

# Western Technical College

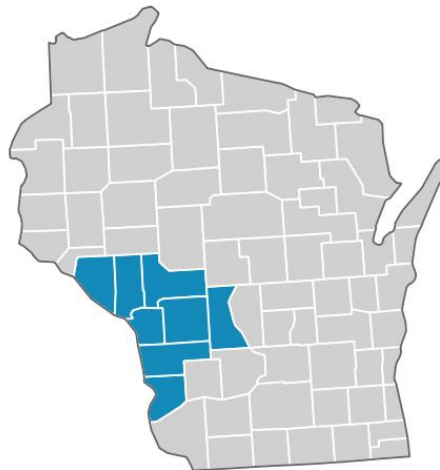


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## Office Support Specialist Program Occupation Report

**June 2014**

Western Technical College District



## Report Info

Dataset Version	2014.2 Class of Worker
Class of Worker Categories	QCEW Employees + Non-QCEW Employees + Self-Employed
Timeframe	2015 - 2019
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 (2014)	327
Related Completions (2012)	27
Current Job Postings	N/A for Multiple Codes

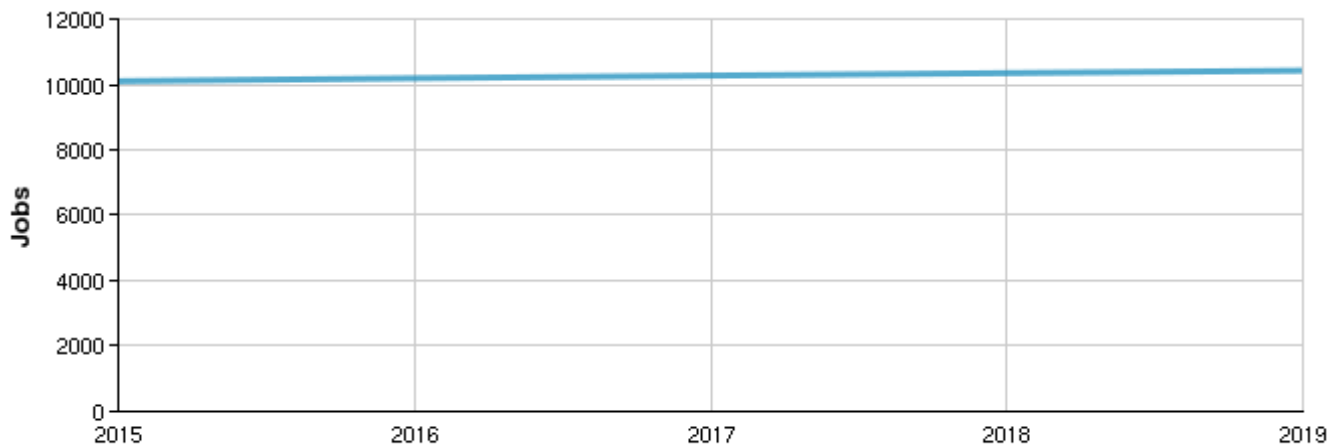
Gender		
Male	24%	
Female	76%	

Age		
14-18	2%	
19-24	13%	
25-44	38%	
45-64	42%	
65+	6%	

<b>10,008</b> Jobs (2014) National Location Quotient: 0.92	<b>3.2%</b> % Change (2015-2019) Nation: 3.7%	<b>\$13.57/hr</b> Median Earnings Nation: \$14.27/hr
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## Western Technical College District | Growth

