

Office and Administrative Support Occupations 45 Minute Drive Time



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Report Parameters

37 Occupations

43-1011	First-Line Supervisors of Office and Admi..
43-3011	Bill and Account Collectors
43-3021	Billing and Posting Clerks
43-3031	Bookkeeping, Accounting, and Auditing Cl.
43-3051	Payroll and Timekeeping Clerks

43-3061	Procurement Clerks
43-3071	Tellers
43-3099	Financial Clerks, All Other
43-4011	Brokerage Clerks
<i>See Appendix A for all 37 Occupations</i>	

7 Counties

47037	Davidson County, TN
47125	Montgomery County, TN
47147	Robertson County, TN
47149	Rutherford County, TN

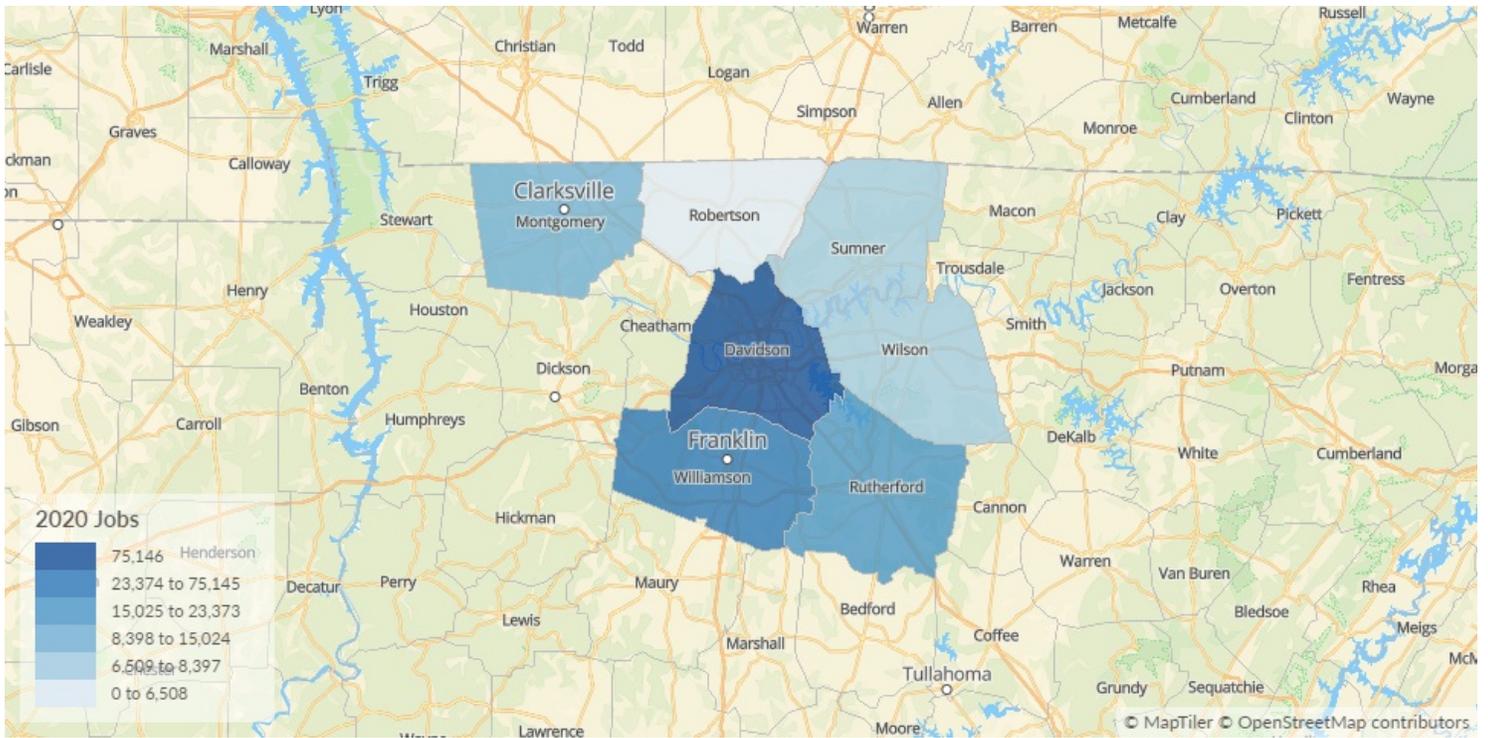
47165	Sumner County, TN
47187	Williamson County, TN
47189	Wilson County, TN

Class of Worker

QCEW Employees, Non-QCEW Employees, and Self-Employed

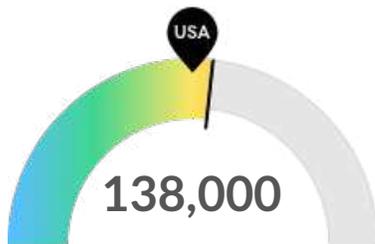
The information in this report pertains to the chosen occupations and geographical areas.

