



## Workforce Demands in Administrative and Support and Waste Management and Remediation Services

Prepared November 2018

*Data Source(s):*

*Bureau of Labor Statistics: Current Employment Statistics (CES) and Quarterly Census of Employment and Wages (QCEW)  
Census Bureau: Quarterly Workforce Indicators (QWI), EMSI*

## Overview

Businesses and organizations within this industry sector specialize in activities that require wide-ranging levels of skill and training. Strong growth prospects and high wages are can be found across much of the sector making it of special interest to the Gulf Coast Workforce Board. This report reviews the definitions of the various subsectors within the industry, examines their past, present, and future trends, and investigates their current staffing patterns and future workforce demands in the Gulf Coast Region.

## **Administrative and Support and Waste Management and Remediation Services - Defined**

Administrative and Support and Waste Management and Remediation Services (North American Industry Classification System (NAICS) Sector 56) comprises establishments performing routine support activities for the day-to-day operations of other organizations. These essential activities are often undertaken in-house by establishments in many sectors of the economy. The establishments in this sector specialize in one or more of these support activities and provide these services to clients in a variety of industries and, in some cases, to households. Activities performed include:

- Office administration
- Hiring and placing of personnel
- Document preparation and similar clerical services
- Solicitation, collection, security and surveillance services
- Cleaning
- Waste disposal Services

The administrative and management activities performed by establishments in this sector are typically on a contract or fee basis.

These activities may also be performed by establishments that are part of the company or enterprise. However, establishments involved in administering, overseeing, and managing other establishments of the company or enterprise, are classified in NAICS Sector 55, Management of Companies and Enterprises. These establishments normally undertake the strategic and organizational planning and decision-making role of the company or enterprise. Government establishments engaged in administering, overseeing, and managing governmental programs are classified in NAICS Sector 92, Public Administration.

## Major Industries within Administrative and Support and Waste Management and Remediation Services

### 561 Administrative and Support Services

Industries in the Administrative and Support Services subsector group establishments engaged in activities that support the day-to-day operations of other organizations. The processes employed in this sector (e.g., general management, personnel administration, clerical activities, cleaning activities) are often integral parts of the activities of establishments found in all sectors of the economy. The establishments classified in this subsector have specialization in one or more of these activities and can, therefore, provide services to clients in a variety of industries and, in some cases, to households. The individual industries of this subsector are defined on the basis of the particular process that they are engaged in and the particular services they provide.

Many of the activities performed in this subsector are ongoing routine support functions that all businesses and organizations must do and that they have traditionally done for themselves. Recent trends, however, are to contract or purchase such services from businesses that specialize in such activities and can, therefore, provide the services more efficiently.

The industries in this subsector cannot be viewed as strictly "support." The Travel Arrangement and Reservation Services industry group includes travel agents, tour operators, and providers of other travel arrangement services, such as hotel and restaurant reservations and arranging the purchase of tickets, serving many types of clients, including individual consumers. This group was placed in this subsector because the services are often of the "support" nature (e.g., travel arrangement), and businesses and other organizations increasingly purchase such services.

The administrative and management activities performed by establishments in this sector are typically on a contract or fee basis. These activities may also be performed by establishments that are part of the company or enterprise. However, establishments involved in administering, overseeing, and managing other establishments of the company or enterprise are classified in Sector 55, Management of Companies and Enterprises. Establishments in Sector 55, Management of Companies and Enterprises normally undertake the strategic and organizational planning and decision-making role of the company or enterprise. Government establishments engaged in administering, overseeing, and managing governmental programs are classified in Sector 92, Public Administration.

Within Administrative and Support Services there are eight industries:

- Office Administrative Services (engaged in a variety of services such as: financial planning; billing and recordkeeping; personnel; and physical distribution and logistics)
- Facilities Support Services (engaged in providing operating staff to perform a combination of support services within a client's facilities. Typical services include: janitorial; maintenance; trash disposal; guard and security; mail routing reception; laundry and related services to support operations within facilities)
- Employment Services (engaged in providing a variety of employment services including: employment placement agencies; temporary help services; and employee leasing services)
- Business Support Services (engaged in providing a variety of ongoing routine, business support functions that businesses traditionally do for themselves: document preparation services; telephone call centers; telemarketing centers; telephone answering services; business services centers such as private mail centers, copy shops; collection agencies; credit bureaus; other miscellaneous business support services; repossession services; court reporting and stenotype services)
- Travel Arrangement and Reservation Services (engaged in a variety of services such as: travel agencies; tour operators; other travel arrangement and reservation services including condominium time-shares, convention or visiting bureaus, reservation (e.g. airline, car rental, hotel, restaurant) services)
- Investigation and Security Services (engaged in providing a variety of services including: investigation, guard, and armored car services; security guard and patrol services; armored car services; security system services; locksmith services)
- Services to Buildings and Dwellings (engaged in providing a variety of services including: exterminating and pest control services; janitorial services; landscaping services; carpet and upholstery cleaning services; other services to buildings and dwellings such as exterior cleaning, chimney cleaning, swimming pool cleaning and maintenance, duct cleaning, gutter cleaning)
- Other Support Services (engaged in providing day-to-day business and other organizational support services not classified elsewhere including: packaging and labelling services; convention and trade show organizers; all other support services such as bartering services, inventory taking services, flagging traffic control services)

## 562 Waste Management and Remediation Services

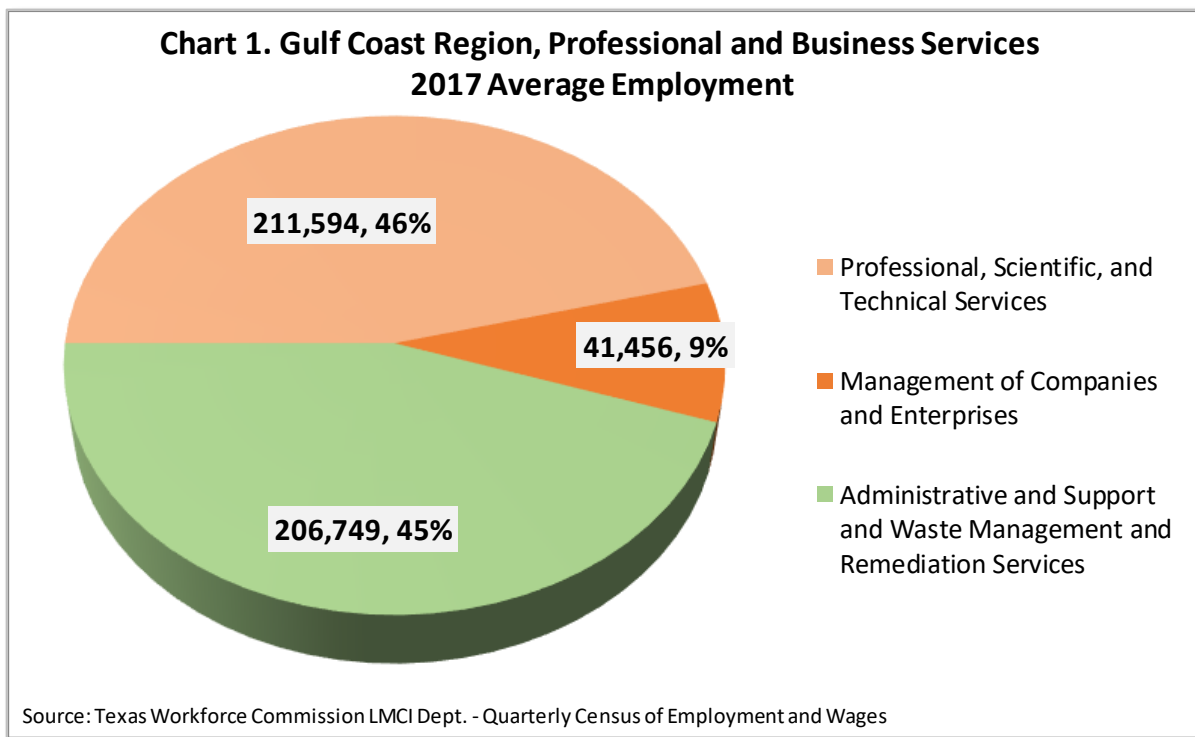
Industries in the Administrative and Support Services subsector group establishments engaged in activities that support the collection, treatment, and disposal of waste materials.

