

Office Support Specialist

Five Year Trend

Five Year Enrollment Change	-3.7%		FY 2008 FTEs	10.43
Five Year FTEs Change	-23.5%		FY 2009 FTEs	16.37
Five Year Graduate Change	-62.5%		FY 2010 FTEs	17.67
FY 2007 Enrollee	27		FY 2011 FTEs	13.27
FY 2008 Enrollee	20		FY 2007 Graduate	8
FY 2009 Enrollee	25		FY 2008 Graduate	8
FY 2010 Enrollee	33		FY 2009 Graduate	10
FY 2011 Enrollee	26		FY 2010 Graduate	6
FY 2007 FTEs	17.33		FY 2011 Graduate	3

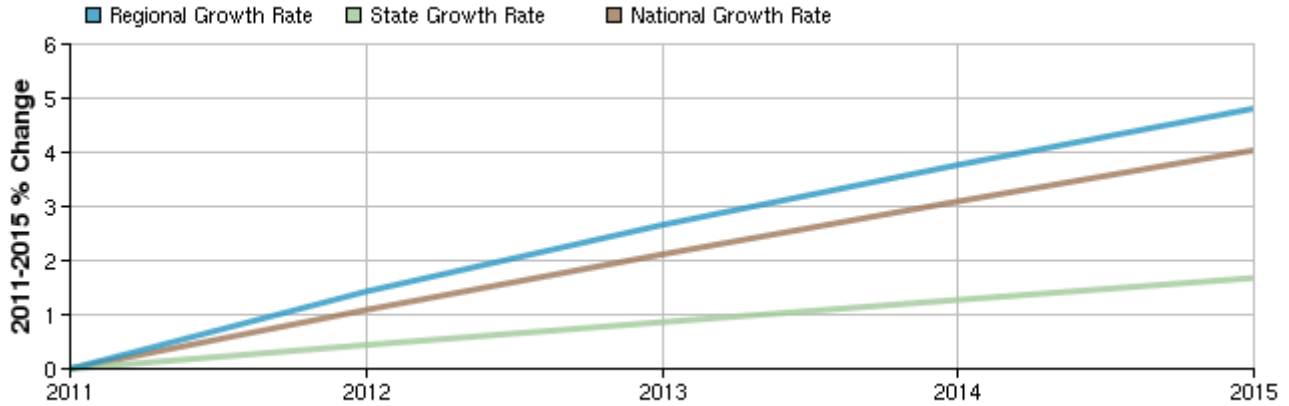
Selected Occupations

Occupation	Education Level
Meeting and convention planners (SOC 13-1121)	Bachelor's degree
Switchboard operators, including answering service (SOC 43-2011)	Short-term on-the-job training
Telephone operators (SOC 43-2021)	Short-term on-the-job training
Customer service representatives (SOC 43-4051)	Moderate-term on-the-job training
File clerks (SOC 43-4071)	Short-term on-the-job training
Library assistants, clerical (SOC 43-4121)	Short-term on-the-job training
Receptionists and information clerks (SOC 43-4171)	Short-term on-the-job training
Executive secretaries and administrative assistants (SOC 43-6011)	Moderate-term on-the-job training
Secretaries, except legal, medical, and executive (SOC 43-6014)	Moderate-term on-the-job training
Data entry keyers (SOC 43-9021)	Moderate-term on-the-job training
Word processors and typists (SOC 43-9022)	Moderate-term on-the-job training
Desktop publishers (SOC 43-9031)	Postsecondary vocational award
Office clerks, general (SOC 43-9061)	Short-term on-the-job training
Office and administrative support workers, all other (SOC 43-9199)	Short-term on-the-job training

Executive Summary

Basic Information	
2011 Occupational Jobs	9,978
2015 Occupational Jobs	10,458
Total Change	480
Total % Change	4.82%
Openings	1,313
2011 Median Hourly Earnings	\$12.79

