



# INDUSTRY SECTOR SNAPSHOT: Professional & Business Services

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## PROFESSIONAL & BUSINESS SERVICES INDUSTRY SECTOR REPORT

Seattle Jobs Initiative is a non-profit organization that creates opportunities for people to support themselves and their families through living-wage careers. Our objective is to help individuals who live below 200 percent of the Federal Poverty Level to acquire the skills they need to advance out of poverty, while simultaneously meeting the needs of local employers for a skilled workforce. SJI's Career Pathways Program provides linked short-term and longer-term training at area community colleges in four industry sectors: *Automotive, Healthcare, Office Occupations, and Welding & Manufacturing*. The objective of Career Pathways is to help participants advance to a one- or two-year college credential that will provide them with excellent opportunities for a well-paying career in their chosen industry sector. This report seeks to identify those opportunities within the *Professional & Business Services* industry sector of King County in an effort to further understand the labor market associated with our Office Occupations program.

### PROFESSIONAL & BUSINESS SERVICES: DOES IT MEASURE UP?

**Chart 1** below depicts the number of jobs in the King County workforce categorized by industry sector as of October 2012. The largest share of jobs belongs to the *Professional & Business Services* industry with 270,232 jobs – nearly 18% of all jobs in King County. And, since 2011, the industry has experienced a 2.6% increase in jobs. *Professional & Business Services* – along with Trade, Transportation, & Utilities – is clearly a driving force of jobs for the King County economy.

**Chart 1**

	<b>Jobs by Major Industry Sector: King County 2012</b>	<b>Change from 2011</b>
Professional & Business Services	270,232	2.6%
Trade, Transportation, & Utilities	249,833	3.0%
Education & Health Services	177,649	3.4%
Government	173,940	-0.4%
Financial Activities	151,984	2.8%
Leisure & Hospitality	141,496	3.9%
Manufacturing	112,555	7.2%
Other Services	87,128	2.5%
Information	85,082	-0.3%
Construction	68,701	4.7%
Agriculture, Forestry, Fishing & Hunting	5,535	0.9%
Mining, Quarrying, & Oil & Gas Extraction	1,353	1.0%

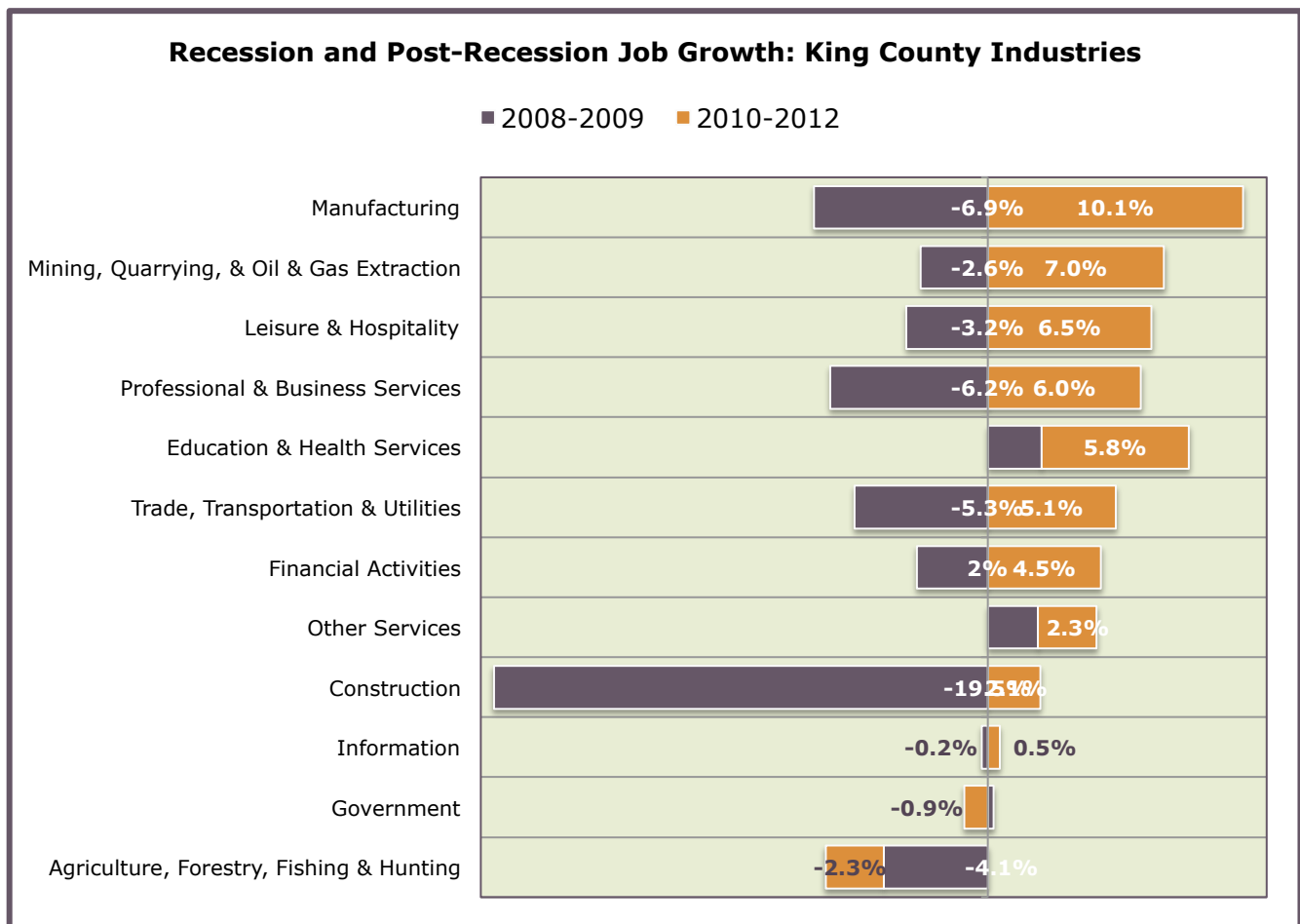
Source: EMSI Complete Employment – 2012.4

