

Key Research Findings

This analysis was based on the pre-determined criteria and measures listed below:

Section	Description	Measures
Student Demand	<p>Includes an assessment of OCAS (2007 - 2011) enrolment data at other colleges in terms of mean growth rate with a specific focus on Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Trends in certificate, diploma, degree, apprenticeship and continuing education (where available).</p> <p>Click Below to Access Full Source Document: Fall Enrollment Trend</p>	<ul style="list-style-type: none"> ● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3% ● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9% ● Weak = Fleming enrolment growth is less than the system demand and is less than 1%
Labour Market	<p>Includes projected employment rate growth based on a consolidation of various Ontario, Canadian, and US sources including HRSDC, Sector Council Reports US Bureau of Labour Statistics, and the MTCU Employment Profile.</p>	<ul style="list-style-type: none"> ● Strong = Between 5-6 positive labour market indicators ● Moderate = Between 3-5 positive labour market indicators ● Weak = Between 1-2 or no positive labour market indicators
Competitive Analysis	<p>Includes the number of actual colleges offering the program as well as the ratio of applications to acceptances at Fleming compared to other colleges and specific comment about Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Click Below to Access Full Source Document: Fall Conversion Report</p>	<ul style="list-style-type: none"> ● Strong = Fleming conversion ratio is greater than 2 below the system ● Moderate = Fleming conversion ratio is 1 above, below or equal to the system ● Weak = Fleming conversion ratio is greater than 2 above than the system
Financial Analysis	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p>Click Below to Access Full Source Document: Costing Analysis</p>	<ul style="list-style-type: none"> ● Strong = CTO is greater than 35% ● Moderate = CTO is between 30 - 34% ● Weak = CTO is between 20 – 30% <p>No Contribution = 19% or less</p>

Key Research Findings

Key Performance Indicators	<p>Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.</p> <p>Click Below to Access Full Source Document: Key Performance Indicators</p>	<ul style="list-style-type: none">● Strong = Above system average in 6-7 indicators● Moderate = Above system average in 3-5 indicators● Weak = Above system average in 0-2 indicators.
Resource Analysis	<p>Requires school level assessment regarding space, technology, capital equipment and human resources. Recommendations from recent Program Review Reports included here</p>	

Key Research Findings

Office Administration – General (42313)

Student Demand¹

• **WEAK**

The following information consists of OCAS yearly student fall registration data as well as a mean growth rate and average student registration for each program under these categories:

Certificate

- Eighteen colleges offer this certificate program, including three of Fleming's main competitors
- Fleming has a **-11%** mean growth rate, lower than the system rate of **-6%**
- Out of the key competitors, Georgian is the only one with a positive mean growth rate of **7%**
- Overall, Canadore and Lambton have the highest mean growth rate (**19%**) and Sheridan and St. Lawrence have the lowest rate (**-22%**)
- Algonquin has the highest average registration with **121 students** and Canadore the lowest with **4 students**

Diploma

- Canadore is the only school to offer this program, which has experienced a mean growth rate of **14%** and an average registration of **30 students**

¹ Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

Key Research Findings

Certificate

Program: 42313 - OFFICE ADMINISTRATION - GENERAL														
	% Change 2007 2008 (07-08)			% Change 2008 2009 (08-09)			% Change 2009 2010 (09-10)			% Change 2010 2011 (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
ALGONQUIN	127	117	-8	117	121	3	121	120	-1	120	119	-1	-2	121
CANADORE	6			6	2	-67	2	4	100	4	5	25	19	4
CENTENNIAL	19	17	-11	17	13	-24	13	20	54	20	17	-15	1	17
COLLÈGE BORÉAL	37	36	-3	36	38	6	38	28	-26	28	23	-18	-10	32
CONESTOGA	25	30	20	30	47	57	47	41	-13	41	34	-17	12	35
CONFEDERATION	32	50	56	50	35	-30	35	56	60	56	32	-43	11	41
DURHAM	77	87	13	87	102	17	102	32	-69	32	26	-19	-14	65
FANSHAWE	34	26	-24	26	14	-46	14	24	71	24	23	-4	-1	24
FLEMING				20			20	14	-30	14	15	7	-11	16
GEORGIAN	37	53	43	53	38	-28	38	50	32	50	41	-18	7	44
HUMBER	34	30	-12	30	43	43	43	29	-33	29	31	7	1	33
LA CITÉ COLLÉGIAL	17	34	100	34	28	-18	28	27	-4	27	24	-11	17	26
LAMBTON	11	11	0	11	17	55	17	13	-24	13	19	46	19	14
MOHAWK	45	43	-4	43	42	-2	42	60	43	60	49	-18	4	48
NORTHERN	41	32	-22	32	57	78	57	38	-33	38	31	-18	1	40
SHERIDAN	79	32	-59	32	13	-59	13	16	23	16	17	6	-22	31
ST. CLAIR	123	123	0	123	98	-20	98	102	4	102	107	5	-3	111
ST. LAWRENCE	83	101	22	101	57	-44	57	41	-28	41	26	-37	-22	62
Total	821	828	1	828	785	-5	785	715	-9	715	639	-11	-6	758

