

# Healthcare support jobs during the COVID-19 epidemic

Greater Sacramento (North) region

## Abstract

A brief review of how demand for healthcare support jobs in dietary management, customer service, and cleaning have changed during the COVID-19 epidemic in the 7-county Greater Sacramento region.



Contents

Introduction ..... 2

Methodology ..... 2

    Data Sources..... 3

    Interpreting the data ..... 3

Support job staffing patterns in healthcare ..... 4

Job postings analysis ..... 6

    New job postings ..... 6

    Job posting trend analysis ..... 6

        Dietary Support ..... 6

        Customer Service Support..... 8

        Cleaning Services Support ..... 11

## Introduction

In April of 2020, the North/Far North Center of Excellence was contacted by the Health and Retail, Hospitality and Tourism regional directors and asked to provide labor market information regarding the impact of the COVID-19 epidemic on several support job clusters in healthcare. The goal of this work is to support a City of Sacramento initiative around displaced retail and hospitality workers.

The data in this report attempts to provide an overview of how COVID-19 has shifted demand for three key support job clusters in the healthcare sector - dietary support, customer service, and cleaning service support.

## Methodology

Occupations in this report were identified using O\*Net. Findings in this report were determined using labor market data from the Bureau of Labor Statistics (BLS), U.S. Census Bureau data from Emsi, and jobs posting data from Burning Glass.

The data in this report represents 7-county Greater Sacramento region, including El Dorado, Nevada, Placer, Sacramento, Sutter, Yolo and Yuba counties

The healthcare sector is defined as NAICS code 62 - Healthcare and social assistance. This includes ambulatory health care services, hospitals, nursing and residential care facilities, and social assistance services.

Healthcare support occupations were grouped in the following manner<sup>1</sup>:

Dietary support		Customer service		Cleaning services	
SOC	Occupation title	SOC	Occupation title	SOC	Occupation title
11-9051	Food service managers	43-1011	First-line supervisors of officer and administrative workers	37-1011	First-line supervisors of housekeeping and janitorial workers
35-2021	Food preparation workers	43-4051	Customer service representatives	37-2011	Janitors and cleaners, except maids and housekeeping cleaners
35-3041	Food servers, non-restaurant	43-4171	Receptionists and information clerks	37-2012	Maids and housekeeping cleaners
39-9021	Personal care aide	43-6014	Secretaries and administrative assistants, except legal, medical, and executive	37-2019	Building cleaning workers, all other
With job titles		43-9061	Office clerks, general		
<ul style="list-style-type: none"> <li>Dietary aide</li> <li>Dietary manager</li> </ul>		43-9199	Office and administrative support workers, all other		

<sup>1</sup> O\*NET OnLine. U.S. Department of Labor Education & Training Administration. Accessed April 17, 2020. <https://www.onetonline.org/>.

## Data Sources

Sources used for data analysis purposes in this report include:

- U.S. Department of Labor/Employment and Training Administration (DOLETA) O\*NET Online
- Burning Glass, Labor Insight/Jobs
- Economic Modeling Specialists, International (EMSI)
- California Employment Development Department, Labor Market Information Division (EDD, LMID)
- Bureau of Labor Statistics, Occupational Employment Statistics (OES)

## Interpreting the data

Job postings are used as a proxy to estimate business hiring activity. Job postings do not necessarily tell us how many workers a business is looking to hire.

New postings are recent job postings newly advertised online within the given time range (i.e. jobs posted online between March 19 and April 11).

Total postings are job postings available at any time within a time range (i.e. jobs posted before March 19 but closed by April 11).

## Support job staffing patterns in healthcare

Exhibits 1 - 3 show the 2019 employment concentrations of the selected occupations in the healthcare sector. Dietary support jobs represent about 19% of all jobs in the healthcare sector, while customer service and cleaning service jobs make up 7% and 2% of all jobs, respectively.

