



SECRETARY & ADMINISTRATIVE ASSISTANT TARGET OCCUPATION PROFILE

Executive Secretaries and Administrative Assistants

Secretaries and Administrative Assistants (except legal/medical)

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
22,748	7%	469	\$16	\$24	\$36	\$51,300
29,690	4%	544	\$10	\$17	\$25	\$36,200

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC 43-6011 and 43-6014.

JOB DUTIES

- Use office software (for word processing, spreadsheets, presentations, and databases) to prepare letters, invoices, and other documents.
- Order supplies.
- Do basic book keeping.
- Route incoming phone calls, mail, email, and fax transmissions.
- Make travel arrangements for other office staff.
- Record and distribute meeting notes.
- Maintain paper and electronic filing systems.
- Operate and manage repairs for copiers, fax machines, and phones.
- Schedule appointments and maintain office calendars.

Visit www.onetonline.com for more information about these occupations.

IS THIS JOB A GOOD FIT FOR ME?

Education	Individuals with a high school diploma or GED may qualify for entry level jobs. However, more commonly these workers have at least a year of post-secondary education. The more skilled workers in this category (about 25%) have bachelor's degrees or higher.
Skills/Aptitude	Good secretaries/admin assistants should have good interpersonal communication skills. They should also be skilled at time management and problem solving, and be familiar with computers and office software.
Certifications	Certification is not required for these positions. However, the International Association of Administrative Professionals offers a Certified Professional Secretary rating. ¹
Other Requirements	May require overtime work during busy periods.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Secretaries or administrative assistants with knowledge and experience in the company's operations may advance to become executive secretaries, clerical supervisors, or office managers.

WHERE CAN I GO TO GET TRAINING?

Visit www.chicagolandwiatraining.com to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Colleges and universities, local government, corporate offices, temporary help services

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Administrative secretary, administrative specialist, office assistant, administrative associate, administrative coordinator

Chicago Cook Workforce Partnership
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¹ For more information see www.iaap-hq.org



HUMAN RESOURCES ASSISTANT TARGET OCCUPATION PROFILE

Human Resources Assistants

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
2,096	10%	80	\$13	\$20	\$28	\$42,000

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC codes 43-4161.

JOB DUTIES

- Work with employees to help them understand benefits, eligibility, salaries, company policies, and other important information.
- Maintain employee records, including applications, forms, performance reviews, grievances, and requests for leaves of absence.
- Manage the job posting and application process for job vacancies, including drafting job descriptions, screening resumes, arranging interviews, and notifying applicants of company decisions.

Visit www.onetonline.org for more information about this occupation.

IS THIS JOB A GOOD FIT FOR ME?

Education	Employers prefer human resources assistants who have at least a high school diploma or GED.
Skills/Aptitude	Good candidates will have knowledge of personnel and human resources procedures, and will be skilled at clerical work, active listening, and communication. Employers also seek workers with computer skills.
Certifications	No certification is required for this occupation. However, some employers may prefer it. Training options range from a 12 week human resources certificate program to an associate's degree in human resources.
Other Requirements	HR assistants work with employees' personal information, so must demonstrate trustworthiness and a respect for confidentiality.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

HR assistants can become HR managers with experience and/or additional training.

WHERE CAN I GO TO GET TRAINING?

Visit www.chicagolandwiatraining.com to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Corporate offices, hospitals, temporary help services, government

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Human resources (HR) specialist, coordinator, representative, technician, associate.

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LEGAL SECRETARY & PARALEGAL TARGET OCCUPATION PROFILE

	Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
Legal Secretaries	7,808	9%	159	\$16	\$23	\$34	\$49,200
Paralegals and Legal Assistants	7,070	25%	252	\$17	\$28	\$39	\$59,000

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC codes 43-4161 and 23-2011.

JOB DUTIES

Legal Secretaries

- Draft correspondence, memos subpoenas, motions, and other documents at the direction of attorneys.
- Schedule appointments and handle phone traffic.
- Maintain case files and law libraries.
- Prepare invoices for clients.

Paralegals and Legal Assistants

- Work with attorneys in all aspects of the legal process, including coordinating subpoenas, preparing for trial, preparing legal documents (briefs, appeals, contracts, wills, affidavits), and filing motions with the court clerk.

Visit www.onetonline.org for more information about these occupations.

IS THIS JOB A GOOD FIT FOR ME?

Education	Employers prefer to hire paralegals who are: (1) graduates of formal training programs (2) experienced legal secretaries or (3) college graduates who can be trained on the job.
Skills/Aptitude	Good candidates will have computer skills, oral and written communication skills, and organizational skills. An understanding of legal terms and research methods is also a plus.
Certifications	Certification is optional. ¹ The American Bar Association has endorsed 18 paralegal training programs in Illinois, ² but ABA endorsement is not required.
Other Requirements	Paralegals and legal secretaries may work overtime to meet deadlines. They also should have good vision, as the job entails examining documents at close range.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Legal secretaries may gain additional training to become paralegals. Paralegals may advance to supervisory roles, or may attend law school and become lawyers.

WHERE CAN I GO TO GET TRAINING?

Visit www.chicagolandwiatraining.com to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Law firms, government, legal staffing agencies (Hudson Legal, CLS Legal Staffing), corporate offices

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Legal assistant, litigation assistant, law clerk, paralegal specialist

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¹ For certification information and requirements, see The National Association of Legal Secretaries (www.nals.org), Legal Secretaries International (www.legalsecretaries.org), or the National Association of Legal Assistants (www.nala.org).

