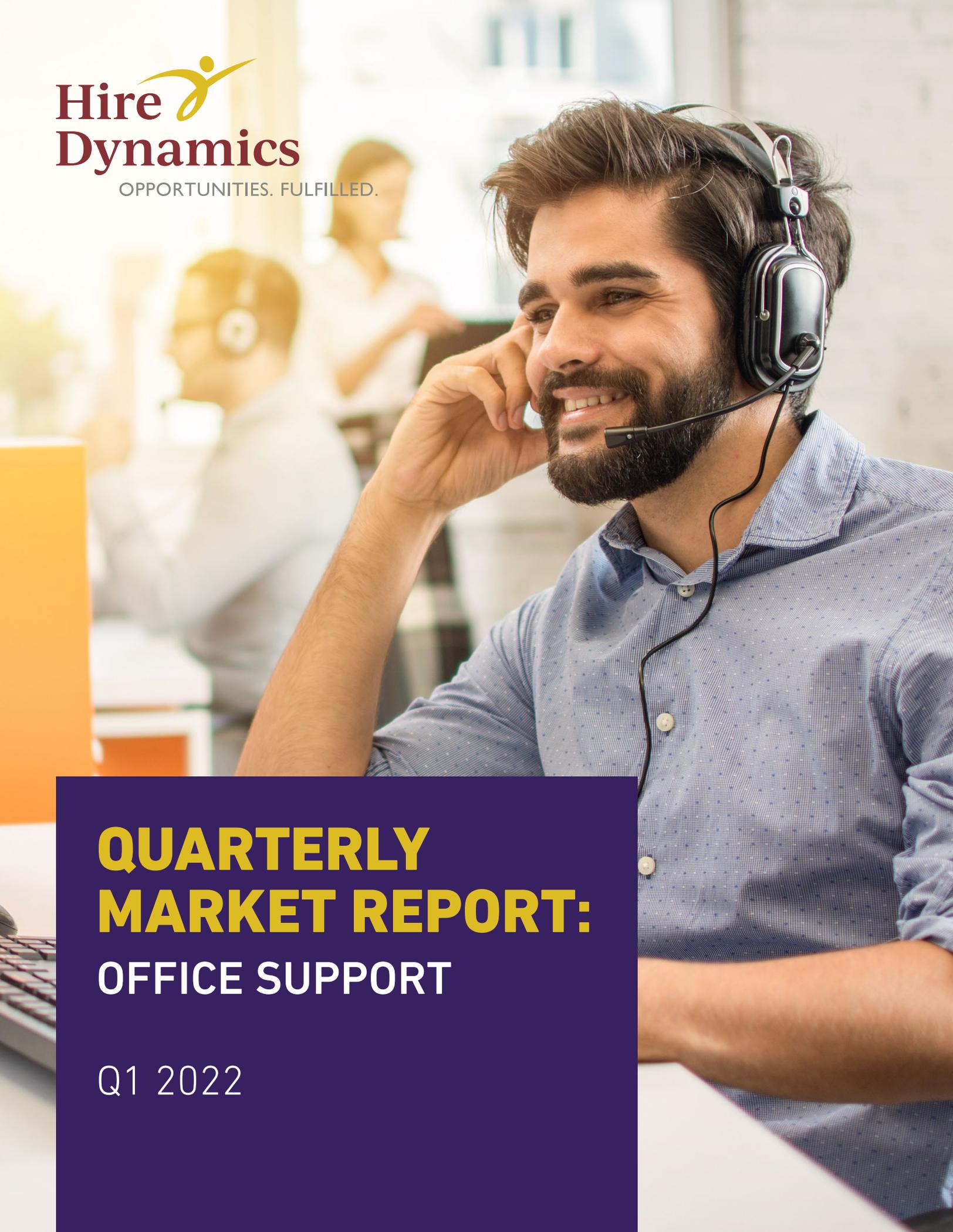




Hire Dynamics

OPPORTUNITIES. FULFILLED.



QUARTERLY MARKET REPORT: OFFICE SUPPORT

Q1 2022

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1

Total Nonfarm Employment Rose by 210,000 in November; The National Unemployment Rate Declined Notably to 4.2%

The job gain of 210,000 in November was below analyst predictions of 573,000 (Wall Street Journal), but other elements of the jobs report were quite positive – including, the labor force participation rate ticked up to 61.8 percent and the unemployment rate dropped significantly from 4.6 percent to 4.2 percent.

The shortage of candidates continues to be a headwind across many skill segments of the U.S. staffing industry, but the overall economic growth environment remains strong and will provide a solid footing for continued high levels of job openings and demand for staffing industry services.

Source: [*Staffing Industry Analysts, Bureau of Labor Statistics*](#)

2

Unemployment Rates Were Lower in October Than a Year Earlier in 386 of the 389 Metropolitan Areas

A total of 110 areas had jobless rates of less than 3.0 percent. Nonfarm payroll employment increased over the year in 96 metropolitan areas and was essentially unchanged in 293 areas.