## THE GREAT RECESSION: REBOUND OR PERIL?

Though the *Professional & Business Services* industry is experiencing positive job growth as of late, it – as well as many other industries – suffered during the Great Recession. It is generally agreed that the Great Recession began in December of 2007 and ended in June of 2009<sup>1</sup>. Obtaining monthly job estimates to accurately measure the recession dates for King County is not available; therefore, yearly estimates were used instead. For the purposes of this report, the recession period occurred from 2008-2009 and the post-recession period occurred from 2010 through October of 2012.

As seen in **Chart 2** below, the *Professional & Business Services* industry declined 6.2% during the recession years. The decline in job growth was prominent – only Construction (-19.5%) and Manufacturing (-6.9%) declined more. However, since the end of the recession in 2010, *Professional & Business Services* has been on the rise with a 6% increase in jobs. Only the Manufacturing industry has rebounded more from such a significant decline in jobs during the same period, with a 10.1% increase in jobs since the recession's end. It appears that the *Professional & Business Services* industry has rebounded from the recession and continues to be a stable force for jobs in King County.

**Chart 2**



Source: EMSI Complete Employment – 2012.4

<sup>1</sup> Catherine Rampell, "The Recession Has (Officially) Ended," New York Times, Sep. 20, 2010 (<http://economix.blogs.nytimes.com/2010/09/20/the-recession-has-officially-ended/>).

## INDUSTRY MAKEUP: WHERE ARE THE JOBS?

The *Professional & Business Services* industry sector consists of three subsectors. They are<sup>2</sup>:

- **Professional, Scientific, & Technical Services** – Comprised of establishments that perform professional, scientific, and technical activities for others. Activities performed include: legal advice and representation; accounting, bookkeeping, and payroll services; architectural, engineering, and specialized design services; computer services; consulting services; research services; advertising services; photographic services; translation and interpretation services; veterinary services; and other professional, scientific, and technical services.
- **Management of Companies & Enterprises** – Comprised of establishments that hold the securities of (or other equity interests in) companies and enterprises for the purpose of owning a controlling interest or influencing management decisions or establishments that administer, oversee, and manage establishments of the company or enterprise and that normally undertake the strategic or organizational planning and decision-making role of the company or enterprise.
- **Administrative & Support & Waste Management & Remediation Services** – Comprised of establishments that perform routine support activities for the day-to-day operations of other organizations. Activities performed include: office administration, hiring and placing of personnel, document preparation and similar clerical services, solicitation, collection, security and surveillance services, cleaning, and waste disposal services.