Workforce Map



Executive Summary

Aggressive Hiring Competition Over an Average Supply of Regional Talent



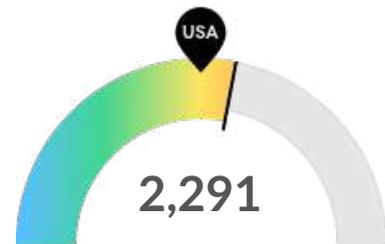
Supply (Jobs)

Your area is about average for this kind of talent. The national average for an area this size is 124,960* employees, while there are 138,000 here.



Compensation

The cost for talent is about average in your area. The national median salary for your occupations is \$37,446, while you'll pay \$37,428 here.



Demand (Job Postings)

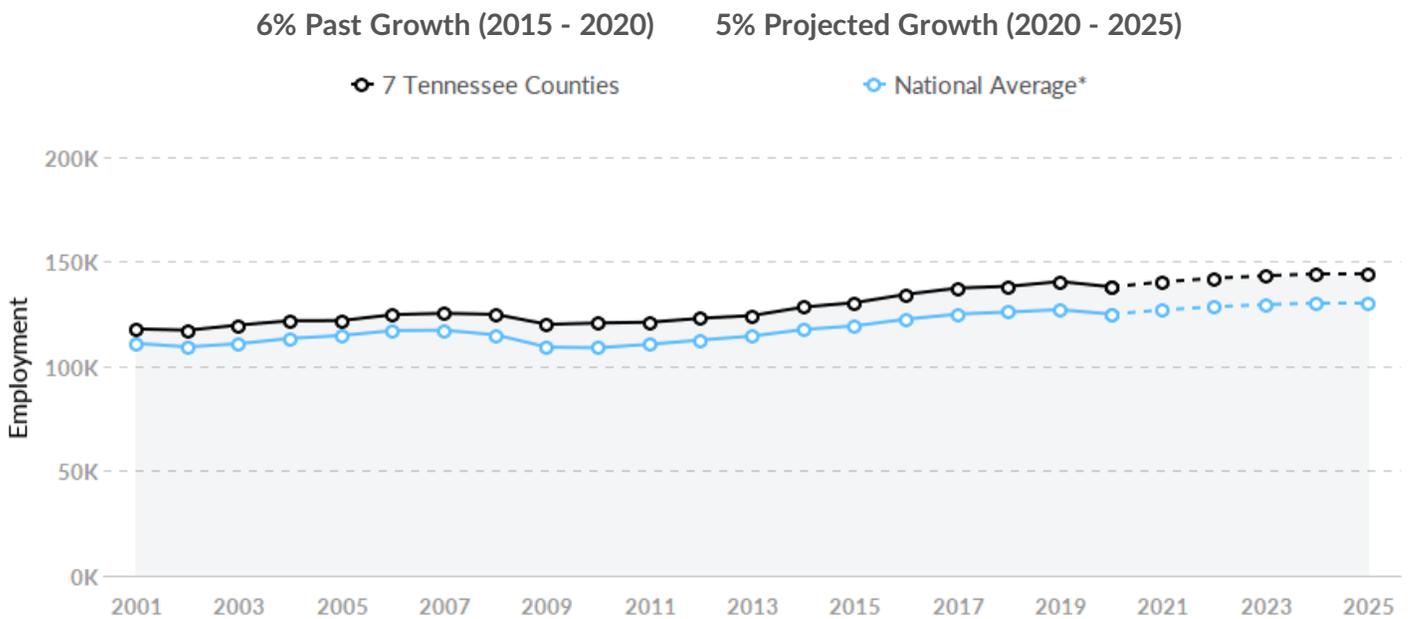
Competition from online job postings is high in your area. The national average for an area this size is 1,932* job posting/mo, while there are 2,291 here.

*National average values are derived by taking the national value for your occupations and scaling it down to account for the difference in overall workforce size between the nation and your area. In other words, the values represent the national average adjusted for region size.

Supply (Jobs)

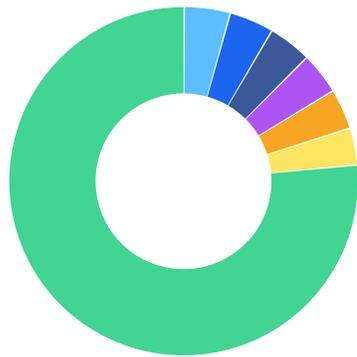
Supply Is Higher Than the National Average

The regional vs. national average employment helps you understand if the supply of your occupations is a strength or weakness for your area, and how it is changing relative to the nation. An average area of this size would have 124,960* employees, while there are 138,000 here. This higher than expected supply may make it easier to find candidates. The gap between expected and actual employment is expected to remain roughly the same over the next 5 years.