Within Waste Management and Remediation Services there are three industries:

- Waste Collection (engaged in: collecting and/or hauling hazardous waste, nonhazardous waste, and/or recyclable materials within a local area; operating hazardous or nonhazardous waste transfer stations)
- Waste Treatment and Disposal (engaged in: operating waste treatment or disposal facilities other than sewer systems or sewage treatment facilities; combined collecting and/or hauling of waste materials and operating waste treatment or disposal facilities including waste combustors and incinerators, solid waste landfills, and compost dumps)
- Remediation and Other Waste Management Services (engaged in: remediation and cleanup of contaminated buildings, sites, soil, or ground water; integrated mine reclamation activities including demolition, soil remediation, waste water treatment, hazardous material removal, contouring land, and revegetation; asbestos, lead paint, and other toxic material abatement; operating facilities for separating and sorting recyclable materials from nonhazardous waste streams; operating facilities where commingled recyclable materials such as paper, plastic, used beverage cans, and metals. Are sorted; beach cleaning; septic tank services; portable toilet renting and/or servicing; sewer cleaning; commercial or industrial tank cleaning)

## Administrative and Support and Waste Management and Remediation Services (NAICS Sector 56) Contribution of Employment in the Professional and Business Services Super Sector

For the four quarters of 2017, there were an average 459,799 jobs in the Professional and Business Services super sector. Administrative and Support and Waste Management and Remediation Services comprised 45.0 percent of the total number of private Professional and Business Services jobs in the Gulf Coast region. Relative to other major sectors within Professional and Business Services, Administrative and Support Services and Waste Management Services was the second-largest in terms of employment. (See Chart 1.)



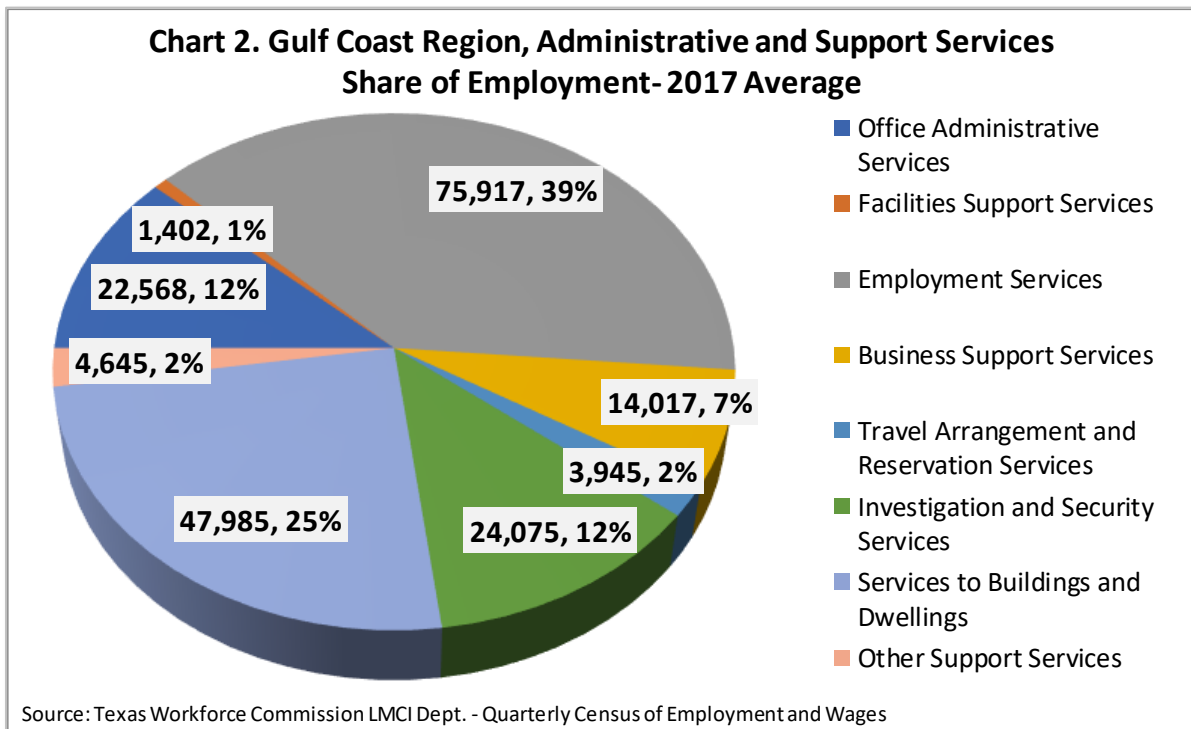
## Major Industries Within Administrative and Support Services (NAICS 561)

Industries in the Administrative and Support Services subsector group establishments engaged in activities supporting the day-to-day operations of other organizations. The processes employed in this sector (e.g., general management, personnel administration, clerical activities, cleaning activities) are often integral parts of the activities of establishments found in all sectors of the economy.

Within Administrative and Support Services there are eight major industries:

- Office Administrative Services\*
- Facilities Support Services
- Employment Services\*
- Business Support Services
- Travel Arrangement and Reservation Services
- Investigation and Security Services
- Services to Buildings and Dwellings
- Other Support Services

Among these eight industries, Employment Services and Services to Buildings and Dwellings constitute nearly two-thirds, 64.0 percent, of employment in Administrative and Support Services. (See Chart 2.) Offices Administrative Services and Investigation and Security Services represent the next largest industries with twelve percent of employment each of Administrative and Support Services.