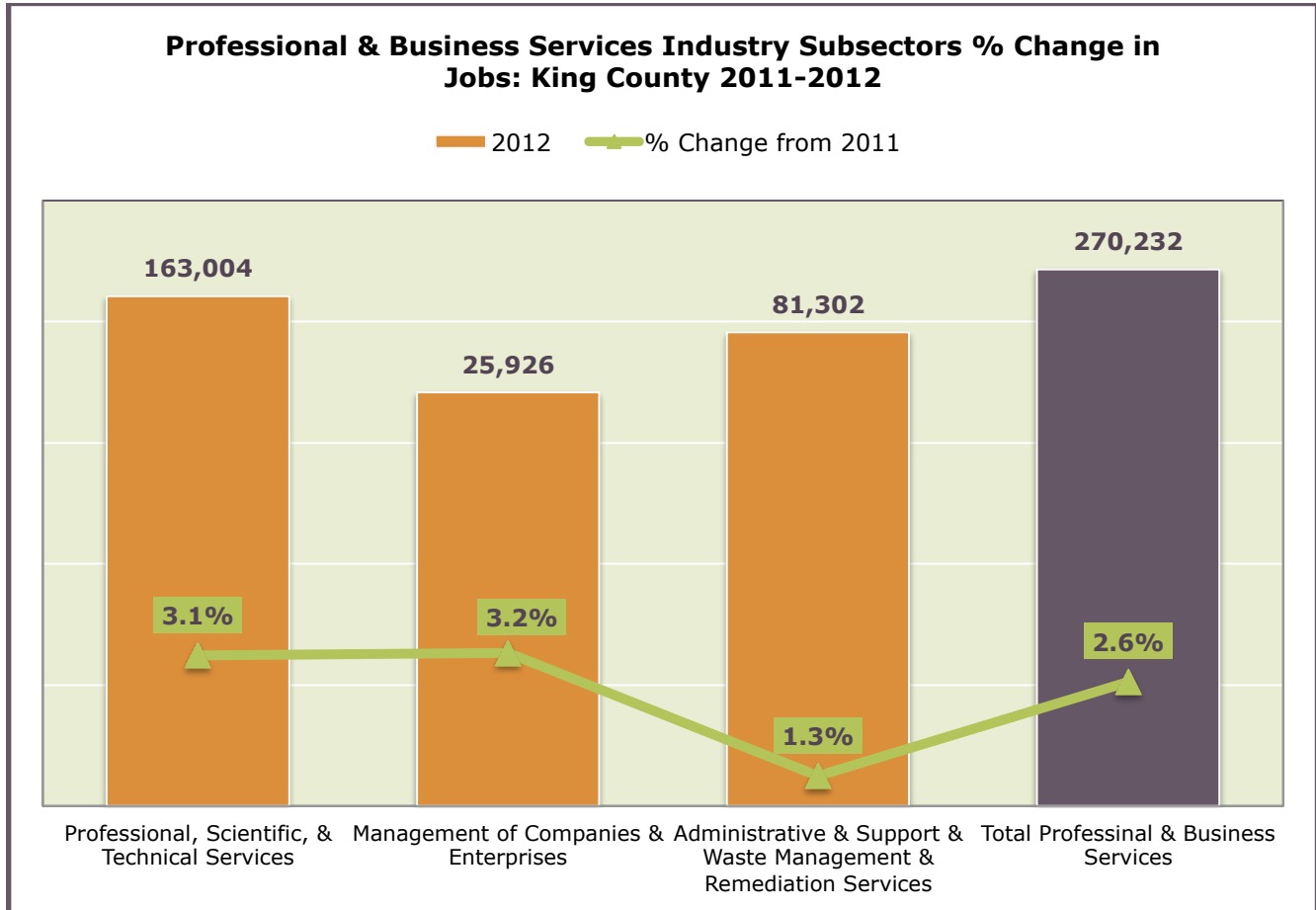
**Chart 3** below illustrates the composition of the three above-mentioned subsectors and how they have changed over the last year. *Professional, Scientific, & Technical Services* accounts for more than half of all jobs within the industry in King County with 163,004 (60%) of jobs. Next, the *Administrative & Support & Waste Management & Remediation Services* subsector accounts for nearly one-third (30%) of all jobs within the industry with 81,302 jobs. And rounding out the last tier of jobs is the *Management of Companies & Enterprises* subsector, which accounts for 10% of all jobs within the industry with 25,926 jobs in King County.

In the past year, *Professional & Business Services* has experienced a 2.6% increase in job growth, as displayed by the line in **Chart 3**. Both the *Professional, Scientific, & Technical Services* and *Management of Companies & Enterprises* subsectors experienced a little more than 3% job growth since 2011. It would appear, however, that the *Administrative & Support & Waste Management & Remediation Services* is pulling down job growth slightly with only a 1.3% increase over the last year. This relatively lackluster growth rate could be a cause for concern going forward especially given that nearly 30% of the industry's jobs lie within this subsector.