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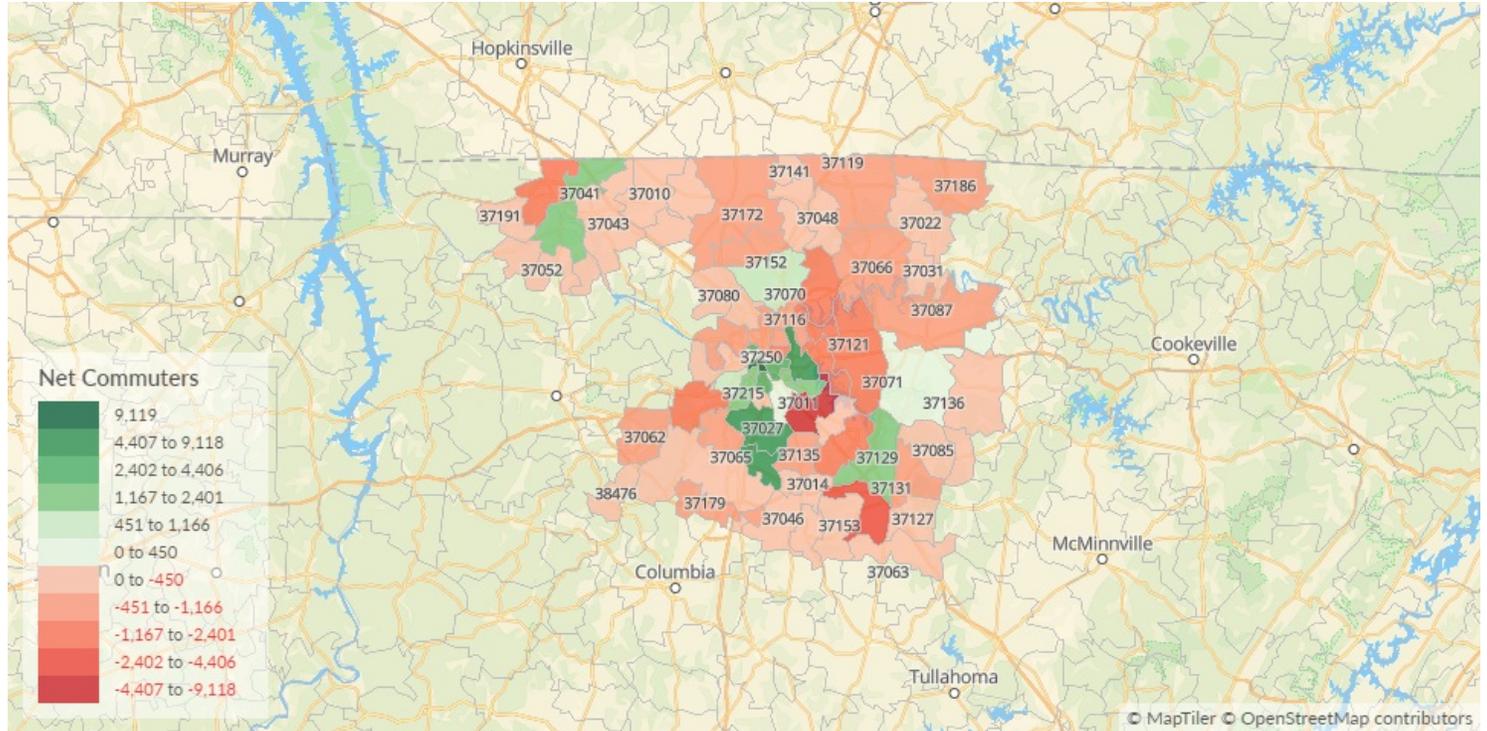
Most Jobs are Found in the Business Support Services Industry Sector



Industry	% of Occupation in Industry (2020)
Business Support Services	4.3%
Agencies, Brokerages, and Other Insurance Related Activities	4.1%
Offices of Physicians	4.0%
Management of Companies and Enterprises	3.9%
Accounting, Tax Preparation, Bookkeeping, and Payroll Services	3.7%
Depository Credit Intermediation	3.4%
Other	76.6%

Place of Work vs Place of Residence

Understanding where talent in the region currently works compared to where talent lives can help you optimize site decisions. For example, the #1 ranked ZIP for employment ranks #31 for resident workers. The top ZIP for resident workers is 37013.



