

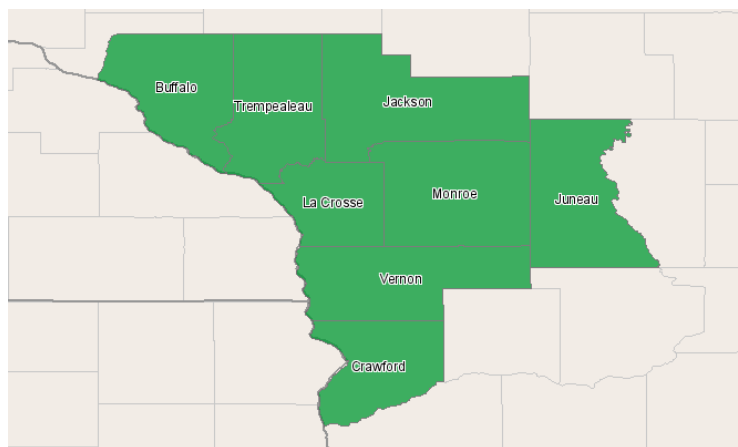
# Western Technical College



400 Seventh Street  
La Crosse, Wisconsin 54601  
608.785.9200

## Office Support Specialist Occupation Report April 27, 2012

Western Technical College District



## Region Info

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Name: 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)

## Selected Occupations

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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)	Work experience in a related field
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

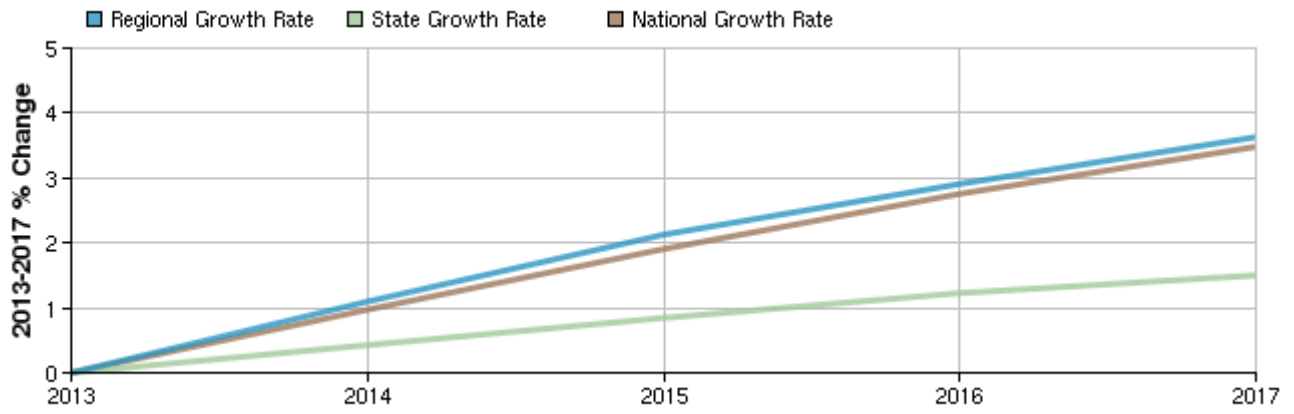
## Executive Summary

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Basic Information	
2013 Occupational Jobs	10,256
2017 Occupational Jobs	10,628
Total Change	372
Total % Change	3.64%
Openings	1,218
2011 Median Hourly Earnings	\$12.71