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<sup>2</sup> United States Census Bureau, North American Industry Classification System, <http://www.census.gov/cgi-bin/sssd/naics> (Dec. 18, 2012).

Chart 3



Source: EMSI Complete Employment – 2012.4

### MIDDLE-WAGE JOBS

As mentioned in the opening of this report, SJI focuses on creating opportunities for people to support themselves and their families through living-wage careers. With this in mind, our focus is to identify the middle-wage jobs opportunities within the local labor market. Middle-wage jobs are those that require some education and training beyond high school, but less than a bachelor's degree, and that pay at least \$17 per hour<sup>3</sup>. Identifying the middle-wage jobs opportunities within the *Professional & Business Services* industry sector of King County will assist in validating whether or not we are focusing our efforts on education and training programs for occupations that are attainable, growing, and sustainable within the local workforce.

<sup>3</sup> P. Sommers, M. Gardner, and J. Scarpa, *Skills Required: Preparing Puget Sound for Tomorrow's Middle-Wage Jobs* (Seattle Jobs Initiative, March 3, 2008) <http://seattlejobsinitiative.com.s151400.gridserver.com/wp-content/uploads/SJIMWJReport07242008.pdf> (August 2012).

**Table 1: Middle-Wage Jobs Occupations by Education and Employment – King County 2012-2015**

<b>PROFESSIONAL &amp; BUSINESS SERVICES OCCUPATIONS</b>	<b>2012 JOBS</b>	<b>2015 JOBS</b>	<b>ANNUAL OPENINGS</b>	<b>AAGR</b>
<b>ASSOCIATE'S DEGREE</b>				
Computer Support Specialists	10,837	11,985	667	3.5%
Computer Occupations, All Other	4,483	4,761	177	2.1%
Paralegals and Legal Assistants	3,969	4,246	149	2.3%
Interior Designers	2,317	2,521	140	2.9%
Legal Secretaries	1,689	1,757	45	1.3%
Engineering Technicians, Except Drafters, All Other	666	688	20	1.1%
Civil Engineering Technicians	652	699	28	2.4%
Life, Physical, and Social Science Technicians, All Other	527	550	30	1.5%
Environmental Science and Protection Technicians, Including Health	393	424	27	2.6%
Chemical Technicians	312	316	6	0.4%
Environmental Engineering Technicians	239	261	12	3.1%
Geological and Petroleum Technicians	78	86	5	3.4%
Nuclear Technicians	59	65	4	3.4%
Occupational Health and Safety Technicians	41	44	3	2.4%
<b>POSTSECONDARY EDUCATION</b>				
Medical Records and Health Information Technicians	1,920	1,993	63	1.3%
Travel Agents	1,170	1,793	220	17.7%
Architectural and Civil Drafters	1,126	1,099	22	-0.8%
Medical Transcriptionists	933	958	23	0.9%
Drafters, All Other	349	319	7	-2.9%
Court Reporters	346	348	6	0.2%
Commercial Divers	142	141	3	-0.2%
<b>ON-THE-JOB TRAINING</b>				
<b>SHORT-TERM</b>				
Customer Service Representatives	16,775	17,133	834	0.7%
Sales Representatives, Services, All Other	9,407	10,010	477	2.1%
Human Resources Assistants, Except Payroll and Timekeeping	1,312	1,387	62	1.9%
Refuse and Recyclable Material Collectors	933	964	38	1.1%
Telephone Operators	56	59	3	1.8%
<b>MODERATE-TERM</b>				
Bookkeeping, Accounting, and Auditing Clerks	18,042	18,672	408	1.2%
Sales and Related Workers, All Other	4,608	4,903	215	2.1%
Production, Planning, and Expediting Clerks	2,548	2,622	91	1.0%
Bill and Account Collectors	2,505	2,672	104	2.2%
Payroll and Timekeeping Clerks	1,451	1,505	48	1.2%
Tax Preparers	1,397	1,410	36	0.3%
Word Processors and Typists	967	992	14	0.9%
Computer Operators	897	933	21	1.3%
Surveying and Mapping Technicians	551	566	16	0.9%
Security and Fire Alarm Systems Installers	549	600	30	3.1%
Hazardous Materials Removal Workers	531	607	39	4.8%
Pest Control Workers	391	452	38	5.2%
Fallers	47	36	1	-7.8%
Rail Yard Engineers, Dinkey Operators, and Hostlers	27	23	1	-4.9%
<b>LONG-TERM</b>				
Business Operations Specialists, All Other	13,406	14,062	476	1.6%
Interpreters and Translators	3,777	4,129	218	3.1%
Locksmiths and Safe Repairers	316	334	12	1.9%
Purchasing Agents and Buyers, Farm Products	138	142	4	1.0%