Diploma

Program: 52313 - OFFICE ADMINISTRATION														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
CANADORE	21			21	37	76	37	43	16	43	21	-51	14	30
Total	21			21	37	76	37	43	16	43	21	-51	14	30

Key Research Findings

Labour Market

• **MODERATE**

Employment Ontario²

General Office Clerks (NOC – 1411)

- Employment Ontario Rating (2009-2013):
 - **Limited**
- Education/Training
 - “Completion of secondary school or college business or commercial courses is usually required, as well as the ability to operate a computer.”
- Demand
 - Employers are increasingly consolidating clerical functions. In many small businesses a single individual is in charge of all of the clerical work. In many cases, the tasks once performed by an office clerk are being assigned to other office workers such as the receptionist. Despite this, because of the large size of this occupational group, a substantial number of job openings will be created every year from the need to replace workers who retire or leave.
 - During periods of economic downturns, employment declines for this occupation. When the economy is strong, employment increases. The most stable places to find work are those least likely to be impacted by economic fluctuations.
 - Individuals who can perform multi-tasks (i.e., filing, scheduling, messaging, computer operations, etc.) will have the best employment prospects.

² "1411 General Office Clerks." *Employment Ontario*. N.p., n.d. Web. 22 June 2012. <http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/1411_e.pdf>.

Key Research Findings

HRSDC³

General Office Clerks (NOC – 1411)

	Level	Share
Expansion Demand:	5,180	7%
Retirements:	59,605	79%
Other Replacement Demand:	6,259	8%
Emigration:	4,443	6%
Projected Job Openings:	75,487	100%
	Level	Share
School Leavers:	79,640	102%
Immigration:	20,095	26%
Other	-21,323	-27%
Projected Job Seekers:	78,413	100%

“Based on projections and considering the recent surplus of workers, this occupation should continue to experience a surplus of workers over the 2011-2020 period. In other words, job seekers will outnumber job openings. These job openings will result entirely from replacement needs mainly due to retirement. Although the decline in employment is expected to stop, employment is expected to grow only very slightly over the next few years. The retirement rate will be slightly higher than the average for all occupations (close to 3% of workers retiring each year) because workers in this occupation are younger than in other occupations. With regard to labour supply, the majority of job seekers will come directly from the school system, although immigration will account for close to 25% of job seekers. However, given the limited employment opportunities and the relatively low wages, many workers will leave this occupation over the next few years, primarily for other clerical or administrative occupations, which will result in additional replacement needs.”

US Bureau of Labour⁴

Office Clerks, General (SOC-43-9061)

- Employment Growth (2010/2020): **Increase 17%**
 - **2,950,700** (2010) to **3,440,200** (2020)
- “Employment will grow as organizations increasingly hire administrative support workers who can do a variety of tasks rather than a single, specialized task.”
- “However, growth will be moderated as technology makes these workers more productive and reduces the need for general office clerks. For example, some organizations are going paperless or using automated phone systems, which can decrease demand for general office clerks who file papers or answer phones.”

³ “Clerical Occupations, General Office Skills (141).” *Human Resources and Skills Development Canada*. N.p., n.d. Web. 22 June 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=24>>.

⁴ Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2012-13 Edition, General Office Clerks, Web. <http://www.bls.gov/ooh/office-and-administrative-support/general-office-clerks.htm>, June 22, 2012.

Key Research Findings

- “In addition, other support workers may increasingly do tasks that general office clerks used to do, further reducing growth in this occupation.”
- “Employment growth of general office clerks will vary by industry. Healthcare, for example, is expected to add many new jobs, and as it does, jobs for general office clerks will increase. The federal government, on the other hand, is projected to have employment declines.”

“The job outlook for general office clerks also may depend on the state of the economy. Employers who are reducing their staff often cut general office clerk jobs. But, as organizations cut back on administrative staff, they may increase employment of general office clerks because these workers can cover several administrative support functions.”

Sector Councils and Reports

- [Association of Administrative Assistants](#)

Key Research Findings

Employment Profile⁵

In 2010-2011, **19.4%** of graduates were employed in a full time position which related to this program of study provincially

Office Administration			
Total Graduates:	1,307	Total Graduates in Survey:	911
		Response Rate:	70.0%

594 graduates were reported after the survey window had closed. While program information for these graduates has been included wherever possible, these graduates are not included in survey results, such as response rates.

Programs in Office Administration

Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Customer Service Fundamentals – Insurance	1 Year	1	–	–	Fanshawe
Office Administration	2 Years	41	25	23	Canadore
Office Administration – Executive	2 Years	450	315	282	Algonquin, Boreal, Centennial, Conestoga, Durham, Fanshawe, Georgian, La Cité, Lambton, Mohawk, Niagara, Northern, Sault, Seneca, Sheridan, St. Clair
Office Administration – General	1 Year	802	562	333	Algonquin, Boreal, Canadore, Centennial, Conestoga, Confederation, Durham, Fanshawe, Georgian, Humber, La Cité, Lambton, Mohawk, Niagara, Northern, Sheridan, Sir Sandford Fleming, St. Clair, St. Lawrence
Office Administration – Office Systems	2 Years	11	8	8	Cambrian
Office Administration-Animal Care Services	1 Year	2	1	1	Boreal

