



ADMINISTRATIVE ASSISTANT

DAY-TO-DAY

Administrative assistants perform clerical and administrative functions such as drafting correspondence, scheduling appointments, greeting visitors, organizing and maintaining paper and electronic files, preparing statistical reports, and providing information to callers. The skill sought by most employers of administrative assistants is computer expertise, including knowledge of Microsoft XP software programs and internet research capability. Those with skills in writing, oral communication—including telephone techniques, business office procedures, proofreading and good grammar also are needed in the administrative assistant field. Some administrative assistants train and supervise lower-level clerical staff.

Medical and legal secretaries and administrative assistants perform specialized work requiring technical terminology and procedures. For example, medical secretaries usually record simple medical histories, arrange for patients to be hospitalized, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures.

GETTING AHEAD

Administrative assistants generally advance by being promoted to positions with more responsibilities. Qualified administrative assistants who broaden their knowledge of a company's operations and enhance their skills may become senior or executive secretaries, clerical supervisors, or office managers. Administrative assistants with word processing or data entry experience can advance to jobs as word processing or data entry trainers, supervisors, or managers within their own firms or in a secretarial, word processing, or data entry service bureau. With additional training, many legal secretaries become paralegals.

PROGRAMS

Associate in Applied Science: Administrative Assistant; a medical specialization option is available

Advanced certificate: Office Assistant

Microsoft Office Specialist training and certification are available.

EMPLOYMENT

Healthcare, accounting/finance and real estate are among the industries that report consistent demand for administrative staff, according to OfficeTeam research.

Following are excerpts from the U.S. Bureau of Labor Statistics regarding this profession: "Opportunities should be best for applicants with extensive knowledge of software applications; numerous job openings will result from the need to replace workers who leave the occupation each year."

More than 184,000 administrative assistant and secretarial positions will be added in the U.S. through 2012, representing growth of 4.5 percent.

ACCREDITATION/CERTIFICATION

KCC is an authorized testing center for Microsoft Office Specialist certifications in Microsoft Office XP and Microsoft Office 2000.

YOUR NEXT STEP

To learn more about KCC and this career path:

- Visit www.kcc.edu
- Request information at www.kcc.edu/programinfo
- Phone KCC's Administrative Assistant program coordinator at (815) 802-8214
- Phone Student Services at (815) 802-8500 to meet with an adviser

AVERAGE WAGE

Administrative Assistant

<u>Nationally</u>	<u>Illinois</u>	<u>Kankakee</u>
\$23,500 - \$29,250	\$27,180	\$30,600

Employers may be willing to pay up to 7 percent more for Certified Administrative Professional or Certified Professional Secretary designations, and up to 10 percent more for employees with Microsoft Office Specialist Certification. Expert bilingual abilities can increase an applicant's base compensation up to 8 percent.