

Hot Jobs 2010 Briefs

Office and Administrative Support



JOBS

First-line Supervisors/Managers of Office and Administrative Support Workers

VACANCIES

First-line Supervisors/Managers of Office and Administrative Support Workers = 101

REGIONAL INFORMATION

All regions in the Commonwealth should have increased hirings in the field of Office and Administrative support, according to the Massachusetts Department of Workforce Development.ⁱ The three areas of the state projected to experience the highest increase in hiring for 2009 are the Berkshires and the Central Region with a 29% expected increase, Greater Boston with a 27% increase, and the Pioneer Valley with 25%.ⁱⁱ However, it is important to note that vacancies in these positions have dropped significantly over the past several years.

SALARY AT THE 75TH PERCENTILE OF THE JOB'S WAGE RANGE (meaning 75% of people are paid at or below the represented wage)

First-line Supervisors/Managers of Office and Administrative Support Workers = \$63,880

BENEFITS

Most positions will offer paid vacation, sick leave and health insurance through the employer.

WORK SCHEDULE

Typical standard 40-hour workweek.

IS THIS JOB FOR ME?

Administrative support professionals perform various administrative and clerical duties necessary to run an office efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information using phone, mail, email and Web sites. They also may handle travel and guest arrangements.

These professionals use a variety of office equipment, such as fax machines, photocopiers, scanners, and video conferencing and telephone systems. In addition, they need strong computer skills both in keyboarding and knowledge of common office computer programs (e.g., Microsoft Office Suite) to be able to create spreadsheets, compose correspondence, manage databases, and create presentations and reports.

EDUCATION AND TRAINING

Those who wish to pursue careers as office and administrative professionals can follow a number of educational and training paths. First-Line Supervisors/Managers of Office and Administrative Support Workers are required by some employers to have an associate's degree. Many community colleges throughout Massachusetts offer courses and associate's degrees in these career fields. Additionally, some

community colleges offer industry-specific concentrations related to careers such as legal administrative assistants or medical administrative assistants.

Furthermore, individuals who qualify through the Workforce Investment Act can pursue trainings in office and administrative support offered by a variety of nonprofit organizations. However, higher education degrees, such as an AA in administrative support from a community college, can be helpful when trying to advance professionally.

CAREER PATHWAYS

Workers in these occupations without a bachelor's degree have more limited advancement opportunities. Excellent computer and organizational skills are essential to advancement as are strong interpersonal skills.

RESOURCES

- Education-Portal.com: <http://education-portal.com>.
- Massachusetts Department of Workforce Development, Career Information System: <http://www.masscis.intocareers.org/>.
- Careerbuilder.com: <http://www.careerbuilder.com>.
- Indeed.com: <http://www.indeed.com>.

ⁱ The Massachusetts Department of Workforce Development projected the increase in hiring per industry in late 2008 but did not provide detailed statistics on individual occupations within these industries.

ⁱⁱ This data was taken from the *Massachusetts Business Hiring Expectations for the 1st Quarter 2009: As Collected in October and November 2008 as part of the semi-annual 2008 4th Quarter Job Vacancy Survey*.