**Exhibit 1. Dietary support employment concentrations in healthcare<sup>2</sup>**

Dietary support occupations	Employed in industry (2009)	Employed in industry (2019)	2009-2019 change	% of total jobs in industry
Personal Care Aides	3,423	35,646	32,223	21.2%
Food Servers, Nonrestaurant	598	1,058	460	0.6%
Food Preparation Workers	824	485	(339)	0.3%
Food Service Managers	77	93	16	0.1%
<b>Dietary support totals</b>	<b>4,922</b>	<b>37,282</b>	<b>32,360</b>	<b>19.2%</b>

**Exhibit 2. Customer service support employment concentrations in healthcare<sup>3</sup>**

Customer service occupations	Employed in industry (2009)	Employed in industry (2019)	2009-2019 % change	% of total jobs in industry
First-line supervisors of officer and administrative workers	2,516	3,605	43%	2.1%
Customer service representatives	2,297	3,199	39%	1.9%
Receptionists and information clerks	1,366	1,807	32%	1.1%
Secretaries and administrative assistants, except legal, medical, and executive	1,215	1,704	40%	1.0%
Office clerks, general	388	1,047	170%	0.6%
Office and administrative support workers, all other	256	354	38%	0.2%
<b>Customer service support totals</b>	<b>8,038</b>	<b>11,717</b>	<b>46%</b>	<b>7.0%</b>

<sup>2</sup> Emsi 2020.1; QCEW Employees, Non-QCEW Employees and Self-Employed.

<sup>3</sup> Ibid.

**Exhibit 3. Cleaning services support employment concentrations in healthcare<sup>4</sup>**

<b>Cleaning services occupations</b>	<b>Employed in industry (2009)</b>	<b>Employed in industry (2019)</b>	<b>2009-2019 % change</b>	<b>% of total jobs in industry</b>
First-line supervisors of housekeeping and janitorial workers	1,810	1,793	-1%	1.1%
Janitors and cleaners, except maids and housekeeping cleaners	1,069	1,146	7%	0.7%
Maids and housekeeping cleaners	157	121	-23%	0.1%
Building cleaning workers, all other	0	14	1400%	0.0%
<b>Cleaning services support totals</b>	<b>3,036</b>	<b>3,074</b>	<b>1%</b>	<b>1.8%</b>

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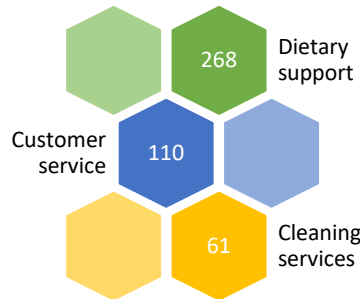
<sup>4</sup> Ibid.

## Job postings analysis

### New job postings

Between March 19 and April 17 of 2020, there were 439 new online advertisements for jobs in dietary support, customer service, and cleaning support in the healthcare sector (exhibit 5).