Summary of Survey Data

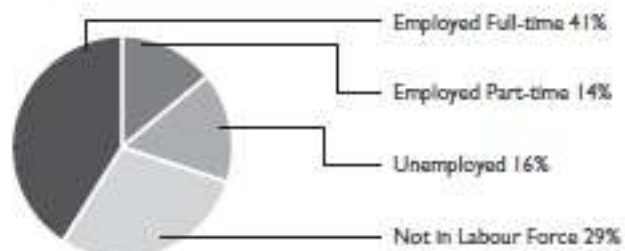
	Program Cluster	All Programs
Survey Population	911	50,622
Labour Force Participation	71%	74%
Employment Rate ^a	78%	83%
Employed Part-time ^a	20%	18%
Employed Full-time ^a	58%	65%
Average Annual Earnings – Total	\$29,698	\$33,199
Average Annual Earnings – Female	\$29,885	\$31,897
Average Annual Earnings – Male	\$25,722	\$34,607
Graduate Satisfaction	82%	79%
Employer Satisfaction	96%	93%

a. As a percentage of graduates in the labour force.

⁵ "Employment Profile." Ontario. N.p., 2011. Web. 19 July 2012.
<<http://www.tcu.gov.on.ca/pepg/audiences/colleges/serials/eprofile09-10/profile10.pdf>>.

Office Administration

Graduate Outcomes for Program Cluster (as a percentage of all respondents)



Top Five Industries of Employment

	#	%
Professional, Scientific and Technical Services	48	10.4%
Educational Services	43	9.3%
Administrative and Support Services	38	8.3%
Food Services and Drinking Places	24	5.2%
Food and Beverage Stores	23	5.0%

Top Five Occupational Categories

	#	%
General Office Clerks	86	18.3%
Receptionists and Switchboard Operators	32	6.8%
Administrative Officers	28	5.9%
Retail Salespersons and Sales Clerks	27	5.7%
Customer Service, Information and Related Clerks	26	5.5%

Key Research Findings

Office Administration

Summary of Graduate Outcomes by Program

	Full-time Employed, Program Related		Full-time Employed, Program Unrelated		Part-time Employed, Program Related		Part-time Employed, Program Unrelated		Unemployed		Not in Labour Force	
	#	%	#	%	#	%	#	%	#	%	#	%
Office Administration	15	60.0	1	4.0	1	4.0	—	—	6	24.0	2	8.0
Office Administration – Executive	141	44.8	35	11.1	28	8.9	23	7.3	55	17.5	33	10.5
Office Administration – General	109	19.4	70	12.5	23	4.1	47	8.4	84	14.9	229	40.7
Office Administration – Office Systems	5	62.5	—	—	3	37.5	—	—	—	—	—	—
All Programs in Cluster*	270	29.7	106	11.6	55	6.0	70	7.7	145	15.9	264	29.0

* Does not include 2 programs with fewer than 5 graduates in the labour force.

Earnings of Full-time Employed Participants

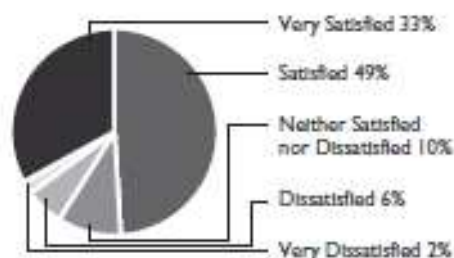
Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Office Administration	\$31,260	—	\$32,000	—	\$31,303	\$31,643
Office Administration – Executive	\$30,619	\$26,494	\$30,000	\$28,679	\$30,477	\$30,000
Office Administration – General	\$29,041	\$22,211	\$27,375	\$19,293	\$28,766	\$27,114
Office Administration – Office Systems	—	—	—	—	—	—
All Programs in Cluster*	\$29,885	\$25,722	\$29,037	\$25,029	\$29,698	\$28,939

* Does not include 2 programs with fewer than 5 graduates in the labour force.

Office Administration

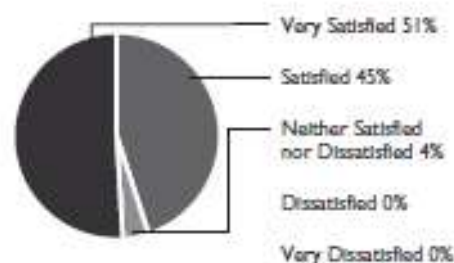
Program Cluster Satisfaction

Graduate Satisfaction with the usefulness of his/her college education in achieving his/her goals after graduation:*



* 820 graduates participated in this question.

Employer Satisfaction with employee overall college preparation for the type of work he/she was doing:*



* 94 employers participated in this survey.

