

Occupation Overview

EMSI Q2 2015 Data Set

Office Support Specialist
October 2015

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

2016 - 2020

Datarun

2015.2 – Employees

Office Support Specialist 2015 (AED) in 8 Counties

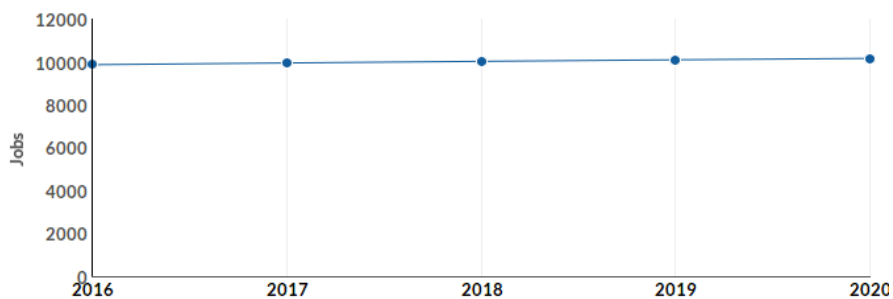
SOC	Description	2016 Jobs	2020 Jobs	2016 - 2020 Change	2016 - 2020 % Change	Openings	Annual Openings	Median Hourly Earnings
43-2011	Switchboard Operators, Including Answering Service	102	97	(5)	(5%)	<10	Insf. Data	\$12.85
43-2021	Telephone Operators	<10	<10	Insf. Data	Insf. Data	<10	Insf. Data	Insf. Data
43-4051	Customer Service Representatives	2,588	2,722	134	5%	425	106	\$13.87
43-4071	File Clerks	89	90	1	1%	<10	Insf. Data	\$12.36
43-4121	Library Assistants, Clerical	141	145	4	3%	30	8	\$11.78
43-4171	Receptionists and Information Clerks	679	705	26	4%	104	26	\$11.84
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,885	1,985	100	5%	195	49	\$15.88
43-9011	Computer Operators	50	49	(1)	(2%)	<10	Insf. Data	\$19.91
43-9021	Data Entry Keyers	158	149	(9)	(6%)	<10	Insf. Data	\$11.46
43-9022	Word Processors and Typists	50	46	(4)	(8%)	<10	Insf. Data	\$17.99
43-9061	Office Clerks, General	3,924	3,969	45	1%	391	98	\$13.49
43-9199	Office and Administrative Support Workers, All Other	210	214	4	2%	29	7	\$14.72
		9,882	10,176	294	3%	1,201	300	\$13.93

Occupation Summary for Office Support Specialist 2015 (AED)

9,789 Jobs (2015) 9% below National average	3.0% % Change (2016-2020) Nation: 3.3%	\$13.93/hr Median Hourly Earnings Nation: \$14.61/hr
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Growth

9,882 2016 Jobs	10,176 2020 Jobs	294 Change (2016-2020)	3.0% % Change (2016-2020)
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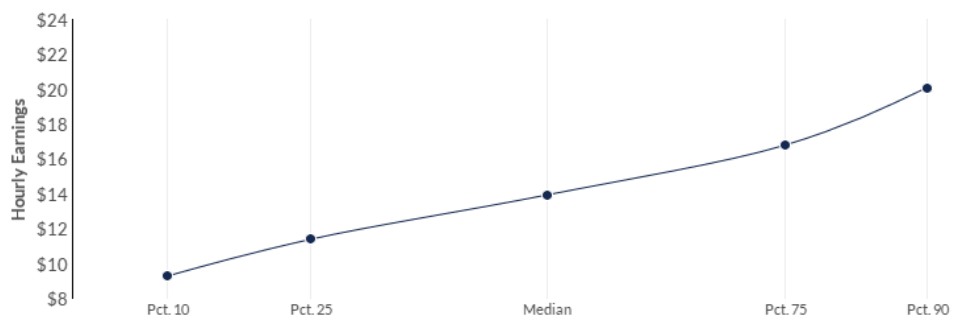


Occupation	2016 Jobs	2020 Jobs	Change	% Change
Switchboard Operators, Including Answering Service (43-2011)	102	97	-5	-5%
Telephone Operators (43-2021)	5	5	0	0%
Customer Service Representatives (43-4051)	2,588	2,722	134	5%
File Clerks (43-4071)	89	90	1	1%
Library Assistants, Clerical (43-4121)	141	145	4	3%
Receptionists and Information Clerks (43-4171)	679	705	26	4%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	1,885	1,985	100	5%
Computer Operators (43-9011)	50	49	-1	-2%
Data Entry Keyers (43-9021)	158	149	-9	-6%

Occupation	2016 Jobs	2020 Jobs	Change	% Change
Word Processors and Typists (43-9022)	50	46	-4	-8%
Office Clerks, General (43-9061)	3,924	3,969	45	1%
Office and Administrative Support Workers, All Other (43-9199)	210	214	4	2%