**Exhibit 5. New online job postings in the healthcare sector since March 19<sup>5</sup>**



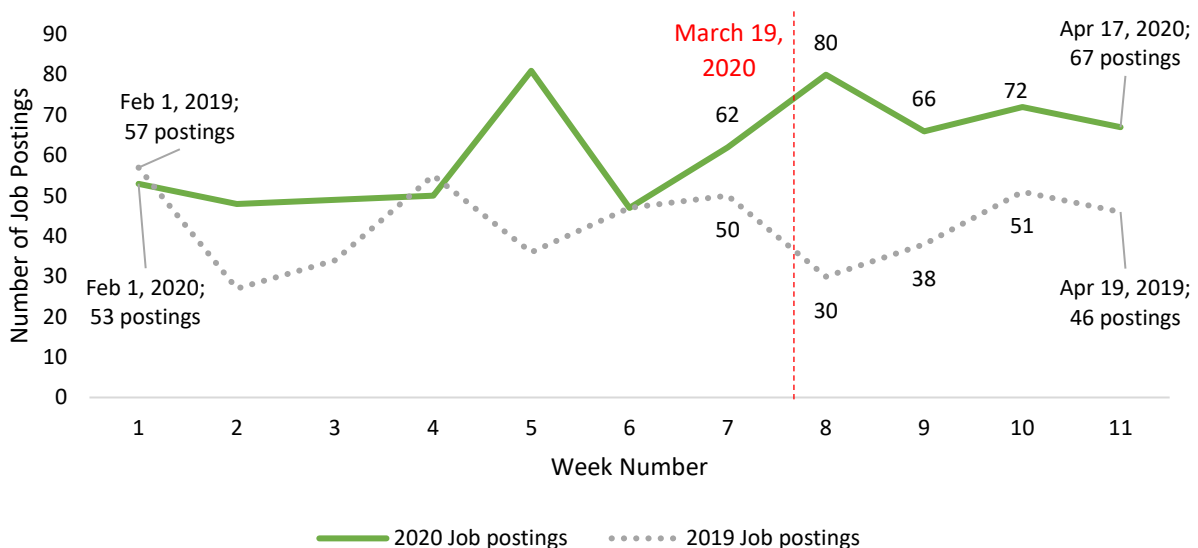
## Job posting trend analysis

### Dietary Support

Exhibit 6 shows the job posting volume for dietary support jobs in healthcare since Feb 1<sup>st</sup> of 2019 and 2020. The data represents the total number of job postings available between February 1<sup>st</sup> and the second week of April of each year.

Compared to this time last year, there has been 43% increase in the total number of job postings for dietary support. The total number of job posting for dietary support jobs has slightly increased by 8% since the March 19, 2020 shelter-in-place statewide order.

**Exhibit 6. Dietary support job postings trends<sup>6</sup>**



<sup>5</sup> Burning Glass Technologies, "Labor Insight Real-Time Labor Market Information Tool," Accessed April 17, 2020, <http://www.burning-glass.com>.  
<sup>6</sup> Ibid.

Residential and skilled nursing facilities are well-represented among job postings and make up a bulk of the employers looking to hire for dietary support roles (exhibit 7). 90, or about one-third, of the 268 job postings did not include an employer's name. For a complete list of employers, please contact the COE.

**Exhibit 7. Greater Sacramento employers with the most job openings for dietary support roles<sup>7</sup>**

Employers	Job postings	Share of job postings
Atria Senior Living	18	10%
Oakmont Senior Living	16	9%
Accentcare	9	5%
Sunrise Senior Living, Inc.	7	4%
Brookdale Senior Living	7	4%
The Mentor Network	6	3%
Honor	5	3%
Homewell Care Services	5	3%
Prestige Care Incorporated	4	2%
Home Instead Senior Care	4	2%

Exhibit 8 shows the top job titles for dietary support jobs. All 268 job postings included a job title.

**Exhibit 8. Top job titles for dietary support jobs<sup>8</sup>**

Job title	Job postings	Share of job postings
Caregiver	213	79%
Personal Care Aide	10	4%
Personal Care Attendant	8	3%
Dietary Aide	6	2%
Personal Care Assistant	5	2%
Server	4	1%
Personal Assistant	4	1%
Wait Staff	3	1%
Live-in Caregiver	3	1%
Lead House Manager, Staff	2	1%

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<sup>7</sup> Ibid.

<sup>8</sup> Ibid.



Exhibit 9 shows the skills in greatest demand for Greater Sacramento employers. 233 of the 268 job postings (87%) included at least three skills.

