

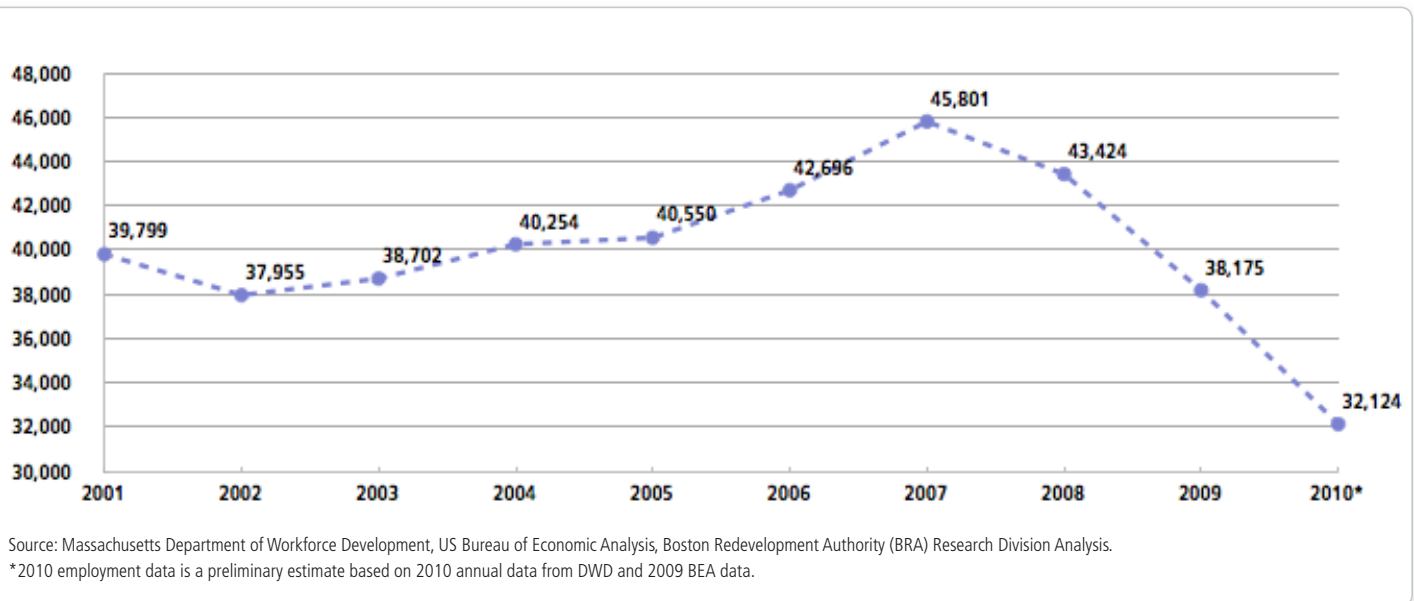
## Administrative and Support and Waste Management and Remediation Services Industry

Administrative and support services<sup>1</sup> are one of the larger industries in Boston, making up 4.9% of total employment in 2010. This ranks administrative and support services 7th amongst the 20 major industrial sectors identified by the Bureau of Labor Statistics (BLS)<sup>2</sup>. The administrative and support service industry includes facility support services, office administrative services, waste collection, and waste treatment.

### Employment

Today, Boston's administrative and support service industry employs more than 32,000 people. Overall, the industry employment has dropped considerably over the last decade—most notably since 2007. Since 2001, administrative and support service industry employment climbed by 6,000 jobs in 2007 to over 46,000 people. However, employment declined by 2,400 jobs in 2008 and dropped an additional 11,300 jobs in the two years following the 2008 economic recession.

### Number of Administrative and Support Service Jobs



1 Administrative & Support and Waste Management & Remediation Services has been shortened to "Administrative and Support Services" for this profile.

2 Industry sectors were selected according to their 2-digit North American Industry Classification System (NAICS) codes. LINK: <http://www.census.gov/eos/www/naics/>

The largest occupations in the administrative support and waste management industry in Boston include janitors and cleaners, except maids and housekeeping cleaners, security guards, and landscaping and grounds keeping workers. Below is a list of the top ten administrative and support service occupations in Boston by employment. These ten occupations make up approximately 50% of the administrative support and waste management industry.

