

# Occupation Overview

Emsi Q1 2019 Data Set

March 2019

## Western Technical College



400 Seventh Street  
La Crosse, Wisconsin 54601  
608.785.9200

# Parameters

## Occupations

11 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

2019 - 2025

## Datarun

2019.1 – Employees

# Office Support Specialist - March 2019 in Western Technical College District

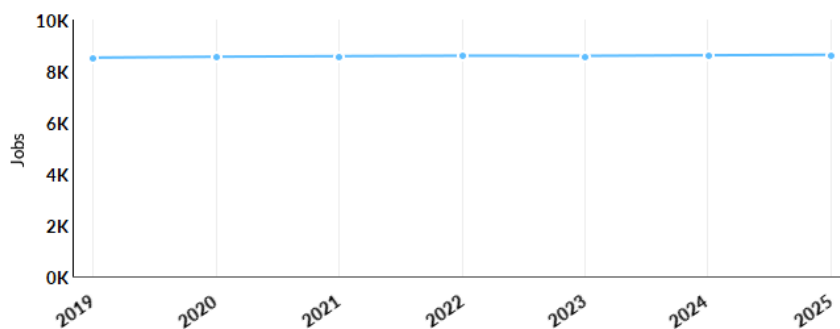
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# Occupation Summary for Office Support Specialist - March 2019

<b>8,519</b> Jobs (2019) 6% above National average	<b>1.3%</b> % Change (2019-2025) Nation: 3.4%	<b>\$14.98/hr</b> Median Hourly Earnings Nation: \$15.17/hr
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## Growth

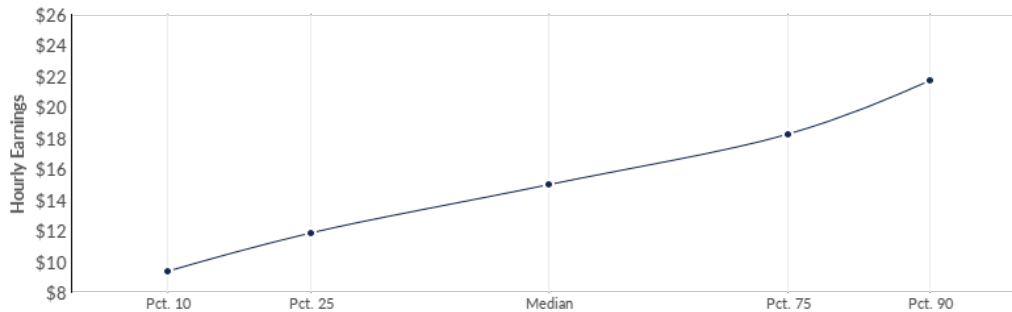
<b>8,519</b> 2019 Jobs	<b>8,629</b> 2025 Jobs	<b>110</b> Change (2019-2025)	<b>1.3%</b> % Change (2019-2025)
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Occupation	2019 Jobs	2025 Jobs	Change	% Change
Switchboard Operators, Including Answering Service (43-2011)	39	37	-2	-5%
Telephone Operators (43-2021)	1	1	0	0%
Customer Service Representatives (43-4051)	2,649	2,722	73	3%
File Clerks (43-4071)	60	59	-1	-2%
Library Assistants, Clerical (43-4121)	96	97	1	1%
Receptionists and Information Clerks (43-4171)	840	880	40	5%
Computer Operators (43-9011)	30	29	-1	-3%
Data Entry Keyers (43-9021)	105	98	-7	-7%
Word Processors and Typists (43-9022)	27	24	-3	-11%
Office Clerks, General (43-9061)	4,388	4,383	-5	0%
Office and Administrative Support Workers, All Other (43-9199)	285	300	15	5%

