

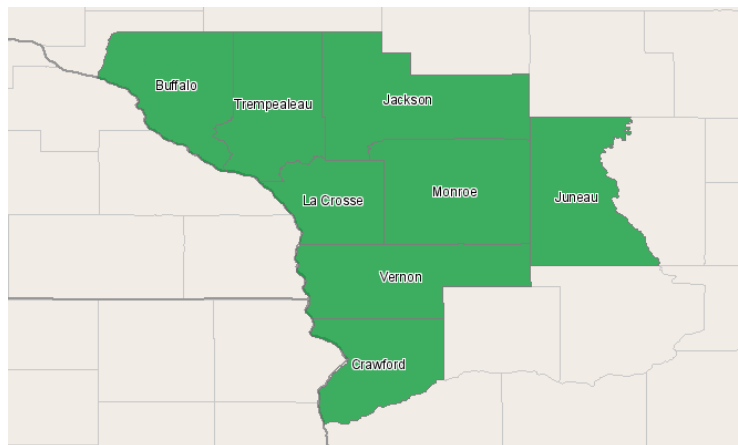
# Western Technical College



400 Seventh Street  
La Crosse, Wisconsin 54601  
608.785.9200

## Occupation Report for Office Support Specialist Program August 28, 2012 2012 Third Quarter Data for 2013-2017 Projections

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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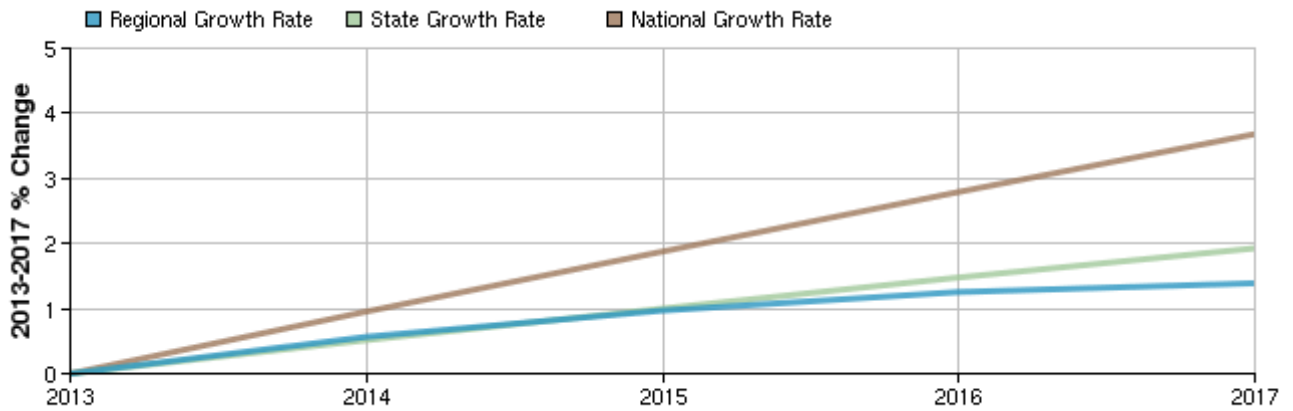
Occupation	Education Level
Meeting and Convention Planners (SOC 13-1121)	Bachelor's degree
Switchboard Operators, Including Answering Service (SOC 43-2011)	Short-term on-the-job training
Telephone Operators (SOC 43-2021)	Short-term on-the-job training
Customer Service Representatives (SOC 43-4051)	Moderate-term 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 occupation
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	10,588
2017 Occupational Jobs	10,735
Total Change	147
Total % Change	1.39%
Openings	1,059
2012 Median Hourly Earnings	\$12.73