Program Cluster Historical Data

	00-01 Grads	01-02 Grads	02-03 Grads	03-04 Grads	04-05 Grads	05-06 Grads	06-07 Grads	07-08 Grads	08-09 Grads	09-10 Grads
Percentage Employed	85.7%	84.2%	83.9%	85.4%	84.8%	84.8%	87.2%	83.3%	79.5%	77.6%
Percentage Employed Full-time	71.0%	69.0%	69.4%	68.2%	70.2%	67.6%	71.8%	67.0%	59.0%	58.1%
Percentage Employed Full-time Related Jobs	56.7%	53.8%	50.9%	50.1%	53.8%	51.3%	54.5%	50.3%	43.0%	41.7%
Average Annual Salary Full-time Related Jobs	\$24,777	\$24,382	\$25,732	\$26,293	\$26,352	\$27,583	\$28,949	\$29,445	\$29,981	\$31,643

Key Research Findings

Working in Canada⁶

General Office Clerks (NOC – 1411)

- **Employment Rating by Region:**

Location	Employment Potential
Hamilton--Niagara Peninsula Region	Limited
Kingston - Pembroke Region	Limited
Kitchener--Waterloo--Barrie Region	Fair
London Region	Limited
Muskoka-Kawarthas Region	Limited
Northeast Region	Limited
Northwest Region	Limited
Ottawa Region	Fair
Stratford--Bruce Peninsula Region	Limited
Toronto Region	Fair
Windsor-Sarnia Region	Limited

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	10.25	15.25	26.00
Hamilton--Niagara Peninsula Region	10.25	15.25	26.00
Kingston - Pembroke Region	10.25	15.25	26.00
Kitchener--Waterloo--Barrie Region	10.25	15.25	26.00
London Region	10.25	15.25	26.00
Muskoka-Kawarthas Region	10.25	15.25	26.00
Northeast Region	10.25	15.25	26.00
Northwest Region	10.25	15.25	26.00
Ottawa Region	10.25	15.25	26.00
Stratford--Bruce Peninsula Region	10.25	15.25	26.00
Toronto Region	10.25	15.00	26.00
Windsor-Sarnia Region	10.25	15.25	26.00

⁶ "General Office Clerks (NOC 1411)." *Working in Canada*. N.p., n.d. Web. 22 June 2012.

<[http://www.workingincanada.gc.ca/report-](http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1411&action=final@ionKeyword=Peterborough%2C+Ontario&s=1&source=2&titleKeyword=office+clerk#report_tabs_container2)

eng.do?area=8792&lang=eng&noc=1411&action=final@ionKeyword=Peterborough%2C+Ontario&s=1&source=2&titleKeyword=office+clerk#report_tabs_container2>.

Key Research Findings

Competitive Analysis⁷

• MODERATE

The following information consists of OCAS yearly fall application and registration data as well as a conversion ratio for each program under this category:

Certificate

- Fleming's ratio was equal to the system's **(3:1)** in 2011, and the only direct competitor with a ratio that is not lower than the system is Georgian **(3:1)**
- Northern had the best ratio in 2011 **(1:1)**, and Sheridan had the lowest **(9:1)**

Diploma

- Canadore's ratio in 2011 for this program was **4:1**

Certificate

Program: 42313 - OFFICE ADMINISTRATION - GENERAL

	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
ALGONQUIN	376	127	3:1	360	117	3:1	375	121	3:1	326	120	3:1	359	119	3:1
CANADORE	26			33	6	6:1	32	2	16:1	33	4	8:1	23	5	5:1
CENTENNIAL	91	19	5:1	84	17	5:1	80	13	6:1	88	20	4:1	99	17	6:1
COLLÈGE BORÉAL	93	37	3:1	66	36	2:1	85	38	2:1	76	28	3:1	61	23	3:1
CONESTOGA	111	25	4:1	152	30	5:1	170	47	4:1	156	41	4:1	133	34	4:1
CONFEDERATION	80	32	3:1	145	50	3:1	76	35	2:1	152	56	3:1	75	32	2:1
DURHAM	285	77	4:1	256	87	3:1	322	102	3:1	118	32	4:1	109	26	4:1
FANSHAWE	168	34	5:1	155	26	6:1	116	14	8:1	139	24	6:1	118	23	5:1
FLEMING	0			0			82	20	4:1	73	14	5:1	51	15	3:1
GEORGIAN	146	37	4:1	147	53	3:1	153	38	4:1	138	50	3:1	136	41	3:1
HUMBER	175	34	5:1	174	30	6:1	163	43	4:1	162	29	6:1	148	31	5:1
LA CITÉ COLLÉGIAL	68	17	4:1	96	34	3:1	81	28	3:1	83	27	3:1	85	24	4:1
LAMBTON	54	11	5:1	54	11	5:1	50	17	3:1	50	13	4:1	44	19	2:1
MOHAWK	175	45	4:1	211	43	5:1	192	42	5:1	186	60	3:1	174	49	4:1
NORTHERN	72	41	2:1	59	32	2:1	74	57	1:1	53	38	1:1	40	31	1:1
SHERIDAN	291	79	4:1	162	32	5:1	127	13	10:1	111	16	7:1	151	17	9:1
ST. CLAIR	310	123	3:1	279	123	2:1	248	98	3:1	251	102	2:1	214	107	2:1
ST. LAWRENCE	238	83	3:1	228	101	2:1	163	57	3:1	137	41	3:1	123	26	5:1
Total	2759	821	3:1	2661	828	3:1	2589	785	3:1	2332	715	3:1	2143	639	3:1

