

Career Pathways
Administration & Support Sector
Office & Administrative Support Occupations

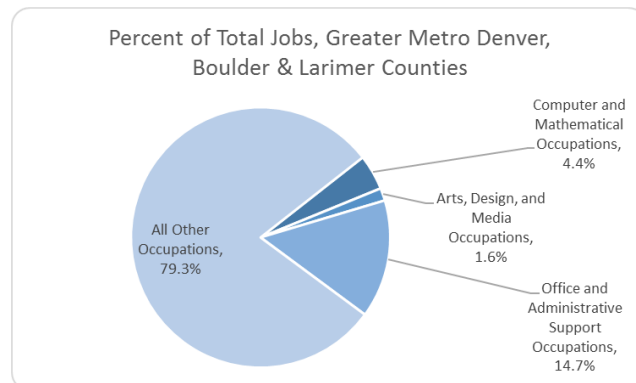
All industries are made up of three groups of people:

- The **core business group**, which produce the goods or provide the services
- The **business operations group**, which is charged with advertising, marketing, budgeting and sales
- The **administration & support** group, which performs tasks that support the core and business operations groups

The **administration & support** occupational groups can perform the same basic functions across all industry groups or 'sectors.' For this reason, these occupations groups are 'sectors' in their own right. For instance, there are executive administrative assistants in hospitals and in financial services companies because these duties are necessary for virtually all business. This table shows the number of jobs in each section of the **administration & support** occupational groups.

Office & Administrative Support Occupations, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Percent Change
43-1000	Supervisors of Office and Administrative Support Workers	12,491	13,897	1,406	11.3%
43-2000	Communications Equipment Operators	1,249	1,308	59	4.7%
43-3000	Financial Clerks	30,433	33,527	3,094	10.2%
43-4000	Information and Record Clerks	61,429	67,488	6,059	9.9%
43-5000	Material Recording, Scheduling, Dispatching, and Distributing Workers	34,697	35,850	1,153	3.3%
43-6000	Secretaries and Administrative Assistants	48,174	53,070	4,896	10.2%
43-9000	Other Office and Administrative Support Workers	27,343	29,958	2,615	9.6%
	Total	215,817	235,099	19,282	8.9%

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker



The **administration & support** group of occupations makes up over one in five jobs (20.7%) of employment in greater metro Denver, Boulder and Larimer counties. The **office & administrative support** occupational group makes up 14.7% of total employment in Colorado's Central Planning Region. Every industry group, and certainly all the key industry sectors identified by the Arapahoe/Douglas Workforce Development Board, needs office and administrative functions.

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Office and administrative support occupations are in high demand throughout the region, and are expected to grow 8.9% over the next five years. They can be divided into seven distinct pathways.