## Occupational Change Summary

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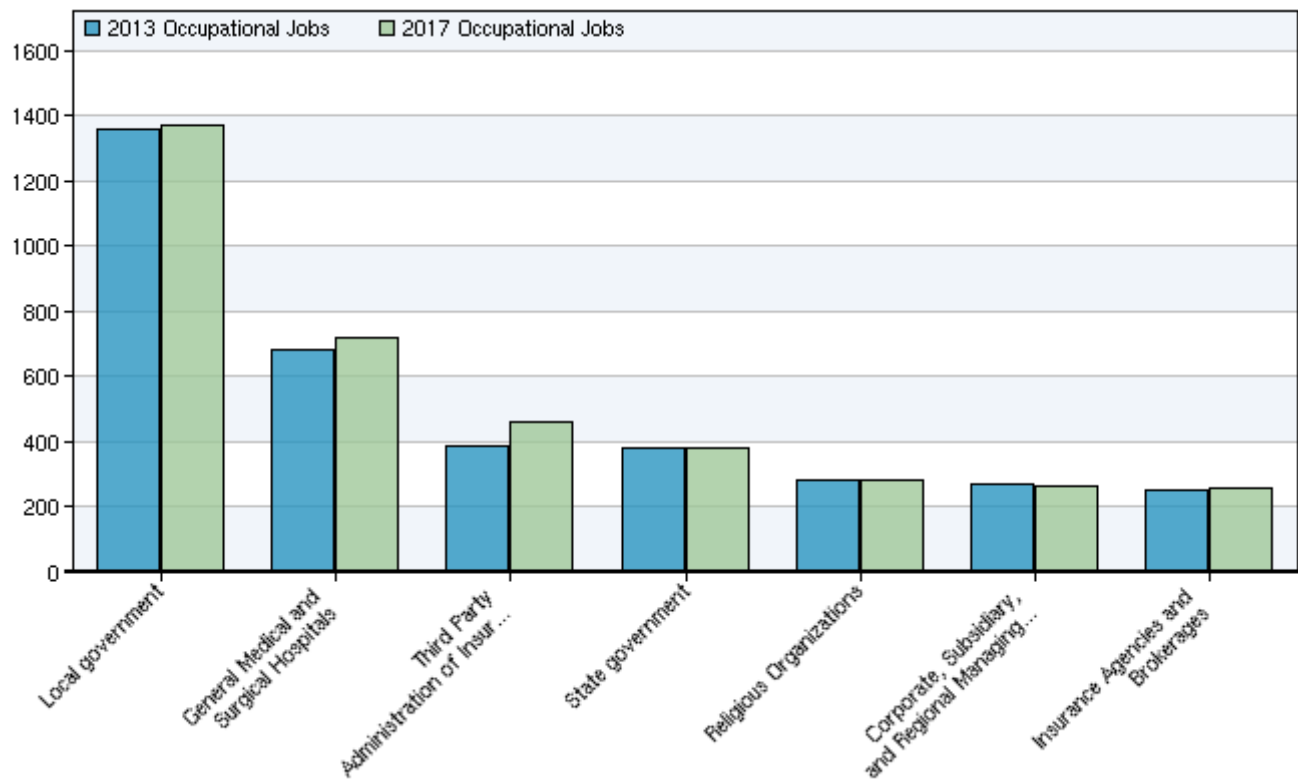


Region	2013 Jobs	2017 Jobs	Change	% Change	Openings	2011 Median Hourly Earnings
Regional Total	10,256	10,628	372	4%	1,218	\$12.71
State Total	210,696	213,857	3,161	2%	22,093	\$13.87
National Total	11,445,961	11,844,403	398,442	3%	1,336,645	\$14.04