**Exhibit 9. Most in-demand skills for dietary support jobs<sup>9</sup>**

Specialized skills	Job postings	Share of job postings
Caregiving	223	96%
Bathing	108	46%
Activities of Daily Living (ADLS)	64	27%
ADLs Assistance	64	27%
Cardiopulmonary Resuscitation (CPR)	61	26%
Home Care	60	26%
Meal Preparation	59	25%
Toileting	51	22%
Laundry	38	16%
Customer service	38	16%
Foundational skills	Job postings	Share of job postings
Communication Skills	59	25%
Companionship	58	25%
Teamwork / Collaboration	51	22%
English	23	10%
Problem Solving	19	8%
Listening	19	8%
Running Errands	17	7%
Writing	16	7%
Positive Disposition	15	6%
Time Management	14	6%

**Customer Service Support**

Exhibit 10 shows the job posting volume for customer service support jobs in healthcare since Feb 1<sup>st</sup> of 2019 and 2020. The data represents the total number of job postings available between February 1<sup>st</sup> and the third week of April for each year.

Compared to this time last year, there has been a slight increase in the total number of job postings for customer service support jobs (about 20%). However, the total number of job posting for customer service support jobs has decreased by about 41% since the March 19, 2020 shelter-in-place statewide order.

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<sup>9</sup> Ibid.

**Exhibit 10. Customer service support job posting trends<sup>10</sup>**

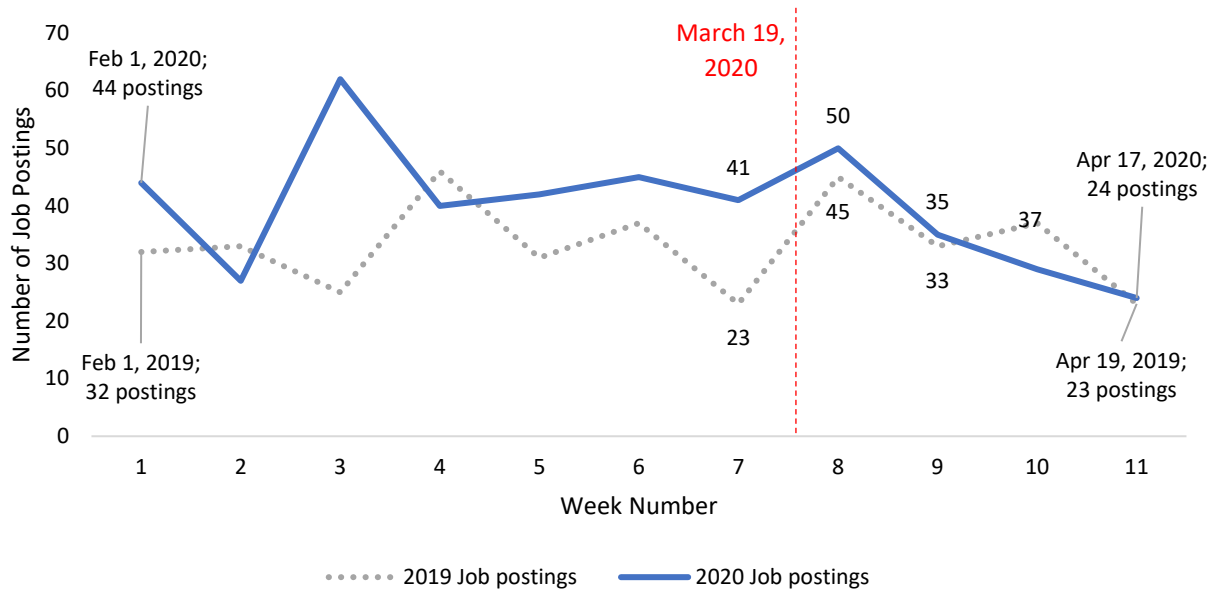


Exhibit 11 shows the top ten employers currently hiring for customer service support jobs. Seventy-four percent of job postings included an employer’s name. For a complete list of employers, please contact the COE.

