



3 RIVERS WIB
THREE RIVERS WORKFORCE INVESTMENT BOARD

**Office and Administrative Support
Occupations
in Allegheny County
2015-2025**



Office and Administrative Support Occupations

Regions

Code	Description
42003	Allegheny County, PA

Timeframe

2015 - 2025

Datarun

2016.1 – QCEW Employees



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Occupation Summary for 56 Occupations

123,137 Jobs (2015) 12% above National average	-0.2% % Change (2015-2025) Nation: 8.4%	\$16.68/hr Median Hourly Earnings Nation: \$16.41/hr
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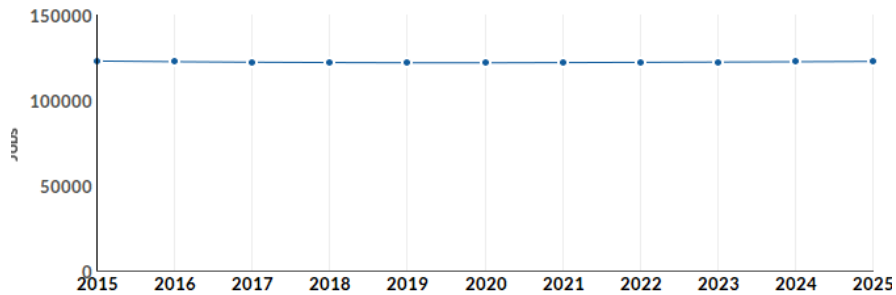


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Growth

123,137 2015 Jobs	122,905 2025 Jobs	-232 Change (2015-2025)	-0.2% % Change (2015-2025)
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Occupation	2015 Jobs	2025 Jobs	Change	% Change
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	7,634	7,923	289	4%
Switchboard Operators, Including Answering Service (43-2011)	611	515	-96	-16%
Telephone Operators (43-2021)	37	38	1	3%
Communications Equipment Operators, All Other (43-2099)	7	8	1	14%
Bill and Account Collectors (43-3011)	1,718	1,707	-11	-1%
Billing and Posting Clerks (43-3021)	3,487	3,764	277	8%
Bookkeeping, Accounting, and Auditing Clerks (43-3031)	8,649	9,067	418	5%
Gaming Cage Workers (43-3041)	89	116	27	30%
Payroll and Timekeeping Clerks (43-3051)	919	984	65	7%
Procurement Clerks (43-3061)	421	429	8	2%
Tellers (43-3071)	3,450	3,391	-59	-2%



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Occupation	2015 Jobs	2025 Jobs	Change	% Change
Financial Clerks, All Other (43-3099)	496	504	8	2%
Brokerage Clerks (43-4011)	527	475	-52	-10%
Correspondence Clerks (43-4021)	69	71	2	3%
Court, Municipal, and License Clerks (43-4031)	173	176	3	2%
Credit Authorizers, Checkers, and Clerks (43-4041)	158	152	-6	-4%
Customer Service Representatives (43-4051)	16,872	16,957	85	1%
Eligibility Interviewers, Government Programs (43-4061)	1,007	1,015	8	1%
File Clerks (43-4071)	841	797	-44	-5%
Hotel, Motel, and Resort Desk Clerks (43-4081)	851	875	24	3%
Interviewers, Except Eligibility and Loan (43-4111)	1,596	1,591	-5	0%
Library Assistants, Clerical (43-4121)	748	788	40	5%
Loan Interviewers and Clerks (43-4131)	1,964	2,001	37	2%
New Accounts Clerks (43-4141)	96	91	-5	-5%
Order Clerks (43-4151)	1,529	1,426	-103	-7%
Human Resources Assistants, Except Payroll and Timekeeping (43-4161)	803	781	-22	-3%
Receptionists and Information Clerks (43-4171)	4,795	5,103	308	6%
Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)	440	226	-214	-49%
Information and Record Clerks, All Other (43-4199)	694	650	-44	-6%



