



Explore a Career as a

SECRETARY OR ADMINISTRATIVE ASSISTANT

Target Occupation Profile

What do Secretaries and Administrative Assistants do?

Working as a secretary or administrative assistant, you will provide 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. You may have managerial responsibilities that entail training and supervising lower level clerical staff. You may provide support to top-level management for a variety of different types of businesses such as legal services, technology companies or management companies. To excel in this career, you must have the ability to listen, provide excellent customer service, solve problems and demonstrate attention to detail and strong office computer skills. These support staff plan, coordinate and oversee a broad range of functions that allow executives to operate efficiently.

Training & Educational Opportunities

You will have many opportunities for employment as a secretary or administrative assistant, but first you will need to complete specific on the job training or college courses to earn a certificate or associate degree. Individuals with a high school diploma or GED may qualify for entry level positions.

As a Secretary or Administrative Assistant you will:

- Attend meetings to record minutes
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate calendars, make travel arrangements, and oversee meeting arrangements
- Screen phone calls and emails and direct them to appropriate parties or provide a response
- Resolve customer complaints or answer customers' questions regarding policies and procedures
- Use software to create presentations and reports

Secretaries and Administrative Assistants are in demand in Cook County!

Cook County employment of secretaries and administrative assistants is expected to grow through the year 2020.

Secretary or Administrative Assistant

Training Providers

There are many training providers available in Cook County to supply you with the training you need for a career as a secretary or an administrative assistant.

To access a list of training providers for these occupations and many more, please visit Illinoisworknet.com and select the 'Training and Credentials' menu option to view 'WIOA Approved Training Programs.'



Types of Employers

There are different types of companies that employ secretaries and administrative assistants in Cook County, including:

- Accounting firms
- Consulting companies
- Insurance Companies
- Hospitals
- Non-profit Organizations
- Universities

Wages & Openings

Secretary and Administrative Assistant Employment Data for Cook County

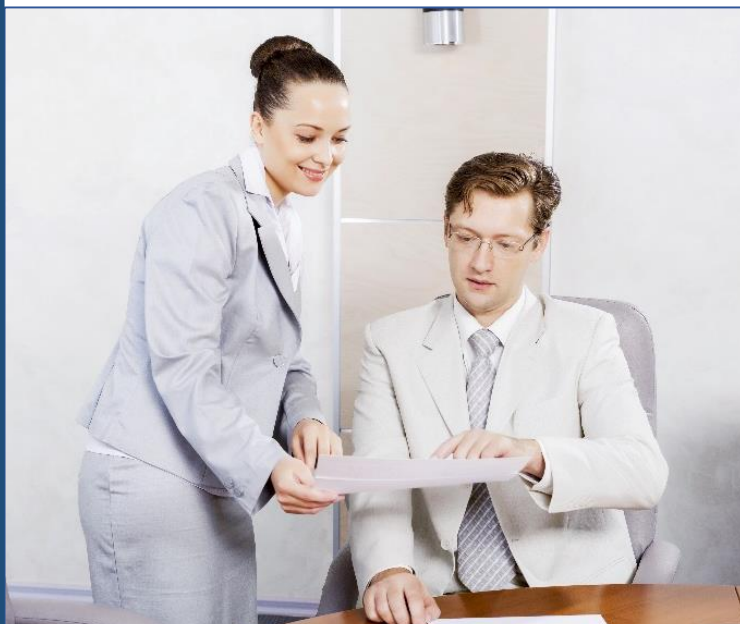
Average Starting Hourly Wage	\$13.54
Average Hourly Wage With Experience	\$22.84
Average Annual Job Openings Cook County	1,019
Average Annual Job Openings Chicago Metro	1,183

*Source: Emsi, 2017.2

Opportunities

After you complete your training as a secretary or an administrative assistant, you will have many opportunities for advancement including:

- Customer Service Manager
- Office Manager
- Project Manager



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