Source: BLS, EMSI Complete Employment – 2012.4

\*Occupations including the description "All Other" refers to any occupational group not listed separately. These occupations have a wide range of characteristics and are not defined by BLS.

## Middle-Wage Jobs: Jobs and Growth Rates

**Table 1** on the previous page identifies the middle-wage jobs for occupations in the *Professional & Business Services* industry by minimum education requirements and then ranks them by total number of jobs available within that occupation. Among middle-wage jobs requiring an associate's degree within the industry sector, *Computer Support Specialists* are the top-performers with just under 11,000 jobs in King County and a projected average annual growth rate (AAGR) of 3.5% over the next three years. *Medical Records & Health Information Technicians* round out the top of the second tier of middle-wage jobs – those requiring some postsecondary education – with nearly 2,000 jobs in King County and a projected AAGR of 1.3%. Lastly, the top middle-wage jobs occupations requiring some form of on-the-job training are *Customer Service Representatives, Bookkeeping, Accounting, and Auditing Clerks, and Business Operations Specialists*. *Customer Service Representatives* require short-term on-the-job training and provided nearly 17,000 jobs for King County in 2012 and a projected AAGR of 0.7% from 2012-2015. *Bookkeeping, Accounting, and Auditing Clerks* require moderate term on-the-job training and provided King County around 18,000 jobs in 2012 with a projected AAGR of 1.2% over the next three-year span. Jobs within the *Business Operations Specialists* occupation require long-term on-the-job training and provided King County with 13,406 jobs in 2012 with a projected AAGR of 1.6% over the next three years.

## Middle-Wage Jobs: Wages

**Table 2** on the following page displays the same occupations as identified in **Table 1**, but it analyzes the hourly wages associated with each occupation at the 10<sup>th</sup>, 50<sup>th</sup>, and 90<sup>th</sup> percentiles. The highest paid middle-wage jobs requiring an associate's degree – in terms of median hourly wage – are *Computer Occupations* with a median hourly wage of \$42.86. At the ten-percent level of hourly wages, or entry-level wages, incumbent workers within this occupation earn \$16.10 per hour. And at the ninety-percent level of hourly wages, incumbent workers can earn up to almost \$63 per hour. Of the top middle-wage jobs requiring some postsecondary education, *Court Reporters* earn a median hourly wage of \$26.67 per hour. There are several middle-wage jobs requiring some form of on-the-job training. *Refuse and Recyclable Material Collectors* earn a median hourly wage of \$22.18 per hour and require only short-term on-the-job training. *Surveying and Mapping Technicians* earn \$23.55 median hourly wage and require moderate-term on-the-job training. It is also noteworthy that entry-level positions (10% hourly wage) within this occupation earn \$18.89 per hour. And for middle-wage jobs requiring long-term on-the-job training, *Business Operations Specialists* are the top earners with a median hourly wage of \$34.16.