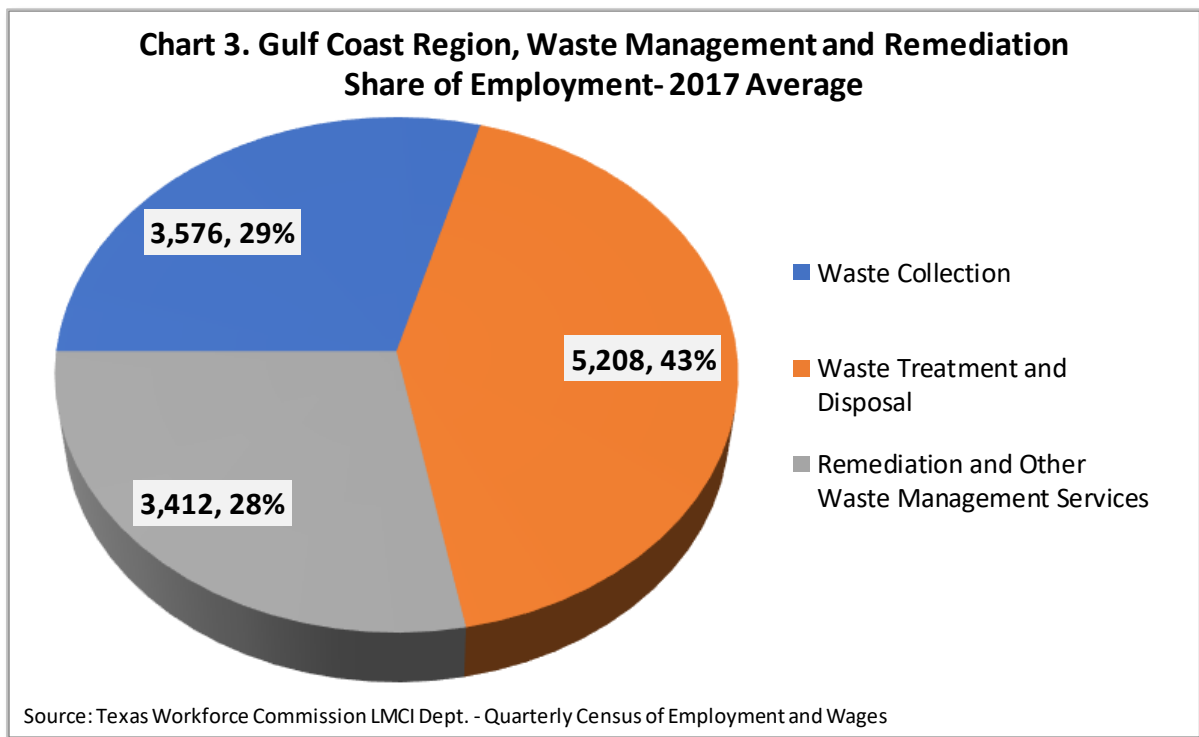
## Major Industries Within Waste Management and Remediation Services (NAICS 562)

Industries in the Waste Management and Remediation Services subsector group establishments engaged in activities that support the collection, treatment, and disposal of waste materials.

Within Waste Management and Remediation Services there are three major industries:

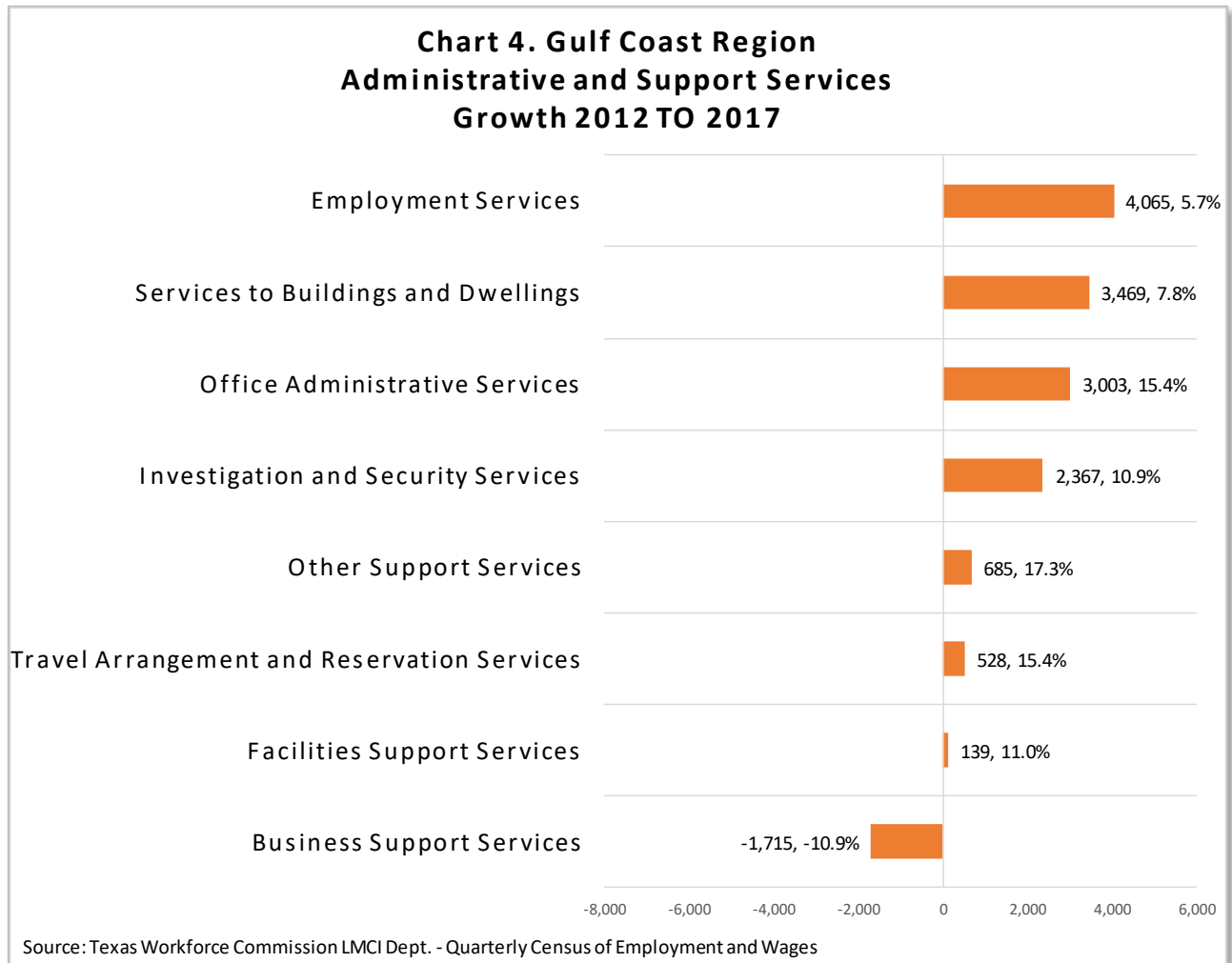
- Waste Collection
- Waste Treatment and Disposal
- Remediation and Other Waste Management Services

Among these industries, Waste Treatment and Disposal represents the largest portion of jobs, 43 percent, in Waste Management and Remediation Services. Waste Collection and Remediation and Other Waste Management Services represent smaller but similar numbers of jobs, 29 percent and 28 percent respectively. (See Chart 3.)