⁷ Application data obtained from OCAS College Count Cube October 19, 2011

Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

Key Research Findings

Diploma

Program: 52313 - OFFICE ADMINISTRATION															
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
CANADORE	79			82	21	4:1	85	37	2:1	80	43	2:1	81	21	4:1
Total	79			82	21	4:1	85	37	2:1	80	43	2:1	81	21	4:1

Financial Analysis

NO CONTRIBUTION

Source: Program Costing Analysis 2010/2011

- Contribution to Overhead: 12.6%
- Program Weight: –
- Funding Unit: –

Key Performance Indicators

• **MODERATE**

Source: Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012

Office Admin. General

Key Performance Indicators	KPI1-Graduation Rate	+6% above system
	KPI2-Working	+14% above system
	KPI3-Working Related	+3% above system
	KPI4-Grad. Satisfaction	-21% below system
	KPI8-Student Satisfaction-Learning	-1% below system
	KPI9-Student Satisfaction- Teachers	+7% above system
	KPI11-Grad. Satisfaction-Program	-3% below system

Office Admin. Compressed

Key Performance Indicators	KPI1-Graduation Rate	-13% below system
	KPI2-Working	-14% below system
	KPI3-Working Related	+18% above system
	KPI4-Grad. Satisfaction	+5% above system
	KPI8-Student Satisfaction-Learning	-
	KPI9-Student Satisfaction- Teachers	-
	KPI11-Grad. Satisfaction-Program	+8% above system

Key Research Findings

Resource Analysis

Equipment

Staffing

Space

Key Research Findings

Appendix

The following is the original environmental scan conducted by the Library Researchers to form the basis of the previous summary of Key Research Findings Report.

Office Administration – General

Overview of the Profession

NOC 1411: Office Clerk, Office Assistant

General office clerks perform some or all of the following duties:

- Key in, edit, proofread and finalize correspondence, reports, statements, invoices, forms, presentations and other documents, from notes or dictaphone, using computers
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to clients and the public
- Photocopy and collate documents for distribution, mailing and filing
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- May perform bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify applications, receipts, expenditures, forms and other documents
- May order office supplies, service office equipment and arrange for servicing in the case of major repairs.

Common Job Titles

- general office clerk
- office assistant
- office clerk
- typist
- word processor operator

Typical Employers

- offices throughout the public and private sectors

Labour Market

Working in Canada

1. Employment potential for the Kawartha/Muskoka Region is Limited. (Working in Canada)
http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1411&action=final®ionKeyword=Peterborough%2C+Ontario&s=2&source=2&titleKeyword=office+clerk#report_tabs_container2

HRDSC

2. National Outlook 10 Year Projection (2011-2020)

Key Research Findings

Occupations in this group	General Office Clerks (1411), Records and File Clerks (1413), Receptionists and Switchboard Operators (1414)
Employment (non-student) in 2010	211,232
Median Age of workers in 2010	38.9
Average Retirement Age in 2010	61

- For **Clerical Occupations, General Office Skills**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **75,500** and **78,413** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.
- Over the 2008-2010 period, employment in this occupation fell and the unemployment rate rose at the same pace as the rate for all occupations. The average hourly wage, the lowest among administrative occupations, increased only very slightly over this period. According to key labour market indicators, the number of job seekers was more than sufficient to fill job openings in this occupation.
- According to Employment Ontario Opportunities for employment in this occupation are expected to be limited over the period from 2009 to 2013 due to the widespread application of new office automation.
- According to Employment Ontario (Estimates 2006), 4% of workers in this group were self-employed, and 73% full-time
- Local wage for Muskoka/Kawartha Region 2010:
Low: \$10.25 Average: \$15.25 High: \$26.00
http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1411&action=final®ionKeyword=Peterborough%2C+Ontario&s=1&source=2&titleKeyword=office+clerk#report_tabs_container2

US Bureau of Labour

<http://www.bls.gov/oco/ocos211.htm#outlook>

Job Outlook

Employment change. Employment of general office clerks is projected to grow by 17 percent from 2010 to 2020, about as fast as the average for all occupations.

Employment will grow as organizations increasingly hire administrative support workers who can do a variety of tasks rather than a single, specialized task.

However, growth will be moderated as technology makes these workers more productive and reduces the need for general office clerks. For example, some organizations are going paperless or using automated phone systems, which can decrease demand for general office clerks who file papers or answer phones.

In addition, other support workers may increasingly do tasks that general office clerks used to do, further reducing growth in this occupation.

Employment growth of general office clerks will vary by industry. Healthcare, for example, is expected to add many new jobs, and as it does, jobs for general office clerks will increase. The federal government, on the other hand, is projected to have employment declines.

Key Research Findings

The job outlook for general office clerks also may depend on the state of the economy. Employers who are reducing their staff often cut general office clerk jobs. But, as organizations cut back on administrative staff, they may increase employment of general office clerks because these workers can cover several administrative support functions.

Job Prospects. Job prospects are expected to be good in this large occupation. Workers will be needed to fill new jobs and replace those who leave the occupation. General office clerks who can learn new skills and adapt to changing technologies will have the best prospects.