Source: EMSI Complete Employment - 2011.4

## Top Industries for Selected Occupations

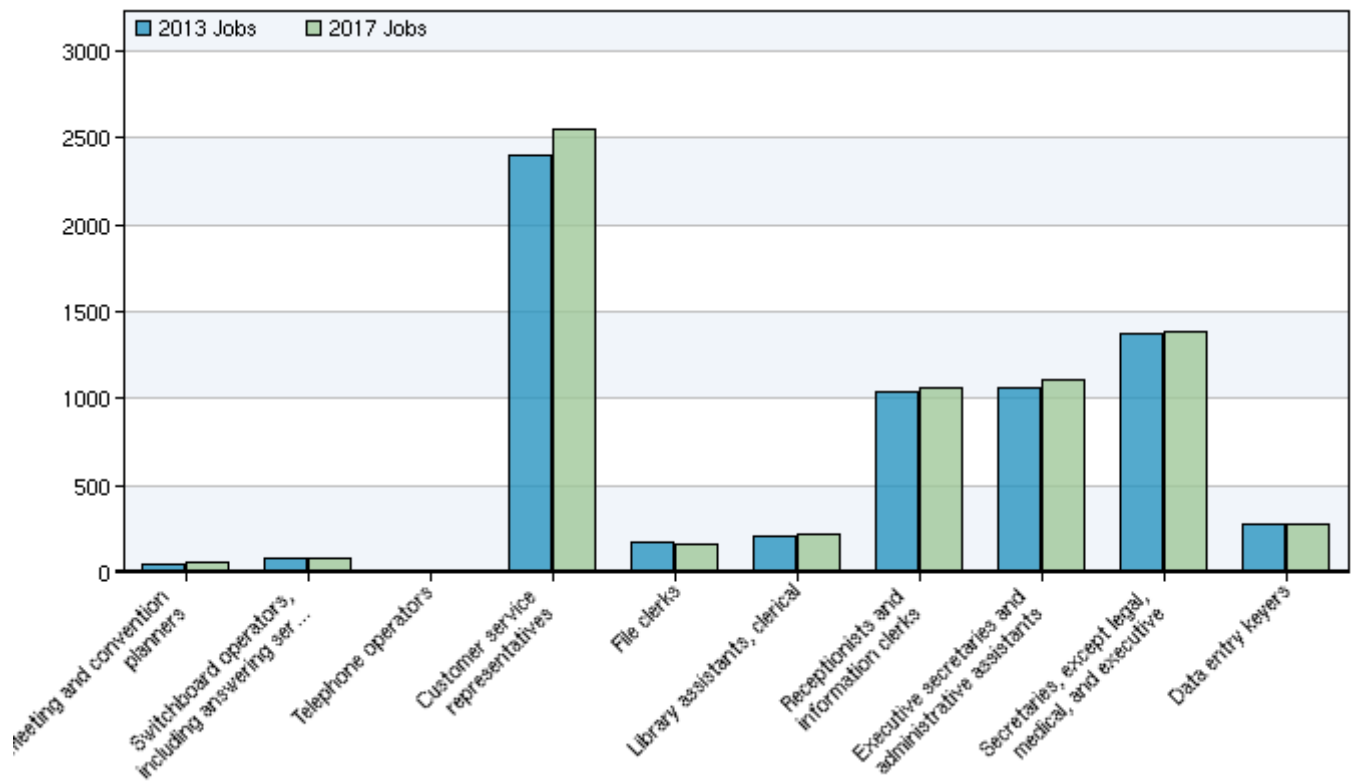
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NAICS Code	Name	2013 Jobs	2017 Jobs	Change	% Change
930000	Local government	1,359	1,370	11	1%
622110	General Medical and Surgical Hospitals	681	722	41	6%
524292	Third Party Administration of Insurance and Pension Funds	385	459	74	19%
920000	State government	382	381	-1	0%
813110	Religious Organizations	281	281	0	0%
551114	Corporate, Subsidiary, and Regional Managing Offices	271	266	-5	-2%
524210	Insurance Agencies and Brokerages	252	260	8	3%

Source: EMSI Complete Employment - 2011.4

## Occupational Breakdown



SOC Code	Description	2013 Jobs	2017 Jobs	Openings	2011 Median Hourly Earnings
13-1121	Meeting and convention planners	50	55	9	\$11.20
43-2011	Switchboard operators, including answering service	83	78	7	\$11.70
43-2021	Telephone operators	13	13	1	\$10.92
43-4051	Customer service representatives	2,403	2,545	435	\$13.71
43-4071	File clerks	175	158	17	\$11.51
43-4121	Library assistants, clerical	212	217	40	\$10.97
43-4171	Receptionists and information clerks	1,034	1,063	138	\$10.35
43-6011	Executive secretaries and administrative assistants	1,060	1,113	108	\$14.62
43-6014	Secretaries, except legal, medical, and executive	1,373	1,387	89	\$12.96
43-9021	Data entry keyers	274	271	25	\$10.83
43-9022	Word processors and typists	110	111	5	\$12.81
43-9031	Desktop publishers	27	25	2	\$14.34
43-9061	Office clerks, general	3,268	3,418	322	\$12.42
43-9199	Office and administrative support workers, all other	173	174	18	\$12.04
	Total	10,256	10,628	1,218	\$12.71

Source: EMSI Complete Employment - 2011.4

## 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 Nonemployer 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.

## **Occupation 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.