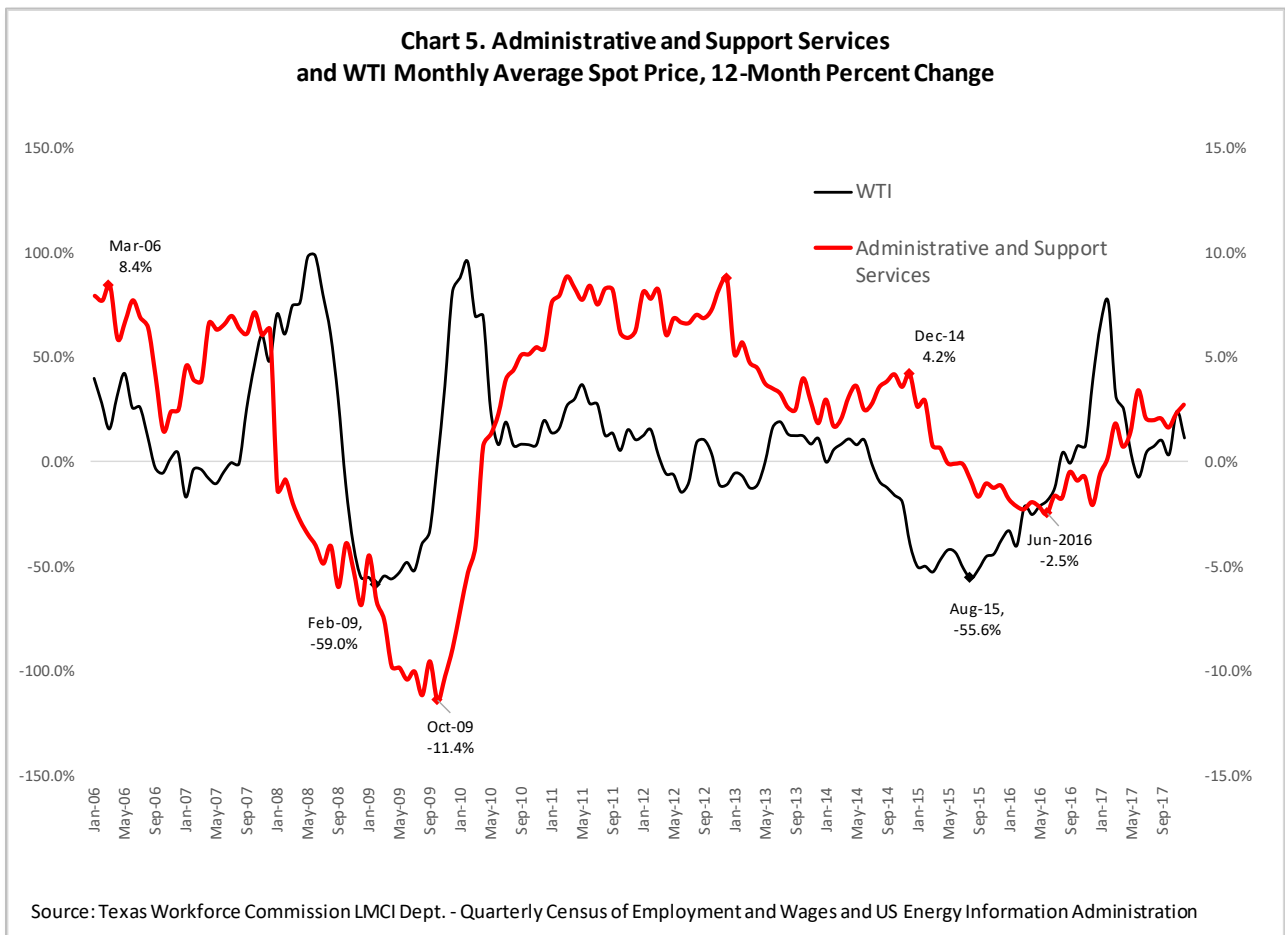
## Recent Employment Trends in Administrative and Support Services (NAICS 561)

Administrative and Support Services added some 12,541 jobs over the past five years. The 6.9 percent increase was weaker than the 9.8 percent increase of the Gulf Coast Region as a whole. Employment trends within Administrative and Support Services varied with strongest job growth in Office Administrative Services, up 3,003 jobs or 15.4 percent. Investigation and Security Services added jobs at the second fastest pace over the past twelve years, up 2,367 jobs or 10.9 percent. Employment Services added the largest number of jobs, up 4,065 jobs or 5.7 percent. Services to Buildings and Dwellings added the second largest number of new jobs, up 3,469 jobs or 7.8 percent. Investigation and Security Services was the fourth primary job producer adding 2,367 jobs, up 10.9 percent. The only substantial loss was in Business Support Services because of declines at collection agencies, down 1,715 or 10.9 percent. (See Chart 4.)



## Administrative and Support Services and the Fluctuating Price of Oil

As with several industries in the Gulf Coast Region employment trends in Administrative and Support Services have been impacted by the course of oil prices. This can be seen by the change in pace of job growth that coincides with the change in price of oil. Looking back to The Great Recession the pace of job growth reached as high as 8.4 percent in March 2006 subsequently turning negative reaching a peak rate of loss of 11.4 percent in October 2009. While some of the decline in employment can be attributed to the recession it is likely a slowing in activity as related to oil prices played substantial role in the decline. To demonstrate, the pace of job growth was 4.2 percent December 2014 as oil prices were on the decline and by June 2016 the pace of job growth had turned negative, down 2.5 percent. (See Chart 4.)



# Administrative and Support Services - Employment Projections (NAICS 561)

Administrative and Support Services is projected to add an estimated 24,975 jobs from 2016 to 2026. The 13.0 percent increase is considerably weaker than the projected 17.4 percent increase for all industries in the Gulf Coast Region. Among the eight major Administrative and Support Services Industries, five are projected to add jobs at a faster pace than the Gulf Coast Region as a whole: Office Administrative Services (22.9 percent), Investigation and Security Services (19.2 percent), Business Support Services (19.8 percent), Other Support Services (19.0 percent) and Facilities Support Services (24.7 percent). While Facilities Support Services is expected to add jobs at the fastest pace of 24.7 percent it is expected to add only 389 new jobs. The single largest contributor to growth is projected to be Employment Services, adding 5,669 jobs over the ten-year period at a much lower rate of 7.9 percent. (See Table 1.)

**Table 1. Gulf Coast Region Projections**

Industry Code	Industry Title	Annual Average Employment		Number Change	Percent Change
		2016	2026		
	<b>Total, All Industries</b>	<b>3,202,048</b>	<b>3,757,792</b>	<b>555,744</b>	<b>17.4</b>
561	Total Administrative and Support Services	191,552	216,527	24,975	13.0
5615	Travel Arrangement and Reservation Services	3,900	4,092	192	4.9
5612	Facilities Support Services	1,572	1,961	389	24.7
5619	Other Support Services	4,553	5,417	864	19.0
5614	Business Support Services	13,662	16,361	2,699	19.8
5616	Investigation and Security Services	23,794	28,352	4,558	19.2
5611	Office Administrative Services	22,625	27,801	5,176	22.9
5617	Services to Buildings and Dwellings	49,633	55,061	5,428	10.9
5613	Employment Services	71,813	77,482	5,669	7.9

## Occupational Demand for Office Administrative Services (NAICS 5611)

Table 2 represents the top 20 occupations in the office administrative services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 2.** Gulf Coast Region Projections  
Top 20 Occupations in Office Administrative Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
43-9061	Office Clerks, General	2,066	2,247	181	8.8%	\$17.20
43-4051	Customer Service Representatives	1,867	2,051	183	9.8%	\$15.53
11-1021	General and Operations Managers	1,137	1,321	184	16.2%	\$58.94
43-3031	Bookkeeping, Accounting, and Auditing Clerks	1,060	1,175	115	10.9%	\$19.62
13-2011	Accountants and Auditors	976	1,117	141	14.5%	\$37.66
43-3021	Billing and Posting Clerks	948	1,096	148	15.6%	\$18.30
43-1011	First-Line Supervisors of Office and Administrative Support Workers	817	902	85	10.3%	\$28.28
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	780	845	66	8.4%	\$16.96
41-3099	Sales Representatives, Services, All Other	669	763	94	14.1%	\$25.16
43-6013	Medical Secretaries	564	629	65	11.5%	\$16.26
13-1199	Business Operations Specialists, All Other	561	651	89	15.9%	\$39.04
13-1071	Human Resources Specialists	478	563	85	17.8%	\$30.84
29-2071	Medical Records and Health Information Technicians	359	416	56	15.7%	\$20.21
13-1111	Management Analysts	358	419	61	17.0%	\$48.11
15-1151	Computer User Support Specialists	308	351	43	14.1%	\$26.84
43-3011	Bill and Account Collectors	304	335	31	10.1%	\$18.40
11-3031	Financial Managers	300	369	69	22.9%	\$69.70
15-1121	Computer Systems Analysts	280	312	33	11.7%	\$44.74
43-4171	Receptionists and Information Clerks	259	290	31	11.8%	\$12.56
43-6011	Executive Secretaries and Executive Administrative Assistants	248	258	9	3.8%	\$29.20