### **Top Ten Administrative and Support Service Occupations by Employment**

<b><u>Job Title:</u></b>	<b><u>Total</u></b>
Janitors and Cleaners, Except Maids and Housekeeping Cleaners .....	4,795
Security Guards.....	2,580
Landscaping and Grounds Keeping Workers.....	2,343
Laborers and Freight, Stock, and Material Movers, Hand .....	1,432
Office Clerks, General.....	1,043
Customer Service Representatives .....	823
Executive Secretaries and Administrative Assistants .....	822
Packers and Packagers, Hand .....	586
Truck Drivers, Heavy and Tractor-Trailer .....	503
Employment, Recruitment, and Placement Specialists.....	479

Source: Labor Market Assessment Tool 2.0, (BRA) Research Division Analysis.

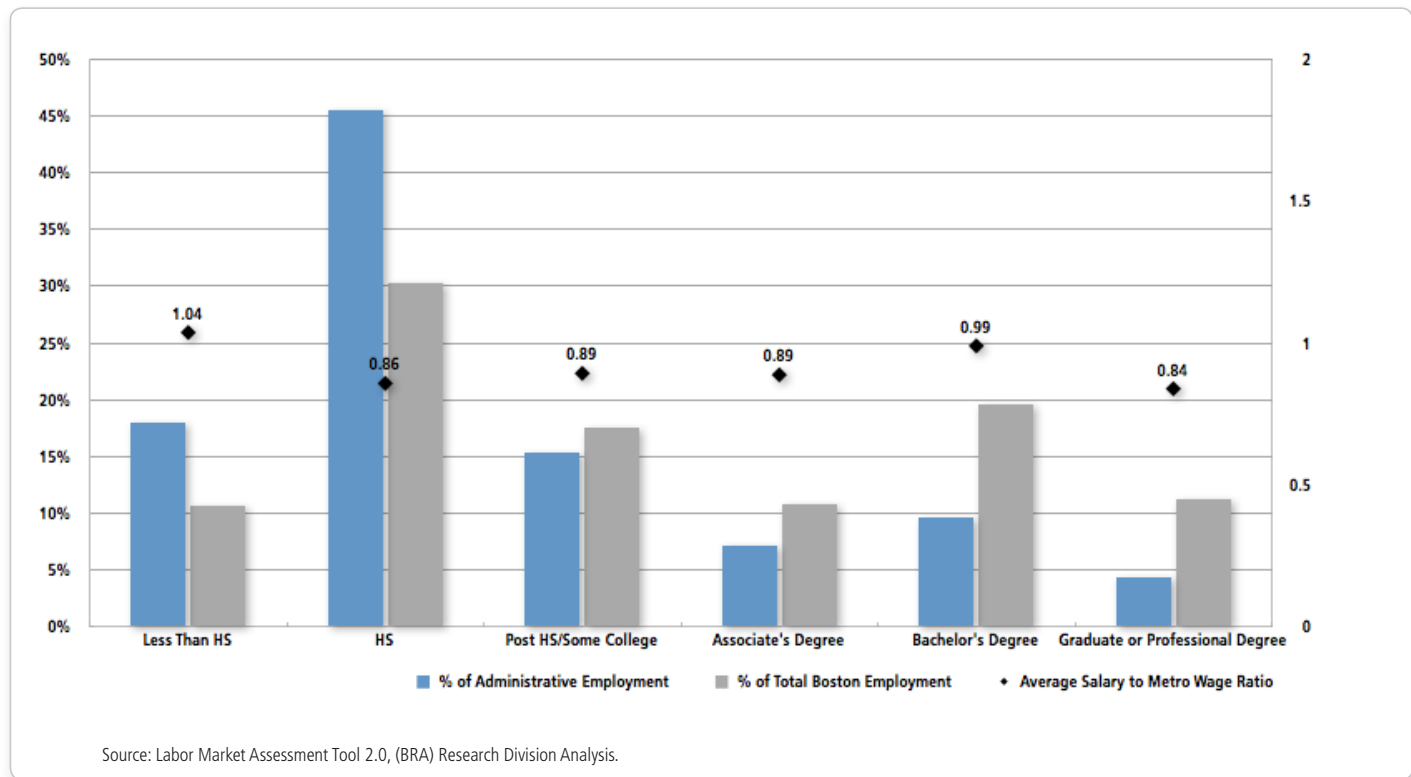
### **Major Employers in Administrative and Support Services**

The city's largest employers in the administrative support and waste management industry include American Cleaning Co, Professional Staffing Group, Adecco, Veritude, Manpower Inc, and Simmons Agency. Administrative and support service establishments are concentrated especially in the Downtown and Allston/Brighton neighborhoods. The attached map depicts the administrative and support service establishments by size in Boston.