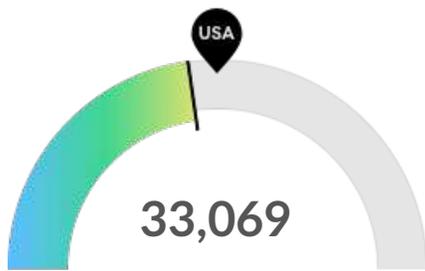
Where Talent Works

ZIP	Name	2020 Employment
37203	Nashville, TN (in Davids...	10,744
37027	Brentwood, TN (in Willi...	9,546
37067	Franklin, TN (in Williams...	8,619
37214	Nashville, TN (in Davids...	8,327
37211	Nashville, TN (in Davids...	5,352

Where Talent Lives

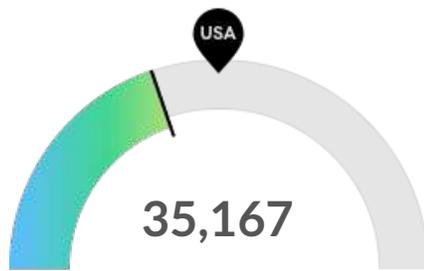
ZIP	Name	2020 Workers
37013	Antioch, TN (in Davidso...	6,357
37211	Nashville, TN (in Davids...	5,280
37075	Hendersonville, TN (in S...	4,722
37027	Brentwood, TN (in Willi...	4,388
37122	Mount Juliet, TN (in Wil...	4,156

Retirement Risk Is Low, While Overall Diversity Is Low



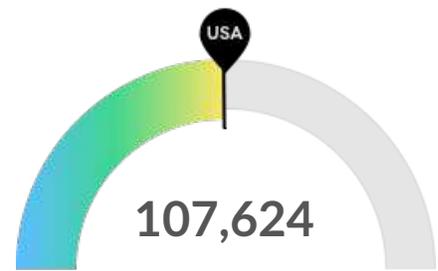
Retiring Soon

Retirement risk is low in your area. The national average for an area this size is 37,749* employees 55 or older, while there are 33,069 here.



Racial Diversity

Racial diversity is low in your area. The national average for an area this size is 48,455* racially diverse employees, while there are 35,167 here.



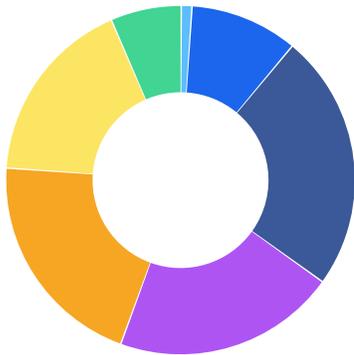
Gender Diversity

Gender diversity is about average in your area. The national average for an area this size is 108,542* female employees, while there are 107,624 here.

*National average values are derived by taking the national value for your occupations and scaling it down to account for the difference in overall workforce size between the nation and your area. In other words, the values represent the national average adjusted for region size.

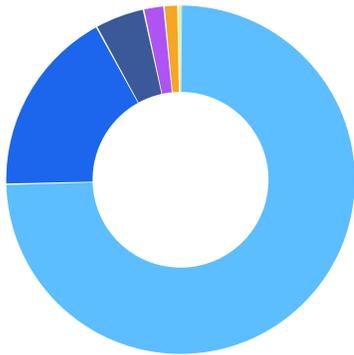
Demographic Details

Occupation Age Breakdown



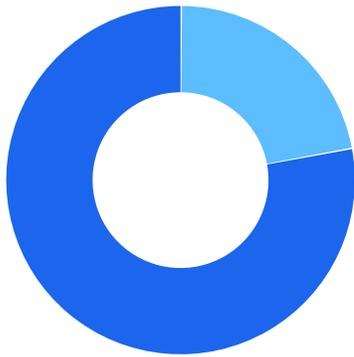
	% of Jobs	Jobs
14-18	1.0%	1,361
19-24	10.0%	13,793
25-34	23.8%	32,903
35-44	20.7%	28,527
45-54	20.5%	28,348
55-64	17.4%	24,024
65+	6.6%	9,045

Occupation Race/Ethnicity Breakdown



	% of Jobs	Jobs
White	74.5%	102,834
Black or African American	17.4%	24,046
Hispanic or Latino	4.6%	6,311
Asian	1.9%	2,622
Two or More Races	1.3%	1,766
American Indian or Alaska Native	0.2%	315
Native Hawaiian or Other Pacific Islander	0.1%	106

