**Office and Administrative Support Occupations** is projected to add 3,382 new jobs to the state economy, an increase of 1.85 percent. The major group is estimated to have the most annual openings with 22,003. Of these, 9,436 annual job openings are expected to be created from employees leaving the workforce, while 10,876 are from people changing jobs. Growth and expansion accounts for 1,691 annual openings.

**2-Year Projected (2018-2020) Growth Rate: 1.85%  
Biggest Gain: Customer Service Representatives (43-4051) – 615 jobs  
Fastest Gain: Insurance Claims and Policy Processing Clerks (43-9041) – 10.22%   
Biggest Loser: Legal Secretaries (43-6012) – 54 jobs  
Fastest Loser: Word Processors and Typists (43-9022) – 5.12%**

**Short-Term Outlook 2018-2020**

**Office and Administrative Support Occupations (43-0000)**

The ***Supervisors of Office and Administrative Support Workers*** occupational family is anticipating 328 new jobs, an increase of 2.17 percent. The occupational family is expecting around 1,637 annual job openings.

The ***Communications Equipment Operators*** occupational family is predicted to lose 15 net jobs, or 2.12 percent of its workforce. Switchboard Operators, Including Answering Service could lose 14 of those jobs. Overall, the occupational family is estimated to have 83 annual job openings.

The ***Financial Clerks*** occupational family is estimated to increase employment by 457, or a gain of 1.79 percent. Billing and Posting Clerks is forecast to gain 166 jobs, or 3.69 percent. Bookkeeping, Accounting, and Auditing Clerks could see more job openings with 1,889 annually. The occupation is expecting 248 new jobs. As a whole, the occupational family anticipates 2,978 job openings annually

The ***Information and Record Clerks*** occupational family is expected to be the top growing occupational family in the **Office and Administrative Support Occupations** major group adding 1,180 new jobs between 2018 and 2020, a gain of 2.90 percent. Customer Service Representatives is forecasted to add 615 new jobs to its ranks and have 2,525 annual job openings. Receptionists and Information Clerks could add an additional 293. ***Information and Records Clerks*** as a whole could see 5,589 annual job openings between 2018 and 2020.

The ***Material Recording, Scheduling, Dispatching, and Distributing Workers*** occupational family anticipates 604 new jobs, a 1.79 percent increase. Stock Clerks and Order Fillers could see the most gain, with an increase of 184 new jobs, and have 1,975 job openings annually. Production, Planning, and Expediting Clerks could add an additional 100 jobs to its own workforce. In all, the occupational family could experience 3,856 annual job openings.

The ***Secretaries and Administrative Assistants*** occupational family is forecast to experience a mixed outlook with Medical Secretaries adding 159 new jobs, while Legal Secretaries are expected to lose 54. The occupational family is slated to have 3,285 annual job openings.

The ***Other Office and Administrative Support Workers*** occupational family is projected to have 666 new jobs, a 1.81 percent gain.Insurance Claims and Policy Processing Clerks is estimated to add 194 new jobs to the state economy. Its 10.22 percent gain would be the fastest growing in **Office and Administrative Support** and fourth statewide. Office Clerks, General is also set to experience strong growth adding 469 jobs to its ranks. Data Entry Keyers could lose the most out of this group with a cut of 21 jobs, while Word Processors and Typists could lose more than five percent of its workforce. In all, 4,573 annual job openings are expected from this occupational family.

**Workforce Development Area Outlook  
Office and Administrative Support Occupations**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Workforce Development Area** | **2018 Estimated Employment** | **2020 Projected Employment** | **Numeric Change** | **Percent Change** | **Annual Openings- Exits** | **Annual Openings- Transfers** | **Annual Openings- Change** | **Annual Openings- Total** |
| Northwest Arkansas | 38,936 | 40,175 | 1,239 | 3.18% | 2,010 | 2,351 | 620 | 4,981 |
| North Central Arkansas | 10,121 | 10,235 | 114 | 1.13% | 529 | 598 | 57 | 1,184 |
| Northeast Arkansas | 12,697 | 12,941 | 244 | 1.92% | 658 | 748 | 122 | 1,528 |
| Western Arkansas | 15,123 | 15,320 | 197 | 1.30% | 789 | 893 | 98 | 1,780 |
| West Central Arkansas | 16,161 | 16,221 | 60 | 0.37% | 836 | 963 | 30 | 1,829 |
| Central Arkansas | 25,120 | 25,466 | 346 | 1.38% | 1,306 | 1,496 | 173 | 2,975 |
| City of Little Rock | 34,188 | 34,977 | 789 | 2.31% | 1,756 | 2,066 | 394 | 4,216 |
| Eastern Arkansas | 5,198 | 5,191 | -7 | -0.13% | 265 | 308 | -4 | 569 |
| Southwest Arkansas | 11,375 | 11,404 | 29 | 0.25% | 588 | 658 | 14 | 1,260 |
| Southeast Arkansas | 9,472 | 9,424 | -48 | -0.51% | 492 | 548 | -24 | 1,016 |