Sector Council Report: none available

Industry Standards:

This occupation does **not** require certification in **Ontario** or anywhere in Canada.

Professional Associations:

[Association of Administrative Assistants](#)

Employment Requirements:

Employment requirements are prerequisites generally needed to enter an occupation.

- Completion of secondary school is usually required.
- Completion of secondary school or college business or commercial courses is usually required.

[Source: [National Occupational Classification 2006 - HRSDC](#)]

The Essential Skills include: Reading, Document Use, Writing, Numeracy, Oral Communication, Thinking Skills, Working with Others, Computer Use, and Continuous Learning.

Educational Programs Leading to this Occupation:

Completion of secondary school or college business or commercial courses is usually required, as well as the ability to operate a computer.

Provincial Training Information - Ontario

A high school diploma is usually required by employers to enter into this occupation. However, post-secondary education is preferred and considered an asset. For more information on training opportunities at Ontario universities and colleges, please refer to the following websites:

<http://www.electronicinfo.ca/>

www.ontariocolleges.ca

Private career colleges in Ontario may also have programs related to this occupation. More information can be found on the Ministry of Training, Colleges and Universities Web site at:

<http://www.tcu.gov.on.ca/> when searched under 'Ontario Private Career College Search Service'.

[Report Publication Date: 2011-11-01 | Source: [Labour Market Information - HRSDC](#)]

Educational Competitors

Individual Community College/Institute Information

Key Research Findings

(Click on Program Title to view college program page)

14 Colleges are currently offering this program (including Fleming). I have not included any Office Administration – Executive, Legal or Medical programs in this list. However, I did include dental office programs because very few are offered. Most are certificate programs but a few do offer a diploma program.

Includes Highlights of unique program characteristics.

Algonquin

[Office Administration](#) - Certificate

- Offered full time, full time online, part time and part time online

[Office Administration – General](#) – Certificate

- Mobile Learning Program

Canadore

[Office Administration](#) – Diploma

- Accelerated program (42 weeks)

Centennial

[Office Administration – General](#) – Certificate

Conestoga

[Health Office Administration](#) – Diploma

[Office Administration – General](#) – Certificate

Confederation

[Office Administration – General](#) – Certificate

- Also offers a Distance Education option

Durham

[Dental Reception & Administration](#) - Certificate

[Office Administration](#) – Certificate

Fanshawe

[Office Administration – General](#) – Certificate

Fleming

[Office Administration – General](#) – Certificate

George Brown

[Dental Office Administration](#) - Certificate

Georgian

[Bookkeeping](#) – Diploma

Key Research Findings

[Office Administration – General](#) – Certificate

Lambton

[Office Administration – General](#) – Certificate

Niagara

[Dental Office Administration](#) – Certificate

[Office Administration – General](#) – Certificate

Northern

[Office Administration – General](#) – Certificate

Seneca

[Business Office Skills](#) – Certificate

- Continuous intake, 32 week program
- Non ministry funded course

Sheridan

[Office Administration – General](#) – Certificate

- Mobile Computing Program

St. Clair

[Office Administration – General](#) – Certificate

St. Lawrence

[Office Administration- General](#) – Certificate

Institution	APS #	Approved Program Name	MTCU Code	Program Weight	Funding Unit	Degree Factor
CANA	1165	Office Administration	52313	1.00	1.9	2.00
ALGO	1113	Office Administration - General	42313	1.00	1.0	1.00
BORE	1001	Office Administration - General	42313	1.00	1.0	1.00
CANA	1049	Office Administration - General	42313	1.00	1.0	1.00
CENT	1079	Office Administration - General	42313	1.00	1.0	1.00
CONF	1027	Office Administration - General	42313	1.00	1.0	1.00
CONS	1159	Office Administration - General	42313	1.00	1.0	1.00

Key Research Findings

DURH	1072	Office Administration - General	42313	1.00	1.0	1.00
FANS	1259	Office Administration - General	42313	1.00	1.0	1.00
GEOR	1108	Office Administration - General	42313	1.00	1.0	1.00
HUMB	1087	Office Administration - General	42313	1.00	1.0	1.00
LACI	1048	Office Administration - General	42313	1.00	1.0	1.00
LAMB	1025	Office Administration - General	42313	1.00	1.0	1.00
LOYT	1066	(P-T) Office Administration - General	42313	1.00	1.0	1.00
MOHA	1099	Office Administration - General	42313	1.00	1.0	1.00
NIAG	1072	Office Administration - General	42313	1.00	1.0	1.00
NORT	1045	Office Administration - General	42313	1.00	1.0	1.00
SENE	1076	Office Administration - General	42313	1.00	1.0	1.00
SHER	1058	Office Administration - General	42313	1.00	1.0	1.00
SLAW	1058	Office Administration - General	42313	1.00	1.0	1.00
SSFL	1235	Office Administration - General	42313	1.00	1.0	1.00
STCL	1045	Office Administration - General	42313	1.00	1.0	1.00

Employment Postings:

On June 20, 2012, there was 1 job posted locally and 163 jobs provincially.