Occupation Gender Breakdown

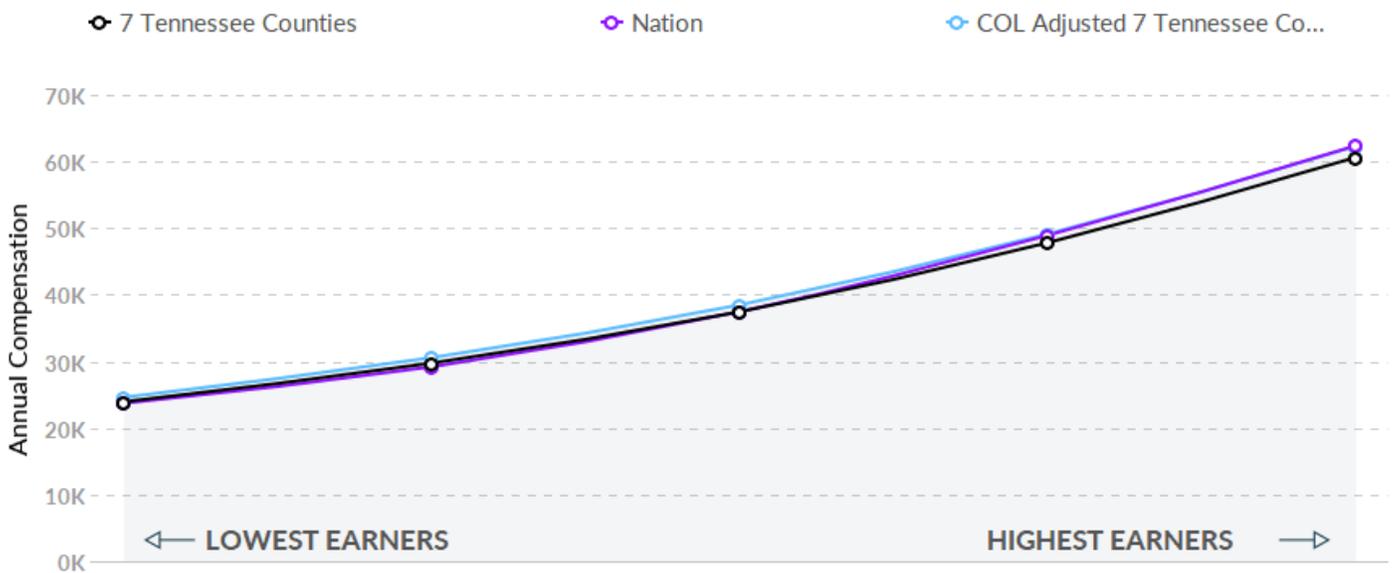


	% of Jobs	Jobs
 Males	22.0%	30,376
 Females	78.0%	107,624

Compensation

Talent Is the Same Cost as the Nation

In 2019, the median compensation for your occupations in your area is \$37,428. Based on the national median wage of \$37,446 for this position, this means you will spend about 0% less to employ your occupations here. However, their actual purchasing power will be 3% greater than the national median when we adjust for regional cost of living (which is 3% lower than average).



Demand



3,446 Employers Competing

All employers in the region who posted for this job over the last 12 months.



