

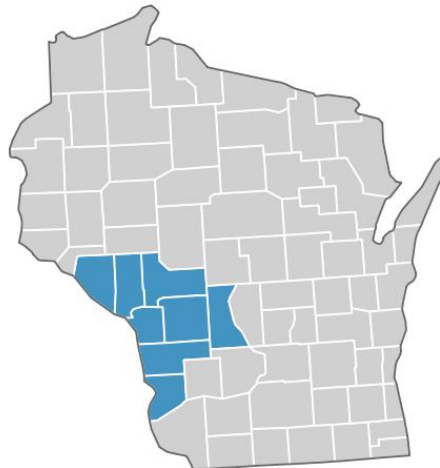
Western Technical College



400 Seventh Street
La Crosse, Wisconsin 54601
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OFFICE SUPPORT SPECIALIST Occupation Report 2014-2018

Western Technical College District



Report Info

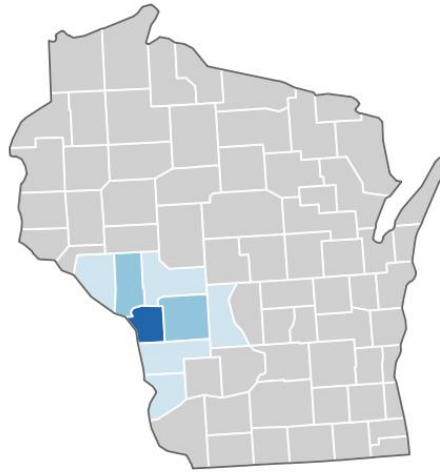
Dataset Version	2013.4 Class of Worker
Class of Worker Categories	QCEW Employees + Non-QCEW Employees + Self-Employed
Timeframe	2014 - 2018
Region Name	Western Technical College District
Region Description	Western district counties
Counties	

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

Occupation Group

Meeting, Convention, and Event Planners (13-1121)
Switchboard Operators, Including Answering Service (43-2011)
Telephone Operators (43-2021)
Customer Service Representatives (43-4051)
File Clerks (43-4071)
Library Assistants, Clerical (43-4121)
Receptionists and Information Clerks (43-4171)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)
Computer Operators (43-9011)
Data Entry Keyers (43-9021)
Word Processors and Typists (43-9022)
Desktop Publishers (43-9031)
Office Clerks, General (43-9061)
Office and Administrative Support Workers, All Other (43-9199)

Job Distribution

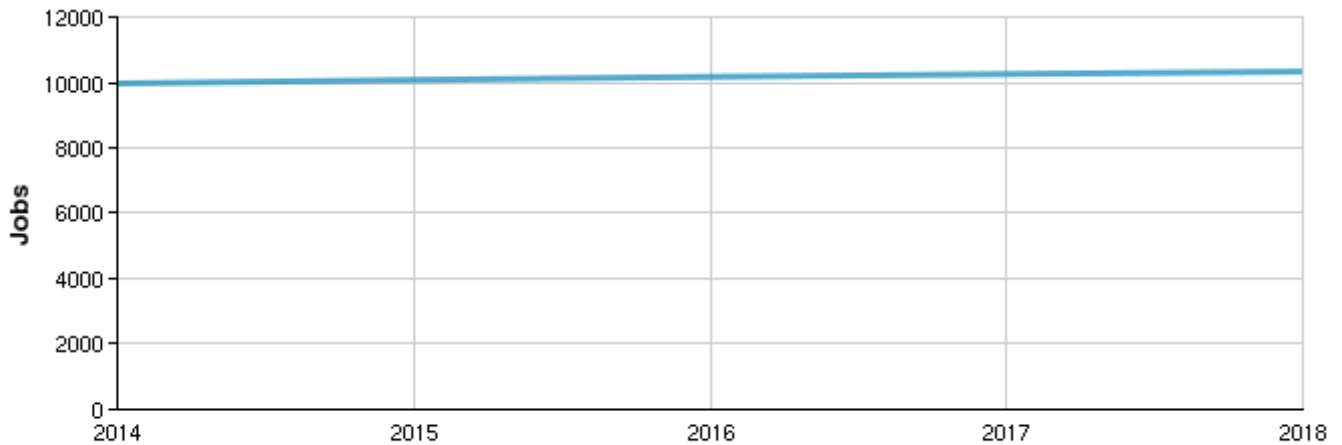


Overview

Annual Openings Estimate (2013)		337
Related Completions (2011)		22
Current Job Postings		N/A for Multiple Codes
Gender		
Male	24%	<div style="width: 24%;"></div>
Female	76%	<div style="width: 76%;"></div>
Age		
14-18	2%	<div style="width: 2%;"></div>
19-24	13%	<div style="width: 13%;"></div>
25-44	38%	<div style="width: 38%;"></div>
45-64	42%	<div style="width: 42%;"></div>
65+	6%	<div style="width: 6%;"></div>
9,855 Jobs (2013) National Location Quotient: 0.91	3.6% % Change (2014-2018) Nation: 3.9%	\$13.58/hr Median Earnings Nation: \$14.27/hr