Percentile Earnings

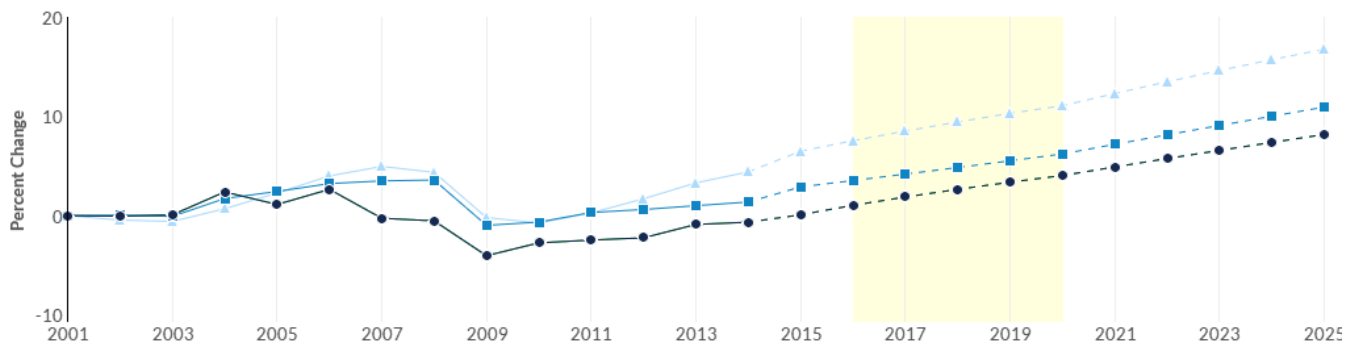
\$11.38/hr 25th Percentile Earnings	\$13.93/hr Median Earnings	\$16.78/hr 75th Percentile Earnings
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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Switchboard Operators, Including Answering Service (43-2011)	\$11.16	\$12.85	\$14.85
Telephone Operators (43-2021)	\$12.80	\$14.99	\$18.93
Customer Service Representatives (43-4051)	\$11.33	\$13.87	\$16.98
File Clerks (43-4071)	\$10.07	\$12.36	\$15.17
Library Assistants, Clerical (43-4121)	\$10.12	\$11.78	\$13.74
Receptionists and Information Clerks (43-4171)	\$9.59	\$11.84	\$14.23
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$13.54	\$15.88	\$18.12
Computer Operators (43-9011)	\$15.42	\$19.91	\$24.12
Data Entry Keyers (43-9021)	\$9.81	\$11.46	\$14.03
Word Processors and Typists	\$15.71	\$17.99	\$20.47

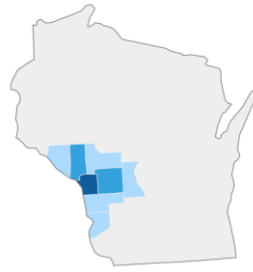
Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
(43-9022)			
Office Clerks, General (43-9061)	\$10.73	\$13.49	\$16.61
Office and Administrative Support Workers, All Other (43-9199)	\$11.21	\$14.72	\$16.96

Regional Trends



	Region	2016 Jobs	2020 Jobs	Change	% Change
●	Region	9,882	10,176	294	3.0%
●	State	217,011	222,634	5,623	2.6%
●	Nation	10,841,431	11,197,400	355,969	3.3%
●	Western Technical College District	9,882	10,176	294	3.0%

Regional Breakdown



County	2020 Jobs
La Crosse County, WI	5,943
Monroe County, WI	1,080
Trempealeau County, WI	887
Vernon County, WI	553
Juneau County, WI	521








Occupation Gender Breakdown



Gender	2015 Jobs	2015 Percent
Males	1,689	17.2%
Females	8,100	82.8%








Occupation Age Breakdown



	Age	2015 Jobs	2015 Percent
●	14-18	185	1.9% 
●	19-24	1,301	13.3% 
●	25-34	1,945	19.9% 
●	35-44	1,683	17.2% 
●	45-54	2,149	21.9% 
●	55-64	1,870	19.1% 
●	65+	656	6.7% 

Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2015 Jobs	2015 Percent
●	White	9,124	93.2% 
●	Black or African American	209	2.1% 
●	Asian	181	1.8% 
●	Hispanic or Latino	175	1.8% 
●	Two or More Races	53	0.5% 
●	American Indian or Alaska Native	45	0.5% 
●	Native Hawaiian or Other Pacific Islander	3	0.0% 

Occupational Programs

7		16		321	
Programs (2014)		Completions (2014)		Openings (2014)	
CIP Code	Program	Completions (2014)			
52.0401	Administrative Assistant and Secretarial Science, General	11			
52.0407	Business/Office Automation/Technology/Data Entry	5			
52.0408	General Office Occupations and Clerical Services	0			
51.0703	Health Unit Coordinator/Ward Clerk	0			
11.0301	Data Processing and Data Processing Technology/Technician	0			

Industries Employing Office Support Specialist 2015 (AED)

Industry	Occupation Group Jobs in Industry (2015)	% of Occupation Group in Industry (2015)	% of Total Jobs in Industry (2015)
Local Government, Excluding Education and Hospitals	751	7.7%	9.3%
Colleges, Universities, and Professional Schools (Local Government)	451	4.6%	24.4%
Third Party Administration of Insurance and Pension Funds	388	4.0%	30.3%
General Medical and Surgical Hospitals	362	3.7%	3.7%
Telemarketing Bureaus and Other Contact Centers	332	3.4%	44.0%

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

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.

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.

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.

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