

Occupation Overview

Emsi Q1 2017 Data Set

March 2017

Western Technical College



400 Seventh Street
La Crosse, Wisconsin 54601
608.785.9200

Parameters

Occupations

12 items selected. See Appendix A for details.

Regions

Code	Description
55011	Buffalo County, WI
55023	Crawford County, WI
55053	Jackson County, WI
55057	Juneau County, WI
55063	La Crosse County, WI
55081	Monroe County, WI
55121	Trempealeau County, WI
55123	Vernon County, WI

Timeframe

2018 - 2022

Datarun

2017.1 – Employees

Office Support Specialist 2017 (AED) in Western Technical College District

SOC	Description	2018 Jobs	2022 Jobs	2018 - 2022 Change	2018 - 2022 % Change	2018 - 2022 Openings	Annual Openings	Median Hourly Earnings
43-2011	Switchboard Operators, Including Answering Service	62	54	(8)	(13%)	<10	Insf. Data	\$11.84
43-2021	Telephone Operators	<10	<10	Insf. Data	Insf. Data	<10	Insf. Data	Insf. Data
43-4051	Customer Service Representatives	2,155	2,204	49	2%	266	67	\$14.33
43-4071	File Clerks	79	79	0	0%	<10	Insf. Data	\$13.26
43-4121	Library Assistants, Clerical	186	184	(2)	(1%)	25	6	\$11.62
43-4171	Receptionists and Information Clerks	718	748	30	4%	113	28	\$11.74
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,472	1,524	52	4%	121	30	\$15.99
43-9011	Computer Operators	34	33	(1)	(3%)	<10	Insf. Data	\$18.80
43-9021	Data Entry Keyers	126	128	2	2%	<10	Insf. Data	\$12.97
43-9022	Word Processors and Typists	42	41	(1)	(2%)	<10	Insf. Data	\$17.47
43-9061	Office Clerks, General	4,503	4,561	58	1%	466	117	\$14.29
43-9199	Office and Administrative Support Workers, All Other	244	248	4	2%	33	8	\$15.07
		9,628	9,811	183	2%	1,047	262	\$14.32

Occupation Summary for Office Support Specialist 2015 (AED)

9,440 Jobs (2016) 12% below National average	1.9% % Change (2018-2022) Nation: 3.1%	\$14.32/hr Median Hourly Earnings Nation: \$15.19/hr
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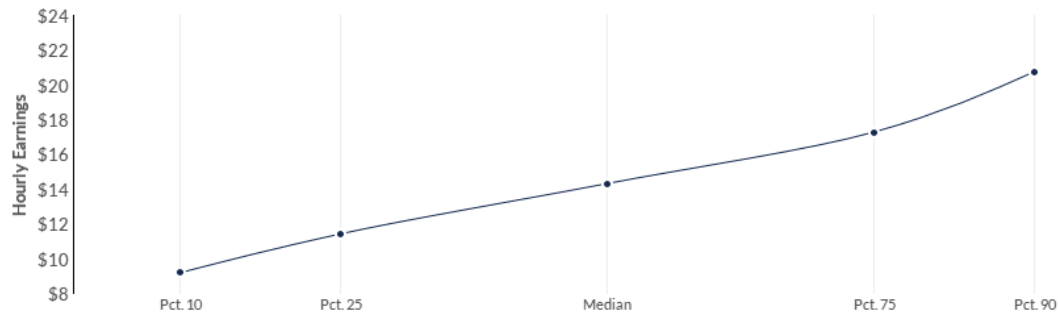
Growth

9,628 2018 Jobs	9,811 2022 Jobs	183 Change (2018-2022)	1.9% % Change (2018-2022)
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Occupation	2018 Jobs	2022 Jobs	Change	% Change
Switchboard Operators, Including Answering Service (43-2011)	62	54	-8	-13%
Telephone Operators (43-2021)	7	5	-2	-29%
Customer Service Representatives (43-4051)	2,155	2,204	49	2%
File Clerks (43-4071)	79	79	0	0%
Library Assistants, Clerical (43-4121)	186	184	-2	-1%
Receptionists and Information Clerks (43-4171)	718	748	30	4%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	1,472	1,524	52	4%
Computer Operators (43-9011)	34	33	-1	-3%
Data Entry Keyers (43-9021)	126	128	2	2%
Word Processors and Typists (43-9022)	42	41	-1	-2%
Office Clerks, General (43-9061)	4,503	4,561	58	1%
Office and Administrative Support Workers, All Other (43-9199)	244	248	4	2%