### Education, Skill Requirements, and Wages

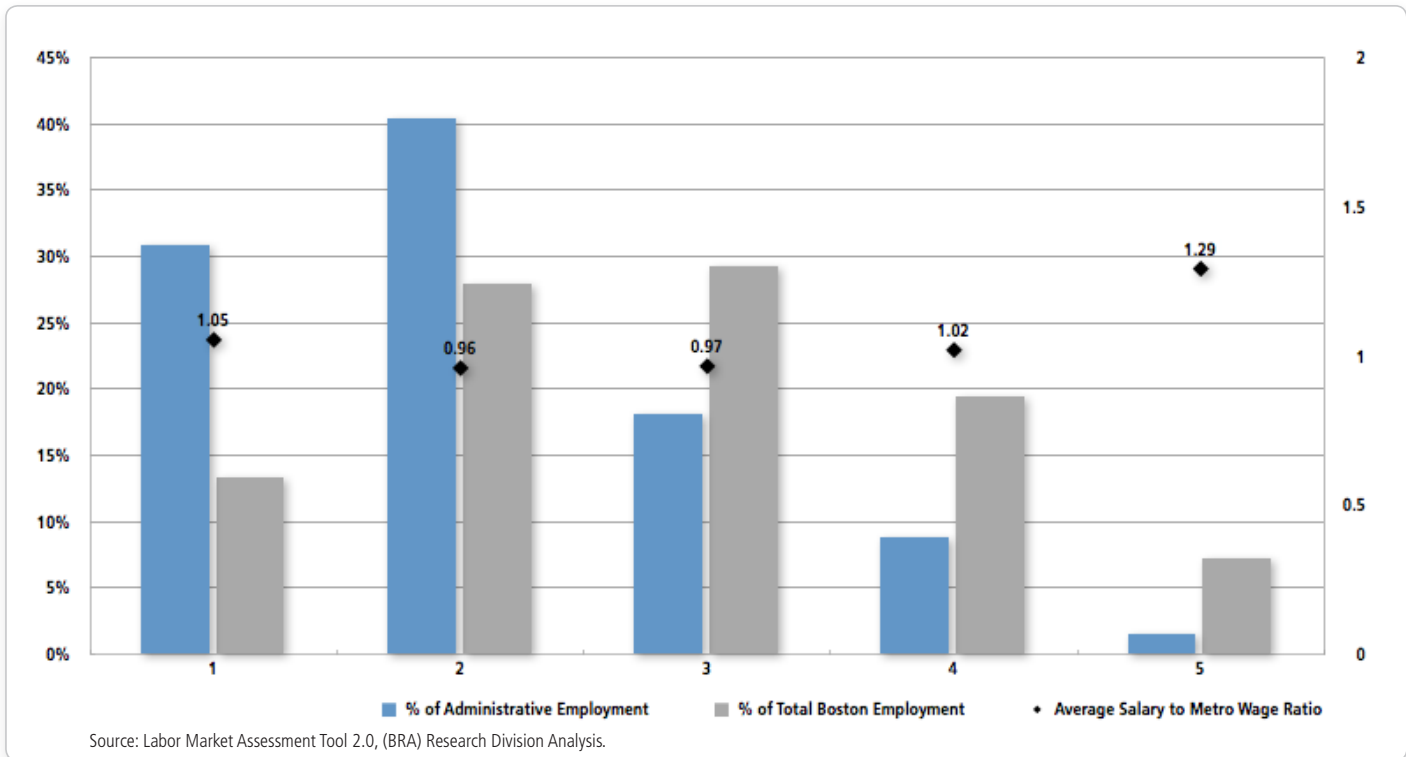
Overall, the educational requirements for the administrative and support service industry are very modest. More than 63% of jobs in this industry require a high school diploma or less. This is much higher than Boston as a whole, where only 41% of jobs require a high school diploma or less. The Industry-to-Metro wage ratio shows how wages by educational requirement look different between an industry and the Metro Boston average for the same education level. In general, the average wages for jobs in administrative and support are lower than all jobs in the region by educational requirement.