Job Number: 6492437

Title: Administrative assistant ([NOC: 1411](#))

Terms of Employment: Temporary, Full Time, Day

Salary: \$12.00 to \$14.00 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Oshawa, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Some college/CEGEP/vocational or technical training

Experience: 2 years to less than 3 years

Languages: Speak English, Read English, Write English

Key Research Findings

Work Setting: Private sector

Business Equipment and Computer Applications: Windows, General office equipment, MS Word, Excel

Typing (Words Per Minute): 41 - 60 wpm

Technical Terminology: Business

Area of Specialization: Reports, Forms and records, Correspondence

Specific Skills: Type and proofread correspondence, forms and other documents, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Order supplies and maintain inventory, Photocopy and collate documents for distribution, mailing and filing

Security and Safety: Bondable

Work Conditions and Physical Capabilities: Fast-paced environment

Transportation/Travel Information: Own transportation, Public transportation is available

Essential Skills: Oral communication, Critical thinking, Computer use

Employer: Express Employment Professionals (Placement Agency)

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

Online: <http://oshawaon.expresspros.com/>

Web Site: <http://oshawaon.expresspros.com/>

Advertised until: 2012/07/04

Job Number: 6503521

Title: Clerk, general office ([NOC: 1411](#))

Terms of Employment: Permanent, Part Time, Weekend, Evening

Salary: \$12.69 Hourly for 29 hours per week

Anticipated Start Date: As soon as possible

Location: Hamilton Downtown / Flamborough / Dundas, Ontario (1 vacancy)

Skill Requirements:

Education: Some college/CEGEP/vocational or technical training

Experience: Experience an asset

Languages: Speak English, Read English, Write English

Work Setting: Not-for-profit organization

Key Research Findings

Business Equipment and Computer Applications: Windows, Electronic mail, MS Word, Excel, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Technical Terminology: Business

Area of Specialization: Reports, Correspondence

Specific Skills: Type and proofread correspondence, forms and other documents, Receive and forward telephone or electronic enquiries, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Process incoming and outgoing mail manually or electronically, Send and receive messages, Photocopy and collate documents for distribution, mailing and filing

Security and Safety: Bondable

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines, Repetitive tasks, Combination of sitting, standing, walking, Sitting for extended periods

Transportation/Travel Information: Own transportation

Work Location Information: Urban area

Essential Skills: Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Finding information, Computer use

Employer: Canadian Diabetes Association

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: tashique.lorrington@diabetesclothesline.ca

Web Site: <http://www.diabetes.ca>

Advertised until: 2012/07/06

Job Number: 6472525

Title: General office worker (For Contracting Company) ([NOC: 1411](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$10.25 to \$10.30 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Niagara Falls, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Completion of college/CEGEP/vocational or technical training

Experience: 2 years to less than 3 years

Languages: Speak English, Read English, Write English

Key Research Findings

Work Setting: Private sector

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, MS Word, Spreadsheet software, Excel, MS PowerPoint, Internet browser

Typing (Words Per Minute): 41 - 60 wpm

Area of Specialization: Reports, Forms and records, Statistics, Charts, tables, graphs and diagrams, Contracts, Correspondence

Specific Skills: Receive and forward telephone or electronic enquiries, Sort, process and verify applications, receipts and other documents, Process incoming and outgoing mail manually or electronically, Send and receive messages, Order supplies and maintain inventory

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines, Combination of sitting, standing, walking, Bending, crouching, kneeling

Transportation/Travel Information: Own transportation, Valid driver's licence

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Employer: Conway's Mechanical Contracting

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: aconways@cogeco.net

Advertised until: 2012/06/22

Job Number: 6504647

Title: Office assistant (experienced mature multi tasking) ([NOC: 1411](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$14.00 Hourly for 40 hours per week, Bonus, Other Benefits, Medical Benefits, Dental Benefits, Group Insurance Benefits, Vision Care Benefits

Anticipated Start Date: As soon as possible

Location: Mississauga, Ontario (1 vacancy)

Skill Requirements:

Education: Not applicable

Experience: Experience an asset

Languages: Speak English, Read English

Work Setting: Private sector

Key Research Findings

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, MS Word, Spreadsheet software, Excel

Typing (Words Per Minute): Not required

Technical Terminology: Business

Area of Specialization: Reports, Forms and records, Invoices, Contracts

Specific Skills: Receive and forward telephone or electronic enquiries, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Process incoming and outgoing mail manually or electronically, Send and receive messages, Perform basic bookkeeping tasks, Prepare invoices and bank deposits, Provide general information to clients and the public, Order supplies and maintain inventory, Photocopy and collate documents for distribution, mailing and filing

Security and Safety: Bondable, Basic security clearance, Criminal record check

Work Conditions and Physical Capabilities: Fast-paced environment

Essential Skills: Working with others, Problem solving, Decision making, Computer use

Employer: Save on Spas

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: info@saveonspas.ca

Web Site: <http://www.saveonspas.ca>

Advertised until: 2012/07/18

Job Number: 6504680

Title: Office clerk (CAMPGROUND OFFICE CLERK - SNACK BAR) ([NOC: 1411](#))

Terms of Employment: Seasonal, Full Time, On Call, Weekend, Day, Evening

Salary: \$11.00 Hourly for 37 hours per week

Anticipated Start Date: As soon as possible

Location: SCOTLAND, Ontario (1 vacancy)

