

# Administrative Assistants



## WHAT THEY DO

Assists executives by coordinating and directing basic office services, such as staff assignments, records management, budget control, and special management studies. Belongs to the Business, Management and Administration cluster and Administrative Services pathway.

## IS THIS FOR YOU?

**Work Interests** are described in the following categories (compatible with Holland's Model) by people who tend to succeed in this career:

- **Conventional** – You are an "organizer". Keeping things neat and organized is important to you. You like working with charts and reports, and work well with power and authority.
- **Enterprising** – You are a "persuader". You like to sell things or ideas. Prestige and power are important to you. You like to use your language skills to convince other people of your ideas.

**Work Values** are aspects of work that are satisfying to you. The following work values are generally associated with this career.

- **Relationships** – It's very important to you that you have friendly co-workers. You would like to be of service to others without compromising your sense of right and wrong.
- **Support** – It's very important to you to know the company stands behind its workers and has competent, considerate and fair management.

**Aptitudes** reflect a person's ability to acquire skills and knowledge. The following aptitudes are important for success in the career:

- **General Learning Ability**
- **Verbal Aptitude**
- **Clerical Perception**

## SKILLS YOU NEED

### Basic Skills:

- Reading Comprehension
- Active Listening
- Writing
- Speaking
- Critical Thinking
- Active Learning
- Monitoring

### Transferable Skills (applicable in other careers): High level

- Assigning duties to workers
- Filing documents
- Planning staff work tasks
- Preparing and organizing numerical records
- Preparing and organizing verbal records
- Preparing orders for supplies
- Proofreading data for accuracy

### Workplace Skills: Medium level

- Coordination
- Service Orientation
- Time Management

Additional skills for this occupation may be found at <http://www.iowaworkforce.org/pubs/careers/cps>.

Source: <https://secure.ihaveaplaniowa.gov/>

## ESTIMATED & PROJECTED EMPLOYMENT

Occupational Title	2010 Estimated Employment	2020 Projected Employment	2010-20 Employment Change	Annual Growth Rate (%)	Total Annual Openings
Total All Occupations	1,717,020	1,948,700	231,680	1.3	64,525
Office & Administrative Support Occupations	243,880	270,490	26,610	1.1	8,160
Executive Secretaries & Administrative Assistants	13,245	14,885	1,640	1.2	340

Source: <http://iwin.iwd.state.ia.us/pubs/statewide/stateoccproj.pdf>

## 2012 WAGE & SALARY (\$)

Occupational Title	Average Wage	Average Salary	Entry Wage	Entry Salary	Experienced Wage	Experienced Salary
Total All Occupations	18.90	39,295	9.30	19,341	23.69	49,272
Office & Administrative Support Occupations	15.27	31,768	9.79	20,366	18.02	37,469
Executive Secretaries & Administrative Assistants	20.19	41,998	14.31	29,764	23.13	48,114

Source: <http://iwin.iwd.state.ia.us/pubs/statewide/stateoccproj.pdf>

## EDUCATION & TRAINING

Education	Work Experience	Job Training
High School Diploma	1 to 5 years	None

Administrative assistants acquire skills in various ways. Training ranges from high school vocational education programs that teach office skills and keyboarding, to one- and two-year programs in office administration offered by business schools, vocational-technical institutes, and community colleges. Many temporary placement agencies also provide formal training in computer and office skills. However, many skills tend to be acquired through on-the-job instruction by other employees or by equipment and software vendors. Employers of executive secretaries increasingly are seeking candidates with a college degree, as these secretaries work closely with top executives. A degree related to the business or industry in which a person is seeking employment may provide the jobseeker with an advantage in the application process. As secretaries and administrative assistants gain experience, they can earn several different designations. Prominent designations include the Certified Professional Secretary (CPS) and the Certified Administrative Professional (CAP), which can be earned by meeting certain experience or educational requirements and passing an examination. Voluntary certifications are available from the International Association of Administrative Professionals (IAAP) and Microsoft Corporation. See <http://www.iaap-hq.org/certification> for additional information.

Source: <http://iwin.iwd.state.ia.us/pubs/statewide/stateoccproj.pdf> and <https://secure.ihaveaplaniowa.gov/>

## NATIONAL CAREER READINESS CERTIFICATE (NCRC)

Skill	Median Skill Level
Applied Mathematics	4
Locating Information	4
Reading for Information	4



This ACT-developed credential demonstrates achievement and a certain level of workplace employability skills. The greater the score, the greater the skill level (Bronze = 3, Silver = 4, Gold = 5, Platinum = 6).

Source: <http://www.act.org/workkeys/analysis/occup.html>

## PRIMARY INDUSTRY SECTORS

### ADDITIONAL SOURCES:

This publication was produced by the Labor Market and Workforce Information Division of Iowa Workforce Development. Revisions and/or corrections made when necessary. Inquiries may be directed to Brent Paulson at 515.281.3439 or [Brent.Paulson@iwd.iowa.gov](mailto:Brent.Paulson@iwd.iowa.gov). Visit <http://iwin.iowaworkforce.org/> to obtain the latest workforce data and trends including this document under the **Publications** tab. Published 10/2013.

Source: <http://iwin.iwd.state.ia.us/pubs/statewide/stateoccproj.pdf>

### (Where are Administrative Assistants Employed?)

Educational Services  
 Professional, Scientific, and Technical Services  
 Insurance Carriers and Related  
 Local Government  
 State Government  
 Religious, Grantmaking, Civic, Professional  
 Credit Intermediation and Related  
 Hospitals  
 Administrative and Support Services  
 Management of Companies/Enterprises  
 Ambulatory Health Care Services  
 Merchant Wholesalers  
 Specialty Trade Contractors