## Occupational Demand for Facilities Support Services (NAICS 5612)

Table 3 represents the top 20 occupations in the facilities support services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 3.** Gulf Coast Region Projections  
Top 20 Occupations in Facilities Support Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
33-3012	Correctional Officers and Jailers	301	238	-63	-20.9%	\$21.92
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	142	135	-7	-4.7%	\$10.66
37-2012	Maids and Housekeeping Cleaners	76	70	-7	-8.6%	\$9.58
33-9032	Security Guards	66	59	-7	-11.2%	\$11.97
49-9071	Maintenance and Repair Workers, General	62	57	-5	-7.8%	\$17.46
43-9061	Office Clerks, General	30	26	-4	-14.4%	\$17.20
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	21	20	-2	-7.3%	\$12.52
21-1092	Probation Officers and Correctional Treatment Specialists	19	16	-2	-12.9%	\$21.64
43-5081	Stock Clerks and Order Fillers	18	17	-2	-8.4%	\$12.30
11-1021	General and Operations Managers	18	17	-2	-8.9%	\$58.94
37-3011	Landscaping and Groundskeeping Workers	16	14	-1	-7.6%	\$12.14
53-7051	Industrial Truck and Tractor Operators	15	13	-2	-12.0%	\$15.95
47-2111	Electricians	14	12	-1	-10.5%	\$26.15
39-3031	Ushers, Lobby Attendants, and Ticket Takers	14	12	-2	-12.4%	\$9.31
51-6011	Laundry and Dry-Cleaning Workers	13	12	-1	-5.1%	\$9.95
53-6021	Parking Lot Attendants	12	11	-1	-11.4%	\$9.90
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	12	11	-1	-7.9%	\$22.00
33-1011	First-Line Supervisors of Correctional Officers	12	<10	na	na	\$23.16
41-3099	Sales Representatives, Services, All Other	12	10	-1	-12.2%	\$25.16
35-3022	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	11	10	-1	-7.8%	\$9.22

## Occupational Demand for Employment Services (NAICS 5613)

Table 4 represents the top 20 occupations in the employment services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 4.** Gulf Coast Region Projections  
Top 20 Occupations in Employment Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	9,399	10,266	867	9.2%	\$12.52
51-9198	Helpers--Production Workers	5,924	7,024	1,099	18.6%	\$13.95
43-9061	Office Clerks, General	4,134	4,232	98	2.4%	\$17.20
43-4051	Customer Service Representatives	2,424	2,498	74	3.0%	\$15.53
13-1071	Human Resources Specialists	2,276	2,459	182	8.0%	\$30.84
51-2098	Assemblers and Fabricators, All Other, Including Team Assemblers	2,242	2,435	193	8.6%	\$13.80
53-7051	Industrial Truck and Tractor Operators	2,015	2,156	141	7.0%	\$15.95
53-7064	Packers and Packers, Hand	1,820	2,017	196	10.8%	\$10.34
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,501	1,518	16	1.1%	\$16.96
39-9021	Personal Care Aides	1,401	1,491	90	6.4%	\$9.19
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	1,362	1,323	-39	-2.9%	\$19.94
29-1141	Registered Nurses	1,115	1,204	90	8.0%	\$37.60
47-2061	Construction Laborers	1,077	1,168	91	8.5%	\$14.59
43-5081	Stock Clerks and Order Fillers	1,067	1,159	92	8.6%	\$12.30
41-3099	Sales Representatives, Services, All Other	1,035	1,102	68	6.6%	\$25.16
25-3098	Substitute Teachers	1,026	1,120	94	9.1%	\$12.27
51-9111	Packaging and Filling Machine Operators and Tenders	825	912	87	10.5%	\$14.79
31-1014	Nursing Assistants	804	871	67	8.4%	\$12.82
29-2061	Licensed Practical and Licensed Vocational Nurses	761	817	56	7.3%	\$22.77
51-9199	Production Workers, All Other	751	867	117	15.5%	\$16.01

## Occupational Demand for Business Support Services (NAICS 5614)

Table 5 represents the top 20 occupations in the business support services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 5.** Gulf Coast Region Projections  
Top 20 Occupations in Business Support Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
43-4051	Customer Service Representatives	4,697	4,670	-27	-0.6%	\$15.53
43-3011	Bill and Account Collectors	1,462	1,410	-53	-3.6%	\$18.40
41-3099	Sales Representatives, Services, All Other	865	879	13	1.5%	\$25.16
41-9041	Telemarketers	806	724	-83	-10.2%	\$12.65
43-1011	First-Line Supervisors of Office and Administrative Support Workers	583	569	-14	-2.4%	\$28.28
43-9061	Office Clerks, General	403	391	-13	-3.2%	\$17.20
23-2091	Court Reporters	306	305	-2	-0.5%	\$28.07
11-1021	General and Operations Managers	250	253	4	1.5%	\$58.94
43-9071	Office Machine Operators, Except Computer	229	206	-23	-10.0%	\$13.78
43-2011	Switchboard Operators, Including Answering Service	214	182	-31	-14.6%	\$14.42
31-9094	Medical Transcriptionists	207	215	8	4.1%	\$19.19
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	204	213	9	4.6%	\$13.71
15-1151	Computer User Support Specialists	198	202	4	1.8%	\$26.84
41-1012	First-Line Supervisors of Non-Retail Sales Workers	194	195	0	0.2%	\$36.50
41-2021	Counter and Rental Clerks	183	176	-7	-3.9%	\$12.15
13-1151	Training and Development Specialists	150	155	5	3.2%	\$33.27
13-1199	Business Operations Specialists, All Other	140	143	2	1.5%	\$39.04
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	129	121	-8	-6.4%	\$16.96
43-3021	Billing and Posting Clerks	117	120	3	2.2%	\$18.30
43-3031	Bookkeeping, Accounting, and Auditing Clerks	115	111	-4	-3.9%	\$19.62

## Occupational Demand for Travel Arrangement and Recreation Services (NAICS 5615)

Table 6 represents the top 20 occupations in the travel arrangement and recreation services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 6. Gulf Coast Region Projections  
Top 20 Occupations in Travel Arrangement and Recreation Services**