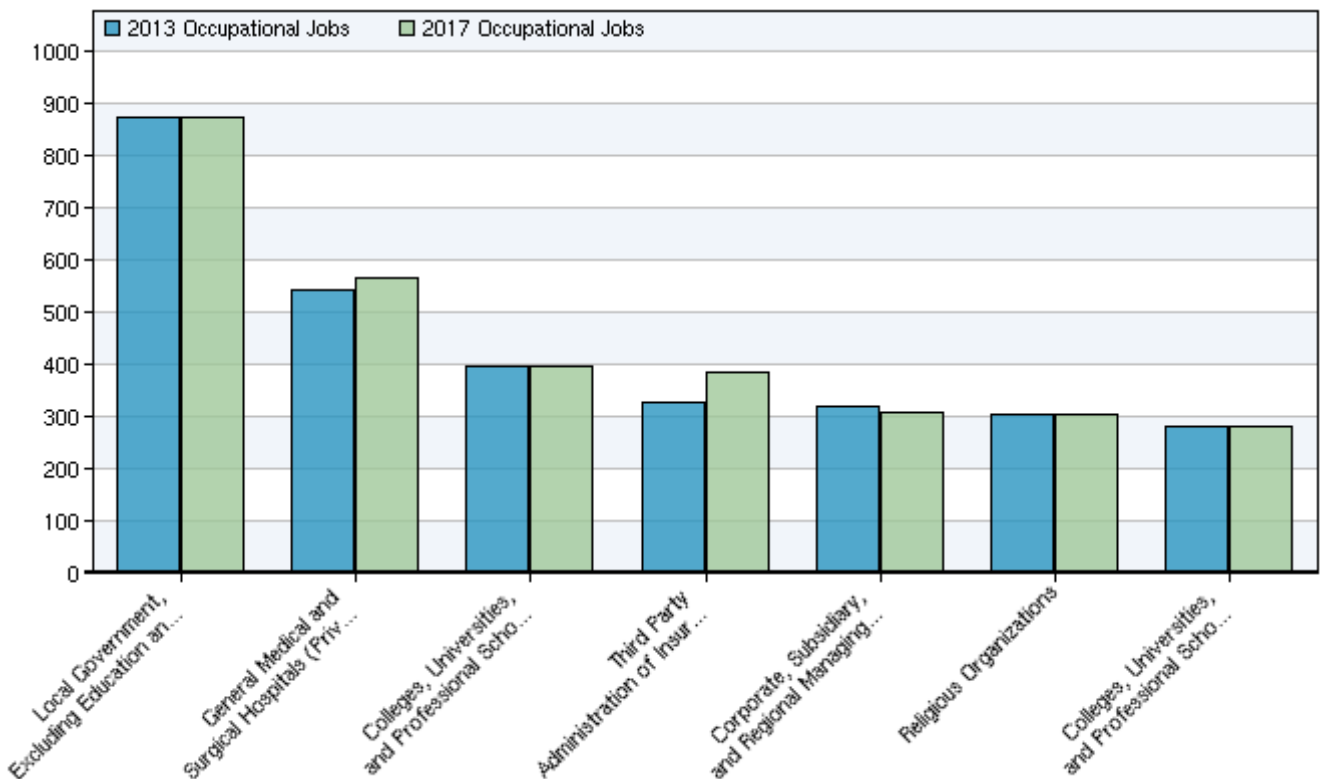
## Occupational Change Summary



Region	2013 Jobs	2017 Jobs	Change	% Change	Openings	2012 Median Hourly Earnings
Regional Total	10,588	10,735	147	1%	1,059	\$12.73
State Total	222,782	227,074	4,292	2%	23,655	\$14.43
National Total	12,121,777	12,568,002	446,225	4%	1,449,018	\$14.60