**Table 2: Middle-Wage Jobs Occupations by Education & Wages – King County 2012-2015**

<b>OCCUPATION</b>	<b>10% HOURLY WAGE</b>	<b>MEDIAN HOURLY WAGE</b>	<b>90% HOURLY WAGE</b>
<b>ASSOCIATE'S DEGREE</b>			
Computer Occupations, All Other	\$16.10	\$42.86	\$62.95
Nuclear Technicians	\$22.53	\$33.19	\$43.27
Engineering Technicians, Except Drafters, All Other	\$17.85	\$30.98	\$41.92
Environmental Engineering Technicians	\$17.25	\$30.70	\$35.79
Civil Engineering Technicians	\$20.58	\$28.62	\$36.56
Computer Support Specialists	\$17.80	\$27.21	\$45.99
Paralegals and Legal Assistants	\$16.36	\$25.68	\$38.41
Legal Secretaries	\$17.81	\$25.42	\$34.97
Environmental Science and Protection Technicians, Including Health	\$17.88	\$24.15	\$37.61
Occupational Health and Safety Technicians	\$14.83	\$24.12	\$32.86
Life, Physical, and Social Science Technicians, All Other	\$18.35	\$23.88	\$32.00
Geological and Petroleum Technicians	\$15.36	\$20.43	\$23.19
Interior Designers	\$15.94	\$20.26	\$26.81
Chemical Technicians	\$13.27	\$18.74	\$27.79
<b>POSTSECONDARY EDUCATION</b>			
Court Reporters	\$22.22	\$26.67	\$34.36
Architectural and Civil Drafters	\$18.22	\$26.08	\$35.37
Commercial Divers	\$17.89	\$27.18	\$42.02
Drafters, All Other	\$16.57	\$24.54	\$33.51
Medical Records and Health Information Technicians	\$13.54	\$18.87	\$29.57
Travel Agents	\$11.50	\$18.91	\$25.26
Medical Transcriptionists	\$9.99	\$17.86	\$23.61
<b>ON-THE-JOB TRAINING</b>			
<b>SHORT-TERM</b>			
Refuse and Recyclable Material Collectors	\$15.50	\$22.18	\$28.25
Human Resources Assistants, Except Payroll and Timekeeping	\$15.38	\$20.36	\$26.78
Customer Service Representatives	\$12.83	\$17.94	\$27.39
Sales Representatives, Services, All Other	\$12.65	\$26.81	\$50.88
Telephone Operators	\$10.63	\$17.27	\$27.65
<b>MODERATE-TERM</b>			
Surveying and Mapping Technicians	\$18.89	\$23.55	\$30.15
Security and Fire Alarm Systems Installers	\$17.09	\$25.32	\$29.67
Fallers	\$17.08	\$28.83	\$53.15
Payroll and Timekeeping Clerks	\$16.93	\$22.42	\$29.55
Production, Planning, and Expediting Clerks	\$16.31	\$23.16	\$35.21
Tax Preparers	\$16.19	\$20.24	\$30.12
Hazardous Materials Removal Workers	\$15.93	\$22.46	\$35.19
Computer Operators	\$15.63	\$22.21	\$30.20
Word Processors and Typists	\$14.57	\$19.47	\$25.29
Sales and Related Workers, All Other	\$14.39	\$20.27	\$30.53
Rail Yard Engineers, Dinkey Operators, and Hostlers	\$13.66	\$21.51	\$33.50
Bookkeeping, Accounting, and Auditing Clerks	\$13.42	\$19.67	\$27.66
Pest Control Workers	\$13.16	\$17.98	\$23.73
Bill and Account Collectors	\$11.44	\$17.75	\$26.01
<b>LONG-TERM</b>			
Business Operations Specialists, All Other	\$21.25	\$34.16	\$54.56
Purchasing Agents and Buyers, Farm Products	\$17.15	\$26.06	\$35.11
Interpreters and Translators	\$14.75	\$18.47	\$22.87
Locksmiths and Safe Repairers	\$11.68	\$20.82	\$25.93

Source: BLS, EMSI Complete Employment – 2012.4



## CAREER PATHWAYS: ROAD MAP TO SUCCESS

In identifying the middle-wage jobs opportunities available within the *Professional & Business Services Industry*, there are several occupations that are attained by participants of the Career Pathways program offered through Seattle Jobs Initiative. Those occupations are: *Customer Service Representatives, Computer Support Specialists, Medical Records & Health Information Technicians, Bookkeeping, Accounting, & Auditing Clerks, and Word Processors & Typists*. **Table 3** below provides a comprehensive snapshot of these occupations. With the exception of *Bookkeeping, Accounting, & Auditing Clerks and Word Processors & Typists*, all of these occupations are in demand within the King County workforce. **Table 4** on the following page is a map of programs offered by local colleges in the King County area that offer a credential leading to gainful employment within the above-mentioned occupations. The *Bookkeeping, Accounting, & Auditing Clerks* occupation is at an equilibrium level of employment and *Word Processors & Typists* is the only occupation that is not currently in demand within the King County workforce. Seattle Jobs Initiative works very closely with the Business Information Technology program at South Seattle Community College to ensure that participants receive the necessary tools and support services needed to successfully navigate through the college system and ultimately graduate from the program. SJI has partnered with the college to implement a cohort program specifically designed for participants to receive education and training that leads to employment within the *Medical Records & Health Information Technicians* occupation. SJI has chosen to place its efforts on education and training in this field of work given the number of jobs (**Table 1**) it produces in addition to the wages (**Table 2**) offered by this occupation in King County.