Western Technical College District | Growth

9,970 2014 Jobs	10,333 2018 Jobs	363 Change (2014-2018)	3.6% % Change (2014-2018)
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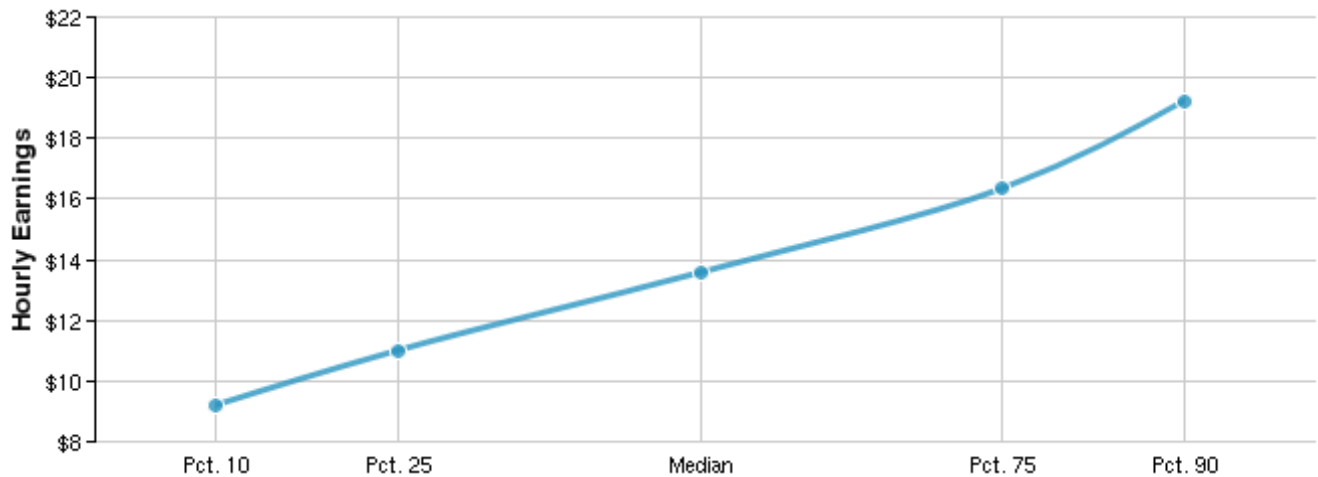


Occupation	2014 Jobs	2018 Jobs	Change	% Change
Switchboard Operators, Including Answering Service (43-2011)	84	79	-5	-6%
File Clerks (43-4071)	98	99	1	1%
Data Entry Keyers (43-9021)	181	183	2	1%
Office Clerks, General (43-9061)	4,039	4,203	164	4%
Receptionists and Information Clerks (43-4171)	868	887	19	2%
Computer Operators (43-9011)	57	59	2	4%
Word Processors and Typists (43-9022)	57	56	-1	-2%
Meeting, Convention, and Event Planners (13-1121)	53	63	10	19%
Customer Service Representatives (43-4051)	2,271	2,385	114	5%
Library Assistants, Clerical (43-4121)	158	160	2	1%
Office and Administrative Support Workers, All Other (43-9199)	192	201	9	5%

Occupation	2014 Jobs	2018 Jobs	Change	% Change
Telephone Operators (43-2021)	4	4	0	0%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	1,894	1,942	48	3%
Desktop Publishers (43-9031)	12	12	0	0%