Source: EMSI Complete Employment - 2012.2

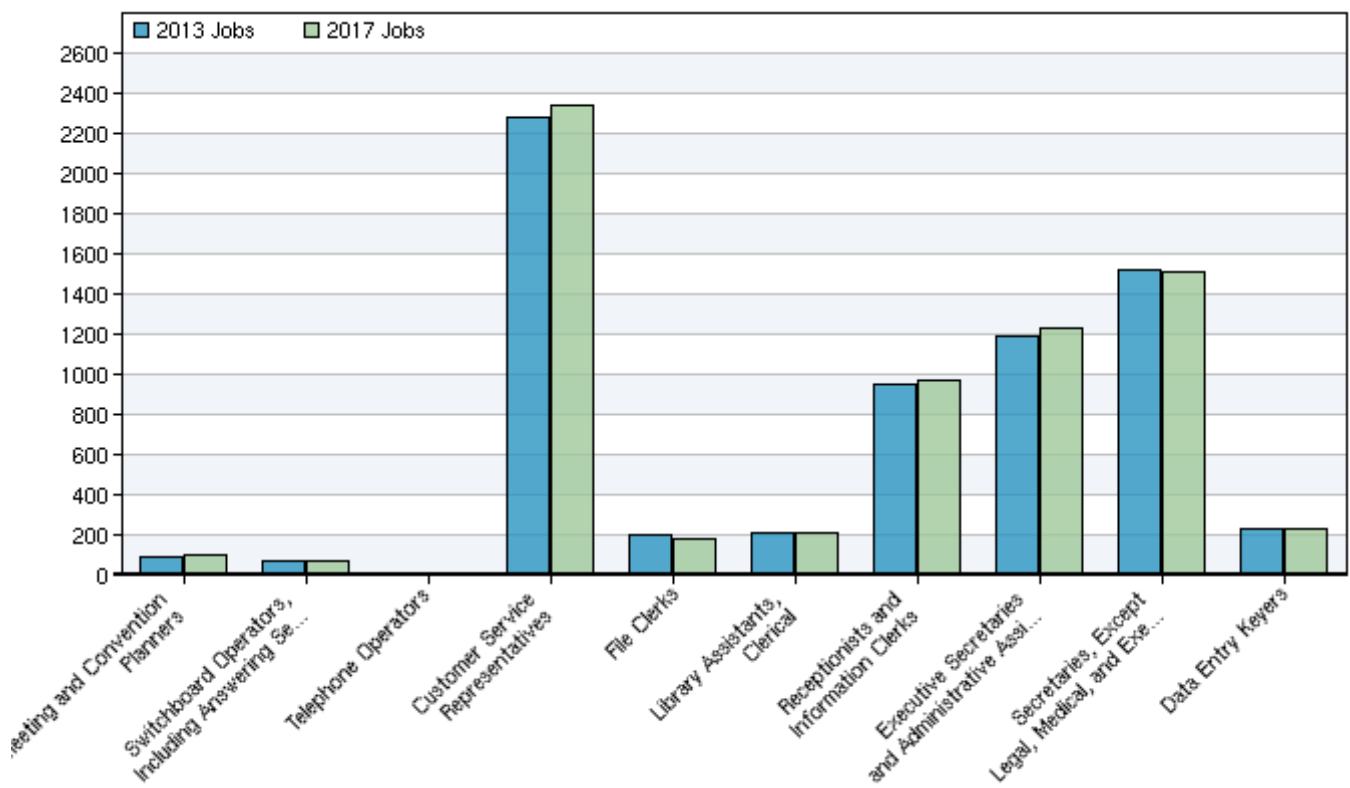
## Top Industries for Selected Occupations



NAICS Code	Name	2013 Jobs	2017 Jobs	Change	% Change
903999	Local Government, Excluding Education and Hospitals	872	873	1	0%
622110	General Medical and Surgical Hospitals (Private)	542	564	22	4%
903612	Colleges, Universities, and Professional Schools (Local Government)	398	396	-2	-1%
524292	Third Party Administration of Insurance and Pension Funds	326	385	59	18%
551114	Corporate, Subsidiary, and Regional Managing Offices	320	306	-14	-4%
813110	Religious Organizations	305	305	0	0%
902612	Colleges, Universities, and Professional Schools (State Government)	280	279	-1	0%

Source: EMSI Complete Employment - 2012.2

## Occupational Breakdown



SOC Code	Description	2013 Jobs	2017 Jobs	Openings	2012 Median Hourly Earnings
13-1121	Meeting and Convention Planners	94	100	15	\$18.85
43-2011	Switchboard Operators, Including Answering Service	74	71	7	\$11.15

SOC Code	Description	2013 Jobs	2017 Jobs	Openings	2012 Median Hourly Earnings
43-2021	Telephone Operators	12	11	1	\$13.23
43-4051	Customer Service Representatives	2,276	2,337	347	\$13.19
43-4071	File Clerks	198	175	20	\$9.96
43-4121	Library Assistants, Clerical	206	209	39	\$9.96
43-4171	Receptionists and Information Clerks	952	971	122	\$10.12
43-6011	Executive Secretaries and Administrative Assistants	1,191	1,227	102	\$14.80
43-6014	Secretaries, Except Legal, Medical, and Executive	1,521	1,514	92	\$13.16
43-9021	Data Entry Keyers	234	235	25	\$11.93
43-9022	Word Processors and Typists	130	132	7	\$14.01
43-9031	Desktop Publishers	27	26	3	\$17.87
43-9061	Office Clerks, General	3,410	3,472	256	\$12.36
43-9199	Office and Administrative Support Workers, All Other	263	255	25	\$13.40
	Total	10,588	10,735	1,059	\$12.73

Source: EMSI Complete Employment - 2012.2

## Data Sources and Calculations

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### 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.