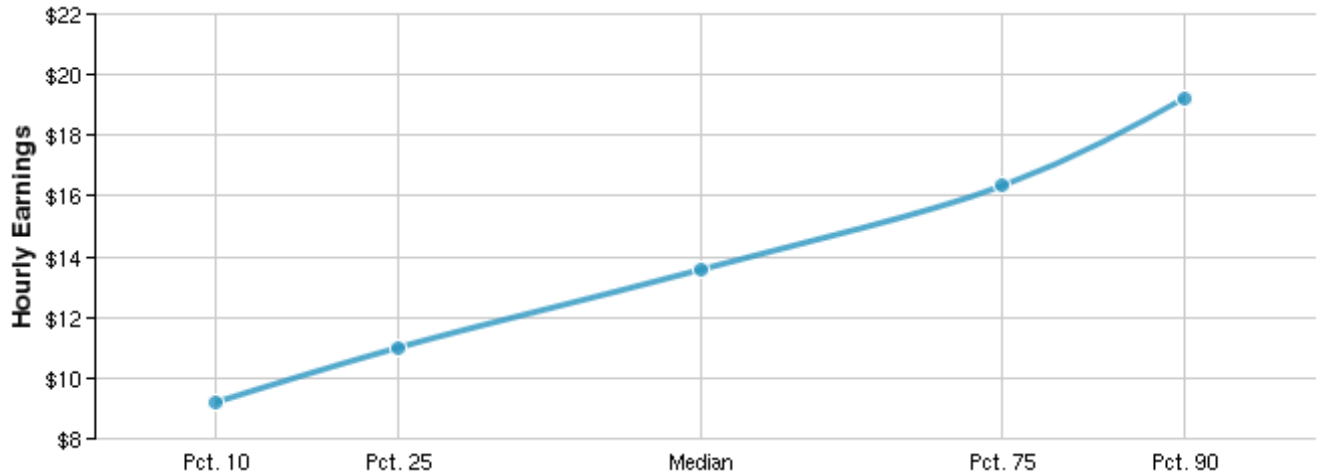
<b>10,100</b> 2015 Jobs	<b>10,423</b> 2019 Jobs	<b>323</b> Change (2015-2019)	<b>3.2%</b> % Change (2015-2019)
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Occupation	2015 Jobs	2019 Jobs	Change	% Change
Switchboard Operators, Including Answering Service (43-2011)	88	87	-1	-1%
File Clerks (43-4071)	99	99	0	0%
Data Entry Keyers (43-9021)	175	166	-9	-5%
Office Clerks, General (43-9061)	3,982	4,053	71	2%
Receptionists and Information Clerks (43-4171)	885	883	-2	0%
Computer Operators (43-9011)	55	55	0	0%
Word Processors and Typists (43-9022)	55	52	-3	-5%
Meeting, Convention, and Event Planners (13-1121)	54	62	8	15%
Customer Service Representatives (43-4051)	2,394	2,530	136	6%
Library Assistants, Clerical (43-4121)	161	167	6	4%
Office and Administrative Support Workers, All Other (43-9199)	195	201	6	3%
Telephone Operators (43-2021)	5	5	0	0%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	1,940	2,050	110	6%
Desktop Publishers (43-9031)	13	13	0	0%