Source: [*U.S. Bureau of Labor Statistics*](#)

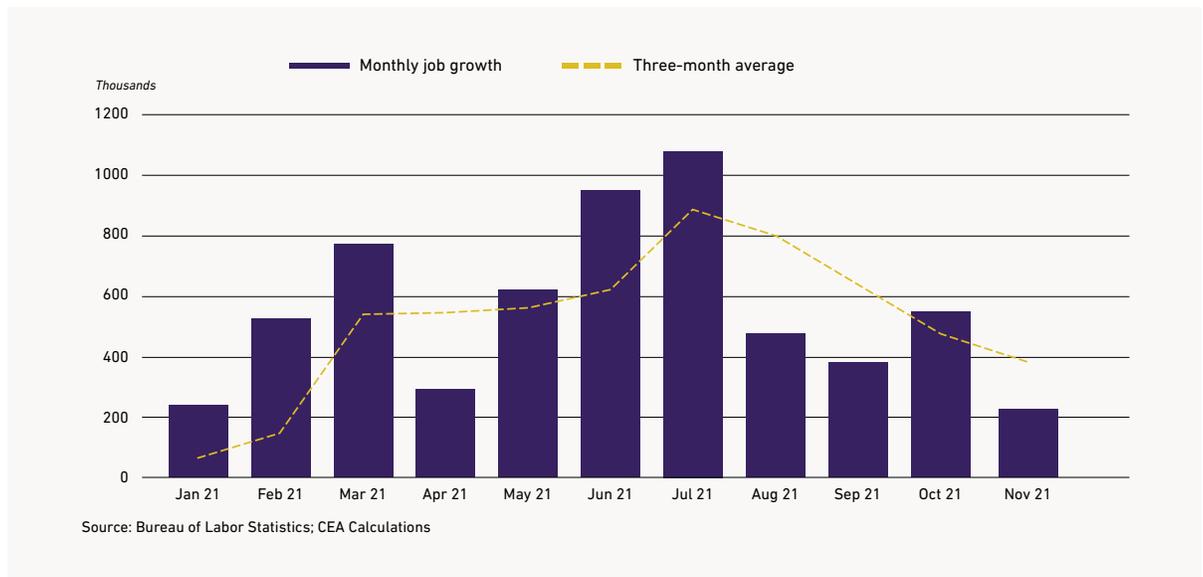
3

Job Growth Over the Last Three Months Has Averaged 378,000, A Solid Pace

In addition to the November job adds, the unemployment rate fell by 0.4 percentage point to 4.2 percent as labor force participation rose and the employment rate reached a new pandemic recovery high. This is the lowest the unemployment rate has been since the pandemic began. Wages rose by 0.3 percent over the month, for an increase of 4.8 percent year-over-year. Wage growth has been relatively rapid in recent months as employers try to hire as the economy recovers.

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	9.1	9.0	9.0	9.1	9.0	9.1	9.0	9.0	9.0	8.8	8.6	8.5
2012	8.3	8.3	8.2	8.2	8.2	8.2	8.2	8.1	7.8	7.8	7.7	7.9
2013	8.0	7.7	7.5	7.6	7.5	7.5	7.3	7.2	7.2	7.2	6.9	6.7
2014	6.6	6.7	6.7	6.2	6.3	6.1	6.2	6.1	5.9	5.7	5.8	5.6
2015	5.7	5.5	5.4	5.4	5.6	5.3	5.2	5.1	5.0	5.0	5.1	5.0
2016	4.8	4.9	5.0	5.1	4.8	4.9	4.8	4.9	5.0	4.9	4.7	4.7
2017	4.7	4.6	4.4	4.5	4.4	4.3	4.3	4.4	4.2	4.1	4.2	4.1
2018	4.0	4.1	4.0	4.0	4.8	4.0	3.8	3.8	3.7	3.8	3.8	3.9
2019	4.0	3.8	3.8	3.7	3.7	3.6	3.6	3.7	3.5	3.6	3.6	3.6
2020	3.5	3.5	4.4	14.8	13.3	11.1	10.2	8.4	7.8	6.9	6.7	6.7
2021	6.3	6.2	6.0	6.1	5.8	5.9	5.4	5.2	4.8	4.6	4.2	

Job growth from September to November averaged 378,000 jobs per month, but the labor market has not fully recovered: employment remains about 3.9 million jobs (2.6 percent) below the pre-pandemic level.



Source: [The White House, U.S. Bureau of Labor Statistics](#)

4

The Conference Board Employment Trends Index™ (ETI) Increased in November

- The Conference Board Employment Trends Index™ (ETI) increased slightly in November. The index now stands at 114.49, up from 113.03 in October (an upward revision).

- November's increase in the Employment Trends Index was driven by positive contributions from six of eight components. From the largest positive contributor to the smallest, these were: Initial Claims for Unemployment Insurance; Industrial Production; Ratio of Involuntarily Part-time to All Part-time Workers; Job Openings; Number of Temporary Employees; and Real Manufacturing and Trade Sales. The two components that made negative contributions in November were Percentage of Firms With Positions Not Able to Fill Right Now and Percentage of Respondents Who Say They Find "Jobs Hard to Get."

Source: [The Conference Board](#)

5

Consumer Confidence Declined in November

Consumers' appraisal of current business conditions was less favorable in November



Consumers' assessment of the labor market was moderately more favorable.



Consumers' optimism about the short-term business conditions outlook increased in November.



Consumers were less optimistic about the short-term labor market outlook.

