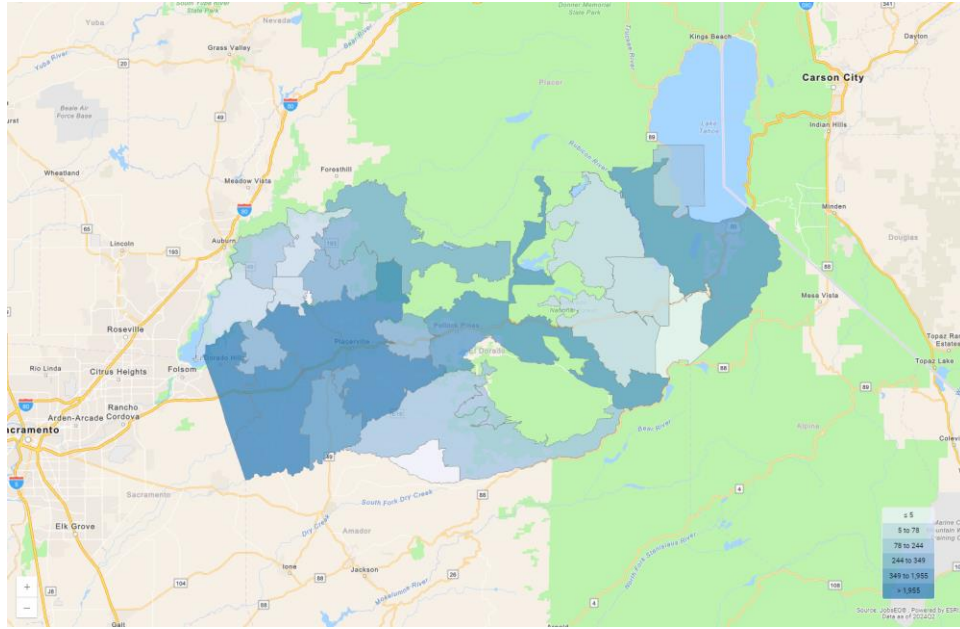
💡 The potential supply shortfall is an underlying force that the market needs to resolve one way or another, such as by employers recruiting from further distances for these occupations, wages going up to attract more candidates, and/or increased demand and wages enticing more local residents to get training for these occupations. While this an important analysis for determining local occupation needs, the occupation gap should be considered along with other regional data including growth and separation forecasts, unemployment rates, wage trends, and award and skill gap analyses.

Geographic Distribution



Top ZCTAs by Place of Work for Office and Administrative Support Occupations, 2024Q2

| Region | Employment |
|------------|------------|
| ZCTA 95667 | 2,112 |
| ZCTA 95762 | 1,976 |
| ZCTA 96150 | 1,270 |
| ZCTA 95682 | 733 |
| ZCTA 95619 | 169 |
| ZCTA 95709 | 98 |
| ZCTA 95726 | 69 |
| ZCTA 95672 | 59 |
| ZCTA 95634 | 58 |
| ZCTA 95614 | 47 |

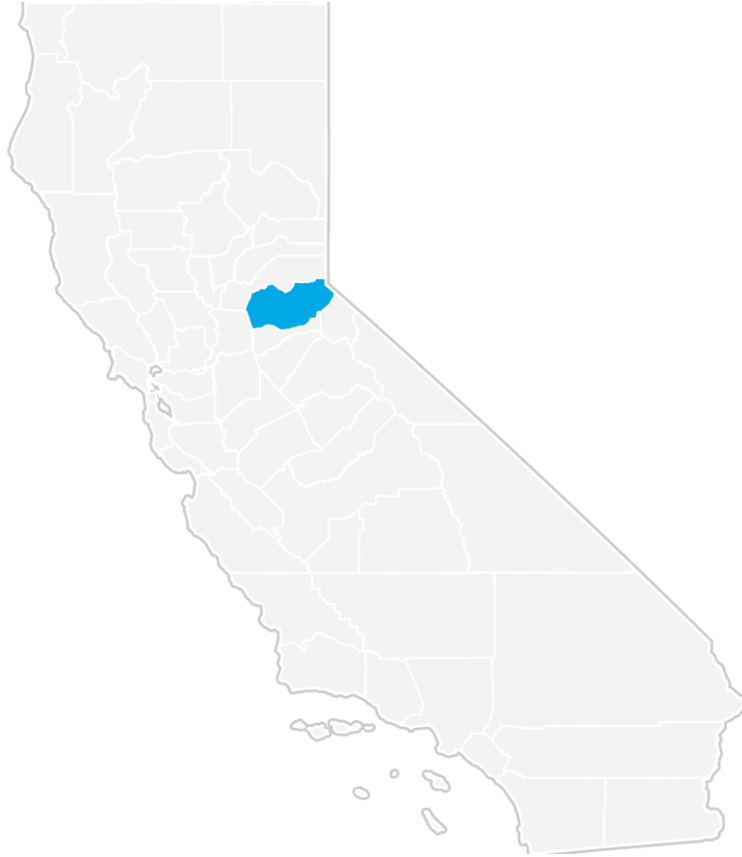


Top ZCTAs by Place of Residence for Office and Administrative Support Occupations, 2024Q2