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
41-3041	Travel Agents	1,223	1,213	-10	-0.8%	\$17.13
43-4051	Customer Service Representatives	349	337	-12	-3.5%	\$15.53
41-3099	Sales Representatives, Services, All Other	310	305	-5	-1.8%	\$25.16
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	193	197	4	2.0%	\$25.74
43-9061	Office Clerks, General	136	127	-9	-6.7%	\$17.20
11-1021	General and Operations Managers	124	123	-1	-0.9%	\$58.94
41-1012	First-Line Supervisors of Non-Retail Sales Workers	117	116	-1	-1.0%	\$36.50
39-7018	Tour and Travel Guides	113	114	1	1.3%	\$9.75
43-1011	First-Line Supervisors of Office and Administrative Support Workers	105	104	-1	-0.8%	\$28.28
43-3031	Bookkeeping, Accounting, and Auditing Clerks	79	75	-5	-6.0%	\$19.62
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	73	66	-6	-8.5%	\$16.96
13-2011	Accountants and Auditors	55	54	-1	-1.3%	\$37.66
27-3031	Public Relations Specialists	51	52	1	1.4%	\$28.83
13-1161	Market Research Analysts and Marketing Specialists	47	49	2	4.9%	\$35.28
11-2022	Sales Managers	36	36	0	-1.2%	\$64.34
53-3021	Bus Drivers, Transit and Intercity	36	37	1	3.4%	\$20.79
43-4171	Receptionists and Information Clerks	35	33	-2	-5.0%	\$12.56
13-1199	Business Operations Specialists, All Other	35	34	0	-1.4%	\$39.04
15-1132	Software Developers, Applications	31	31	0	1.2%	\$52.71
13-1121	Meeting, Convention, and Event Planners	28	29	0	1.4%	\$23.38

## Occupational Demand for Investigation and Security Services (NAICS 5616)

Table 7 represents the top 20 occupations in the investigation and security services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 7. Gulf Coast Region Projections  
Top 20 Occupations in Investigations and Security Services**

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
33-9032	Security Guards	18,240	19,872	1,631	8.9%	\$11.97
49-2098	Security and Fire Alarm Systems Installers	998	1,137	139	13.9%	\$23.39
33-1099	First-Line Supervisors of Protective Service Workers, All Other	625	693	68	10.9%	\$26.88
41-3099	Sales Representatives, Services, All Other	537	597	60	11.1%	\$25.16
43-9061	Office Clerks, General	368	386	18	5.0%	\$17.20
43-4051	Customer Service Representatives	307	347	40	12.9%	\$15.53
11-1021	General and Operations Managers	265	298	33	12.6%	\$58.94
43-5032	Dispatchers, Except Police, Fire, and Ambulance	242	259	17	6.9%	\$18.68
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	166	174	8	5.1%	\$16.96
49-9094	Locksmiths and Safe Repairers	142	157	14	9.9%	\$26.18
33-9021	Private Detectives and Investigators	129	155	26	20.1%	\$25.11
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	127	143	16	12.6%	\$33.33
43-3031	Bookkeeping, Accounting, and Auditing Clerks	117	128	11	9.7%	\$19.62
43-1011	First-Line Supervisors of Office and Administrative Support Workers	102	115	13	12.6%	\$28.28
33-9099	Protective Service Workers, All Other	65	73	8	11.8%	\$10.44
33-9091	Crossing Guards	65	71	7	10.2%	\$14.00
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific P	64	72	8	12.7%	\$31.34
13-1071	Human Resources Specialists	54	59	5	8.9%	\$30.84
43-5061	Production, Planning, and Expediting Clerks	49	54	5	9.6%	\$23.23
13-1199	Business Operations Specialists, All Other	48	56	8	16.1%	\$39.04

## Occupational Demand for Services to Buildings and Dwellings (NAICS 5617)

Table 8 represents the top 20 occupations in the services to buildings and dwellings subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 8.** Gulf Coast Region Projections  
Top 20 Occupations Services to Buildings and Dwellings

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	20,457	21,476	1,019	5.0%	\$10.66
37-3011	Landscaping and Groundskeeping Workers	9,514	10,245	731	7.7%	\$12.14
37-2012	Maids and Housekeeping Cleaners	4,218	4,380	162	3.9%	\$9.58
37-2021	Pest Control Workers	1,382	1,545	163	11.8%	\$17.70
37-3013	Tree Trimmers and Pruners	1,294	1,378	84	6.5%	\$14.77
43-9061	Office Clerks, General	1,291	1,303	12	0.9%	\$17.20
41-3099	Sales Representatives, Services, All Other	1,112	1,180	68	6.1%	\$25.16
11-1021	General and Operations Managers	925	981	57	6.1%	\$58.94
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	824	876	53	6.4%	\$20.12
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	783	854	71	9.1%	\$20.32
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	637	636	-1	-0.2%	\$16.96
49-9071	Maintenance and Repair Workers, General	481	503	23	4.7%	\$17.46
49-9099	Installation, Maintenance, and Repair Workers, All Other	464	485	21	4.5%	\$17.38
43-3031	Bookkeeping, Accounting, and Auditing Clerks	346	350	4	1.2%	\$19.62
51-6011	Laundry and Dry-Cleaning Workers	290	302	12	4.1%	\$9.95
37-2019	Building Cleaning Workers, All Other	281	295	14	5.1%	\$10.12
53-7061	Cleaners of Vehicles and Equipment	263	274	10	3.9%	\$10.97
43-4051	Customer Service Representatives	223	239	16	7.0%	\$15.53
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	208	220	11	5.5%	\$12.52
47-2061	Construction Laborers	194	207	12	6.4%	\$14.59

## Occupational Demand for Other Support Services (NAICS 5619)

Table 9 represents the top 20 occupations in the other support services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

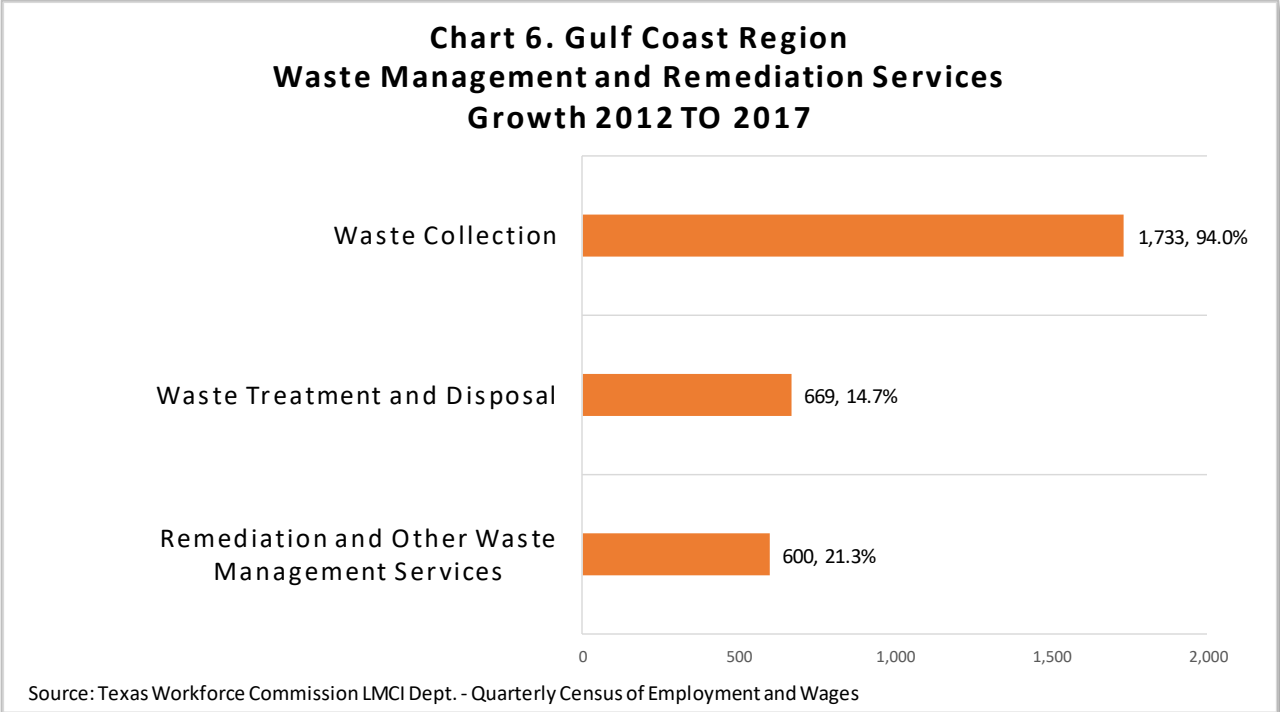
**Table 9.** Gulf Coast Region Projections  
Top 20 Occupations in Other Support Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	382	384	3	0.7%	\$14.82
33-2011	Firefighters	256	277	20	7.8%	\$24.88
41-3099	Sales Representatives, Services, All Other	239	257	18	7.5%	\$25.16
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	227	251	24	10.5%	\$12.52
33-9091	Crossing Guards	227	248	21	9.2%	\$14.00
43-9061	Office Clerks, General	198	205	6	3.2%	\$17.20
43-5081	Stock Clerks and Order Fillers	186	204	18	9.6%	\$12.30
43-4051	Customer Service Representatives	177	185	8	4.3%	\$15.53
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	124	133	9	7.0%	\$19.94
53-7064	Packers and Packagers, Hand	122	137	15	12.1%	\$10.34
11-1021	General and Operations Managers	111	122	11	10.3%	\$58.94
13-1121	Meeting, Convention, and Event Planners	100	111	10	10.1%	\$23.38
51-9111	Packaging and Filling Machine Operators and Tenders	92	102	10	11.4%	\$14.79
43-1011	First-Line Supervisors of Office and Administrative Support Workers	72	76	4	5.1%	\$28.28
51-9198	Helpers--Production Workers	68	74	6	8.2%	\$13.95
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	64	66	1	2.3%	\$16.96
27-1026	Merchandise Displayers and Window Trimmers	55	60	4	8.1%	\$11.93
13-1199	Business Operations Specialists, All Other	51	56	5	9.5%	\$39.04
53-7051	Industrial Truck and Tractor Operators	51	54	4	7.6%	\$15.95
43-4031	Court, Municipal, and License Clerks	48	53	4	9.0%	\$15.95