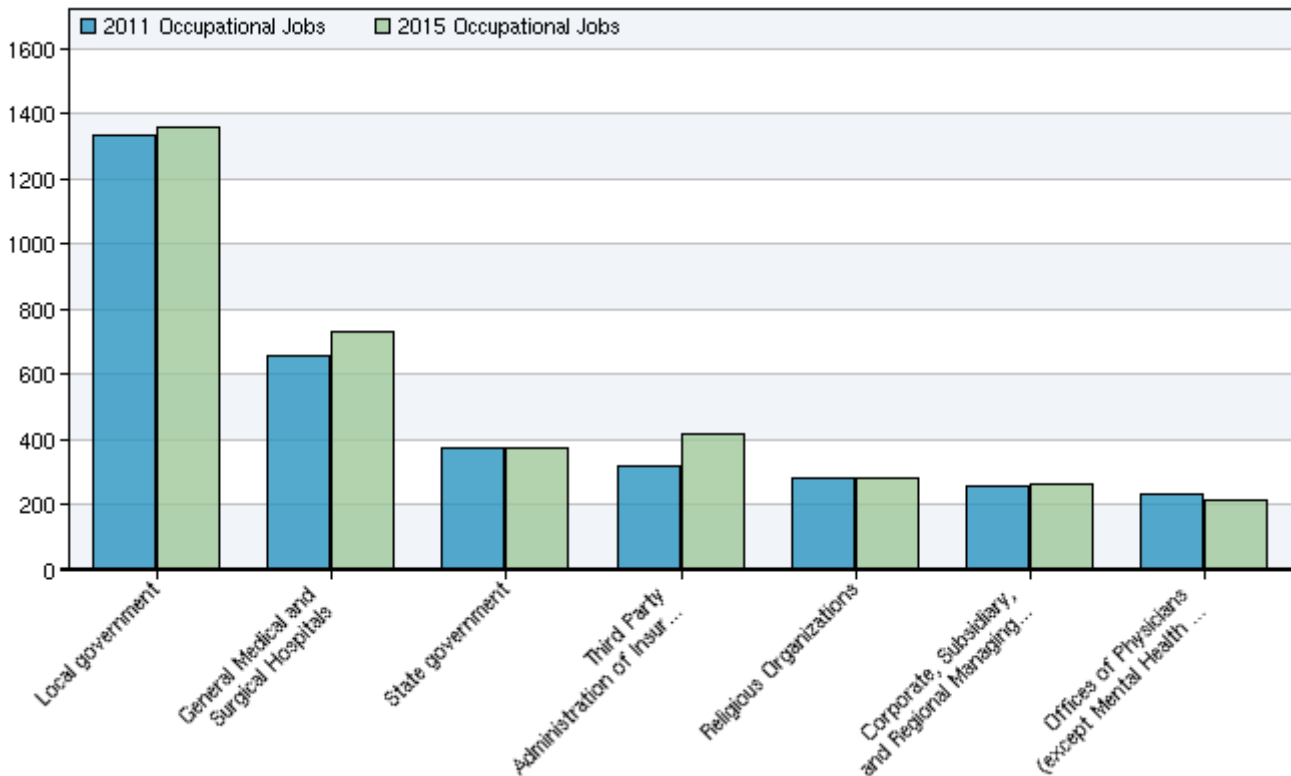
Occupational Change Summary



Region	2011 Jobs	2015 Jobs	Change	% Change	Openings	2011 Median Hourly Earnings
Regional Total	9,978	10,458	480	5%	1,313	\$12.79
State Total	208,017	211,509	3,492	2%	22,793	\$13.89
National Total	11,161,397	11,612,197	450,800	4%	1,385,170	\$14.10