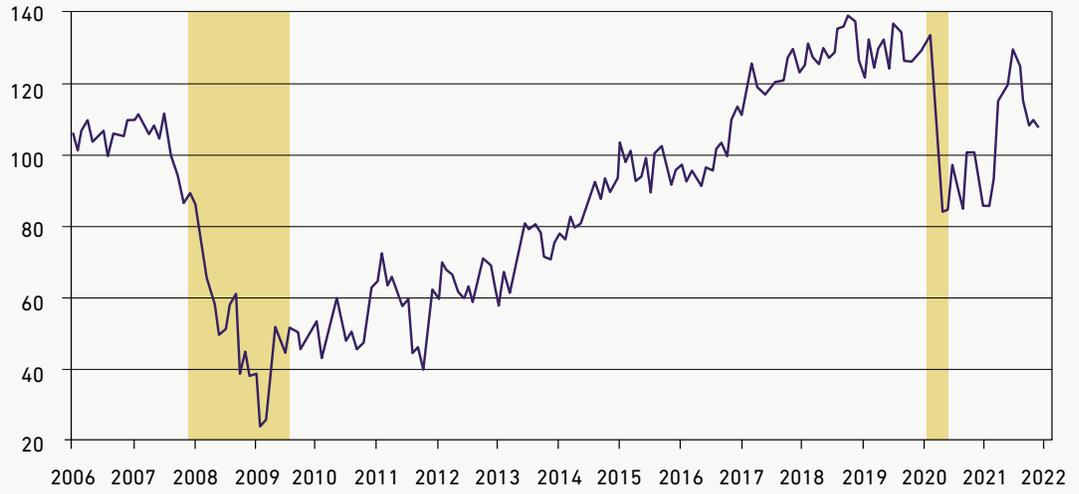


Consumers were less positive about their short-term financial prospects.



Consumer Confidence Index ©

Index, 1985 = 100



*Shaded areas represent periods of recession.

Source: The Conference Board: NBER

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Source: [The Conference Board](#)

1

8 Business-Critical Administrative Assistant Skills

1. Communication
2. Trustworthiness
3. Professionalism
4. Technology Know-How
5. Organization and Time Management
6. Flexibility
7. Problem Solving
8. Attention to Detail

Source: [*Business Management Daily*](#)

2

Mark Your Calendars: Administrative Professionals Day Will Be Observed on Wednesday, April 27, 2022

The role of office support staff is evolving. Be sure to recognize these critical professionals this year – on April 27, 2022.

Source: [*CalendarDate.com*](#)

3

The Pros and Cons of Hiring Additional Office Support Staff

PROS:

- Familiar, friendly faces and/or points of contact
- Enables specialization while freeing up other staff members from office support duties
- Boosts morale

CONS:

- Scheduling for office needs and employee wants
- Allocating the right amount of office space for areas like reception
- Career mapping while ensuring coverage of the basics

Source: [*The Receptionist*](#)



TRENDS BY STATE

Alabama Supply & Demand

Executive Summary: Alabama

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is associate degree.
- The cities where candidates most frequently live are Birmingham, AL and Huntsville, AL.

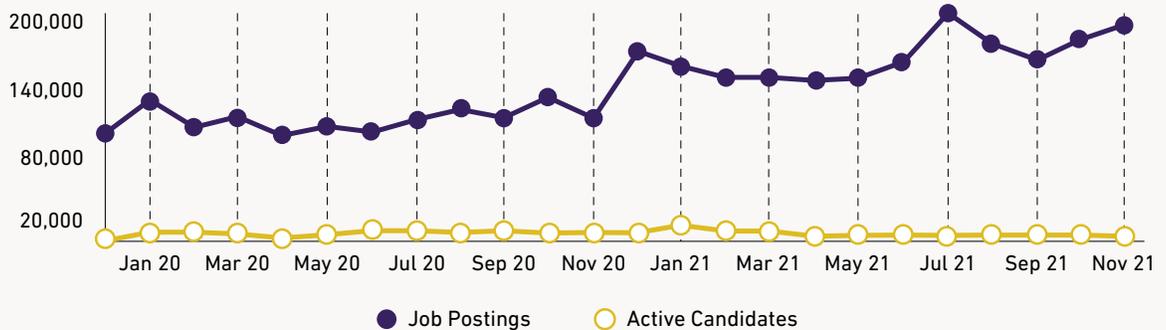
Alabama – Overview

Candidates: 285,902 (Difference from last quarter's market report: -1.77%)

Job Postings: 3,398,928 (Difference from last quarter's market report: +4.97%)

Trends

Supply & Demand Trend Comparison



Alabama – Office Support

Candidates: 4,245 (Difference from last quarter's market report: -5.05%)

Job Postings: 37,692 (Difference from last quarter's market report: +9.78%)

Executive Summary: Office Support in Alabama

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-five percent (85%) of candidates are female and 15 percent are male.
- The cities where candidates most frequently live are Birmingham, AL and Huntsville, AL.

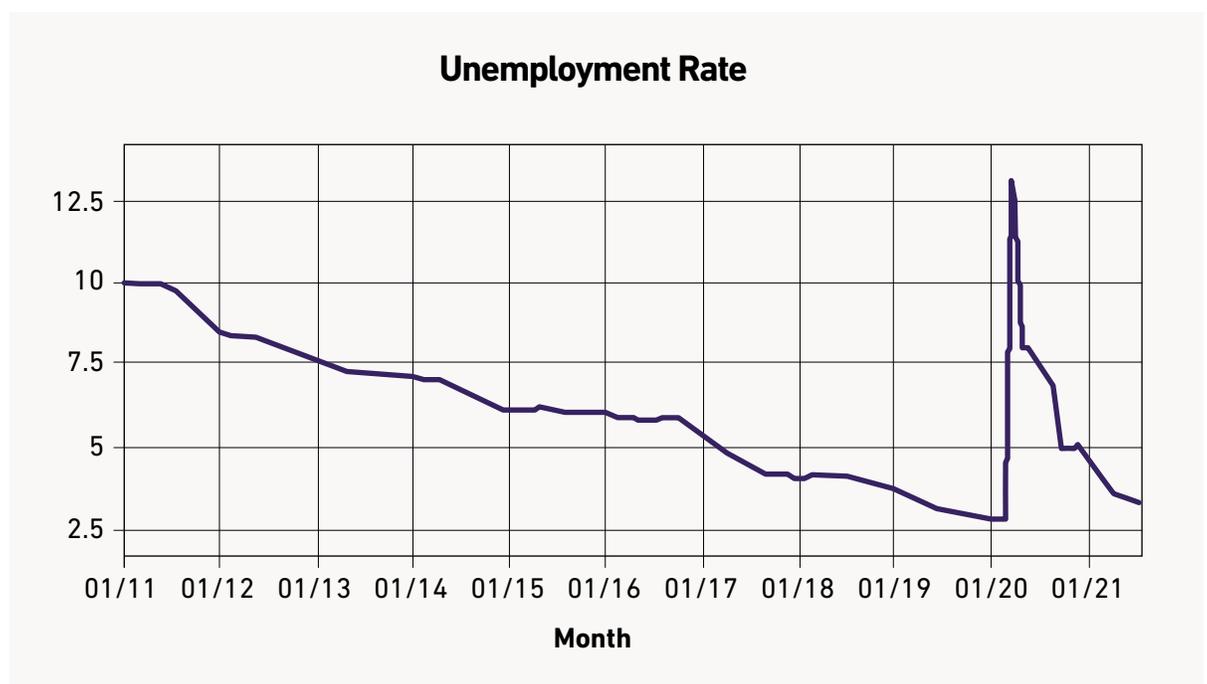
Top Office Support Job Titles in Alabama:

