

CAREER PATHWAY: 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.



HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE:
\$34,580

MOST IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Reading Comprehension, Active Listening, Speaking

Social Skills: Social Perceptiveness, Service Orientation, Coordination

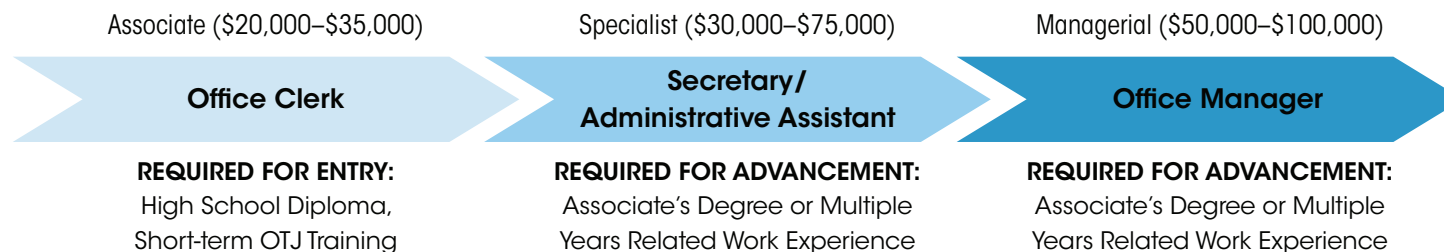
Problem Solving Skills: Complex Problem Solving

Technical Skills: Operation Monitoring, Operation and Control

System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

Resource Management Skills: Time Management, Management of Personnel Resources, Management of Material Resources

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)