Source: EMSI Complete Employment - 2011.3

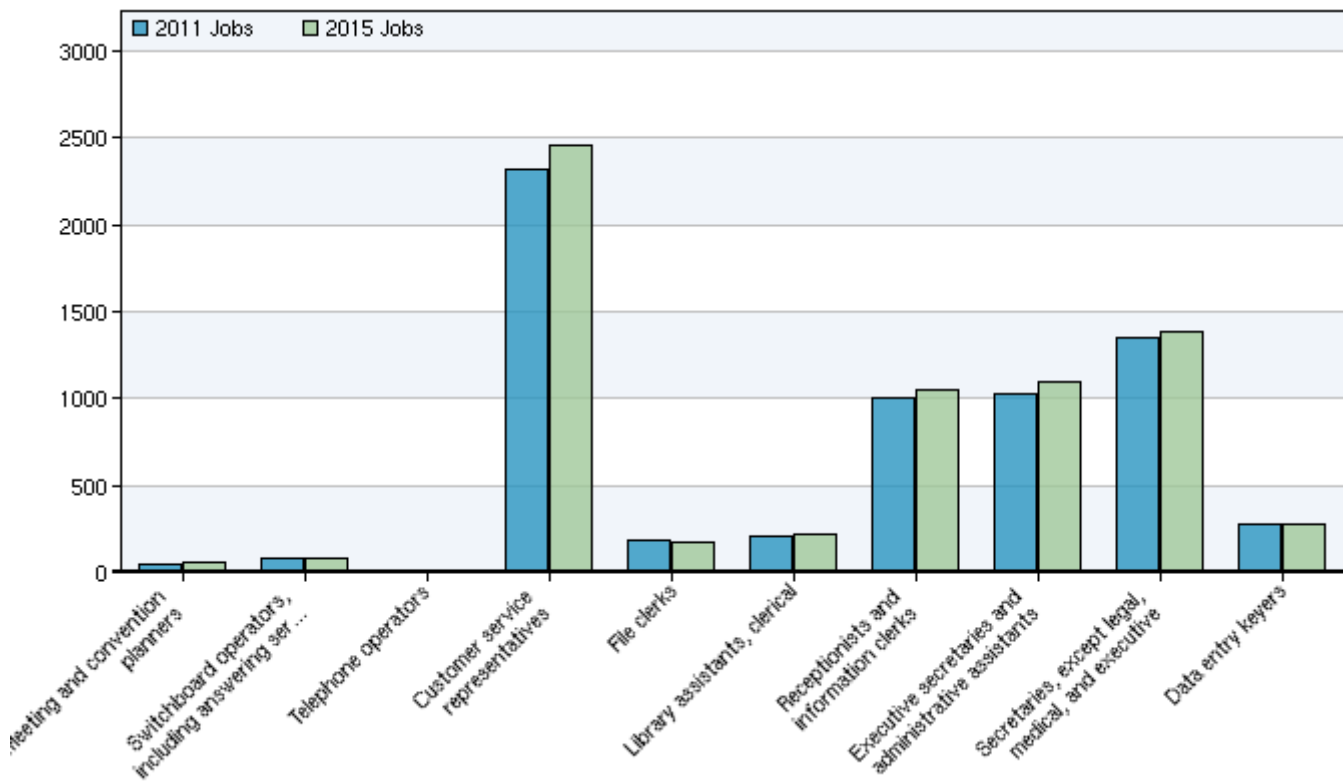
Top Industries for Selected Occupations



NAICS Code	Name	2011 Jobs	2015 Jobs	Change	% Change
930000	Local government	1,334	1,363	29	2%
622110	General Medical and Surgical Hospitals	659	731	72	11%
920000	State government	372	376	4	1%
524292	Third Party Administration of Insurance and Pension Funds	318	419	101	32%
813110	Religious Organizations	282	283	1	0%
551114	Corporate, Subsidiary, and Regional Managing Offices	261	265	4	2%
621111	Offices of Physicians (except Mental Health Specialists)	232	218	-14	-6%