**Table 3: Career Pathways Select Middle-Wage Jobs Occupations – King County 2012**

Occupation	Median Hourly Wage	2012 Jobs	Average Annual Growth Rate	Demand	Educational Attainment
Customer Service Representative	\$17.94	16,775	0.7%	+	Short-term on-the-job training
Computer Support Specialist	\$27.21	10,837	3.5%	+	Associate's degree
Medical Records & Health Information Technicians	\$18.87	1,920	1.3%	+	Postsecondary award
Sales Representatives	\$26.81	9,407	2.1%	+	Short-term on-the-job training
Bookkeeping, Accounting, & Auditing Clerks	\$19.67	18,042	1.2%	=	Moderate-term on-the-job training
Word Processors & Typists	\$19.47	967	0.9%	-	Moderate-term on-the-job training

Source: Washington Employment Security Department, EMSI Complete Employment – 2012.4

\*(+): in demand; (-): not in demand; (=): equilibrium

**Table 4: Program Offerings by King County Community Colleges for Select Middle-Wage Jobs Occupations**

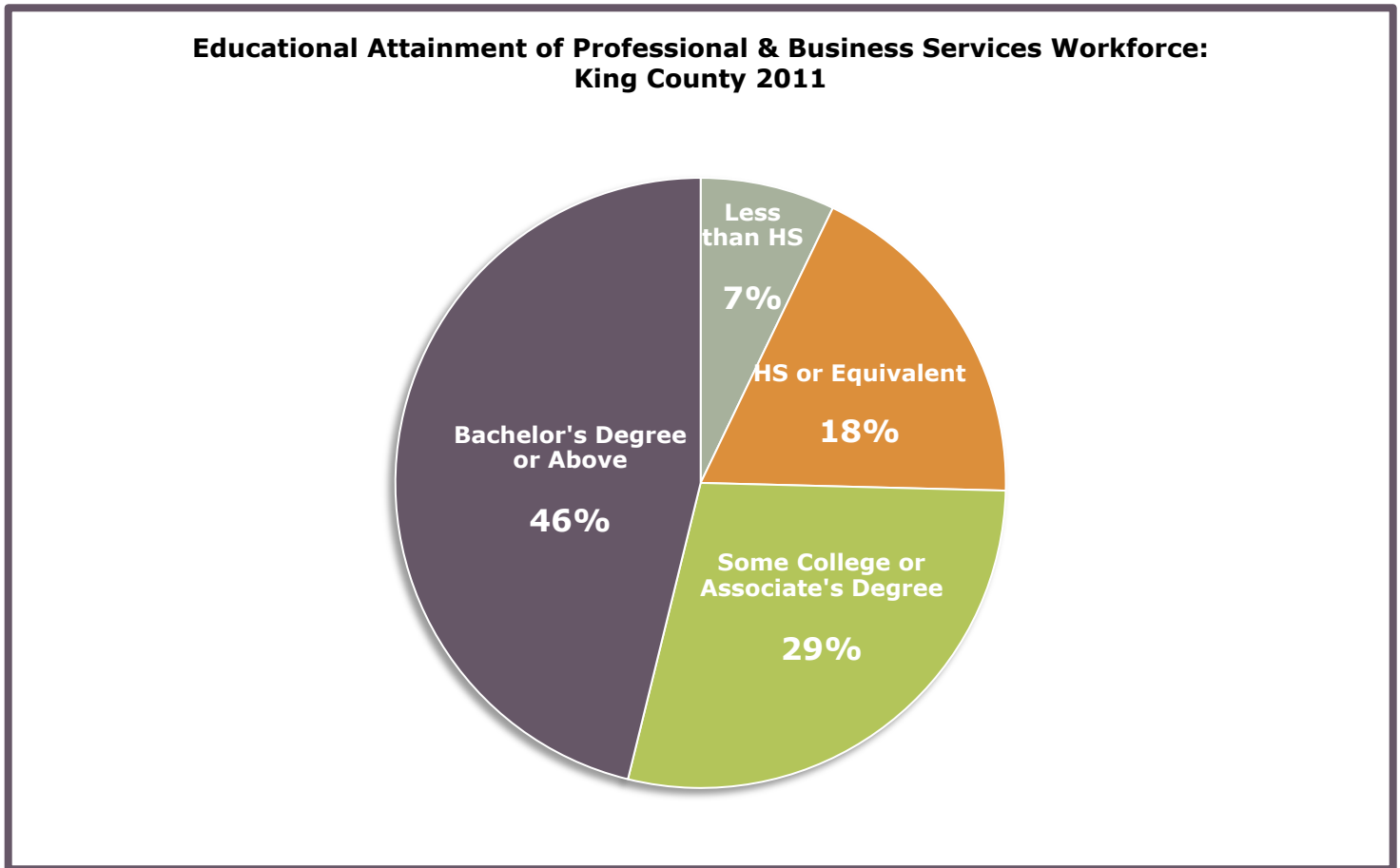
Occupation	College	Program	Pathway	Credential	Credits
Customer Service	Highline	Business	Customer Service Specialist	Certificate of Achievement	19 or less
	SSCC	BIT	Customer Service Rep	BIT Certificate	45-47
	NSCC	Business	Customer Service	Basic & Advanced Customer Service Certificates	21, 41
	Shoreline	Business	Customer Service Specialist/Receptionist	Certificate of Completion	19
Computer Support Specialists	Highline	STEM	Network Specialist	AAS: Network Specialist	92
	SSCC	Computing Technology	IT Systems Specialist	AAS: IT Systems Specialist	105
	NSCC	Information Technology	Network	AAS: Network/Server Admin	90
	RTC	Technology	Computer Network Technology	AAS: Computer Network Technology	95
Medical Records & Health Information Technicians	Highline	Business	Medical Insurance Coding Specialist	Certificate of Achievement	19 or less
	SSCC	BIT	Medical Office Clerk	Certificate	64-66
	Shoreline	Health Informatics and Information Management	Medical Coding & Reimbursement Specialist	Certificate of Proficiency	60-63
	RTC	Allied Health	Medical Coding Specialist	Certificate of Completion	118
Sales Representatives	Shoreline	Business	Marketing	Certificate of Proficiency	45
Bookkeeping, Accounting, & Auditing Clerks	Highline	Business	Accounting and/or Bookkeeping	Certificate of Completion	45
	SSCC	Accounting	Accounting	Certificate	58-60
	NSCC	Accounting	Accounting Careers	Bookkeeping/Accounting Achievement Certificate	43/15
	Central	Certificate Programs	Bookkeeping	Certified Bookkeeper	N/A
	Shoreline	Accounting	Accounting	Certificate of Proficiency	55
	RTC	Business Technology	Accounting Clerk	Certificate of Completion	37
Word Processors & Typists	Highline	Business	Administrative Assistant	Certificate of Completion	45
	SSCC	BIT	Word Processing/Data Entry	Office Occupations Certificate	49
	NSCC	Business	Administrative Assistant	Admin Assistant/Specialist Certificate, Office Support/Assistant Certificate	62-63/15, 16
	Central	BIT	Office Assistant	Certificate of Completion	19
	Shoreline	Business	Word Processing	Certificate of Completion	19
	RTC	Business Technology	Office Assistant/Receptionist	Certificate of Completion	19

