

# 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.



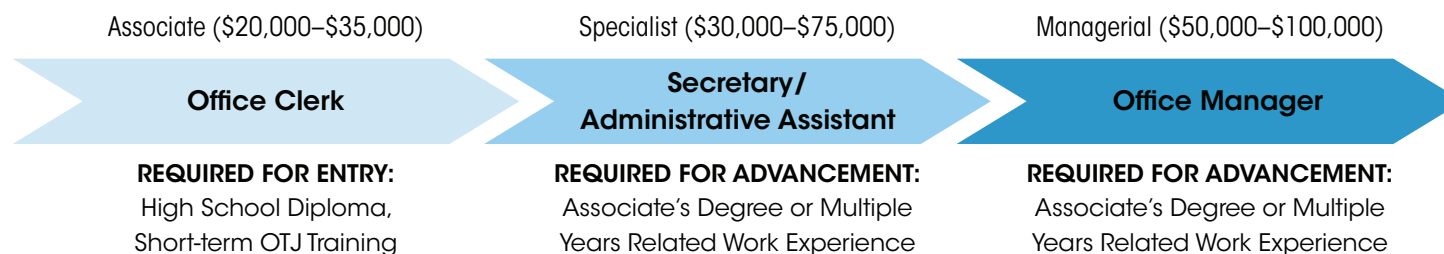
## HOW MUCH DO THESE JOBS PAY IN OHIO?

**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



### 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*