First Line Supervisors of Office & Administrative Workers, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-1011	First-Line Supervisors of Office and Administrative Support Workers	12,491	13,897	1,406	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Communication Equipment Operators, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-2011	Switchboard Operators, Including Answering Service	1,082	1,129	47	High school diploma or equivalent
43-2021	Telephone Operators	147	157	10	High school diploma or equivalent
43-2099	Communications Equipment Operators, All Other	20	22	2	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Financial Clerks, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-3011	Bill and Account Collectors	2,823	3,144	321	High school diploma or equivalent
43-3021	Billing and Posting Clerks	3,728	4,259	531	High school diploma or equivalent
43-3031	Bookkeeping, Accounting, and Auditing Clerks	17,105	18,775	1,670	High school diploma or equivalent
43-3041	Gaming Cage Workers	173	164	(9)	High school diploma or equivalent
43-3051	Payroll and Timekeeping Clerks	1,434	1,620	186	High school diploma or equivalent
43-3061	Procurement Clerks	620	675	55	High school diploma or equivalent
43-3071	Tellers	3,656	3,933	277	High school diploma or equivalent
43-3099	Financial Clerks, All Other	893	957	64	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Information & Record Clerks, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-4011	Brokerage Clerks	678	727	49	High school diploma or equivalent
43-4021	Correspondence Clerks	59	68	9	High school diploma or equivalent
43-4031	Court, Municipal, and License Clerks	2,039	2,181	142	High school diploma or equivalent
43-4041	Credit Authorizers, Checkers, and Clerks	284	300	16	High school diploma or equivalent
43-4051	Customer Service Representatives	26,277	29,863	3,586	High school diploma or equivalent
43-4061	Eligibility Interviewers, Government Programs	1,622	1,751	129	High school diploma or equivalent
43-4071	File Clerks	1,242	1,311	69	High school diploma or equivalent
43-4081	Hotel, Motel, and Resort Desk Clerks	2,148	2,249	101	High school diploma or equivalent
43-4111	Interviewers, Except Eligibility and Loan	1,882	2,134	252	High school diploma or equivalent
43-4121	Library Assistants, Clerical	857	970	113	High school diploma or equivalent
43-4131	Loan Interviewers and Clerks	2,489	2,677	188	High school diploma or equivalent
43-4141	New Accounts Clerks	351	368	17	High school diploma or equivalent
43-4151	Order Clerks	1,572	1,642	70	High school diploma or equivalent
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	1,587	1,691	104	High school diploma or equivalent
43-4171	Receptionists and Information Clerks	11,601	12,690	1,089	High school diploma or equivalent
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	2,001	2,129	128	High school diploma or equivalent
43-4199	Information and Record Clerks, All Other	4,741	4,735	(6)	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Material Recording, Scheduling & Dispatching Workers, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-5011	Cargo and Freight Agents	481	546	65	High school diploma or equivalent
43-5021	Couriers and Messengers	711	630	(81)	High school diploma or equivalent
43-5031	Police, Fire, and Ambulance Dispatchers	1,000	1,060	60	High school diploma or equivalent
43-5032	Dispatchers, Except Police, Fire, and Ambulance	1,795	1,951	156	High school diploma or equivalent
43-5041	Meter Readers, Utilities	208	200	(8)	High school diploma or equivalent
43-5051	Postal Service Clerks	494	457	(37)	High school diploma or equivalent
43-5052	Postal Service Mail Carriers	2,505	2,395	(110)	High school diploma or equivalent
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators	1,720	1,603	(117)	High school diploma or equivalent
43-5061	Production, Planning, and Expediting Clerks	1,737	1,923	186	High school diploma or equivalent
43-5071	Shipping, Receiving, and Traffic Clerks	5,650	5,902	252	High school diploma or equivalent
43-5081	Stock Clerks and Order Fillers	18,151	18,906	755	Less than high school
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	245	276	31	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Secretaries & Administrative Assistants, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-6011	Executive Secretaries and Executive Administrative Assistants	7,042	7,485	443	High school diploma or equivalent
43-6012	Legal Secretaries	1,846	1,961	115	High school diploma or equivalent
43-6013	Medical Secretaries	4,924	5,923	999	High school diploma or equivalent
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	34,363	37,701	3,338	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

Other Office & Administrative Support Workers, Greater Metro Denver, Boulder & Larimer Counties					
SOC	Description	2015 Jobs	2020 Jobs	2015 - 2020 Change	Typical Entry Level Education
43-9011	Computer Operators	327	338	11	High school diploma or equivalent
43-9021	Data Entry Keyers	1,668	1,617	(51)	High school diploma or equivalent
43-9022	Word Processors and Typists	411	400	(11)	High school diploma or equivalent
43-9031	Desktop Publishers	125	117	(8)	Associate's degree
43-9041	Insurance Claims and Policy Processing Clerks	1,299	1,471	172	High school diploma or equivalent
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	743	754	11	High school diploma or equivalent
43-9061	Office Clerks, General	19,969	22,207	2,238	High school diploma or equivalent
43-9071	Office Machine Operators, Except Computer	608	612	4	High school diploma or equivalent
43-9081	Proofreaders and Copy Markers	61	61	0	Bachelor's degree
43-9111	Statistical Assistants	125	139	14	Bachelor's degree
43-9199	Office and Administrative Support Workers, All Other	2,008	2,241	233	High school diploma or equivalent

Source: EMSI 2016.1 QCEW, Non-QCEW & Self-Employed Class of Worker

How can I learn more about office & administrative support career pathways?

Use the table below to access information on job descriptions, local wage information, training programs, credentials and apprenticeship opportunities. Simply click on each link for the information you need.