\*SSCC=South Seattle Community College; NSCC=North Seattle Community College; RTC=Renton Technical College; BIT=Business Information Technology

## EDUCATIONAL ATTAINMENT DEMOGRAPHICS

To dive in a little deeper to the educational attainment demographics of the *Professional & Business Services* workforce, **Chart 4** displays the educational composition of the industry sector as a whole. Estimates are based on average employment levels for the industry in 2011. The attainment levels of Bachelor's Degree or Above and Associate's Degree or Some College comprise 75% of the total workforce within the industry, (representing 46% and 29%) respectively. Only 25% of the industry's workforce holds a high school diploma or less. To become a part of the *Professional & Business Services* industry sector of King County, it is almost necessary to possess some kind of education and training beyond high school. Without those credentials, it is a difficult industry to break into.

Chart 4:



Source: LEHD State of Washington County Reports - Quarterly Workforce Indicators

## CONCLUSION

Overall, the *Professional & Business Services* industry sector of King County, Washington is a stable and plentiful source of well-paying jobs. While nearly half of its workforce is comprised of workers with a bachelor's degree, there is opportunity for those individuals possessing an associate's degree or some kind of training beyond high school to secure these well-paying jobs. The industry was hit hard during the recession – a 6.2% decrease in jobs – but it has rebounded and experienced job growth of 6% since the Great Recession's end in 2010. Additionally, *Professional & Business Services* holds the greatest share of jobs relative to other industries in the King County labor market and it is also projected to experience some positive job growth through the next three-year time span.