**Exhibit 11. Greater Sacramento employers with the most job openings for customer service support<sup>11</sup>**

Employers	Job postings	Share of job postings
Dignity Health	13	16%
Brookdale Senior Living	7	9%
Atria Senior Living	5	6%
UC Davis Health System	4	5%
Elevate Home Health	3	4%
Universal Health Services, Inc.	2	2%
Sutter Health	2	2%
Stanford Youth Solutions Sierra Forever Families	2	2%
Milestone Retirement Communities	2	2%
Western Dental Services	1	1%

Exhibit 12 shows the top job titles for customer service support jobs. All 110 job postings included a job title.

<sup>10</sup> Ibid.  
<sup>11</sup> Ibid.

**Exhibit 12. Top job titles for customer service support jobs<sup>12</sup>**

Job title	Job postings	Share of job postings
Patient Service Representative	14	13%
Receptionist	11	10%
Office Assistant	7	6%
Clerical Assistant	6	5%
Administrative Assistant	6	5%
Field Specialist	4	4%
Service Coordinator	3	3%
Principal Access Representative	3	3%
Intake Clinician	3	3%
Concierge	3	3%

Exhibit 13 shows the skills in greatest demand for Greater Sacramento employers. Ninety-two percent of job postings (n=110) included at least three skills.

**Exhibit 13. Most in-demand skills for customer service support jobs<sup>13</sup>**

Specialized skills	Job postings	Share of job postings
Scheduling	33	3%
Customer Service	31	3%
Administrative Support	31	3%
Data Entry	25	2%
Appointment Setting	24	2%
Customer Billing	20	2%
Spreadsheets	12	1%
Secretarial Skills	10	1%
General Office Duties	9	1%
Front Office	9	1%
Foundational skills	Job postings	Share of job postings
Computer Literacy	37	4%
Typing	23	2%
Communication Skills	23	2%
Detail-Oriented	16	2%
Problem Solving	15	1%
Written Communication	14	1%
Organizational Skills	14	1%
Microsoft Office	14	1%
Word Processing	13	1%
Telephone Skills	13	1%

<sup>12</sup> Ibid.

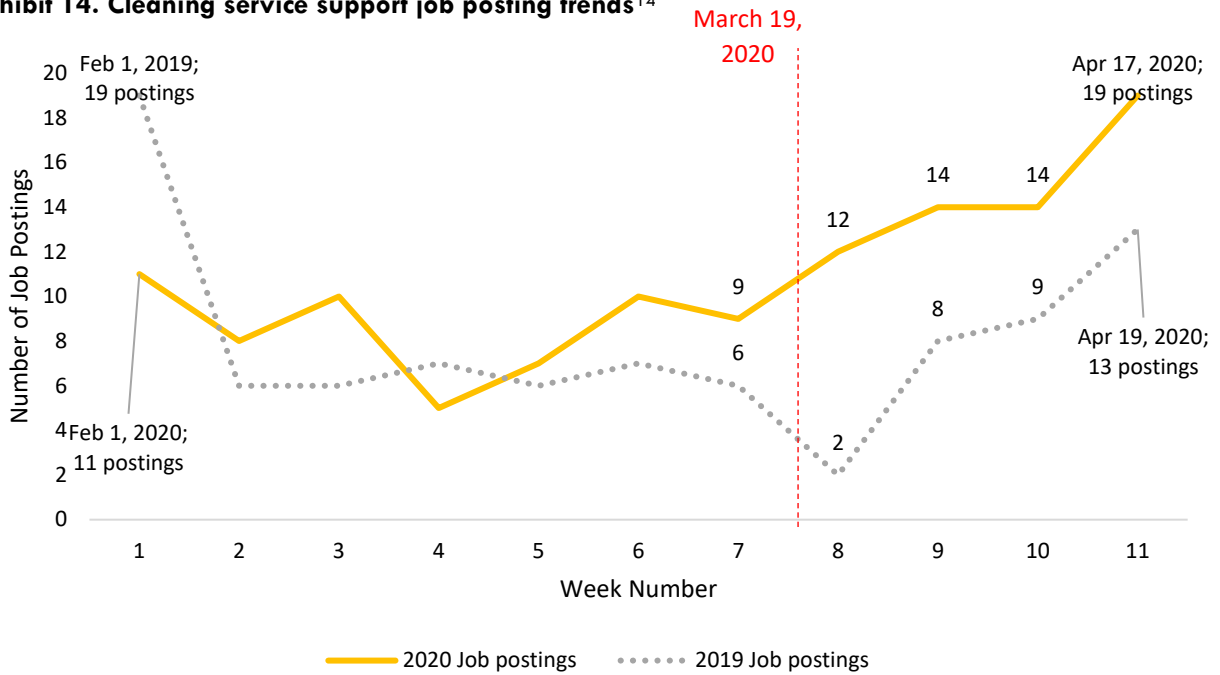
<sup>13</sup> Ibid.