Western Technical College District | Percentile Earnings

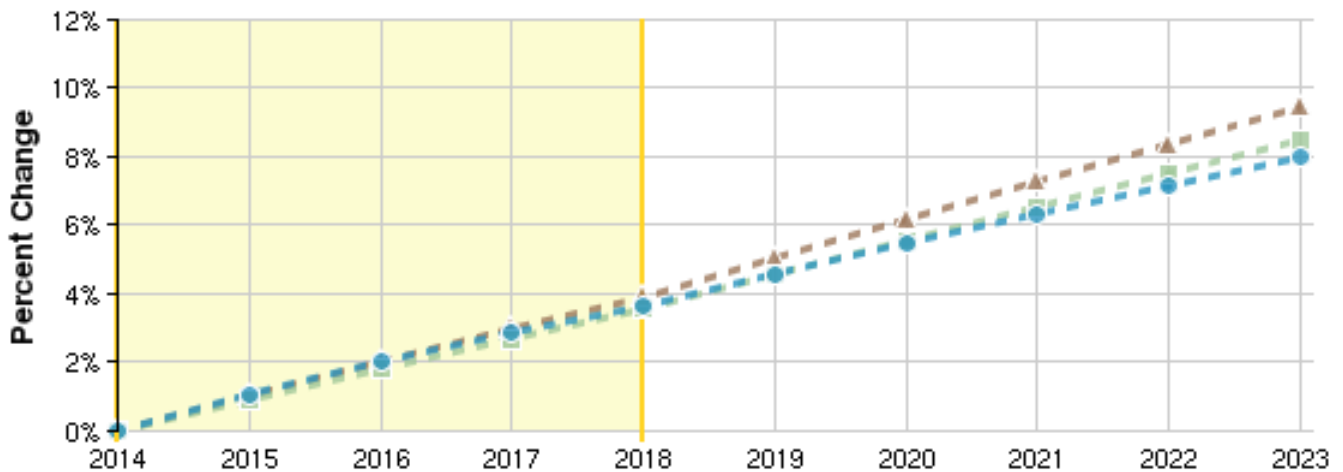
\$9.22/hr 10th Percentile Earnings	\$13.58/hr Median Earnings	\$19.24/hr 90th Percentile Earnings
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Occupation	10th Percentile Earnings	Median Earnings	90th Percentile Earnings
Switchboard Operators, Including Answering Service (43-2011)	\$8.74	\$10.47	\$13.42
File Clerks (43-4071)	\$11.38	\$15.70	\$21.65
Data Entry Keyers (43-9021)	\$8.30	\$10.74	\$15.49
Office Clerks, General (43-9061)	\$8.47	\$13.05	\$18.92
Receptionists and Information Clerks (43-4171)	\$8.33	\$11.81	\$15.89
Computer Operators (43-9011)	\$14.07	\$23.92	\$32.77
Word Processors and Typists (43-9022)	\$12.54	\$16.97	\$21.11

Occupation	10th Percentile Earnings	Median Earnings	90th Percentile Earnings
Meeting, Convention, and Event Planners (13-1121)	\$9.58	\$13.09	\$19.27
Customer Service Representatives (43-4051)	\$9.16	\$13.58	\$20.33
Library Assistants, Clerical (43-4121)	\$9.64	\$13.20	\$18.73
Office and Administrative Support Workers, All Other (43-9199)	\$9.43	\$13.87	\$20.21
Telephone Operators (43-2021)	\$8.88	\$9.20	\$9.75
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$10.91	\$15.34	\$20.00
Desktop Publishers (43-9031)	\$18.55	\$28.21	\$39.40

Regional Trends



Region	2014 Jobs	2018 Jobs	% Change
● Western Technical College District	9,970	10,333	3.6%
● State	206,959	214,319	3.6%
● Nation	10,606,161	11,019,269	3.9%

Educational programs

7 Programs (2011)	22 Completions (2011)
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Program	2008	2009	2010	2011	2012
Administrative Assistant and Secretarial Science, General (52.0401)	10	13	18	18	20
General Office Occupations and Clerical Services (52.0408)	11	12	8	4	0
Business/Office Automation/Technology/Data Entry (52.0407)	0	0	0	0	7
Health Unit Coordinator/Ward Clerk (51.0703)	0	0	0	0	0
Data Processing and Data Processing Technology/Technician (11.0301)	0	0	0	0	0

Inverse Staffing Patterns

Industry	Occupation Group Jobs in Industry (2013)	% of Occupation Group in Industry (2013)	% of Total Jobs in Industry (2013)
Local Government, Excluding Education and Hospitals (903999)	747	7.6%	9.2%
General Medical and Surgical Hospitals (Private) (622110)	455	4.6%	4.4%
Telemarketing Bureaus and Other Contact Centers (561422)	412	4.2%	48.7%
Colleges, Universities, and Professional Schools (Local Government) (903612)	405	4.1%	22.3%
Colleges, Universities, and Professional Schools (State Government) (902612)	288	2.9%	17.2%

Data Sources and Calculations

State Data Sources

This report uses state data from the following agencies: Wisconsin Department of Workforce Development, Bureau of Workforce Information

Occupation Data

EMSI occupation employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level EMSI earnings by industry.

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

Completers Data

The completers data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

Staffing Patterns Data

The staffing pattern data in this report are compiled from several sources using a specialized process. For QCEW and Non-QCEW Employees classes of worker, sources include Occupational Employment Statistics, the National Industry-Occupation Employment Matrix, and the American Community Survey. For the Self-Employed and Extended Proprietors classes of worker, the primary source is the American Community Survey, with a small amount of information from Occupational Employment Statistics.

Industry Data

EMSI industry data have various sources depending on the class of worker. (1) For QCEW Employees, EMSI primarily uses the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns and Current Employment Statistics. (2) Non-QCEW employees data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics. (3) Self-Employed and Extended Proprietor classes of worker data are primarily based on the American Community Survey, Nonemployer Statistics, and BEA State and Local Personal Income Reports. Projections for QCEW and Non-QCEW Employees are informed by NIOEM and long-term industry projections published by individual states.