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Occupation	2015 Jobs	2025 Jobs	Change	% Change
Cargo and Freight Agents (43-5011)	368	360	-8	-2%
Couriers and Messengers (43-5021)	300	281	-19	-6%
Police, Fire, and Ambulance Dispatchers (43-5031)	407	400	-7	-2%
Dispatchers, Except Police, Fire, and Ambulance (43-5032)	742	796	54	7%
Meter Readers, Utilities (43-5041)	267	230	-37	-14%
Postal Service Clerks (43-5051)	416	293	-123	-30%
Postal Service Mail Carriers (43-5052)	1,596	1,208	-388	-24%
Postal Service Mail Sorters, Processors, and Processing Machine Operators (43-5053)	1,029	702	-327	-32%
Production, Planning, and Expediting Clerks (43-5061)	1,398	1,417	19	1%
Shipping, Receiving, and Traffic Clerks (43-5071)	2,279	2,244	-35	-2%
Stock Clerks and Order Fillers (43-5081)	7,728	7,149	-579	-7%
Weighers, Measurers, Checkers, and Samplers, Recordkeeping (43-5111)	266	288	22	8%
Executive Secretaries and Executive Administrative Assistants (43-6011)	3,185	3,071	-114	-4%
Legal Secretaries (43-6012)	1,737	1,737	0	0%
Medical Secretaries (43-6013)	2,778	3,391	613	22%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	14,828	15,381	553	4%
Computer Operators (43-9011)	487	405	-82	-17%



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Occupation	2015 Jobs	2025 Jobs	Change	% Change
Data Entry Keyers (43-9021)	1,166	893	-273	-23%
Word Processors and Typists (43-9022)	712	543	-169	-24%
Desktop Publishers (43-9031)	60	57	-3	-5%
Insurance Claims and Policy Processing Clerks (43-9041)	2,012	2,068	56	3%
Mail Clerks and Mail Machine Operators, Except Postal Service (43-9051)	584	502	-82	-14%
Office Clerks, General (43-9061)	17,186	16,985	-201	-1%
Office Machine Operators, Except Computer (43-9071)	353	287	-66	-19%
Proofreaders and Copy Markers (43-9081)	51	49	-2	-4%
Statistical Assistants (43-9111)	50	55	5	10%
Office and Administrative Support Workers, All Other (43-9199)	471	490	19	4%

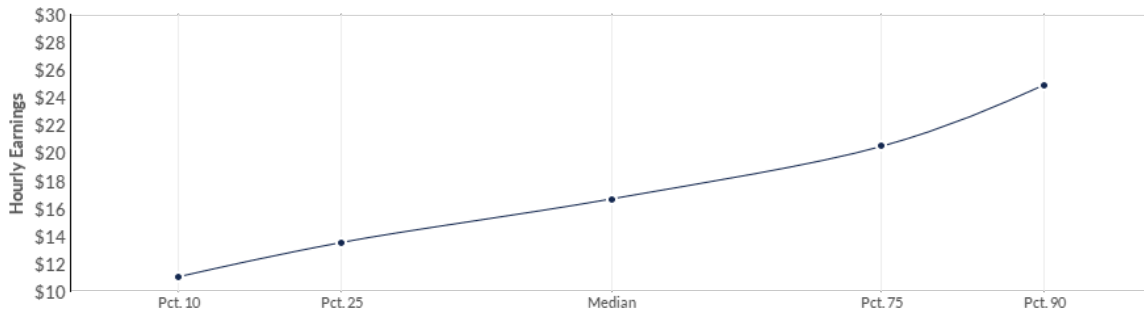


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Percentile Earnings

\$13.53/hr 25th Percentile Earnings	\$16.68/hr Median Earnings	\$20.48/hr 75th Percentile Earnings
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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
First-Line Supervisors of Office and Administrative Support Workers (43-1011)	\$20.46	\$26.34	\$33.68
Switchboard Operators, Including Answering Service (43-2011)	\$11.06	\$13.71	\$18.18
Telephone Operators (43-2021)	\$16.68	\$19.21	\$24.91
Communications Equipment Operators, All Other (43-2099)	\$18.68	\$22.42	\$27.49
Bill and Account Collectors (43-3011)	\$14.56	\$17.32	\$19.87
Billing and Posting Clerks (43-3021)	\$14.04	\$16.50	\$19.11
Bookkeeping, Accounting, and Auditing Clerks (43-3031)	\$14.17	\$17.64	\$21.46
Gaming Cage Workers (43-3041)	\$10.82	\$12.45	\$14.15
Payroll and Timekeeping Clerks (43-3051)	\$16.47	\$19.53	\$23.51
Procurement Clerks (43-3061)	\$14.79	\$18.35	\$22.23
Tellers (43-3071)	\$10.81	\$12.26	\$14.64
Financial Clerks, All Other (43-3099)	\$16.07	\$19.03	\$23.20
Brokerage Clerks (43-4011)	\$18.72	\$22.65	\$28.04
Correspondence Clerks (43-4021)	\$14.94	\$17.90	\$21.64