1. Administrative Assistant
2. Office Manager
3. Office Assistant
4. Receptionist
5. Medical Assistant

Source: [CareerBuilder Supply & Demand](#)

Alabama Unemployment Rate

November 2021: 3.1 percent (Difference from last quarter's market report: **unchanged**, August 2021)



Source: [U.S. Bureau of Labor Statistics](#)

Georgia Supply & Demand

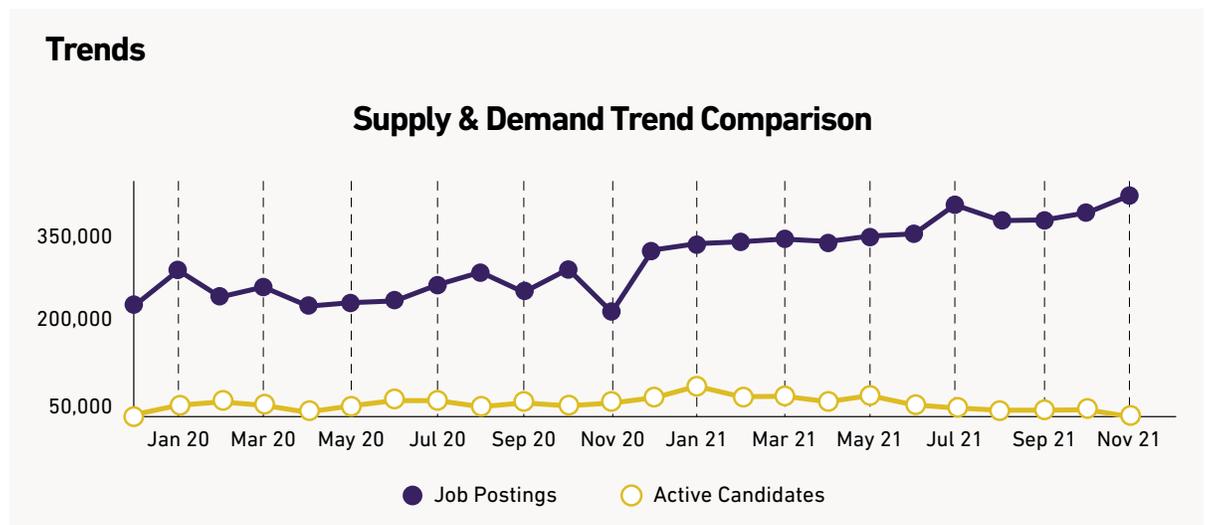
Executive Summary: Georgia

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Fifty-one percent (51%) of candidates are male and 49 percent are female.
- The cities where candidates most frequently live are Atlanta, GA and Augusta, GA.

Georgia – Overview

Candidates: 1,116,831 (Difference from last quarter's market report: -1.43%)

Job Postings: 7,327,556 (Difference from last quarter's market report: +4.52%)



Georgia – Office Support

Candidates: 25,074 (Difference from last quarter's market report: +0.21%)

Job Postings: 91,119 (Difference from last quarter's market report: +6.38%)

Executive Summary: Office Support in Georgia

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-seven percent (87%) of candidates are female and 13 percent are male.
- The cities where candidates most frequently live are Atlanta, GA and Marietta, GA.

Top Office Support Job Titles in Georgia:

1. Administrative Assistant
2. Office Manager
3. Office Assistant
4. Medical Assistant
5. Executive Assistant

Source: [CareerBuilder Supply & Demand](#)

Georgia Unemployment Rate

November 2021: 2.8 percent (Difference from last quarter's market report: -0.7 percent; August 2021: 3.5 percent)



Source: [U.S. Bureau of Labor Statistics](#)

