

ADMINISTRATIVE ASSISTANT

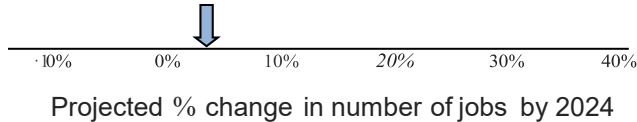
What do they do? Perform varied and diverse duties in the office that require knowledge of office systems and procedures. Clerical duties may include a combination of answering telephones, bookkeeping, typing or word process, or filing.

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 copiers, scanners, fax 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, management calendars and arrange appointments.

Michigan Job Outlook "Faster than average" (+2.3%)



Note: Arrow =Average growth

National Job Outlook through 2024: 2.3%

Most Important Occupational Skills

BASIC SKILLS

Active Listening
Speaking
Reading Comprehension

PROBLEM SOLVING SKILLS

Complex Problem Solving

SYSTEMS SKILLS

Judgment /Decision Making
Systems Analysis
Systems Evaluation

SOCIAL SKILLS

Social Perceptiveness
Coordination
Service Orientation

TECHNICAL SKILLS

Operations Monitoring
Operation and Control

RESOURCE MANAGEMENT

Mgmt of Financial Resources
Time Management
Mgmt of Personnel

How much did these jobs pay in 2016?

Average: \$40,333 per year
(\$19.39 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000-\$35,000)

Specialist (\$30,000-\$75,000)

Managerial (\$50,000-\$100,000)

Office Clerk



Secretary/Administrative Assistant



Office Manager

REQUIRED FOR ENTRY

High School degree

REQUIRED FOR ADVANCEMENT

Associate's degree or multiple years

REQUIRED FOR ADVANCEMENT

Associate's degree or multiple

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)