

ADMINISTRATIVE ASSISTANT

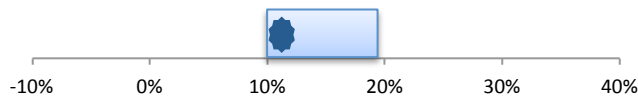
What do they do? Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

People with these roles and responsibilities are also called:
 Administration Assistant, Administrative Assistant, Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk, Office Coordinator, Customer Service Representative

Some typical job duties include:

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Communicate with customers, employees, and others to answer questions, share or explain information, take messages or orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems.
- Open, sort, and route incoming mail, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities and business transactions.
- Compute, record, and proofread data, records, or reports.
- Complete work schedules, manage calendars, and arrange appointments.

Ohio Job Outlook "Average" (+11.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 16.6%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Service Orientation
- Coordination

TECHNICAL SKILLS

- Operation Monitoring
- Operation and Control

RESOURCE MANAGEMENT SKILLS

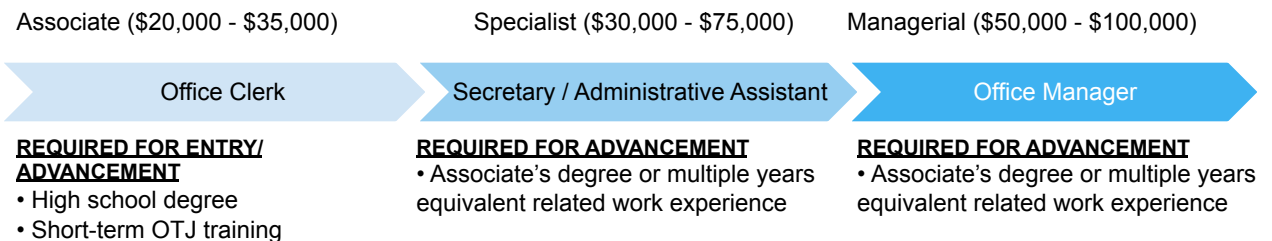
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$29,350 per year
 (\$14.11 per hour)**

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Office Clerk Certificate (offered by many community and four-year colleges)

Associate of Applied Science in Office Management (two year program offered by many community and four-year colleges)