Illinois Supply & Demand

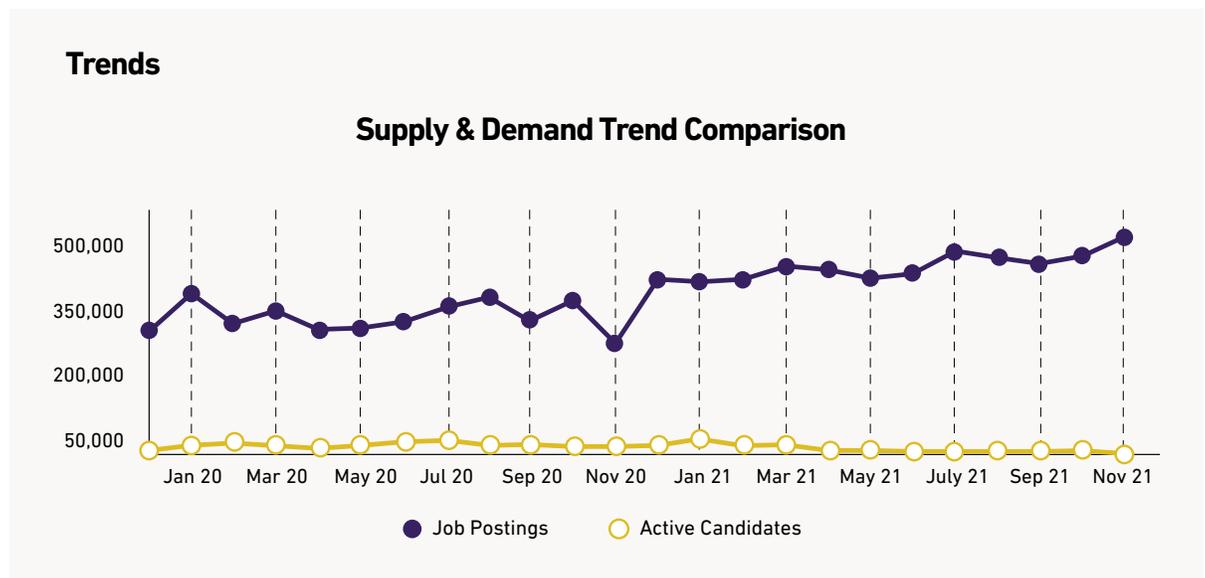
Executive Summary: Illinois

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Fifty-three percent (53%) of candidates are male and 47 percent are female.
- The cities where candidates most frequently live are Chicago, IL and Aurora, IL.

Illinois – Overview

Candidates: 720,440 (Difference from last quarter's market report: -2.98%)

Job Postings: 9,439,285 (Difference from last quarter's market report: +3.07%)



Illinois – Office Support

Candidates: 16,226 (Difference from last quarter's market report: -3.31%)

Job Postings: 120,606 (Difference from last quarter's market report: +5.31%)

Executive Summary: Office Support in Illinois

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-seven percent (87%) of candidates are female and 13 percent are male.
- The cities where candidates most frequently live are Chicago, IL and Naperville, IL.

Top Office Support Job Titles in Illinois:

1. Administrative Assistant
2. Medical Assistant
3. Office Manager
4. Executive Assistant
5. Office Assistant

Source: [CareerBuilder Supply & Demand](#)

Illinois Unemployment Rate

November 2021: 5.7 percent (Difference from last quarter's market report: -1.3 percent; August 2021: 7.0 percent)



Source: [U.S. Bureau of Labor Statistics](#)

North Carolina

North Carolina Supply & Demand

Executive Summary: North Carolina

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Fifty-two percent (52%) of candidates are male and 48 percent are female.
- The cities where candidates most frequently live are Charlotte, NC and Raleigh, NC.

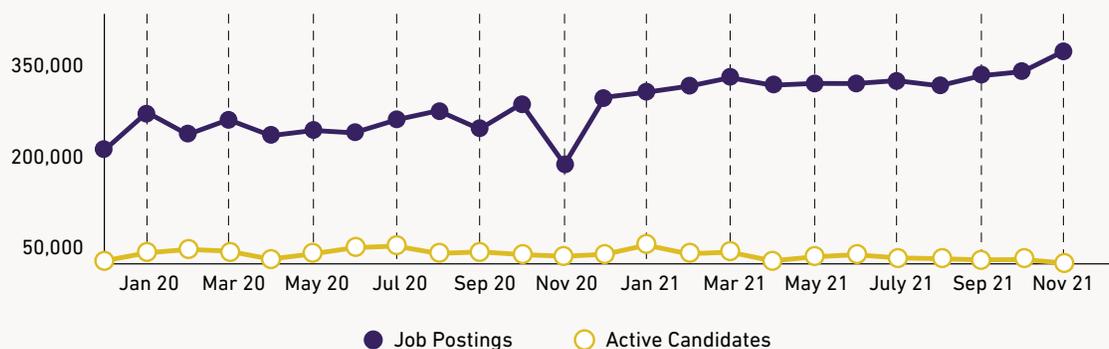
North Carolina – Overview

Candidates: 793,080 (Difference from last quarter's market report: -2.21%)

Job Postings: 6,845,466 (Difference from last quarter's market report: +3.41%)

Trends

Supply & Demand Trend Comparison



North Carolina – Office Support

Candidates: 16,703 (Difference from last quarter's market report: -2.32%)

Job Postings: 81,024 (Difference from last quarter's market report: +6.82%)

Executive Summary: Office Support in North Carolina

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-six percent (86%) of candidates are female and 14 percent are male.
- The cities where candidates most frequently live are Charlotte, NC and Raleigh, NC.

Top Office Support Job Titles in North Carolina:

1. Administrative Assistant
2. Medical Assistant
3. Office Manager
4. Office Assistant
5. Executive Assistant

Source: [CareerBuilder Supply & Demand](#)

North Carolina Unemployment Rate

November 2021: 3.9 percent (Difference from last quarter's market report: -0.4 percent; August 2021: 4.3 percent)



Source: [U.S. Bureau of Labor Statistics](#)

