



Your Local Employment Planning Council

Occupation Report

Managers in customer and personal services NOC 0651

Ottawa, Ontario, & Canada (2016-2021)
3-year historical data & forecasted growth

Updated May 2019



NOTE: EMSI recommends taking occupation data below 500 jobs with “a grain of salt” because of source data sampling sizes; therefore, outlook also considers Ontario data.

Managers in customer and personal services

Ottawa Outlook

NOC 0651

Limited ★ Fair ★★ Good ★★★

Based on past and forecasted growth.

A Local Snapshot

- Employment in this occupation **decreased in Ottawa from 2016 to 2018 (3.7%)**; it is forecast to **increase 2.8%** over the next three years.
- **2.4% were unemployed in Ottawa in 2016**; **119 (23.9%)** of those in this occupation were **self-employed**.
- **Median hourly wage** for this occupation was **\$30.03**.
- **18.3%** of the 2018 jobs were in the **Personal care services** industry sector.
- Ottawa has a **lower share of this occupation** than the nation.
- **Provincially**, this occupation showed a decrease from 2016 to 2018 (**4.3%**); it is expected to increase over the next three years (**0.4%**).

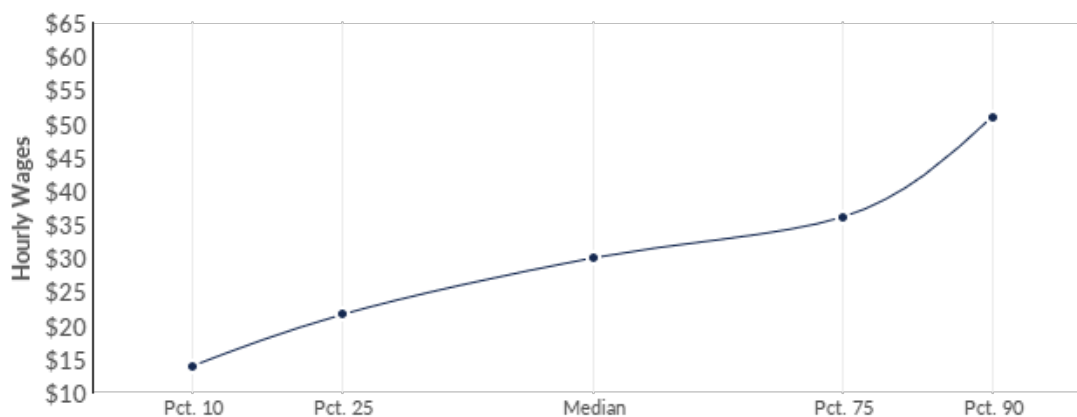
Overview

Ottawa Jobs (2018)	497 (24% were self-employed = 119)
2016 Ottawa Unemployment Rate	2.4% Ontario 2.3%
Location Quotient to Nation (2018)	0.80
Change in Jobs (2016 - 2018)	-3.7% (2018 - 2021) 2.8%

NOTE: Location quotient (LQ) is a way of quantifying how concentrated a particular occupation is in a region compared to the nation or province. A quotient of 1.00 means Ottawa has the same share of the occupation as the nation/province. A quotient higher than 1.00 means Ottawa has a greater share, and lower than 1.00 means Ottawa's share is lower than the average.

OTTAWA | Percentile Earnings (not including self-employed)

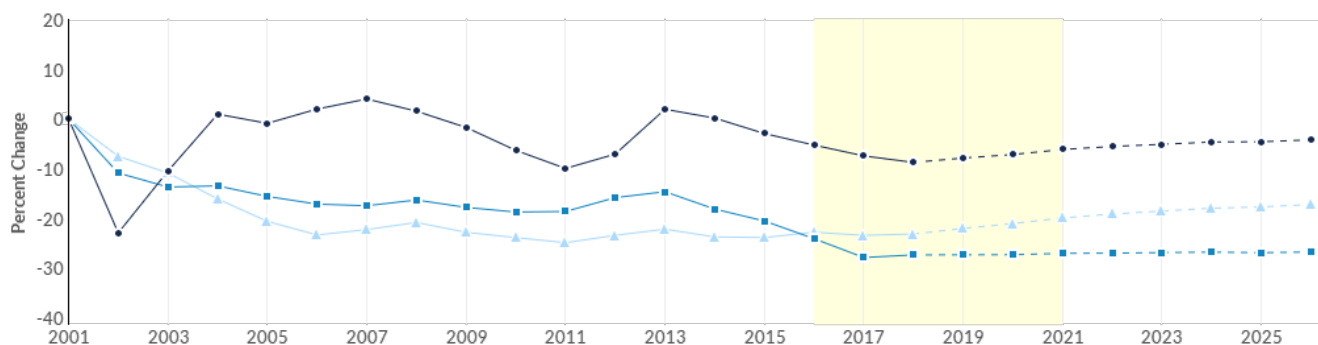
\$21.65/hr 25th Percentile Wages	\$30.03/hr Median Wages	\$36.10/hr 75th Percentile Wages
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Ottawa | Growth

516 2016 Jobs	511 2021 Jobs	-5 Change (2016-2021)	-1.0% % Change (2016-2021)
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Regional Trends



Region	2016 Jobs	2021 Jobs	Change	% Change
● Ottawa	516	511	-5	-1.0%
● Ontario	6,316	6,071	-245	-3.9%
● Canada	19,345	20,062	717	3.7%