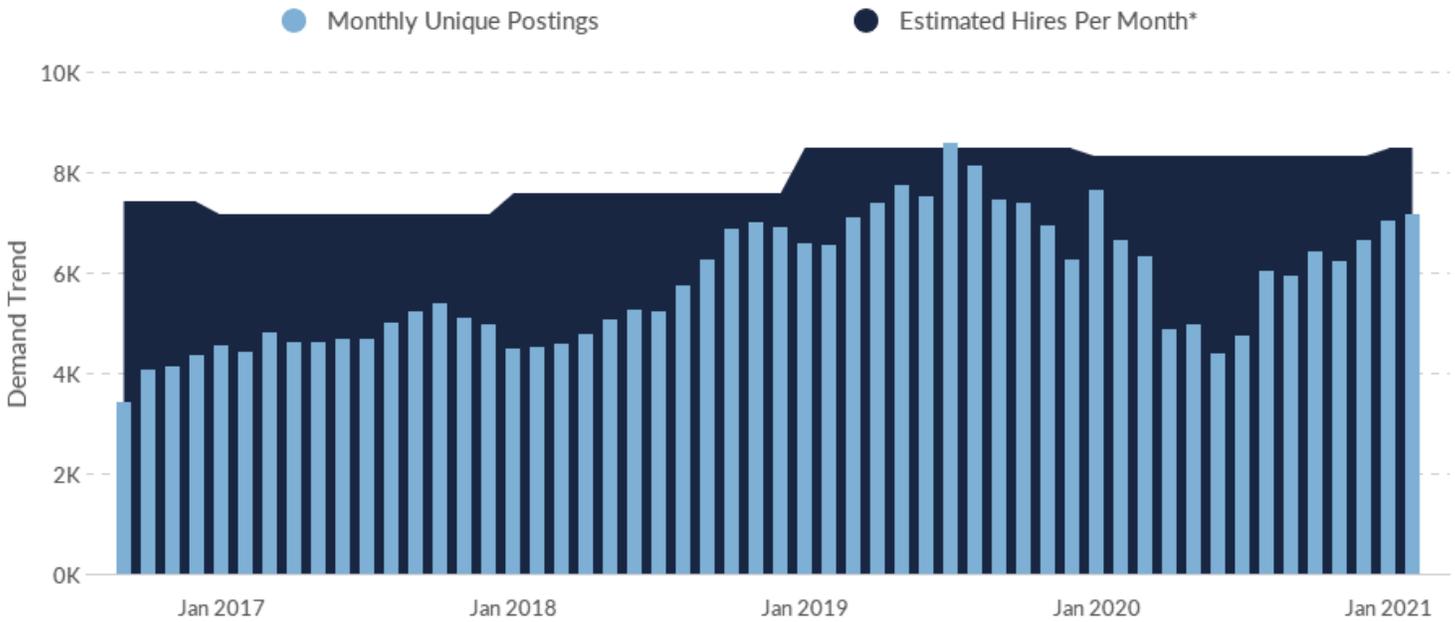
27,490 Unique Job Postings

The number of unique postings for this job over the last 12 months.



35 Day Median Duration

Posting duration is the same as what's typical in the region.



Occupation	Avg Monthly Postings (Mar 2020 - Feb 2021)	Avg Monthly Hires (Mar 2020 - Feb 2021)
Customer Service Representatives	1,186	1,604
First-Line Supervisors of Office and Administrative Support Workers	582	669
Bookkeeping, Accounting, and Auditing Clerks	481	779

*A hire is reported by the Quarterly Workforce Indicators when an individual's Social Security Number appears on a company's payroll and was not there the quarter before. Emsi hires are calculated using a combination of Emsi jobs data, information on separation rates from the Bureau of Labor Statistics (BLS), and industry-based hires data from the Census Bureau.

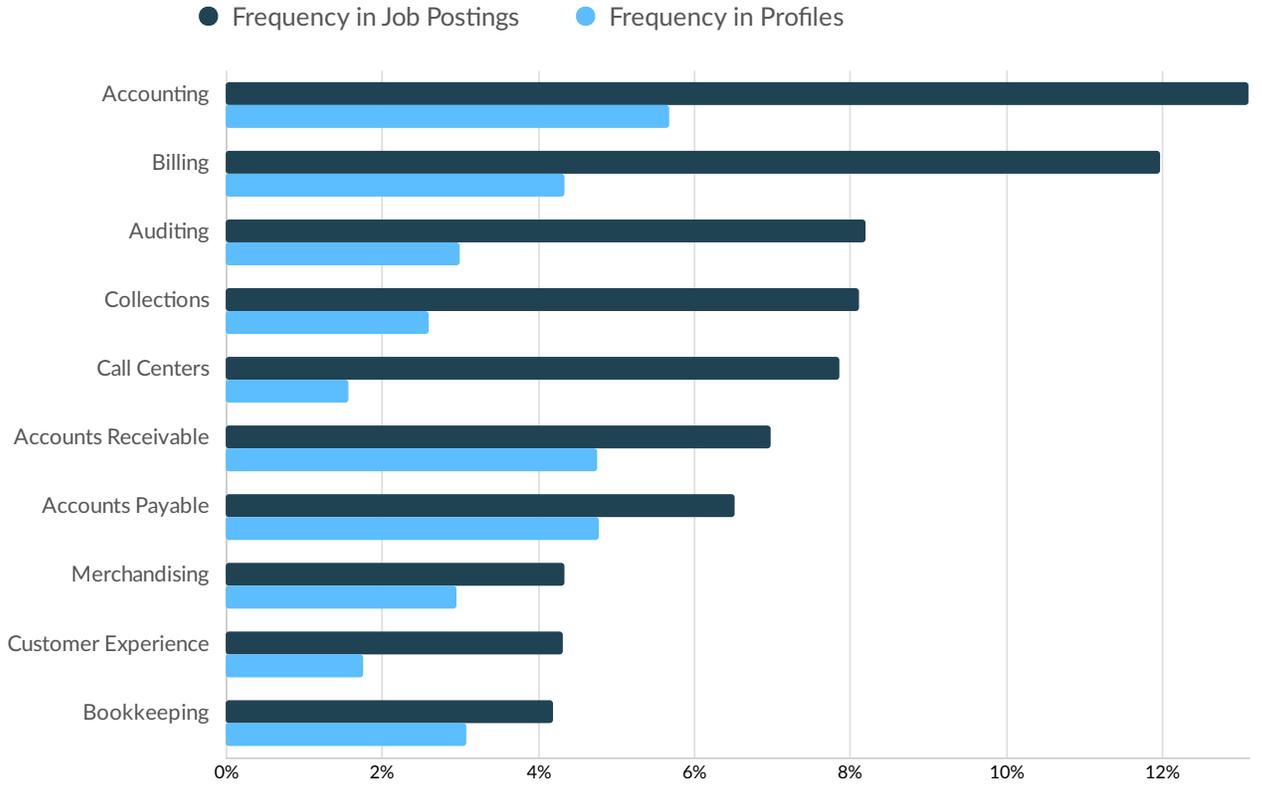
Occupation	Avg Monthly Postings (Mar 2020 - Feb 2021)	Avg Monthly Hires (Mar 2020 - Feb 2021)
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	528	940
Hotel, Motel, and Resort Desk Clerks	391	228
Medical Secretaries and Administrative Assistants	377	139
Executive Secretaries and Executive Administrative Assistants	244	182
Office Clerks, General	258	1,327
Bill and Account Collectors	181	118
Receptionists and Information Clerks	211	544
Shipping, Receiving, and Inventory Clerks	207	345
Tellers	118	82
Human Resources Assistants, Except Payroll and Timekeeping	145	53
Billing and Posting Clerks	144	211
Payroll and Timekeeping Clerks	100	63
Production, Planning, and Expediting Clerks	103	165
Interviewers, Except Eligibility and Loan	91	134
Office and Administrative Support Workers, All Other	111	64
Order Clerks	80	71
Loan Interviewers and Clerks	136	69
Dispatchers, Except Police, Fire, and Ambulance	62	80
Legal Secretaries and Administrative Assistants	53	45
Reservation and Transportation Ticket Agents and Travel Clerks	37	39
Insurance Claims and Policy Processing Clerks	20	74
Cargo and Freight Agents	14	27
New Accounts Clerks	13	38
Couriers and Messengers	12	32

