



Administrative Occupational Outlook

Administrative service managers coordinate and direct the many support services that allow organisations to operate efficiently. They perform a broad range of duties. They might, for example, oversee secretarial and reception services, administration, payroll, conference planning and travel, information and data processing, mail, materials scheduling and distribution, printing and reproduction, records management, telecommunications management, security, parking, energy consumption, and personal property procurement, supply, recycling, and disposal. They manage support services for organisations as diverse as insurance companies, computer manufacturers, and government offices.

As the reliance on technology continues to expand in offices, the role of the office professional has greatly evolved. Office automation and organisational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff. In spite of these changes, however, the core responsibilities for secretaries and administrative assistants have remained much the same: performing and coordinating an office's administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients.

Some secretaries and administrative assistants, such as legal and medical secretaries, perform highly specialised work requiring knowledge of technical terminology and procedures. For instance, legal secretaries prepare correspondence and legal papers such as summonses, complaints, motions, responses, and subpoenas under the supervision of an attorney or a paralegal. They also may review legal journals and assist with legal research—for example, by verifying quotes and citations in legal briefs. Additionally, legal secretaries often teach newly minted lawyers how to prepare documents for submission to the courts.

Medical secretaries transcribe dictation, prepare correspondence, and assist physicians or medical scientists with reports, speeches, articles, and conference proceedings. They also record simple medical histories, arrange for patients to be hospitalised, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Other technical secretaries who assist engineers or scientists may prepare correspondence, maintain their organisation's technical library, and gather and edit materials for scientific papers.

Administrative Assistant Career Options

- Bookkeeping
- Accounting, and auditing clerks
- Receptionists and information clerks
- Communications equipment operators
- Court reporters
- Human resources assistants
- PA/Administrative Assistant
- Customer Service Administrative Assistant
- Telephonist and Administrative Assistant
- Claims Team Administrative Assistant
- Data entry and information

- Computer operators
- Administrative Assistant jobs
- processing workers
- Paralegals and legal assistants
- Medical assistants and medical records and health information technicians

A growing number of secretaries and administrative assistants share in managerial and human resource responsibilities. Occupations requiring these skills include office and administrative support supervisors and managers; computer and information systems managers; administrative services managers; and human resources, training, and labour relations managers and specialists.

Administrative Assistant tasks typically include:

- dealing with incoming and outgoing post
- maintaining stationery supplies
- answering the telephone and directing calls
- looking after reception
- typing letters, presentations and other documents
- updating computer databases
- filing
- greeting and looking after visitors
- using office equipment such as printers, photocopiers and fax machines
- managing diaries and booking travel for colleagues