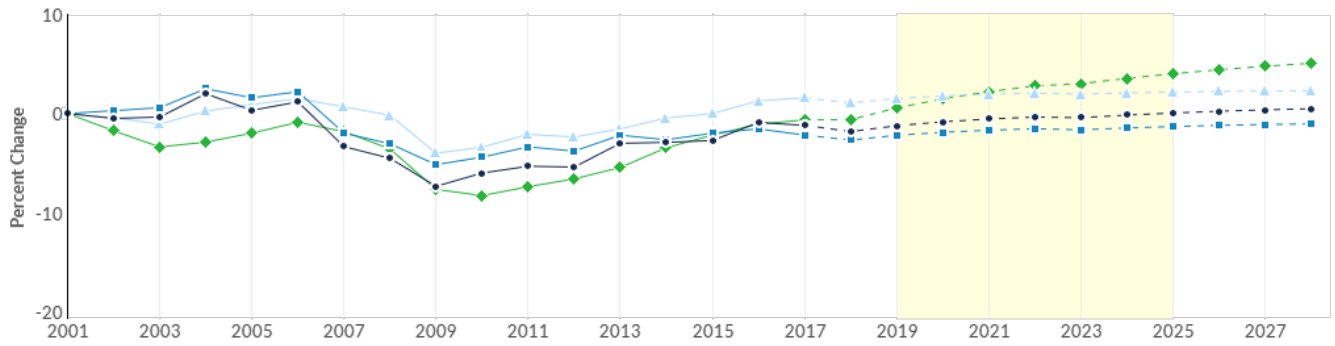
## Percentile Earnings

<b>\$11.84/hr</b> 25th Percentile Earnings	<b>\$14.98/hr</b> Median Earnings	<b>\$18.24/hr</b> 75th Percentile Earnings
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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Switchboard Operators, Including Answering Service (43-2011)	\$7.48	\$8.78	\$10.42
Telephone Operators (43-2021)	\$16.57	\$21.68	\$27.98
Customer Service Representatives (43-4051)	\$12.24	\$14.75	\$17.96
File Clerks (43-4071)	\$10.07	\$12.43	\$15.73
Library Assistants, Clerical (43-4121)	\$10.57	\$14.89	\$17.48
Receptionists and Information Clerks (43-4171)	\$11.07	\$13.40	\$16.02
Computer Operators (43-9011)	\$12.40	\$15.73	\$23.29
Data Entry Keyers (43-9021)	\$11.29	\$13.51	\$16.67
Word Processors and Typists (43-9022)	\$11.04	\$15.26	\$24.14
Office Clerks, General (43-9061)	\$12.37	\$15.80	\$18.83
Office and Administrative Support Workers, All Other (43-9199)	\$8.28	\$9.66	\$16.25

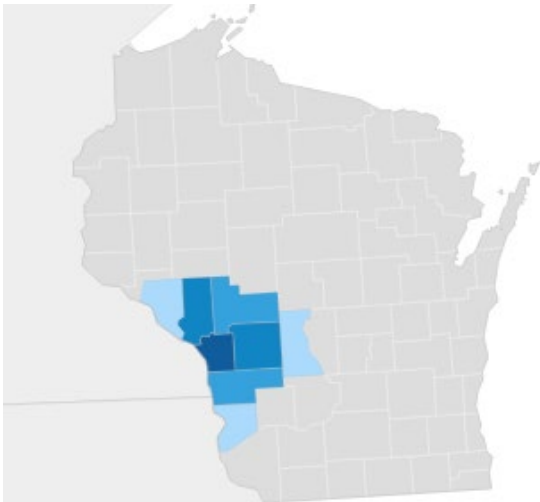
# Regional Trends



	Region	2019 Jobs	2025 Jobs	Change	% Change
●	Region	8,519	8,629	110	1.3%
●	7 Rivers Region	10,773	10,871	98	0.9%
●	State	181,125	182,301	1,176	0.6%
●	Nation	8,245,384	8,528,434	283,050	3.4%

# Regional Breakdown

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County	2025 Jobs
La Crosse County, WI	4,914
Monroe County, WI	1,023
Trempealeau County, WI	732
Vernon County, WI	498
Jackson County, WI	473

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## Job Postings Summary

<p><b>348</b> Unique Postings</p> <p>2,049 Total Postings</p>	<p><b>6 : 1</b> Posting Intensity</p> <p>Regional Average: 7 : 1</p> 	<p><b>34 days</b> Median Posting Duration</p> <p>Regional Average: 37 days</p>
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There were **2,049** total job postings for your selection in January 2019, of which **348** were unique. These numbers give us a Posting Intensity of **6-to-1**, meaning that for every 6 postings there is 1 unique job posting. This is lower than the Posting Intensity for all other occupations and companies in the region (7-to-1), indicating that they may not be trying as hard to hire for this position.