| Region | Employment |
|------------|------------|
| ZCTA 95762 | 2,102 |
| ZCTA 95667 | 1,967 |
| ZCTA 95682 | 1,955 |
| ZCTA 96150 | 1,903 |
| ZCTA 95726 | 555 |
| ZCTA 95619 | 428 |
| ZCTA 95623 | 349 |
| ZCTA 95633 | 320 |
| ZCTA 95672 | 285 |
| ZCTA 95709 | 247 |

💡 “Place of work” employment is based upon the location of employers for these workers. “Place of residence” data refers to the home locations of the workforce, which is typically the preferred data set to use when calculating labor availability within a drive-time or radius of a potential worksite.

El Dorado County, California Regional Map



Data Notes

- Occupation employment by default indicates employment by place of work. Occupation employment is as of 2024Q2 and is based on industry employment and local staffing patterns calculated by Chmura and utilizing BLS OEWS data. Employment forecasts are modeled by Chmura and are consistent with BLS national-level 10-year forecasts. Wages by occupation are as of 2024Q2, utilizing BLS OEWS data, imputed and brought forward by Chmura. Entry-level and experienced wages are derived from these source data, computed by Chmura.
- Industry employment is as of 2024Q2 and is based upon BLS QCEW data, imputed by Chmura where necessary, and supplemented by additional sources including Census ZBP data.
- Education and training requirements are from the BLS. Educational attainment mix and other occupation demographics data are modeled by Chmura for 2024Q2 using regional occupation employment from JobsEQ, ZCTA-level demographics data from the Census Bureau, and national occupation-demographics patterns from the BLS.
- Postsecondary awards are per the NCES and are for the 2022-2023 academic year. Any programs shown are linked with the occupation(s) being analyzed via the program-occupation crosswalk, which may not be comprehensive. Any programs shown reflect only data reported to the NCES; reporting is required of all Title IV schools. Training providers that do not report data to the NCES are not reflected.
- Job ads data are online job posts from the Real-Time Intelligence (RTI) data set, produced by Chmura and gleaned from over 40,000 websites. Data reflect ads active during the 12-month period ending 12/10/2024 and advertised for any Zip Code Tabulation Area in or intersecting with the region for which this report was produced. Historical ad volume is revised as additional data are made available and processed. Since many extraneous factors can affect short-term volume of online job postings, time-series data can be volatile and should be used with caution. All ad counts represent deduplicated figures and exclude ads from staffing companies.
- For skill and certification gaps, openings and candidates are based upon regional occupation demand (growth plus separations) and the percent of skill demand and supply. Skill demand mix data are per a one-year sample of RTI data; skill supply data are estimated using a five-year sample of resumes data; both data sets compiled as of July 2022. Data may be based, at least in part, on data from broader geographies; see the Skill Gaps analytic export for more details.
- Occupation gaps are modeled by Chmura, indicating long-term potential supply and demand mismatches in a region due, in part, to job demand and labor pool dynamics, including educational attainment and projected growth.
- Occupation employment by place of residence is as of 2024Q2 and modeled by Chmura based upon occupation employment by place of work and commuting patterns. Commuting patterns are derived from source data from the Census Bureau, occupation-specific commuting tendencies, and updated to reflect more recent population and employment estimates.
- Figures may not sum due to rounding.

FAQ

What is (LQ) location quotient?

Location quotient is a measurement of concentration in comparison to the nation. An LQ of 1.00 indicates a region has the same concentration of an industry (or occupation) as the nation. An LQ of 2.00 would mean the region has twice the expected employment compared to the nation and an LQ of 0.50 would mean the region has half the expected employment in comparison to the nation.

What is annual demand?

Annual demand is the sum of the annual projected growth demand and separation demand. Separation demand is the number of jobs required due to separations—labor force exits (including retirements) and turnover resulting from workers moving from one occupation into another. Note that separation demand does not include all turnover—it does not include when workers stay in the same occupation but switch employers. Growth demand is the increase or decrease of jobs expected due to expansion or contraction of the overall number of jobs.