Occupation	Avg Monthly Postings (Mar 2020 - Feb 2021)	Avg Monthly Hires (Mar 2020 - Feb 2021)
File Clerks	7	33
Library Assistants, Clerical	5	22
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	2	30
Procurement Clerks	1	18
Brokerage Clerks	0	24
Statistical Assistants	0	12

Top Companies	Unique Postings
Randstad N.V.	999 
Creative Financial Staffing LLC	319 
Aerotek, Inc.	288 
HCA Holdings, Inc.	263 
Robert Half International Inc.	258 

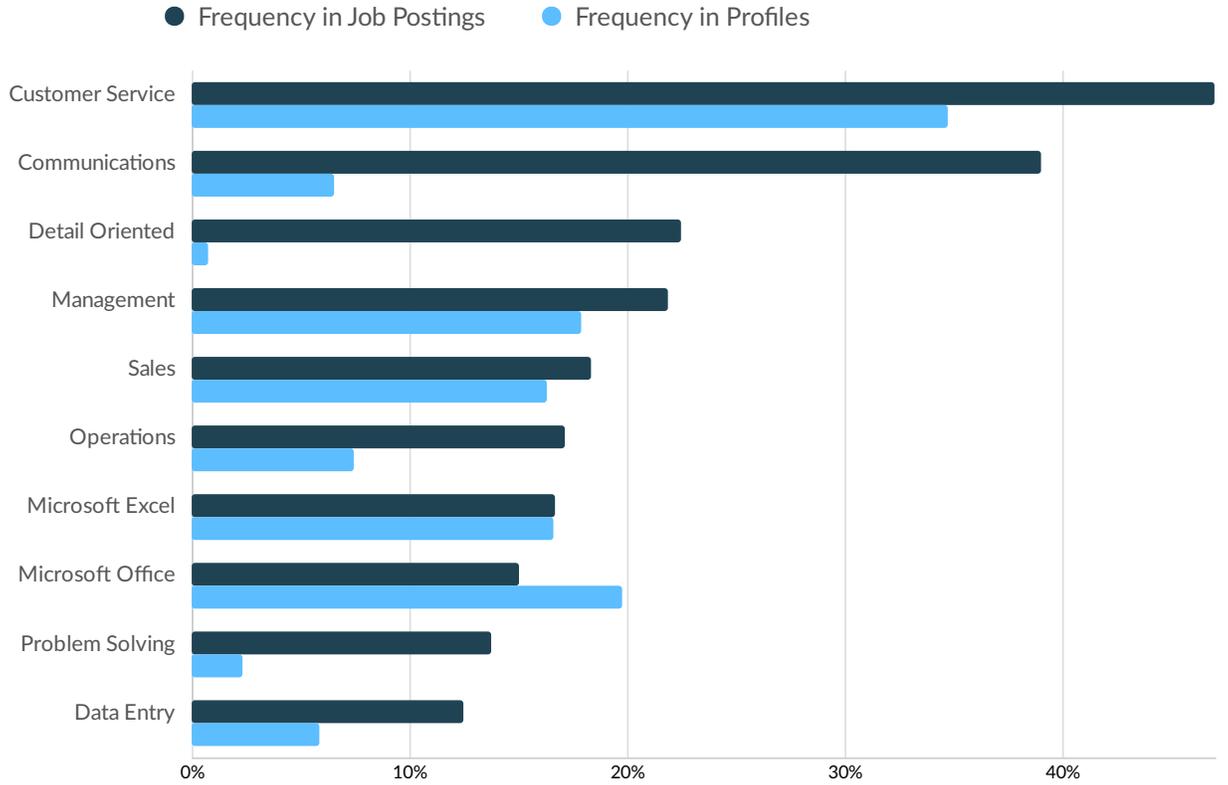
Top Job Titles	Unique Postings
Customer Service Representativ...	1,145 
Administrative Assistants	1,055 
Receptionists	426 
Customer Service Associates	286 
Accounts Payable Specialists	216 