## Western Technical College District | Percentile Earnings

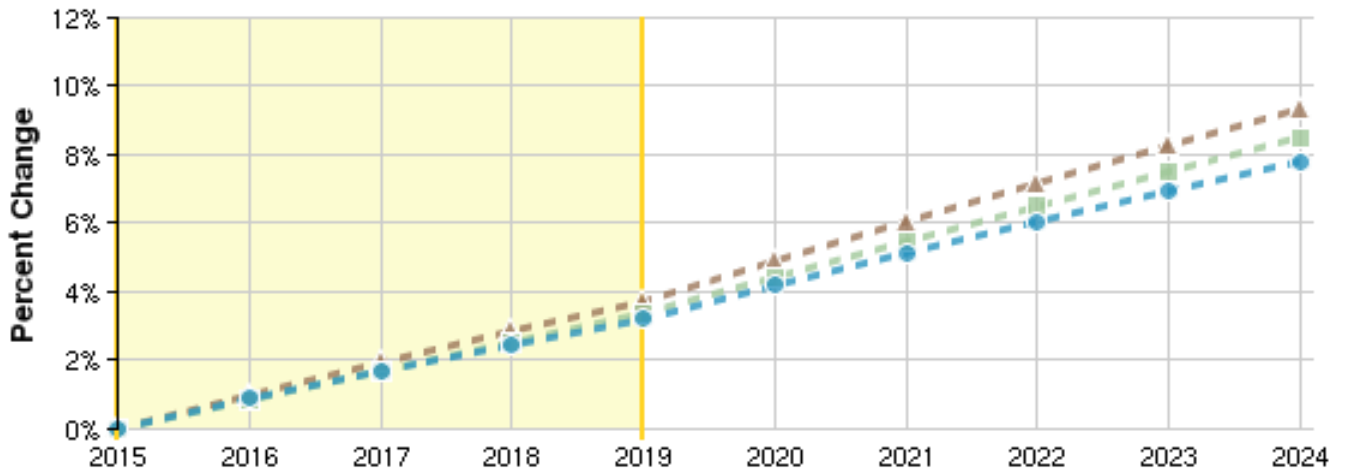
<b>\$9.21/hr</b> 10th Percentile Earnings	<b>\$13.57/hr</b> Median Earnings	<b>\$19.22/hr</b> 90th Percentile Earnings
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Occupation	10th Percentile Earnings	Median Earnings	90th Percentile Earnings
Switchboard Operators, Including Answering Service (43-2011)	\$8.75	\$10.49	\$13.44
File Clerks (43-4071)	\$11.36	\$15.66	\$21.59
Data Entry Keyers (43-9021)	\$8.42	\$10.85	\$15.57
Office Clerks, General (43-9061)	\$8.44	\$13.01	\$18.86
Receptionists and Information Clerks (43-4171)	\$8.34	\$11.84	\$15.94
Computer Operators (43-9011)	\$14.09	\$24.06	\$33.03
Word Processors and Typists (43-9022)	\$12.94	\$17.37	\$21.53
Meeting, Convention, and Event Planners (13-1121)	\$9.57	\$12.96	\$18.93
Customer Service Representatives (43-4051)	\$9.15	\$13.59	\$20.35
Library Assistants, Clerical (43-4121)	\$9.66	\$13.22	\$18.76
Office and Administrative Support Workers, All Other (43-9199)	\$9.34	\$13.78	\$20.15
Telephone Operators (43-2021)	\$8.87	\$9.27	\$9.95
Secretaries and Administrative	\$10.90	\$15.32	\$19.98

Occupation	10th Percentile Earnings	Median Earnings	90th Percentile Earnings
Assistants, Except Legal, Medical, and Executive (43-6014)			
Desktop Publishers (43-9031)	\$18.60	\$28.35	\$39.70

## Regional Trends



Region	2015 Jobs	2019 Jobs	% Change
● Western Technical College District	10,100	10,423	3.2%
● State	208,288	215,325	3.4%
● Nation	10,736,898	11,135,917	3.7%

## Educational programs

	<b>7</b>		<b>27</b>		
	Programs (2012)		Completions (2012)		
Program	2008	2009	2010	2011	2012
Administrative Assistant and Secretarial Science, General (52.0401)	10	13	18	18	20
Business/Office Automation/Technology/Data Entry (52.0407)	0	0	0	0	7
General Office Occupations and Clerical Services (52.0408)	11	12	8	4	0
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 (2014)	% of Occupation Group in Industry (2014)	% of Total Jobs in Industry (2014)
Local Government, Excluding Education and Hospitals (903999)	740	7.4%	9.2%
Telemarketing Bureaus and Other Contact Centers (561422)	488	4.9%	49.1%
Colleges, Universities, and Professional Schools (Local Government) (903612)	440	4.4%	23.5%
General Medical and Surgical Hospitals (Private) (622110)	427	4.3%	4.3%
Religious Organizations (813110)	269	2.7%	16.5%

## Data Sources and Calculations

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### 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.