South Carolina

South Carolina Supply & Demand

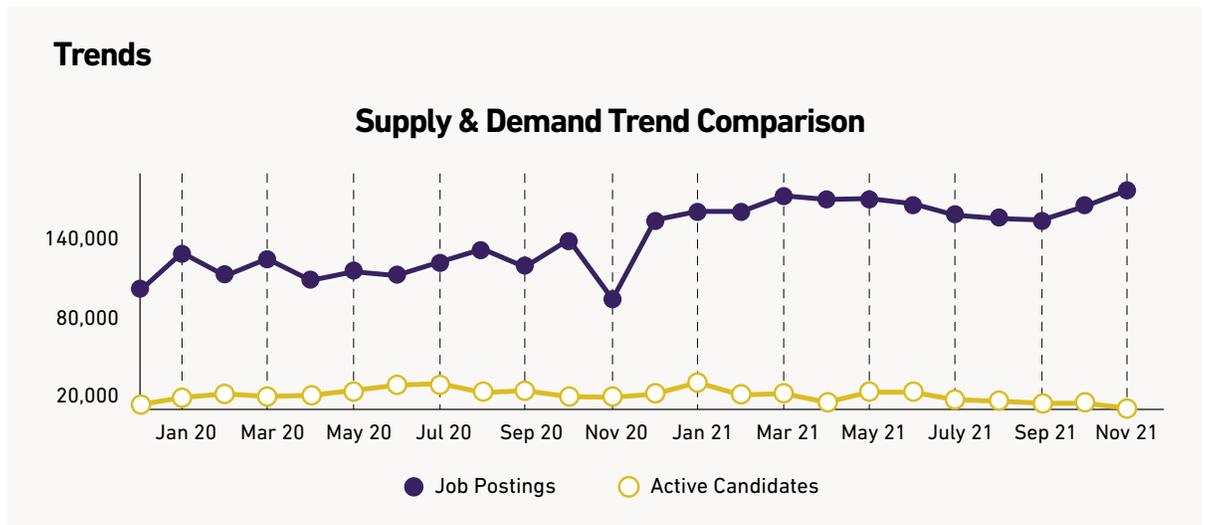
Executive Summary: South Carolina

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is associate degree.
- Fifty-one percent (51%) of candidates are male and 49 percent are female.
- The cities where candidates most frequently live are Columbia, SC and Greenville, SC.

South Carolina – Overview

Candidates: 437,356 (Difference from last quarter's market report: -2.27%)

Job Postings: 3,354,108 (Difference from last quarter's market report: +3.03%)



South Carolina – Office Support

Candidates: 7,922 (Difference from last quarter's market report: -2.71%)

Job Postings: 40,633 (Difference from last quarter's market report: +4.66%)

Executive Summary: Office Support in South Carolina

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Ninety percent (90%) of candidates are female and 10 percent are male.
- The cities where candidates most frequently live are Columbia, SC and Charleston, SC.

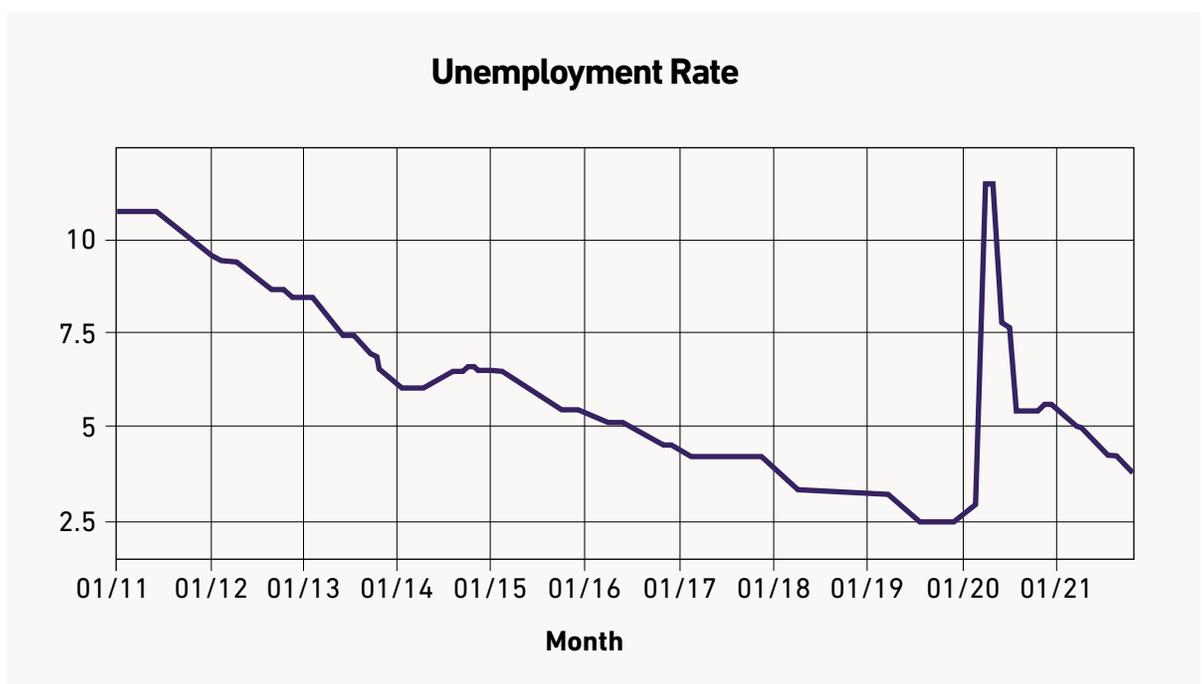
Top Office Support Job Titles in South Carolina:

1. Administrative Assistant
2. Office Manager
3. Medical Assistant
4. Receptionist
5. Office Assistant

Source: [CareerBuilder Supply & Demand](#)

South Carolina Unemployment Rate

November 2021: 3.7 percent (Difference from last quarter's market report: -0.5 percent; August 2021: 4.2 percent)



Source: [U.S. Bureau of Labor Statistics](#)

Tennessee Supply & Demand

Executive Summary: Tennessee

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- The cities where candidates most frequently live are Memphis, TN and Nashville, TN.