# Recent Employment Trends in Waste Management and Remediation Services (NAICS 562)

While the total number of jobs in Waste Management and Remediation Services pales in comparison to that of Administrative and Support Services, the industry has added jobs at a much faster pace over the same period from 2012 to 2017, up 3,003 jobs or 32.7 percent compared to the 9.8 percent increase of the Gulf Coast Region as a whole. Waste Collection added experienced the strongest growth adding the largest number of jobs as well, up 1,733 jobs or 94.0 percent over the five-year period. Remediation and Other Waste Management Services added jobs at the second strongest pace of 21.3 percent, up 600 jobs, followed by Waste Treatment and Disposal, up 669 jobs or 14.7 percent. (See Chart 6.)



## Waste Management and Remediation Services - Employment Projections (NAICS 562)

Waste Management and Remediation Services is projected to add an estimated 1,857 jobs from 2016 to 2026. The 16.2 percent increase is slightly weaker than the projected 17.4 percent increase for all industries in the Gulf Coast Region. Among the three major Waste Management and Remediation Services industries, two are projected to grow faster than the average for all industries. Waste Collection is projected to grow the fastest at 23.5 percent over the 10-year period. This is followed by Remediation and Other Waste Management Services (22.7 percent) and Waste Treatment and Disposal (7.6 percent). (See Table 10.)

**Table 10. Gulf Coast Region Projections**

Industry Code	Industry Title	Annual Average Employment		Number Change	Percent Change
		2016	2026		
	<b>Total, All Industries</b>	<b>3,202,048</b>	<b>3,757,792</b>	<b>555,744</b>	<b>17.4</b>
562	Waste Management and Remediation Services	11,478	13,335	1,857	16.2
5622	Waste Treatment and Disposal	5,115	5,502	387	7.6
5629	Remediation and Other Waste Management Services	3,187	3,911	724	22.7
5621	Waste Collection	3,176	3,922	746	23.5

## Occupational Demand for Waste Collection (NAICS 5621)

Table 11 represents the top 20 occupations in the waste collection subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 11. Gulf Coast Region Projections  
Top 20 Occupations in Waste Collection**

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
53-7081	Refuse and Recyclable Material Collectors	1,165	1,443	277	23.8%	\$16.66
53-3032	Heavy and Tractor-Trailer Truck Drivers	615	774	158	25.7%	\$19.70
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	159	203	44	27.7%	\$12.52
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	136	169	34	24.7%	\$23.23
43-9061	Office Clerks, General	94	112	18	19.3%	\$17.20
53-1048	First-line Supervisors of Transportation and Mat'l Moving Workers, Except Air Cargo	83	104	21	25.8%	\$28.56
41-3099	Sales Representatives, Services, All Other	66	83	16	24.5%	\$25.16
53-7051	Industrial Truck and Tractor Operators	60	74	13	22.4%	\$15.95
11-1021	General and Operations Managers	56	71	15	27.0%	\$58.94
43-4051	Customer Service Representatives	47	58	11	24.4%	\$15.53
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	44	52	8	19.1%	\$16.96
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	31	39	8	26.0%	\$14.82
43-5032	Dispatchers, Except Police, Fire, and Ambulance	26	31	5	20.6%	\$18.68
43-3031	Bookkeeping, Accounting, and Auditing Clerks	24	29	5	21.9%	\$19.62
51-4121	Welders, Cutters, Solderers, and Brazers	22	27	5	23.6%	\$23.07
47-4041	Hazardous Materials Removal Workers	19	25	6	32.2%	\$17.73
43-1011	First-Line Supervisors of Office and Administrative Support Workers	17	21	4	23.1%	\$28.28
49-9071	Maintenance and Repair Workers, General	16	20	4	25.4%	\$17.46
53-3033	Light Truck or Delivery Services Drivers	16	20	4	28.5%	\$14.64
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	16	18	2	13.1%	\$19.94

## Occupational Demand for Waste Treatment and Disposal (NAICS 5622)

Table 12 represents the top 20 occupations in the waste treatment and disposal subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 12.** Gulf Coast Region Projections  
Top 20 Occupations in Waste Treatment and Disposal

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
53-7081	Refuse and Recyclable Material Collectors	2,215	2,526	312	14.1%	\$16.66
53-3032	Heavy and Tractor-Trailer Truck Drivers	1,286	1,468	182	14.1%	\$19.70
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	338	379	41	12.3%	\$23.23
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	325	374	50	15.3%	\$12.52
43-9061	Office Clerks, General	223	241	18	8.2%	\$17.20
47-4041	Hazardous Materials Removal Workers	213	224	11	5.3%	\$17.73
11-1021	General and Operations Managers	203	223	20	9.7%	\$58.94
41-3099	Sales Representatives, Services, All Other	201	221	20	10.0%	\$25.16
47-2073	Operating Engineers and Other Construction Equipment Operators	193	203	10	5.4%	\$19.32
53-1048	First-line Supervisors of Transportation and Mat'l Moving Workers, Except Air Cargo	191	216	26	13.4%	\$28.56
53-7051	Industrial Truck and Tractor Operators	172	191	19	11.0%	\$15.95
51-8031	Water and Wastewater Treatment Plant and System Operators	140	139	-1	-0.8%	\$20.01
43-4051	Customer Service Representatives	133	147	14	10.7%	\$15.53
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	117	127	10	8.5%	\$14.82
29-9011	Occupational Health and Safety Specialists	107	112	4	4.1%	\$36.08
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	103	110	8	7.3%	\$16.96
49-9071	Maintenance and Repair Workers, General	92	99	7	7.9%	\$17.46
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	75	79	4	5.3%	\$33.54
43-3031	Bookkeeping, Accounting, and Auditing Clerks	74	79	5	6.4%	\$19.62
51-1011	First-Line Supervisors of Production and Operating Workers	70	71	2	2.4%	\$32.18

## Occupational Demand for Remediation and Other Waste Management Services (NAICS 5629)

Table 13 represents the top 20 occupations in the remediation and other waste management services subsector and their projected employment levels in 2018 and 2023. Total demand for each occupation is higher since replacement demand data by industry is unavailable.