	Ottawa	Ontario	Canada
2016 Jobs	516	6,316	19,345
2017 Jobs	504	6,001	19,186
2018 Jobs	497	6,044	19,255
2019 Jobs	501	6,045	19,536
2020 Jobs	505	6,048	19,782
2021 Jobs	511	6,071	20,062

Ottawa | Industries Employing this Occupation

Industry	Occupation Jobs in Industry (2018)	% of Occupation in Industry (2018)	% of Total Jobs in Industry (2018)
Personal care services	91	18.3%	2.1%
Services to buildings and dwellings	86	17.3%	0.8%
Other amusement and recreation industries	67	13.4%	1.2%
Other schools and instruction	49	9.9%	0.8%
Dry cleaning and laundry services	37	7.5%	4.2%

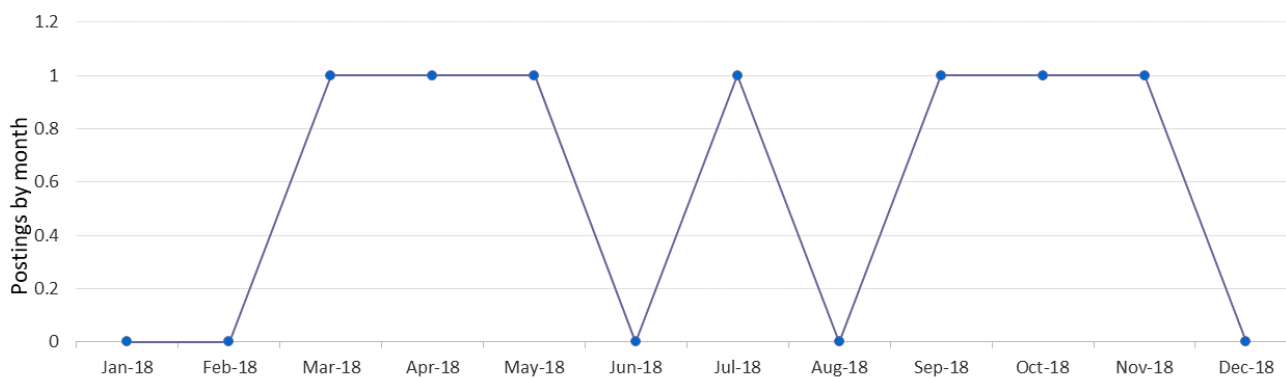
NOTE: Inverse staffing patterns provides a table of percentages that shows how regional occupations are divided up among regional industries. For example, an inverse staffing pattern for registered nurses may show that 70% of RNs are employed by hospitals, 10% by local government (i.e., public schools), 10% by nursing homes, and 10% by offices of physicians.

Educational programs and completions in Ottawa (public institutions only)

2 Programs (2016)		169 Completions (2016)
CIP Code	Program	Completions (2016)
52.01	Business/commerce, general	154
52.99	Business, management, marketing and related support services, other	15

NOTE: EMSI Analyst uses Statistics Canada's PSIS data to compile completions for postsecondary programs offered in Canada, classified by the 2016 CIP codes. 2016 data includes those who graduated in spring 2017.

Job Postings by Month



Total annual job postings: 7

NOTE: Based on newly published job postings first found between January 01, 2018 and December 31, 2018 AND location is Ottawa Census Sub-division, Vicinity Jobs.

Other Considerations

LICENSURE/OTHER REQUIREMENTS FOR ONTARIO: None required (**not** a regulated profession)

NOTE: Workers in regulated occupations require a licence to work legally. Workers in non-regulated occupations do not require a licence, but employers may have other certification requirements.

CANADIAN LANGUAGE BENCHMARKS: N/A

Links to Additional Occupational Information

Ontario Job Futures – *not available for this occupation*

[GOC Job Bank](#) – Cites outlook information for Ottawa, as well as Ontario and Canada; also shows job postings and wage information for Ottawa.

[Statistics Canada – Occupation information for NOC 0651](#)

Ontario Skills Passport - Skills profile for Hotel front desk clerks – *not available for this occupation*

About EMSI Occupational data

Economic Modeling Specialists Inc. (EMSI) amalgamates information from several data sources in order to produce its occupation counts:

- Canadian Business Patterns (CBP) – *Updated December 2018*
- Census – *2016*
- Survey of Employment, Payrolls and Hours (SEPH) – *Updated December 2018*
- Labour Force Survey (LFS) – *2018*
- Canadian Occupational Projection System (COPS) – *Latest projections cover 2016-2026*
- Demographic CANSIM tables – *Various updates*
- Postsecondary Student Information System (PSIS) - *Updated annually; 2016/17 data available now*

Information from these sources is combined into a dataset that is updated twice annually by EMSI; the latest release came in the Spring of 2019 and these reports reflect actuals and projections based on that data. Detailed occupation data is based primarily on industry staffing patterns collected by the SEPH, which surveys businesses and is considered more reliable than the LFS, which surveys individuals.

NOTE: In 2016, EMSI Analyst switched from the NOC-S 2006 occupation classification system to the NOC 2011 occupation classification system. Some occupation titles and groupings have been modified slightly as a result; all historical data has been adjusted to match the NOC 2011 classification system.

*Should you have any further questions about the data in this report, please contact **Ottawa Employment Hub** at 613-727-4723 X6873 or info@OttawaEmploymentHub.com*