### Education and Requirements and Wages



The Boston Redevelopment Authority’s Labor Market Assessment Tool (LMAT)<sup>3</sup> also has different measures for job training, called job zones. The lower the job zone number, the less training, education, and previous work experience needed to perform the job. Overall, about 71% of jobs in administrative and support service are in job zones 1 and 2. This indicates the industry overall requires modest skills. Most occupations in this industry require either no preparation or some preparation, such as a high school degree, some previous job experience, and knowledge skills.

## Job Zones and Wages



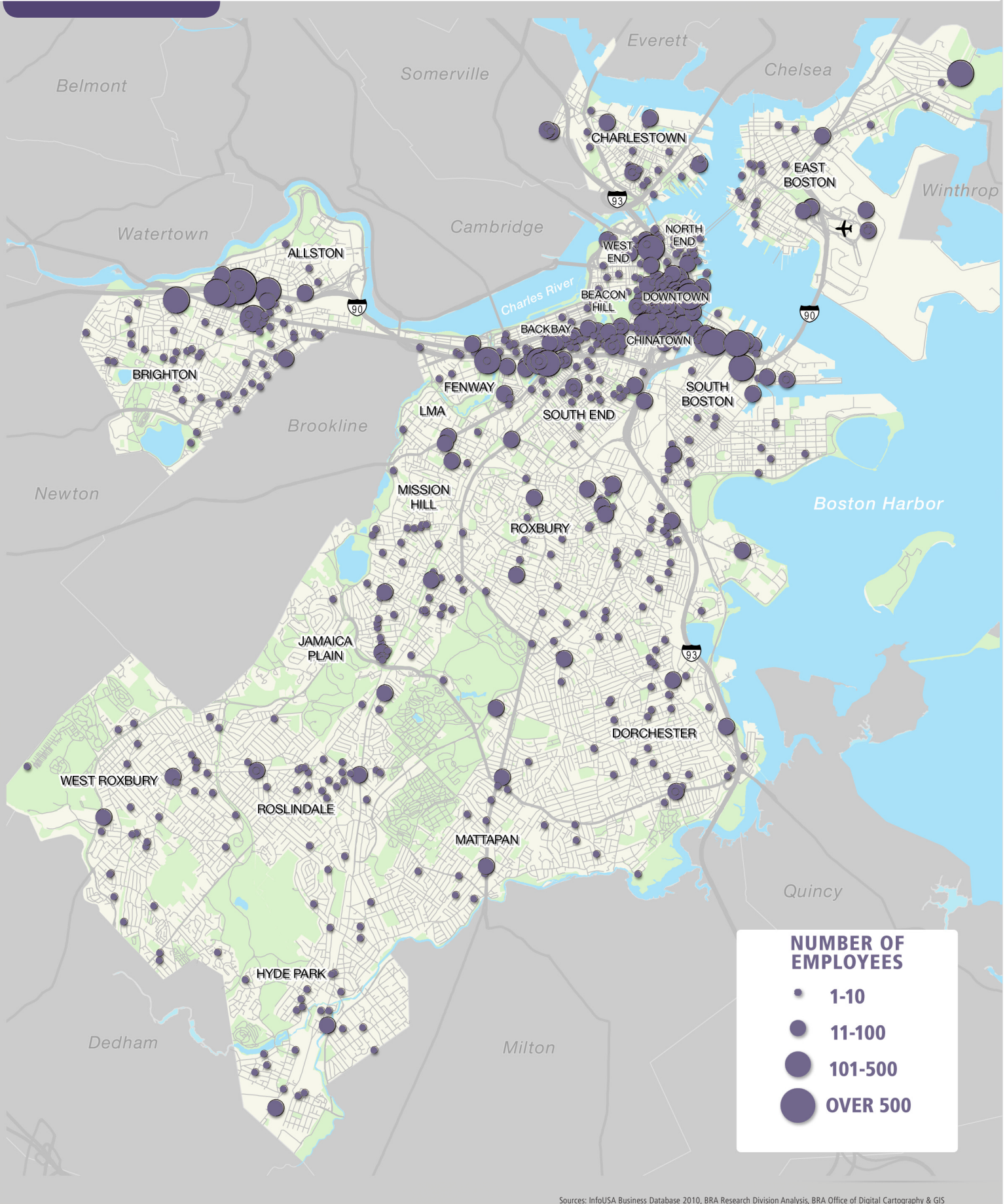
## Sector Trends

A location quotient is used to assess the degree of regional specialization in an industry as compared to the national average. An LQ of "1" indicates an industry is concentrated in an area's economy in a proportion similar to the US overall. An LQ over "1" indicates an area of specialization. With a location quotient of 1.01, the administrative and support service industry makes up virtually the same proportion of total jobs in Boston as at the national level.