**Table 13.** Gulf Coast Region Projections  
Top 20 Occupations in Remediation and Other Waste Management Services

Occupation Code	Occupation Title	Annual Average Employment		Number Change	Percent Change	Median Hourly Wage
		2018	2023			
53-7081	Refuse and Recyclable Material Collectors	2,281	2,602	321	14.1%	\$16.66
53-3032	Heavy and Tractor-Trailer Truck Drivers	1,522	1,741	219	14.4%	\$19.70
47-4041	Hazardous Materials Removal Workers	817	930	113	13.8%	\$17.73
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	507	589	82	16.3%	\$12.52
43-9061	Office Clerks, General	385	416	31	8.1%	\$17.20
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	363	408	45	12.3%	\$23.23
11-1021	General and Operations Managers	313	351	38	12.1%	\$58.94
41-3099	Sales Representatives, Services, All Other	313	349	36	11.5%	\$25.16
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	271	304	33	12.2%	\$33.54
53-1048	First-line Supervisors of Transportation and Mat'l Moving Workers, Except Air Cargo	234	266	32	13.8%	\$28.56
47-2073	Operating Engineers and Other Construction Equipment Operators	231	248	17	7.4%	\$19.32
53-7051	Industrial Truck and Tractor Operators	222	248	26	11.7%	\$15.95
47-2061	Construction Laborers	205	237	32	15.6%	\$14.59
47-4071	Septic Tank Servicers and Sewer Pipe Cleaners	204	248	45	22.1%	\$14.42
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	183	198	15	7.9%	\$16.96
43-4051	Customer Service Representatives	161	181	19	12.0%	\$15.53
51-8031	Water and Wastewater Treatment Plant and System Operators	149	149	0	-0.1%	\$20.01
43-5111	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	133	145	12	8.7%	\$14.82
29-9011	Occupational Health and Safety Specialists	125	131	6	4.8%	\$36.08
43-3031	Bookkeeping, Accounting, and Auditing Clerks	114	123	10	8.4%	\$19.62

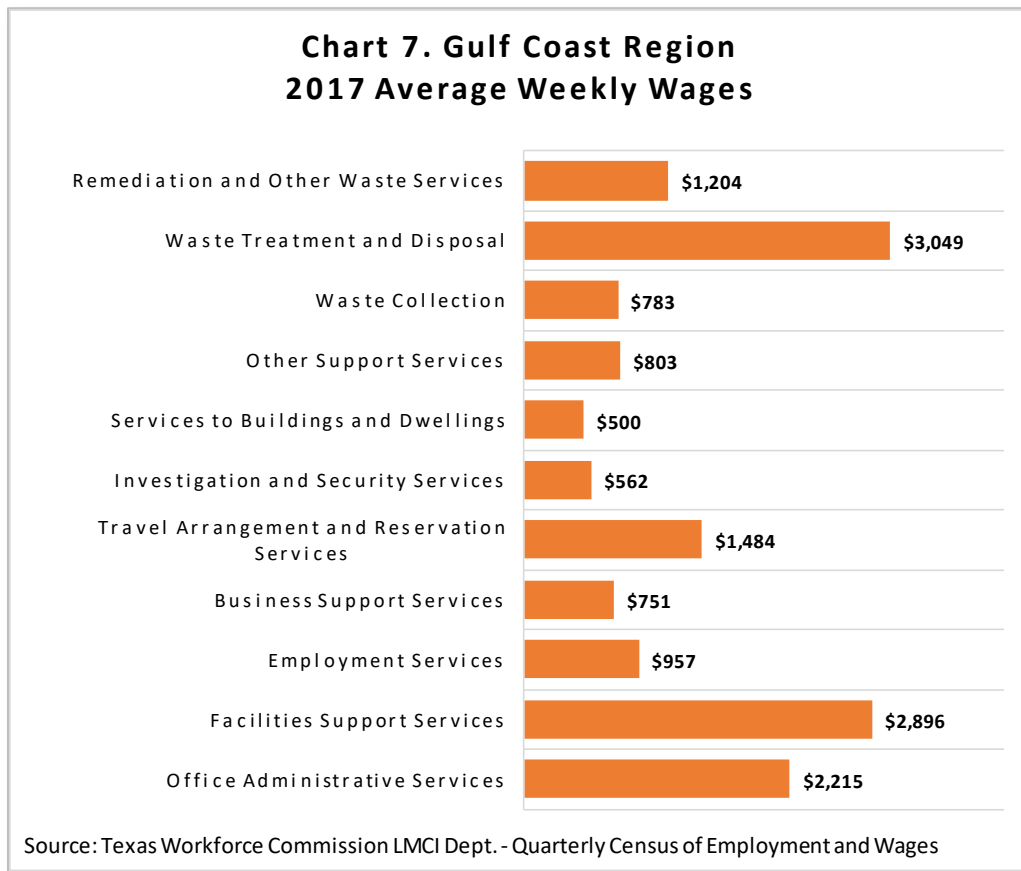
## Wages

Of the two major sectors ng Waste Management and Remediation Services makes substantially higher contributions to the region with wages that are 35.3 percent higher than the average private sector wage. Wages in Administrative and Support Services are, however, 31.7 percent below the average private sector wage.

When viewing the industries at a more detailed level the average weekly wages vary much more greatly from as low as \$500 to more than \$3,000. Waste Treatment and Disposal paid the highest average weekly wage of \$3,049. Lowest average weekly wages were found in Services to Buildings and Dwellings at \$500 and Investigation and Security Services at \$562. (See Chart 7.)

The wage data that follows was compiled from quarterly employment and wage reports submitted by employer’s subject to the Texas Unemployment Compensation Act.

First Quarter Average Weekly Wages	2012	2013	2014	2015	2016	2017	Percent Increase 2012 to 2017
Administrative and support services	\$878	\$895	\$957	\$968	\$960	\$951	8.3%
Waste Management and Remediation Services	\$1,767	\$1,444	\$1,467	\$1,713	\$1,626	\$1,885	6.7%
Total Private Sector	\$1,302	\$1,298	\$1,357	\$1,405	\$1,334	\$1,393	7.0%



## Workforce Demands and an Aging Workforce

The age of the workforce is increasing rapidly with the number approaching retirement age compounding workforce shortages across all industries in the region. The percentage of workers ages 55 and over in Administrative and Support and Waste Management and Remediation Services has more than doubled from 10 percent in 1997 to 21 percent in 2017. More than 30,000 individuals in the industry are approaching retirement age, three times the number that were approaching retirement age twenty years earlier.