Source: EMSI Complete Employment - 2011.3

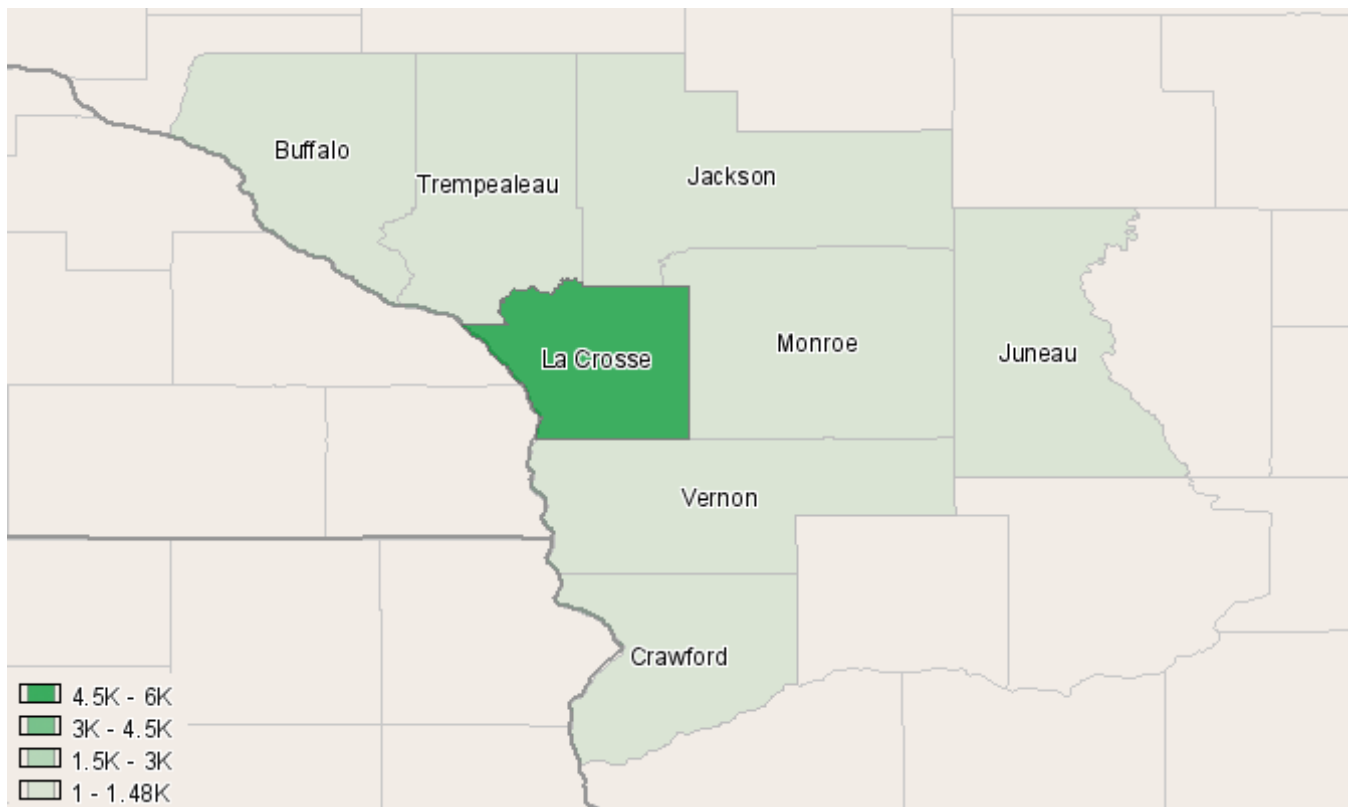
Occupational Breakdown



SOC Code	Description	2011 Jobs	2015 Jobs	Openings	2011 Median Hourly Earnings
13-1121	Meeting and convention planners	46	53	11	\$11.19
43-2011	Switchboard operators, including answering service	85	80	7	\$11.69
43-2021	Telephone operators	13	12	1	\$10.92
43-4051	Customer service representatives	2,319	2,463	436	\$13.77
43-4071	File clerks	179	168	18	\$11.59
43-4121	Library assistants, clerical	207	216	43	\$11.06
43-4171	Receptionists and information clerks	1,007	1,052	153	\$10.48
43-6011	Executive secretaries and administrative assistants	1,023	1,092	125	\$14.78
43-6014	Secretaries, except legal, medical, and executive	1,350	1,382	108	\$13.08
43-9021	Data entry keyers	273	279	29	\$10.96
43-9022	Word processors and typists	105	107	6	\$12.96
43-9031	Desktop publishers	27	25	2	\$14.32
43-9061	Office clerks, general	3,177	3,357	354	\$12.47
43-9199	Office and administrative support workers, all other	166	172	21	\$12.13
	Total	9,978	10,458	1,313	\$12.79