Top Hard Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Accounting	979	13%	3,643	6%
Billing	895	12%	2,781	4%
Auditing	612	8%	1,922	3%
Collections	606	8%	1,660	3%
Call Centers	588	8%	1,004	2%
Accounts Receivable	522	7%	3,050	5%
Accounts Payable	487	7%	3,065	5%
Merchandising	324	4%	1,890	3%
Customer Experience	322	4%	1,128	2%
Bookkeeping	313	4%	1,968	3%

Top Common Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Customer Service	3,507	47%	22,233	35%
Communications	2,912	39%	4,206	7%
Detail Oriented	1,677	22%	492	1%
Management	1,635	22%	11,437	18%
Sales	1,370	18%	10,433	16%
Operations	1,277	17%	4,754	7%
Microsoft Excel	1,247	17%	10,604	17%
Microsoft Office	1,122	15%	12,667	20%
Problem Solving	1,025	14%	1,489	2%
Data Entry	930	12%	3,755	6%

Graduate Pipeline



12 Programs

27 programs can train for this job, while only 12 programs have produced completers in this region.



138 Completions (2019)

The completions from all regional institutions for all degree types.



15,298 Openings (2019)

The average number of openings for an occupation in the region is 157.

Top Programs	Completions (2019)
Medical Office Assistant/Specialist	43
Executive Assistant/Executive Secretary	34
Office Management and Supervision	31
Accounting Technology/Technician	18
Administrative Assistant and Secretary	11

Top Schools	Completions (2019)
Hussian College-Daymar College	46
Tennessee State University	31
Nashville State Community College	26
Tennessee College of Applied Technology	20
Tennessee College of Applied Technology	14

Appendix A (Occupations)

Code	Description	Code	Description
43-1011	First-Line Supervisors of Office and Administrative Support Workers	43-4071	File Clerks
43-3011	Bill and Account Collectors	43-4081	Hotel, Motel, and Resort Desk Clerks
43-3021	Billing and Posting Clerks	43-4111	Interviewers, Except Eligibility and Loan
43-3031	Bookkeeping, Accounting, and Auditing Clerks	43-4121	Library Assistants, Clerical
43-3051	Payroll and Timekeeping Clerks	43-4131	Loan Interviewers and Clerks
43-3061	Procurement Clerks	43-4141	New Accounts Clerks
43-3071	Tellers	43-4151	Order Clerks
43-3099	Financial Clerks, All Other	43-4161	Human Resources Assistants, Except Payroll and Timekeeping
43-4011	Brokerage Clerks	43-4171	Receptionists and Information Clerks
43-4021	Correspondence Clerks	43-4181	Reservation and Transportation Ticket Agents and Travel Clerks
43-4041	Credit Authorizers, Checkers, and Clerks	43-4199	Information and Record Clerks, All Other
43-4051	Customer Service Representatives	43-5011	Cargo and Freight Agents

Code	Description	Code	Description
43-5021	Couriers and Messengers	43-6013	Medical Secretaries and Administrative Assistants
43-5032	Dispatchers, Except Police, Fire, and Ambulance	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
43-5061	Production, Planning, and Expediting Clerks	43-9041	Insurance Claims and Policy Processing Clerks
43-5071	Shipping, Receiving, and Inventory Clerks	43-9061	Office Clerks, General
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-9111	Statistical Assistants
43-6011	Executive Secretaries and Executive Administrative Assistants	43-9199	Office and Administrative Support Workers, All Other
43-6012	Legal Secretaries and Administrative Assistants		