



CareerOneStop Occupation Profile

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Description: what do they do?

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Also known as:

Staff Assistant, Administrative Specialist, Administrative Technician, Department Secretary, Administrative Assistant, Secretary, Administrative Secretary, Clerk Typist, Office Assistant, Administrative Associate

Career video

<https://cdn.careeronestop.org/OccVids/OccupationVideos/43-6014.00.mp4>

Transcript: Transcript for this video is not available

Outlook: will there be jobs?



New job opportunities are **very likely** in the future.

[Find job openings](#)

Projected employment

California

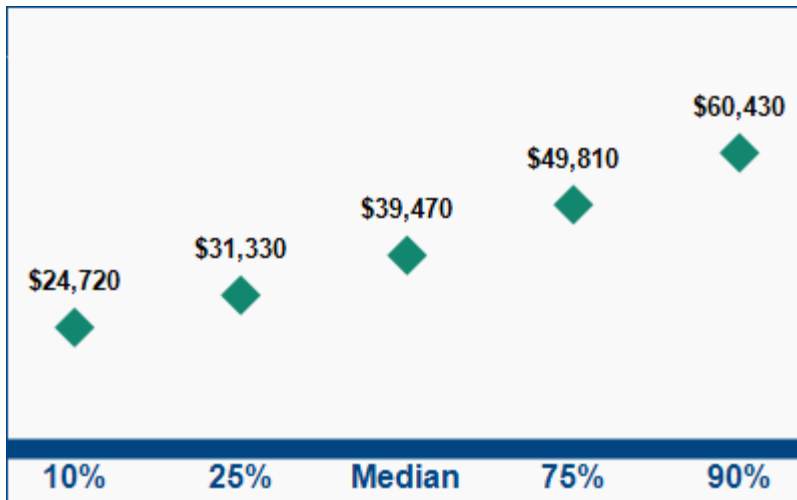
United States

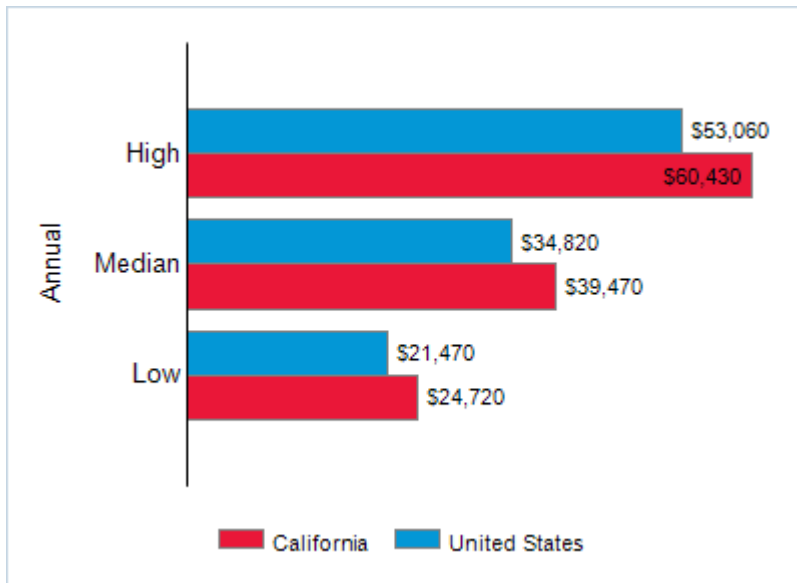
222,300 2014 Employment	2,457,000 2014 Employment
245,100 2024 Employment	2,521,100 2024 Employment
10% Percent change	3% Percent change
4,630 Annual projected job openings	32,310 Annual projected job openings

[Compare projected employment](#)

Typical wages

Annual wages for Secretaries and Administrative Assistants, Except Legal, Medical, and Executive in California





Location	California	United States
10%	\$24,720	\$21,470
25%	\$31,330	\$27,320
Median	\$39,470	\$34,820
75%	\$49,810	\$43,920
90%	\$60,430	\$53,060

[See more wages](#)

Education and experience: to get started

People starting in this career usually have:

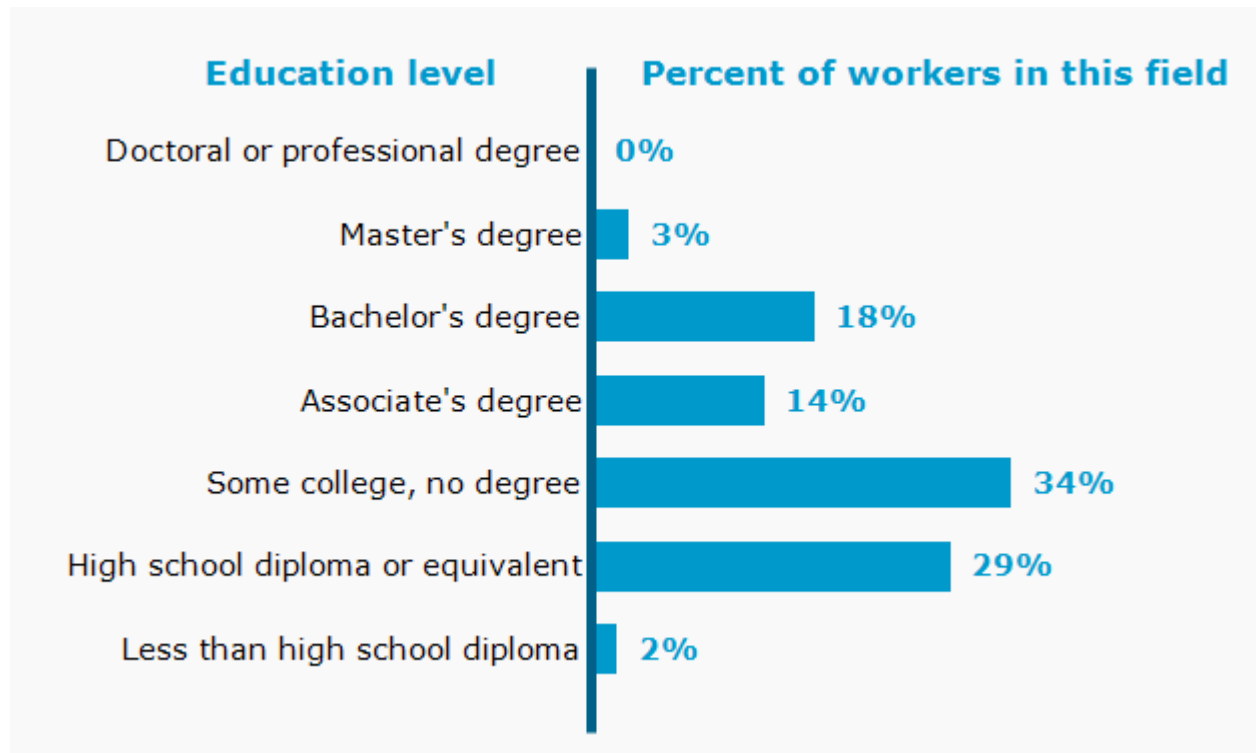
- High school diploma or equivalent
- No work experience
- Less than 1 month on-the-job training

Programs that can prepare you:

- [Administrative Assistant and Secretarial Science, General](#)
- [Executive Assistant/Executive Secretary](#)

Typical education

How much education do most people in this career have?



[Find local training](#)

Certifications: show your skills

Let employers know you have the skills to do well at this job. Earning a **certification** can help you:

- Get a job
- Get a promotion

[Find certifications](#)

Licenses: do you need one?

Some states require an **occupational license** to work in this career.

[Find license details for your state](#)

Apprenticeships: learn on the job

Apprenticeships combine paid on-the-job-training with classroom lessons.

[Find apprenticeship sponsors](#)

Activities: what you might do in a day

- Operate computers or computerized equipment.
- Execute sales or other financial transactions.
- Answer telephones to direct calls or provide information.
- Collect deposits, payments or fees.
- Enter information into databases or software programs.
- Record personnel information.
- Select resources needed to accomplish tasks.
- Report maintenance or equipment problems to appropriate personnel.
- Operate office equipment.
- Discuss account status or activity with customers or patrons.
- Greet customers, patrons, or visitors.
- Refer customers to appropriate personnel.
- Prepare documentation for contracts, transactions, or regulatory compliance.
- Schedule appointments.
- Operate communications equipment or systems.
- Coordinate operational activities.
- Distribute materials to employees or customers.
- Record information from meetings or other formal proceedings.
- Issue documentation or identification to customers or employees.
- Make travel, accommodations, or entertainment arrangements for others.
- Schedule operational activities.
- Distribute incoming mail.
- Route mail to correct destinations.
- Order materials, supplies, or equipment.
- Proofread documents, records, or other files to ensure accuracy.
- Search files, databases or reference materials to obtain needed information.
- Prepare employee work schedules.
- Develop organizational policies or programs.

- Develop computer or online applications.
 - Send information, materials or documentation.
 - Manage clerical or administrative activities.
 - Maintain current knowledge related to work activities.
 - Supervise clerical or administrative personnel.
 - Train personnel.
 - Prepare informational or reference materials.
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Knowledge

People in this career often know a lot about:

- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
 - **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
 - **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
 - **Computers and Electronics** - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
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Skills

People in this career often have these skills:

- **Writing** - Writing things for co-workers or customers.
 - **Reading Comprehension** - Reading work-related information.
 - **Active Listening** - Listening to others, not interrupting, and asking good questions.
 - **Speaking** - Talking to others.
 - **Time Management** - Managing your time and the time of other people.
 - **Service Orientation** - Looking for ways to help people.
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Abilities

People in this career often have talent in:

- **Oral Comprehension** - Listening and understanding what people say.
 - **Near Vision** - Seeing details up close.
 - **Written Comprehension** - Reading and understanding what is written.
 - **Oral Expression** - Communicating by speaking.
 - **Written Expression** - Communicating by writing.
 - **Speech Clarity** - Speaking clearly.
 - **Speech Recognition** - Recognizing spoken words.
 - **Information Ordering** - Ordering or arranging things.
 - **Problem Sensitivity** - Noticing when problems happen.
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Related occupations

- [Office Clerks, General](#)
 - [Receptionists and Information Clerks](#)
 - [Library Assistants, Clerical](#)
 - [Executive Secretaries and Executive Administrative Assistants](#)
 - [Insurance Policy Processing Clerks](#)
 - [Bill and Account Collectors](#)
 - [License Clerks](#)
 - [Interviewers, Except Eligibility and Loan](#)
 - [Medical Records and Health Information Technicians](#)
 - [Hotel, Motel, and Resort Desk Clerks](#)
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Wage information comes from the Bureau of Labor Statistics, Occupational Employment Statistics Program. (<https://www.bls.gov/oes/home.htm>)

Education information comes from the Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections. (<https://www.bls.gov/emp/>)

Information on Occupational Description, Interests and Tasks comes from the Occupation Information Network. (<https://www.onetonline.org/>)