Skill Requirements:

Education: Some high school, Completion of high school, Some college/CEGEP/vocational or technical training, Completion of college/CEGEP/vocational or technical training

Experience: Experience an asset

Languages: Speak English, Read English, Write English

Work Setting: Private sector

Key Research Findings

Business Equipment and Computer Applications: Windows, General office equipment, Word processing software, WordPerfect, Excel, Database software

Typing (Words Per Minute): 0 - 40 wpm

Area of Specialization: Forms and records, Invoices, Correspondence

Specific Skills: Receive and forward telephone or electronic enquiries, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Perform basic bookkeeping tasks, Provide general information to clients and the public, Photocopy and collate documents for distribution, mailing and filing

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Combination of sitting, standing, walking, Standing for extended periods, Handling heavy loads

Transportation/Travel Information: Own transportation, Own vehicle, Valid driver's licence, Public transportation is not available

Work Location Information: Rural community

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Significant use of memory, Finding information, Computer use

Other Information: MUST BE ABLE TO WORK WEEKENDS. MUST BE ABLE TO MULTI-TASK A NUMBER OF JOBS AT THE SAME TIME. SOME SNACK BAR DUTIES ALSO REQUIRED.

Employer: Willow Lake Park

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (519) 446-3404

By E-mail: info@willowlakepark.org

Advertised until: 2012/06/28

Job Number: 6498107

Title: Junior office clerk (Jr. Administrative Assistant) ([NOC: 1411](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$10.25 to \$11.00 Hourly for 37.5 hours per week, Medical Benefits, Dental Benefits, Group Insurance Benefits

Anticipated Start Date: 2012/07/09

Location: Collingwood, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Some college/CEGEP/vocational or technical training

Experience: 7 months to less than 1 year

Languages: Speak English, Read English, Write English

Key Research Findings

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Electronic scheduler, MS Word, Excel, Presentation software, MS PowerPoint, Internet browser

Typing (Words Per Minute): 41 - 60 wpm

Technical Terminology: Business, Financial

Area of Specialization: Reports, Forms and records, Invoices, Charts, tables, graphs and diagrams, Contracts, Correspondence

Specific Skills: Type and proofread correspondence, forms and other documents, Receive and forward telephone or electronic enquiries, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Sort, process and verify applications, receipts and other documents, Process incoming and outgoing mail manually or electronically, Send and receive messages, Prepare and format page presentation, Compile data, statistics and other information, Provide general information to clients and the public, Order supplies and maintain inventory, Photocopy and collate documents for distribution, mailing and filing

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines

Transportation/Travel Information: Own transportation

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Employer: Owen and Associates Insurance Agency

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (705) 443-8385

By E-mail: casandra.ostertag@owenandassoc.com

Web Site: <http://www.owenandassoc.com>

Advertised until: 2012/06/24

Job Number: 6503340

Title: General office clerk (Office Manager) ([NOC: 1411](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$12.00 Hourly for 40 hours per week

Anticipated Start Date: 2012/07/09

Location: Brockville, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Key Research Findings

Experience: Will train

Languages: Speak English, Read English, Write English

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Quick Books, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Repetitive tasks, Combination of sitting, standing, walking

Transportation/Travel Information: Own vehicle, Valid driver's licence

Essential Skills: Computer use

Employer: L Zigman & Sons Ltd.

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

In Person between 8:00 and 17:00:

700 Central Avenue West
Brockville, Ontario
K6V 5W1

Advertised until: 2012/07/19

Job Number: 6451541

Title: Office assistant ([NOC: 1411](#))

Terms of Employment: Permanent, Part Time leading Full Time, Day

Salary: \$11.00 to \$14.00 Hourly for 25 hours per week

Anticipated Start Date: As soon as possible

Location: Toronto Centre, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training

Experience: Experience an asset

Languages: Speak English, Read English, Write English

Work Setting: Private sector

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Word processing software, Spreadsheet software, Excel, Accounting software, Quick Books, MS PowerPoint, Internet browser

Typing (Words Per Minute): 61 - 80 wpm

Key Research Findings

Technical Terminology: Business

Area of Specialization: Forms and records, Correspondence

Specific Skills: Type and proofread correspondence, forms and other documents, Receive and forward telephone or electronic enquiries, Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases, Sort, process and verify applications, receipts and other documents, Send and receive messages, Perform basic bookkeeping tasks, Prepare and format page presentation, Prepare equipment or software for type of document, Compile data, statistics and other information, Provide general information to clients and the public, Service office equipment and arrange for servicing in the case of major repairs, Photocopy and collate documents for distribution, mailing and filing

Security and Safety: Bondable, Criminal record check

Work Conditions and Physical Capabilities: Repetitive tasks, Combination of sitting, standing, walking, Sitting for extended periods

Transportation/Travel Information: Public transportation is available

Work Location Information: Urban area

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Employer: Intergroup Facility Services Inc.

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (416) 848-6790

By E-mail: jobs@intergroupfacility.com

Web Site: <http://www.intergroupfacility.com>

Advertised until: 2012/06/30