In the coming years, employment in the administrative support and waste management industry in Boston is expected to increase. Using New England Economic Partnership (NEEP) projections, we estimate the administrative and support service industry to grow by approximately 10.3 %—or 3,286 jobs—by 2015<sup>4</sup>. This change would account for 7.4% of the city's total employment change during the 5-year period.

**Administrative and Support and Waste Management and Remediation Services**

**Administrative and Support and Waste Management and Remediation Services**  
Establishments by Employment Size



Sources: InfoUSA Business Database 2010, BRA Research Division Analysis, BRA Office of Digital Cartography & GIS



## City of Boston - Industry Profiles

<b>Rank Industry:</b>	<b># OF EMPLOYEES</b>	<b>CHANGE IN JOBS 2001-2010</b>	<b>% OF TOTAL EMPLOYMENT</b>	<b>LOCATION QUOTIENT</b>	<b>AVERAGE WAGES</b>	<b>JOBS ADDED BY 2015</b>
1. Health Care and Social Assistance Industry	122,532	26,390	18.5%	1.67	\$67,333	13,117
2. Public Administration	78,354	(11,619)	11.8%	0.84	\$66,111	2,911
<i>State Government</i>	39,185	12,474	5.9%	1.95	-	1,456
<i>Local Government</i>	22,983	(19,428)	3.5%	0.42	-	854
<i>Federal Government</i>	16,184	1,354	2.4%	1.48	-	601
3. Finance and Insurance Industry	78,407	(5,993)	11.8%	2.28	\$170,624	1,695
4. Professional, Scientific and Technical Services Industry	73,897	1,692	11.2%	1.62	\$108,504	7,550
5. Educational Services Industry	50,247	6,585	7.6%	3.28	\$64,627	5,376
6. Accommodation and Food Services Industry	49,577	6,143	7.5%	1.06	\$25,956	4,622
7. Administrative and Support and Waste Management Remediation Services Industry	32,124	(7,675)	4.9%	1.01	\$46,005	3,286
8. Retail Trade Industry	30,477	(360)	4.6%	0.45	\$30,664	655
9. Other Services (except Public Administration)	29,279	2,967	4.4%	0.89	\$37,933	1,264
10. Real Estate and Rental and Leasing Industry	21,382	2,227	3.2%	0.75	\$80,999	465
11. Transportation and Warehousing Industry	18,537	(5,893)	2.8%	0.88	\$49,115	(426)
12. Information Industry	16,407	(5,844)	2.5%	1.28	\$88,463	1,583
13. Arts, Entertainment, and Recreation Industry	14,712	2,452	2.2%	1.00	\$79,502	1,383
14. Construction Industry	13,864	(5,794)	2.1%	0.41	\$90,825	28
15. Manufacturing Industry	9,545	(8,596)	1.4%	0.20	\$73,448	175
16. Wholesale Trade Industry	9,256	(1,672)	1.4%	0.41	\$79,231	283
17. Management of Companies and Enterprises	6,243	(4,022)	0.9%	0.86	\$122,906	643
18. Utilities Industry	2,441	(249)	0.4%	-	\$102,170	63
19. Agriculture, Forestry, Fishing and Hunting and Mining	180	(1)	0.0%	-	\$51,720	26
<b>Total</b>	<b>657,461</b>	<b>(9,262)</b>	<b>99.3%</b>	<b>-</b>	<b>\$78,375</b>	<b>47,610</b>

- Projections for 2010-2015 are based upon the New England Economic Partnership (NEEP) May 2011 forecast.
- 2010 employment data is a preliminary estimate based on 2010 annual data from DWD and 2009 BEA data.
- Because of low employment, Agriculture and Mining were combined for this table.

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