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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Court, Municipal, and License Clerks (43-4031)	\$11.98	\$17.17	\$22.47
Credit Authorizers, Checkers, and Clerks (43-4041)	\$13.90	\$15.92	\$21.02
Customer Service Representatives (43-4051)	\$12.45	\$15.45	\$19.43
Eligibility Interviewers, Government Programs (43-4061)	\$21.09	\$22.58	\$25.22
File Clerks (43-4071)	\$11.05	\$13.04	\$15.57
Hotel, Motel, and Resort Desk Clerks (43-4081)	\$9.27	\$10.58	\$12.08
Interviewers, Except Eligibility and Loan (43-4111)	\$12.83	\$14.82	\$17.59
Library Assistants, Clerical (43-4121)	\$8.98	\$9.89	\$11.86
Loan Interviewers and Clerks (43-4131)	\$15.52	\$18.00	\$21.11
New Accounts Clerks (43-4141)	\$14.41	\$16.49	\$18.74
Order Clerks (43-4151)	\$11.10	\$13.84	\$17.54
Human Resources Assistants, Except Payroll and Timekeeping (43-4161)	\$14.56	\$17.61	\$21.06
Receptionists and Information Clerks (43-4171)	\$10.88	\$13.06	\$15.12
Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)	\$10.98	\$14.62	\$20.29
Information and Record Clerks, All Other (43-4199)	\$15.68	\$19.59	\$22.61
Cargo and Freight Agents (43-5011)	\$14.52	\$19.22	\$24.32
Couriers and Messengers (43-5021)	\$10.34	\$12.17	\$14.85
Police, Fire, and Ambulance Dispatchers (43-5031)	\$14.62	\$18.39	\$22.16
Dispatchers, Except Police, Fire, and Ambulance (43-5032)	\$14.94	\$18.62	\$23.28



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Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Meter Readers, Utilities (43-5041)	\$21.74	\$28.00	\$31.17
Postal Service Clerks (43-5051)	\$16.14	\$28.24	\$28.85
Postal Service Mail Carriers (43-5052)	\$24.90	\$29.07	\$29.08
Postal Service Mail Sorters, Processors, and Processing Machine Operators (43-5053)	\$25.84	\$27.28	\$27.71
Production, Planning, and Expediting Clerks (43-5061)	\$18.79	\$24.27	\$29.03
Shipping, Receiving, and Traffic Clerks (43-5071)	\$13.05	\$15.41	\$19.10
Stock Clerks and Order Fillers (43-5081)	\$9.01	\$10.76	\$13.75
Weighers, Measurers, Checkers, and Samplers, Recordkeeping (43-5111)	\$13.33	\$17.51	\$22.72
Executive Secretaries and Executive Administrative Assistants (43-6011)	\$20.75	\$25.10	\$30.04
Legal Secretaries (43-6012)	\$18.02	\$22.23	\$28.09
Medical Secretaries (43-6013)	\$12.91	\$15.24	\$17.93
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$12.58	\$16.05	\$20.10
Computer Operators (43-9011)	\$12.97	\$17.46	\$24.30
Data Entry Keyers (43-9021)	\$11.51	\$13.87	\$16.67
Word Processors and Typists (43-9022)	\$14.63	\$16.73	\$19.66
Desktop Publishers (43-9031)	\$17.08	\$20.74	\$27.98
Insurance Claims and Policy Processing Clerks (43-9041)	\$14.30	\$17.00	\$19.59
Mail Clerks and Mail Machine Operators, Except Postal Service (43-9051)	\$9.44	\$11.62	\$16.96
Office Clerks, General (43-9061)	\$11.06	\$14.17	\$18.23
Office Machine Operators, Except Computer (43-9071)	\$9.39	\$12.32	\$17.33