² ABA-approved paralegal training programs in Illinois <http://apps.americanbar.org/legalservices/paralegals/directory/il.html>



ACCOUNTING or BILLING CLERK

TARGET OCCUPATION PROFILE

	Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
Accounting and Billing Clerks	31,355	13%	422	\$12	\$17-\$19	\$24-\$28	\$36,500 - \$40,300

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC codes 43-3021 and -3031.

JOB DUTIES

- Use computers and accounting software to maintain accounting records; or use billing software to prepare itemized statements or invoices for goods and services.
- Verify that all computations are correct, and check the accuracy of numbers entered by other workers.
- Maintain files of support documents, invoices, statements, and purchase orders, etc. for all accounts.
- Resolve discrepancies in accounting records or billing statements.
- Know and comply with government and company regulations.
- Prepare financial, accounting, auditing, and billing reports for internal and external audiences.

Visit www.onetonline.org for more information about this occupation.

IS THIS JOB A GOOD FIT FOR ME?

Education	Employers are often looking for applicants with related on-the-job experience and/or some post-secondary education, such as training in a vocational school, or an associate's degree.
Skills/Aptitude	Good candidates will be very detail oriented, are good at math, and are comfortable using computers.
Certifications	Certification is optional for financial clerks.
Other Requirements	Jobs require a lot of time in front of a computer, and examining documents at close range.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Accounting and billing clerks can move into supervisory positions in their respective departments. They can also obtain more training, such as an Associate's Degree in Accounting, and specialize in an area such as auditing or tax accounting.

WHERE CAN I GO TO GET TRAINING?

Visit www.chicagolandwiatraining.com to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Doctor's offices, hospitals, CPA offices (Pricewaterhouse Coopers, KPMG), real estate management offices (Jones Lang LaSalle, Prince Properties), commercial banking (Northern Trust, Bank of America)

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Accounting assistant, billing specialist, reconciling clerk, accounts payable clerk, accounts receivable clerk, bookkeeper

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OFFICE MANAGER TARGET OCCUPATION PROFILE

Administrative Services Managers

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
6,407	9%	217	\$18	\$31	\$56	\$72,700

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC code 43-4161.

JOB DUTIES

- Manage the administrative or support services function of a company or organization.
- Hire and supervise administrative and clerical staff.
- Institute policies and procedures for office functions such as scheduling, ordering office supplies, arranging for office equipment repairs, and filing and storing documents.
- Work with facilities personnel to ensure a secure and well maintained office building.
- Operate computer programs to assist in their job duties, including accounting software, email software, spreadsheets, and desktop publishing software (i.e. Adobe).

Visit www.onetonline.com for more information about this occupation.

IS THIS JOB A GOOD FIT FOR ME?

Education	The majority of workers in this role have completed postsecondary education, from a 1-2 year vocational program or associates degree, to a bachelor's degree or above. This is not an entry level occupation, and many employers require that candidates have work-related experience.
Skills/Aptitude	Good candidates will have computer skills and clerical skills. They should also be strong in customer service, time management, and multitasking, and should be flexible and detail oriented.
Certifications	No specific certification is required for this occupation. However, community colleges and vocational schools offer "office manager" training, which is generally focused on learning different computer programs, such as Microsoft Office, Adobe, and Quick Books.
Other Requirements	This position may involve supervising and training other employees. Overtime and weekend work may be required to meet deadlines.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Office managers often advance within their companies to higher levels of management. Often additional education or professional certifications can help workers advance.

WHERE CAN I GO TO GET TRAINING?

Visit www.chicagolandwiatraining.com to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Colleges and universities (Northwestern, Loyola), local government, hospitals (Lurie Children's, Advocate), corporate offices, commercial banking (Northern Trust, Bank of America)

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Administrative assistant, administrative coordinator, administrative specialist





RECEPTIONIST and OFFICE CLERK

TARGET OCCUPATION PROFILE

	Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
Receptionists and Office Clerks	82,615	10%	2,575	\$9-10	\$13-19	\$19-26	\$29,000-\$38,600

Sources: EMSI 2012, O*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Category includes SOC 43-4071 – File Clerks; 43-4171 – Receptionists and Information Clerks, 43-4199 – Information and Record Clerks, All Other, and 43-9061 – Office Clerks, General.

JOB DUTIES

- Use word processing software to type, format, and proofread correspondence, reports, and other documents.
- Manage office schedules and appointment calendars.
- Sort and prepare incoming/outgoing mail.
- Maintain paper and/or electronic filing systems in the office (depends on office function but could include patient or customer records).
- Greet customers or employees in person or by phone, and answer their questions, address their concerns, or route calls/take messages for coworkers.
- Operate and maintain scanners, copiers, fax machines, and other office machines.

Visit www.onetonline.com for more information about these occupations.

IS THIS JOB A GOOD FIT FOR ME?

Education	Office clerks are generally required to have a high school diploma or GED, though some employers prefer to see additional postsecondary training.
Skills/Aptitude	Workers should have clerical and typing skills, as well as good grammar and spelling. They should pay attention to detail, and be skilled at problem solving. Employers in medical settings may prefer knowledge of medical terminology, and some employers may look for math skills.
Certifications	Certification is not required for these positions. However, certifications in computer skills, data entry, or electronic records management may be attractive to some employers.
Other Requirements	Office clerks and receptionists may work overtime during busy periods. Many of these positions are filled on a temporary basis through employment agencies.

ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Entry level office clerks who gain skills and experience may move into other positions in the company, such as receptionists, secretaries, book keepers, or other clerical positions.

WHERE CAN I GO TO GET TRAINING?

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WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Temporary help services, local government, doctors' offices and hospitals, colleges and universities, lawyers offices, dentists offices, corporate offices, insurance agencies

WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Administrative assistant, receptionist, office assistant, office clerk, customer service representative, records clerk, file clerk