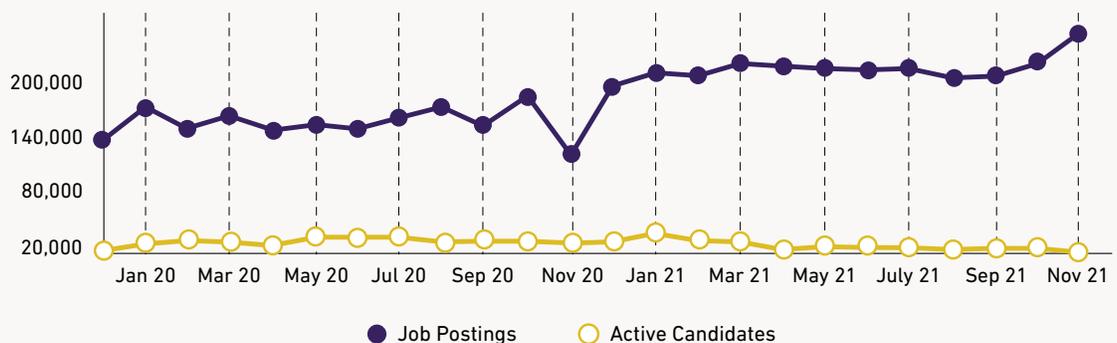
Tennessee – Overview

Candidates: 483,571 (Difference from last quarter's market report: -2.08%)

Job Postings: 4,446,865 (Difference from last quarter's market report: +3.48%)

Trends

Supply & Demand Trend Comparison



Tennessee – Office Support

Candidates: 9,081 (Difference from last quarter's market report: -2.11%)

Job Postings: 56,506 (Difference from last quarter's market report: +4.42%)

Executive Summary: Office Support in Tennessee

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-nine percent (89%) of candidates are female and 11 percent are male.
- The cities where candidates most frequently live are Memphis, TN and Nashville, TN.

Top Office Support Job Titles in Tennessee:

1. Administrative Assistant
2. Office Manager
3. Medical Assistant
4. Executive Assistant
5. Receptionist

Source: [CareerBuilder Supply & Demand](#)

Tennessee Unemployment Rate

November 2021: 4.0 percent (Difference from last quarter's market report: -0.6 percent; August 2021: 4.6 percent)



Source: [U.S. Bureau of Labor Statistics](#)

Texas Supply & Demand

Executive Summary: Texas

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Fifty-two percent (52%) of candidates are male and 48 percent are female.
- The cities where candidates most frequently live are Houston, TX and San Antonio, TX.

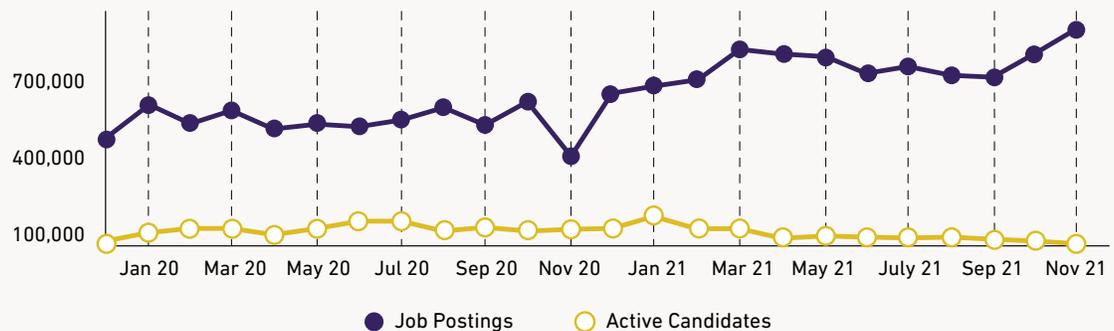
Texas – Overview

Candidates: 2,251,093 (Difference from last quarter's market report: -2.45%)

Job Postings: 15,775,050 (Difference from last quarter's market report: +3.87%)

Trends

Supply & Demand Trend Comparison



Texas – Office Support

Candidates: 52,525 (Difference from last quarter's market report: -2.92%)

Job Postings: 217,391 (Difference from last quarter's market report: +4.5%)

Executive Summary: Office Support in Texas

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-seven percent (87%) of candidates are female and 13 percent are male.
- The cities where candidates most frequently live are Houston, TX and San Antonio, TX.

Top Office Support Job Titles in Texas:

1. Administrative Assistant
2. Office Manager
3. Medical Assistant
4. Executive Assistant
5. Receptionist

Source: [CareerBuilder Supply & Demand](#)

Texas Unemployment Rate

November 2021: 5.2 percent (Difference from last quarter's market report: -0.7 percent; August 2021: 5.9 percent)



Source: [U.S. Bureau of Labor Statistics](#)