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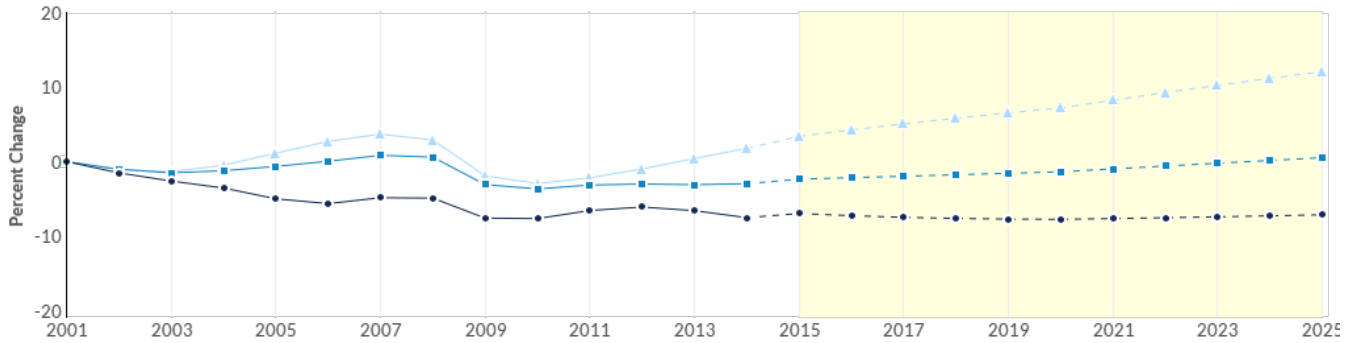
Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Proofreaders and Copy Markers (43-9081)	\$12.97	\$17.68	\$23.11
Statistical Assistants (43-9111)	\$14.00	\$18.15	\$22.37
Office and Administrative Support Workers, All Other (43-9199)	\$13.61	\$16.77	\$21.78



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Regional Trends



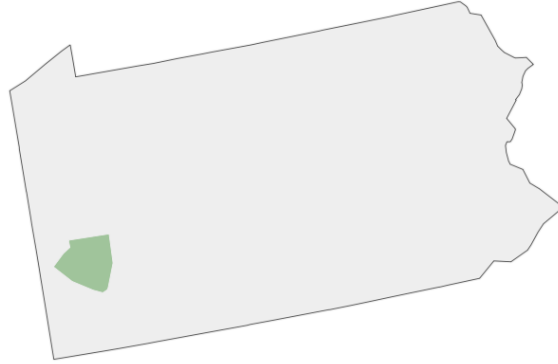
	Region	2015 Jobs	2025 Jobs	Change	% Change
●	Region	123,137	122,905	-232	-0.2%
●	State	925,076	952,360	27,284	2.9%
●	Nation	22,087,476	23,943,469	1,855,993	8.4%



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Regional Breakdown



* Highlighted areas show counties that contain the selected zip codes


ZIP	2025 Jobs
Pittsburgh, PA 15222 (in Allegheny county)	17,819
Pittsburgh, PA 15219 (in Allegheny county)	12,286
Pittsburgh, PA 15212 (in Allegheny county)	6,004
Coraopolis, PA 15108 (in Allegheny county)	5,507
Pittsburgh, PA 15213 (in Allegheny county)	5,142



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Job Postings Summary

<p>4,336 Unique Postings (Mar 2016)</p> <p>20,014 Total Postings</p>	<p>5 : 1 Posting Intensity (Mar 2016)</p> <p>Regional Average: 7 : 1</p> 
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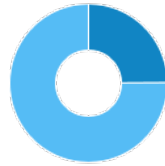
There were **20,014** total job postings for 56 Occupations in March 2016, of which **4,336** were unique. These numbers give us a Posting Intensity of **5-to-1**, meaning that for every 5 postings there is 1 unique job posting. This is lower than the Posting Intensity for all other occupations and companies in the region (7-to-1), indicating that companies may not be trying as hard to hire this position.