### Cleaning Services Support

Exhibit 14 shows the job posting volume for cleaning service support jobs in healthcare since Feb 1<sup>st</sup> of 2019 and 2020. The data represents the total number of job postings available between February 1<sup>st</sup> and the second week of April of each year.

Compared to this time last year, there has been a 34% increase in the number of job postings for cleaning service support jobs. The total number of job posting for cleaning support jobs has more than doubled since the March 19, 2020 shelter-in-place statewide order.

**Exhibit 14. Cleaning service support job posting trends<sup>14</sup>**



<sup>14</sup> Ibid.

Exhibit 15 shows the top ten employers currently hiring for cleaning service support jobs. Seventy-seven percent of job postings included an employer's name. For a complete list of employers, please contact the COE.

**Exhibit 15. Greater Sacramento employers with the most job openings for cleaning service support<sup>15</sup>**

Employers	Job postings	Share of job postings
Oakmont Senior Living	3	6%
Dignity Health	3	6%
Crestwood Behavioral Health	3	6%
Mbk Senior Living	2	4%
Healthcare Services Group	2	4%
Gold Country Retirement And Health	2	4%
Baymark Health Services	2	4%
Bakersfield Memorial Hospital	2	4%
Baart Programs	2	4%
Vca Animal Hospitals	1	2%

Exhibit 16 shows the top job titles for cleaning service support jobs. All 61 job postings included a job title.

**Exhibit 16. Top job titles for cleaning service support jobs<sup>16</sup>**

Job title	Job postings	Share of job postings
Housekeeper	38	62%
Environmental Services Technician	4	7%
Housekeeping Aide	3	5%
Trainer, Custodial	2	3%
Housekeeping Worker, Healthcare Industry	2	3%
Environmental Services Worker	2	3%
Environmental Services Aide	2	3%
Maintenance Manager	1	2%
Janitor	1	2%
Housekeeping Partner	1	2%

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<sup>15</sup> Ibid.

<sup>16</sup> Ibid.

Exhibit 17 shows the skills in greatest demand for Greater Sacramento employers. Eighty-eight percent of job postings (n=61) included at least three skills.

**Exhibit 17. Most in-demand skills for cleaning service support jobs<sup>17</sup>**

Specialized skills	Job postings	Share of job postings
Cleaning	53	98%
Housekeeping	48	89%
Laundry	18	33%
Infection Control	12	22%
Customer Service	10	19%
Assisted Living	10	19%
Scheduling	9	17%
Repair	9	17%
Health Insurance Portability and Accountability Act (HIPAA)	8	15%
Patient Care	7	13%
Foundational skills	Job postings	Share of job postings
English	18	33%
Physical Abilities	17	31%
Teamwork / Collaboration	15	28%
Communication Skills	12	22%
Computer Literacy	8	15%
Detail-Oriented	4	7%
Work Area Maintenance	3	6%
Problem Solving	3	6%
Energetic	3	6%
Writing	2	4%

**For more information, please contact:**

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<sup>17</sup> Ibid.