



## 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

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#### Career video

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

Transcript: Transcript for this video is not available

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#### Outlook: will there be jobs?



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

[Find job openings](#)

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#### Projected employment

California

United States

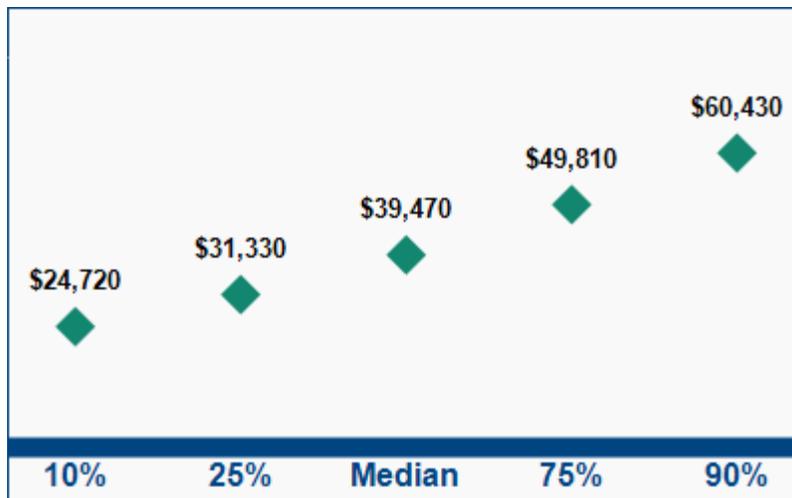
222,300 2014 Employment	2,457,000 2014 Employment
245,100 2024 Employment	2,521,100 2024 Employment
10% Percent change	3% Percent change
4,630 Annual projected job openings	32,310 Annual projected job openings

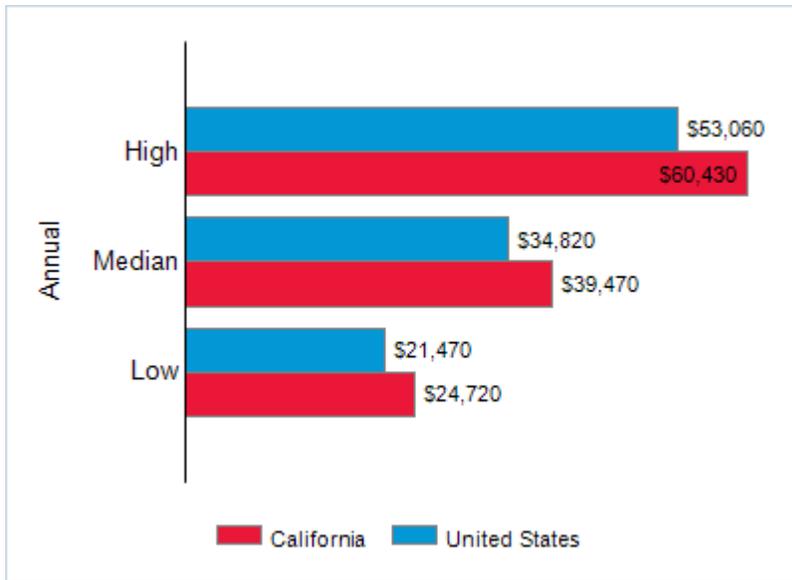
[Compare projected employment](#)

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### 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

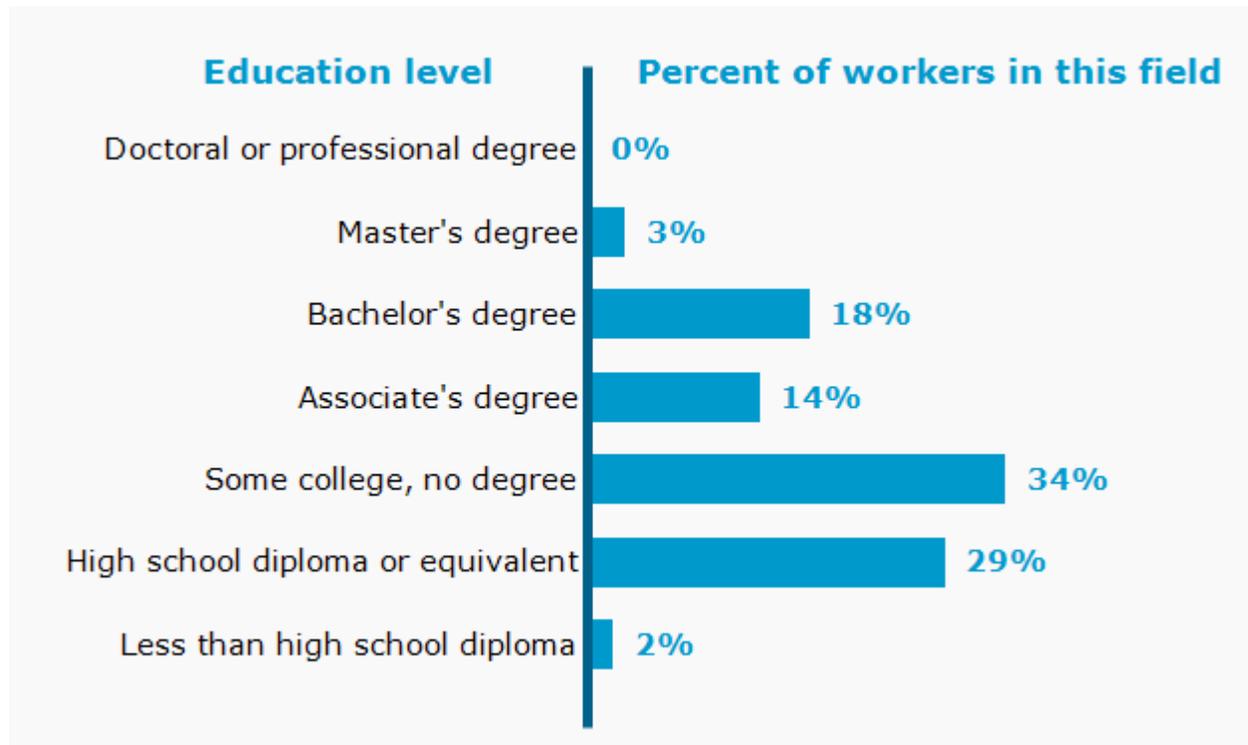
Programs that can prepare you:

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

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## Typical education

How much education do most people in this career have?



[Find local training](#)

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## 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](#)

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## Licenses: do you need one?

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

[Find license details for your state](#)

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## Apprenticeships: learn on the job

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

[Find apprenticeship sponsors](#)

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**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/>)

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