Occupation Information	Local Wage Information	Job Postings	Training Opportunities	Credentials	Apprenticeship Opportunities
First-Line Supervisors of Office & Administrative Support Workers	Local Wage	Jobs	Training	Credential	Apprenticeship
Switchboard Operators, Including Answering Service	Local Wage	Jobs	Training	Credential	Apprenticeship
Telephone Operators	Local Wage	Jobs	Training	Credential	Apprenticeship
Communications Equipment Workers, All Other	Local Wage	Jobs	Training	Credential	Apprenticeship
Bill and Account Collectors	Local Wage	Jobs	Training	Credential	Apprenticeship
Billing and Posting Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Bookkeeping, Accounting & Auditing Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Gaming Cage Workers	Local Wage	Jobs	Training	Credential	Apprenticeship
Payroll & Timekeeping Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Procurement Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Tellers	Local Wage	Jobs	Training	Credential	Apprenticeship
Financial Clerks, All Other	Local Wage	Jobs	Training	Credential	Apprenticeship
Brokerage Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Correspondence Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Court, Municipal & License Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Credit Authorizers, Checkers & Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Customer Service Representatives	Local Wage	Jobs	Training	Credential	Apprenticeship
Eligibility Interviewers, Government Programs	Local Wage	Jobs	Training	Credential	Apprenticeship
File Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Hotel, Motel, and Resort Desk Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship

Occupation Information	Local Wage Information	Job Postings	Training Opportunities	Credentials	Apprenticeship Opportunities
Interviewers, Except Eligibility & Loan	Local Wage	Jobs	Training	Credential	Apprenticeship
Library Assistants, Clerical	Local Wage	Jobs	Training	Credential	Apprenticeship
Loan Interviewers & Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
New Accounts Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Order Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Human Resource Assistants, Except Payroll & Timekeeping	Local Wage	Jobs	Training	Credential	Apprenticeship
Receptionists & Information Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Reservation & Transportation Ticket Agents & Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Information & Record Clerks, All Other	Local Wage	Jobs	Training	Credential	Apprenticeship
Cargo & Freight Agents	Local Wage	Jobs	Training	Credential	Apprenticeship
Couriers & Messengers	Local Wage	Jobs	Training	Credential	Apprenticeship
Police, Fire, & Ambulance Dispatchers	Local Wage	Jobs	Training	Credential	Apprenticeship
Dispatchers, Except Police, Fire & Ambulance	Local Wage	Jobs	Training	Credential	Apprenticeship
Meter Readers, Utilities	Local Wage	Jobs	Training	Credential	Apprenticeship
Postal Service Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Postal Service Mail Carriers	Local Wage	Jobs	Training	Credential	Apprenticeship
Postal Service Mail Sorters, Processors & Processing Machine Operators	Local Wage	Jobs	Training	Credential	Apprenticeship
Production, Planning & Expediting Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Shipping, Receiving & Traffic Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Stock Clerks & Order Fillers	Local Wage	Jobs	Training	Credential	Apprenticeship
Weighers, Measurers, Checkers, & Samplers, Recordkeeping	Local Wage	Jobs	Training	Credential	Apprenticeship
Executive Secretaries & Executive Administrative Assistants	Local Wage	Jobs	Training	Credential	Apprenticeship
Legal Secretaries	Local Wage	Jobs	Training	Credential	Apprenticeship
Medical Secretaries	Local Wage	Jobs	Training	Credential	Apprenticeship
Secretaries & Administrative Assistants, Except Legal, Medical & Executive	Local Wage	Jobs	Training	Credential	Apprenticeship
Computer Operators	Local Wage	Jobs	Training	Credential	Apprenticeship
Data Entry Keyers	Local Wage	Jobs	Training	Credential	Apprenticeship
Word Processors & Typists	Local Wage	Jobs	Training	Credential	Apprenticeship
Desktop Publishers	Local Wage	Jobs	Training	Credential	Apprenticeship
Insurance Claims & Policy Processing Clerks	Local Wage	Jobs	Training	Credential	Apprenticeship
Mail Clerks & Mail Machine Operators, Except Postal Service	Local Wage	Jobs	Training	Credential	Apprenticeship
Office Clerks, General	Local Wage	Jobs	Training	Credential	Apprenticeship
Office Machine Operators, Except Computer	Local Wage	Jobs	Training	Credential	Apprenticeship
Proofreaders & Copy Markers	Local Wage	Jobs	Training	Credential	Apprenticeship
Statistical Assistants	Local Wage	Jobs	Training	Credential	Apprenticeship
Office & Administrative Support Workers, All Other	Local Wage	Jobs	Training	Credential	Apprenticeship