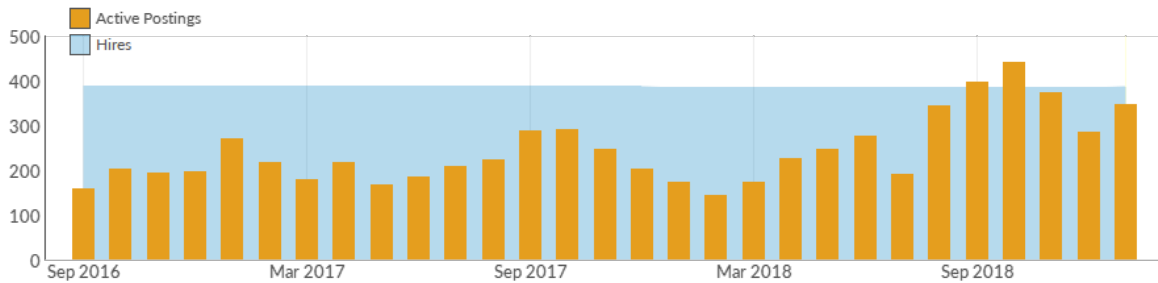
## Job Postings vs. Hires

**348**

**Avg. Monthly Postings (Jan 2019)**

**389**

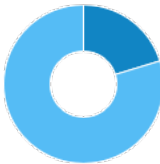
**Avg. Monthly Hires (Jan 2019)**



Occupation	Avg Monthly Postings (Jan 2019)	Avg Monthly Hires (Jan 2019)
Customer Service Representatives	283	117
Receptionists and Information Clerks	31	35
Office Clerks, General	20	208
Data Entry Keyers	9	6
Switchboard Operators, Including Answering Service	2	2
Office and Administrative Support Workers, All Other	2	13
Computer Operators	1	1
File Clerks	0	0
Library Assistants, Clerical	0	4
Word Processors and Typists	0	0
Telephone Operators	0	0

# Occupation Gender Breakdown

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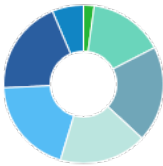


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	Gender	2018 Jobs	2018 Percent
•	Males	1,717	20.3% 
•	Females	6,750	79.7% 

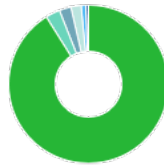
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# Occupation Age Breakdown



	Age	2018 Jobs	2018 Percent
●	14-18	183	2.2%
●	19-24	1,289	15.2%
●	25-34	1,657	19.6%
●	35-44	1,499	17.7%
●	45-54	1,659	19.6%
●	55-64	1,641	19.4%
●	65+	539	6.4%

## Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2018 Jobs	2018 Percent
●	White	7,717	91.1%
●	Hispanic or Latino	248	2.9%
●	Black or African American	201	2.4%
●	Asian	176	2.1%
●	Two or More Races	78	0.9%
●	American Indian or Alaska Native	45	0.5%
●	Native Hawaiian or Other Pacific Islander	3	0.0%

## Occupational Programs

<b>1</b>			<b>13</b>			<b>1,041</b>		
Programs (2017)			Completions (2017)			Openings (2017)		
CIP Code	Program	Completions (2017)						
52.0407	Business/Office Automation/Technology/Data Entry	13						

## Industries Employing Office Support Specialist - March 2019

Industry	Occupation Group Jobs in Industry (2018)	% of Occupation Group in Industry (2018)	% of Total Jobs in Industry (2018)
Local Government, Excluding Education and Hospitals	632	7.5%	7.9%
General Medical and Surgical Hospitals	479	5.7%	4.6%
Third Party Administration of Insurance and Pension Funds	358	4.2%	21.1%
Colleges, Universities, and Professional Schools (Local Government)	352	4.2%	18.1%
Offices of Physicians (except Mental Health Specialists)	325	3.8%	16.3%

# 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
43-9011	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.

## Emsi Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

## 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: Iowa Workforce Development; Minnesota Department of Employment and Economic Development; Wisconsin Department of Workforce Development, Bureau of Workforce Information