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Occupation Gender Breakdown



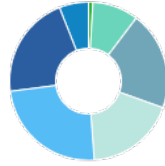
	Gender	2015 Jobs	2015 Percent
•	Males	30,682	24.9% 
•	Females	92,456	75.1% 



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Occupation Age Breakdown



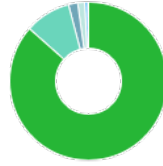
	Age	2015 Jobs	2015 Percent
●	14-18	1,113	0.9%
●	19-24	11,626	9.4% ■
●	25-34	24,756	20.1% ■■
●	35-44	22,660	18.4% ■■
●	45-54	29,658	24.1% ■■■
●	55-64	25,923	21.1% ■■■
●	65+	7,403	6.0% ■



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Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2015 Jobs	2015 Percent	
●	White	106,536	86.5%	
●	Black or African American	11,542	9.4%	
●	Hispanic or Latino	2,330	1.9%	
●	Asian	1,759	1.4%	
●	Two or More Races	779	0.6%	
●	American Indian or Alaska Native	118	0.1%	
●	Native Hawaiian or Other Pacific Islander	73	0.1%	



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Occupational Programs

19 Programs (2014)	235 Completions (2014)	3,712 Openings (2014)
CIP Code	Program	Completions (2014)
52.0302	Accounting Technology/Technician and Bookkeeping	113
51.0714	Medical Insurance Specialist/Medical Biller	26
52.1803	Retailing and Retail Operations	24
52.0401	Administrative Assistant and Secretarial Science, General	21
51.0711	Medical/Health Management and Clinical Assistant/Specialist	17



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Industries Employing 56 Occupations

Industry	Occupation Group Jobs in Industry (2015)	% of Occupation Group in Industry (2015)	% of Total Jobs in Industry (2015)
Commercial Banking	10,110	8.2%	56.1%
Corporate, Subsidiary, and Regional Managing Offices	7,634	6.2%	28.6%
Offices of Physicians (except Mental Health Specialists)	5,540	4.5%	31.8%
General Medical and Surgical Hospitals	4,383	3.6%	11.7%
Colleges, Universities, and Professional Schools	4,278	3.5%	18.3%



Appendix A - Occupations

Code	Description
43-1011	First-Line Supervisors of Office and Administrative Support Workers
43-2011	Switchboard Operators, Including Answering Service
43-2021	Telephone Operators
43-2099	Communications Equipment Operators, All Other
43-3011	Bill and Account Collectors
43-3021	Billing and Posting Clerks
43-3031	Bookkeeping, Accounting, and Auditing Clerks
43-3041	Gaming Cage Workers
43-3051	Payroll and Timekeeping Clerks
43-3061	Procurement Clerks
43-3071	Tellers
43-3099	Financial Clerks, All Other
43-4011	Brokerage Clerks
43-4021	Correspondence Clerks
43-4031	Court, Municipal, and License Clerks
43-4041	Credit Authorizers, Checkers, and Clerks
43-4051	Customer Service Representatives
43-4061	Eligibility Interviewers, Government Programs
43-4071	File Clerks
43-4081	Hotel, Motel, and Resort Desk Clerks
43-4111	Interviewers, Except Eligibility and Loan
43-4121	Library Assistants, Clerical
43-4131	Loan Interviewers and Clerks
43-4141	New Accounts Clerks
43-4151	Order Clerks
43-4161	Human Resources Assistants, Except Payroll and Timekeeping
43-4171	Receptionists and Information Clerks
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks



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Code	Description
43-4199	Information and Record Clerks, All Other
43-5011	Cargo and Freight Agents
43-5021	Couriers and Messengers
43-5031	Police, Fire, and Ambulance Dispatchers
43-5032	Dispatchers, Except Police, Fire, and Ambulance
43-5041	Meter Readers, Utilities
43-5051	Postal Service Clerks
43-5052	Postal Service Mail Carriers
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators
43-5061	Production, Planning, and Expediting Clerks
43-5071	Shipping, Receiving, and Traffic Clerks
43-5081	Stock Clerks and Order Fillers
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping
43-6011	Executive Secretaries and Executive Administrative Assistants
43-6012	Legal Secretaries
43-6013	Medical Secretaries
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
43-9031	Desktop Publishers
43-9041	Insurance Claims and Policy Processing Clerks
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service
43-9061	Office Clerks, General
43-9071	Office Machine Operators, Except Computer
43-9081	Proofreaders and Copy Markers
43-9111	Statistical Assistants
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.

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.



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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.

State Data Sources

This report uses state data from the following agencies: Pennsylvania Department of Labor and Industry, Center for Workforce Information and Analysis