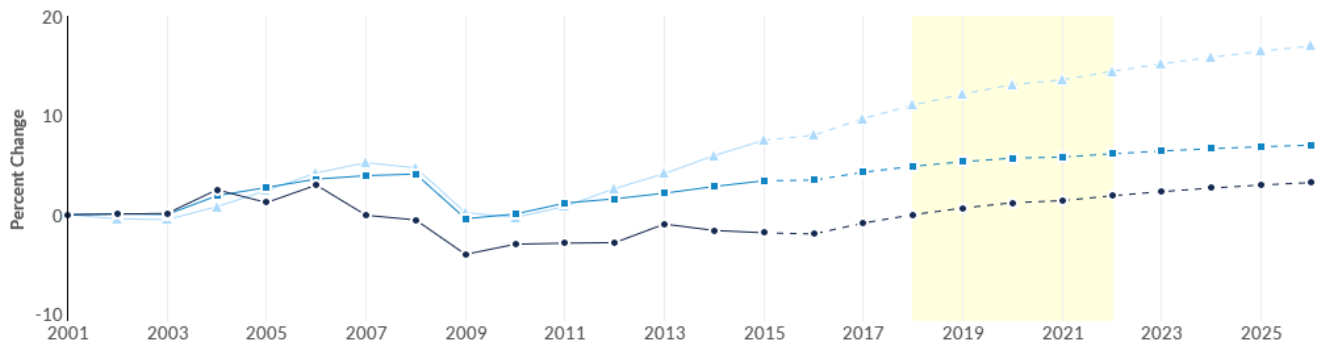
Percentile Earnings

Occupation	2018 Jobs	2022 Jobs	Change	% Change
	\$11.42/hr	\$14.32/hr	\$17.29/hr	
	25th Percentile Earnings	Median Earnings	75th Percentile Earnings	



Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Switchboard Operators, Including Answering Service (43-2011)	\$10.12	\$11.84	\$14.16
Telephone Operators (43-2021)	\$10.82	\$13.71	\$17.27
Customer Service Representatives (43-4051)	\$11.43	\$14.33	\$17.65
File Clerks (43-4071)	\$10.35	\$13.26	\$16.21
Library Assistants, Clerical (43-4121)	\$10.03	\$11.62	\$13.25
Receptionists and Information Clerks (43-4171)	\$9.18	\$11.74	\$14.14
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$13.50	\$15.99	\$18.40
Computer Operators (43-9011)	\$15.18	\$18.80	\$23.21
Data Entry Keyers (43-9021)	\$11.29	\$12.97	\$15.41
Word Processors and Typists (43-9022)	\$15.07	\$17.47	\$19.88
Office Clerks, General (43-9061)	\$11.12	\$14.29	\$17.42
Office and Administrative Support Workers, All Other (43-9199)	\$11.69	\$15.07	\$18.00

Regional Trends



	Region	2018 Jobs	2022 Jobs	Change	% Change
●	Region	9,628	9,811	183	1.9%
●	State	218,217	220,842	2,625	1.2%
●	Nation	11,058,613	11,397,101	338,488	3.1%








Regional Breakdown

County	2022 Jobs
La Crosse County, WI	5,142
Monroe County, WI	1,197
Trempealeau County, WI	951
Vernon County, WI	616
Crawford County, WI	559








Occupation Gender Breakdown

Gender	2016 Jobs	2016 Percent
● Males	1,640	17.4% <div style="width: 17.4%; height: 10px; background-color: #0070C0;"></div>
● Females	7,800	82.6% <div style="width: 82.6%; height: 10px; background-color: #0070C0;"></div>

Occupation Age Breakdown

	Age	2016 Jobs	2016 Percent
●	14-18	157	1.7% 
●	19-24	1,173	12.4% 
●	25-34	1,875	19.9% 
●	35-44	1,636	17.3% 
●	45-54	2,066	21.9% 
●	55-64	1,965	20.8% 
●	65+	568	6.0% 

Occupation Race/Ethnicity Breakdown

	Race/Ethnicity	2016 Jobs	2016 Percent
●	White	8,610	91.2% 
●	Hispanic or Latino	233	2.5% 
●	Black or African American	214	2.3% 
●	Asian	213	2.3% 
●	Two or More Races	92	1.0% 
●	American Indian or Alaska Native	76	0.8% 
●	Native Hawaiian or Other Pacific Islander	2	0.0% 

Occupational Programs

	7 Programs (2015)	30 Completions (2015)	237 Openings (2015)
CIP Code	Program		Completions (2015)
52.0401	Administrative Assistant and Secretarial Science, General		17
52.0407	Business/Office Automation/Technology/Data Entry		13
10.0305	Graphic and Printing Equipment Operator, General Production		0
11.0301	Data Processing and Data Processing Technology/Technician		0

Race/Ethnicity	2016 Jobs	2016 Percent
11.0601	Data Entry/Microcomputer Applications, General	0

Industries Employing Office Support Specialist 2015 (AED)

Industry	Occupation Group Jobs in Industry (2016)	% of Occupation Group in Industry (2016)	% of Total Jobs in Industry (2016)
Local Government, Excluding Education and Hospitals	783	8.3%	9.5%
Colleges, Universities, and Professional Schools (Local Government)	388	4.1%	22.3%
General Medical and Surgical Hospitals	318	3.4%	3.3%
Offices of Physicians (except Mental Health Specialists)	304	3.2%	14.3%
Religious Organizations	266	2.8%	15.5%

Appendix A - Occupations

Code	Description
43-2011	Switchboard Operators, Including Answering Service
43-2021	Telephone Operators
43-4051	Customer Service Representatives
43-4071	File Clerks
43-4121	Library Assistants, Clerical
43-4171	Receptionists and Information Clerks
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
43-9011	Computer Operators
43-9021	Data Entry Keyers
43-9022	Word Processors and Typists
43-9061	Office Clerks, General
43-9199	Office and Administrative Support Workers, All Other

Appendix B - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

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.

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.

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.

State Data Sources

This report uses state data from the following agencies: Illinois Department of Employment Security, Employment Projections; Iowa Workforce Development; Michigan Department of Labor and Economic Growth, Bureau of Labor Market Information and Strategic Initiatives; Minnesota Department of Employment and Economic Development; Wisconsin Department of Workforce Development, Bureau of Workforce Information