



Summary Report for:

43-6011.00 - Executive Secretaries and Administrative Assistants

[Updated 2004](#)**InDemand**

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Sample of reported job titles: Administrative Assistant, Executive Assistant, Executive Secretary, Administrative Secretary, Office Manager, Administrative Coordinator, Administrative Associate, Executive Administrative Assistant, Administrative Aide, Administrative Services Assistant

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Tasks

- Manage and maintain executives' schedules.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Prepare responses to correspondence containing routine inquiries.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Make travel arrangements for executives.

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Knowledge

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.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

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Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Time Management — Managing one's own time and the time of others.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Coordination — Adjusting actions in relation to others' actions.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Service Orientation — Actively looking for ways to help people.

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Abilities

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Speech Clarity — The ability to speak clearly so others can understand you.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Speech Recognition — The ability to identify and understand the speech of another person.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.

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Work Activities

Performing Administrative Activities — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.

Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.

Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Scheduling Work and Activities — Scheduling events, programs, and activities, as well as the work of others.

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Work Context

Telephone — How often do you have telephone conversations in this job?

Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?

Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?

Electronic Mail — How often do you use electronic mail in this job?

Letters and Memos — How often does the job require written letters and memos?

Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?

Structured versus Unstructured Work — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?

Work With Work Group or Team — How important is it to work with others in a group or team in this job?

Importance of Repeating Same Tasks — How important is repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping, to performing this job?

Spend Time Sitting — How much does this job require sitting?

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Job Zone

Title Job Zone Three: Medium Preparation Needed

Overall Experience Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Job Training Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Job Zone Examples These occupations usually involve using communication and organizational skills to coordinate, supervise, manage, or train others to accomplish goals. Examples include funeral directors, electricians, forest and conservation technicians, legal secretaries, interviewers, and insurance sales agents.

SVP Range (6.0 to < 7.0)

Education Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

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Interests

Interest code: **CE**

Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

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Work Styles

Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.

Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

Integrity — Job requires being honest and ethical.

Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.

Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.

Initiative — Job requires a willingness to take on responsibilities and challenges.

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Work Values

Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.

Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.

Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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Related Occupations

- 13-1111.00 [Management Analysts](#) InDemand
- 25-4031.00 [Library Technicians](#) InDemand
- 43-3061.00 [Procurement Clerks](#)
- 43-4031.02 [Municipal Clerks](#)
- 43-5061.00 [Production, Planning, and Expediting Clerks](#) InDemand
- 43-6012.00 [Legal Secretaries](#) InDemand
- 43-6014.00 [Secretaries, Except Legal, Medical, and Executive](#) InDemand

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Wages & Employment Trends

National

Median wages (2007) \$18.58 hourly, \$38,640 annual

Employment (2006) 1,618,000 employees

Projected growth (2006-2016) ■■■ Faster than average (14% to 20%)

Projected need (2006-2016) 497,000 additional employees

State & National



Source: Bureau of Labor Statistics [2007 wage data](#) and [2006-2016 employment projections](#). "Projected growth" represents the estimated change in total employment over the projections period (2006-2016). "Projected need" represents job openings due to growth and net replacement.

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