Source: EMSI Complete Employment - 2011.3

Occupation Distribution



County	2011 Jobs
La Crosse, WI (55063)	5,923
Monroe, WI (55081)	1,008
Trempealeau, WI (55121)	790
Vernon, WI (55123)	531
Juneau, WI (55057)	511
Crawford, WI (55023)	481
Jackson, WI (55053)	440
Buffalo, WI (55011)	295

Source: EMSI Complete Employment - 2011.3

Three Year Graduate Employers

Office Support Specialist

2007-2008

Graduates	11
Graduates Responding	8
Employed in Related Occupations	3
Employed in Non-Related Occupations	1
Seeking Employment	3
Not in Labor Market	1

Human Resources Service Center Rep	Kwik Trip, Inc., La Crosse, WI
Office Administrator	Coldwell Banker-River Valley, La Crosse, WI
Administrative Assistant	Logistics Health, La Crosse, WI

2008-2009

Graduates	12
Graduates Responding	8
Employed in Related Occupations	4
Employed in Non-Related Occupations	2
Seeking Employment	2
Not in Labor Market	0

Front Desk	Coulee Cap Office, Viroqua, WI
Medical Review Specialist	La Crosse, WI
Receptionist	Franciscan Skemp Healthcare, Caledonia, MN
Work Study	Western Technical College, Tomah, WI

2009-2010

Graduates	9
Graduates Responding	7
Employed in Related Occupations	5
Employed in Non-Related Occupations	0
Seeking Employment	1
Continuing Education	0
Not in Labor Market	1

Administrative Assistant	La Crosse Day Care Centers/Child First, La Crosse, WI
Administrative Assistant	Manpower, Viroqua, WI
Medical Billing	Cvikota Company, La Crosse, WI
Receptionist	A-1 Glass Company, La Crosse, WI
Service Cashier	Dahl Automotive, Onalaska, WI

Region Information

Region: Western Technical College District

Description: Western District Counties

County Areas: Buffalo, Wisconsin (55011), Crawford, Wisconsin (55023), Jackson, Wisconsin (55053), Juneau, Wisconsin (55057), La Crosse, Wisconsin (55063), Monroe, Wisconsin (55081), Trempealeau, Wisconsin (55121), Vernon, Wisconsin (55123)

Data Sources and Calculations

Industry Data

In order to capture a complete picture of industry employment, EMSI basically combines covered employment data from Quarterly Census of Employment and Wages (QCEW) produced by the Department of Labor with total employment data in Regional Economic Information System (REIS) published by the Bureau of Economic Analysis (BEA), augmented with County Business Patterns (CBP) and Non-employer Statistics (NES) published by the U.S. Census Bureau. Projections are based on the latest available EMSI industry data, 15-year past local trends in each industry, growth rates in statewide and (where available) sub-state area industry projections published by individual state agencies, and (in part) growth rates in national projections from the Bureau of Labor Statistics.

Occupational Data

Organizing regional employment information by occupation provides a workforce-oriented view of the regional economy. EMSI's occupation data are based on EMSI's industry data and regional staffing patterns taken from the Occupational Employment Statistics program (U.S. Bureau of Labor Statistics). Wage information is partially derived from the American Community Survey. The occupation-to-program (SOC-to-CIP) crosswalk is based on one from the U.S. Department of Education, with customizations by EMSI.

State Data Sources

This report uses state data from the following agencies:

- Wisconsin Department of Workforce Development
- Bureau of Workforce Information