Virginia Supply & Demand

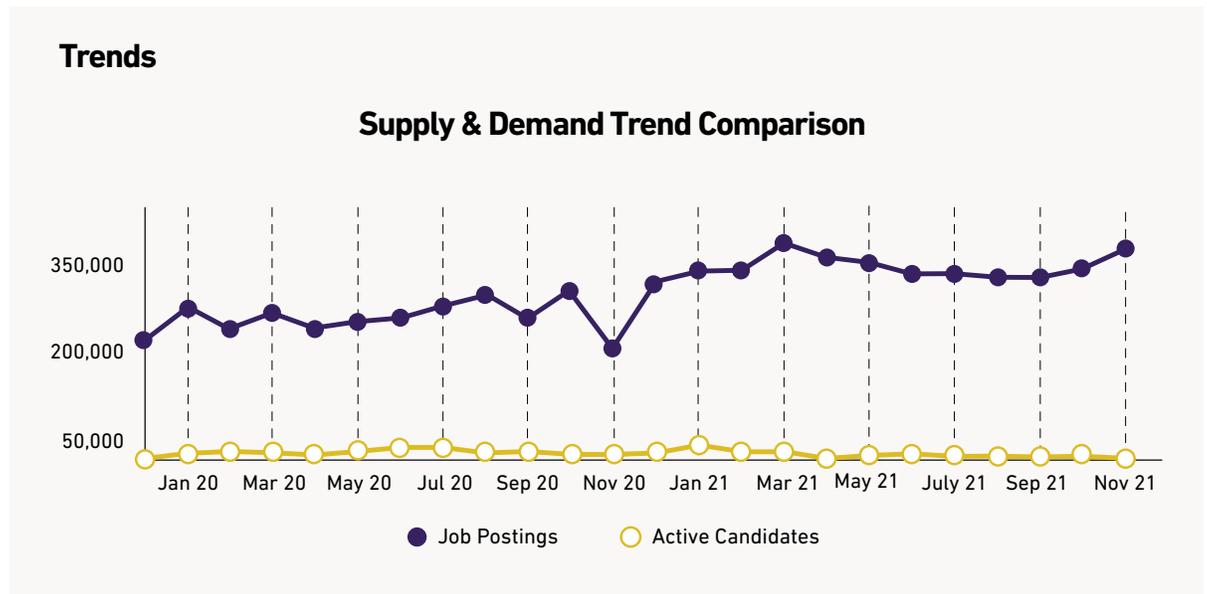
Executive Summary: Virginia

- The median candidate has 6-10 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Fifty-four percent (54%) of candidates are male and 46 percent are female.
- The cities where candidates most frequently live are Richmond, VA and Alexandria, VA.

Virginia – Overview

Candidates: 576,116 (Difference from last quarter's market report: -1.78%)

Job Postings: 7,300,078 (Difference from last quarter's market report: +2.84%)



Virginia – Office Support

Candidates: 16,945 (Difference from last quarter's market report: -3.07%)

Job Postings: 104,711 (Difference from last quarter's market report: +4.35%)

Executive Summary: Office Support in Virginia

- The median candidate has 11-15 years of experience.
- The median candidate's highest level of education is bachelor's degree.
- Eighty-five percent (85%) of candidates are female and 15 percent are male.
- The cities where candidates most frequently live are Richmond, VA and Arlington, VA.

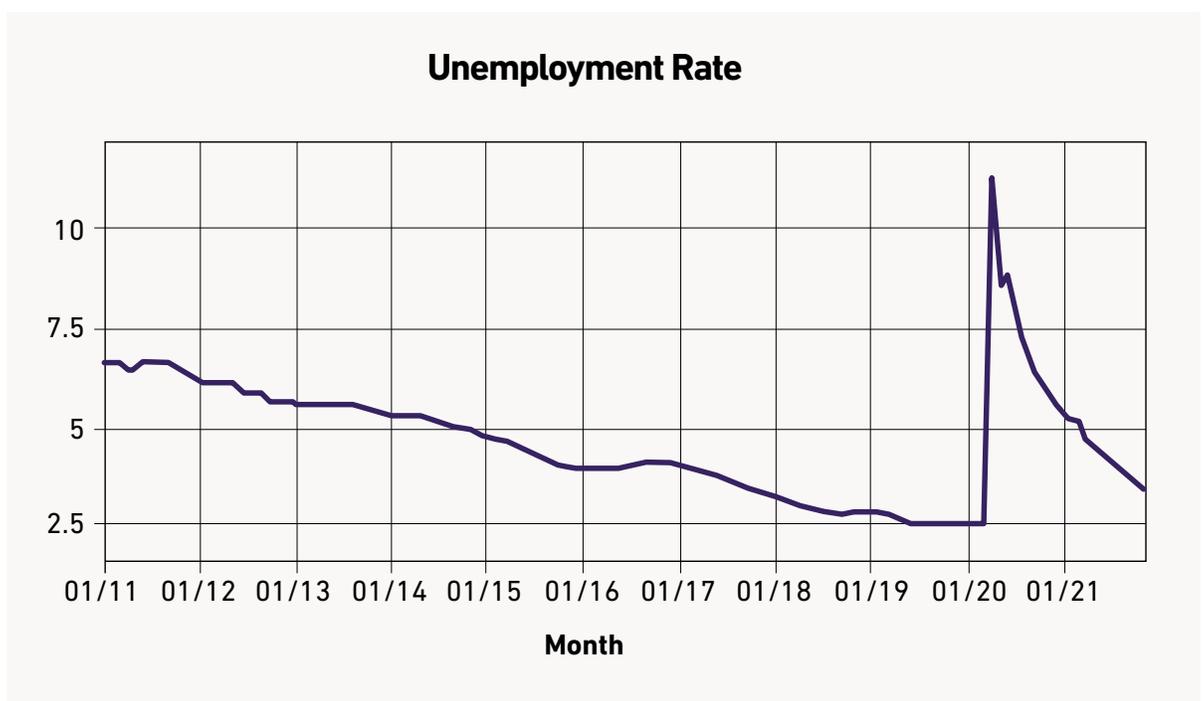
Top Office Support Job Titles in Virginia:

1. Administrative Assistant
2. Executive Assistant
3. Office Manager
4. Office Assistant
5. Medical Assistant

Source: [CareerBuilder Supply & Demand](#)

Virginia Unemployment Rate

November 2021: 3.4 percent (Difference from last quarter's market report: -0.6 percent; August 2021: 4.0 percent)



Source: [U.S. Bureau of Labor Statistics](#)

Prepared December 23-27, 2021