CAREERS IN BUSINESS

Administrative Professional:
"We've Come a Long Way Baby"

by

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Job Requirements - Then and Now

**Mid-1970’s**
- Can make a good cup of coffee

**2010**
- Advanced proficiency in the Microsoft Office suite of programs (version specific)
- Previous related work experience
- Assist supervisors and their direct reports
- Multitasking
- Work independently
- Develop rapport with vendors/clients
- Office manager responsibilities
- Compile expense reports
- Travel agent
- IT
- Marketing
- ...and anything else
Some Fields of Study

- Business Administration/Operations
- Communications
- Finance
- Graphic Design
- Human Resources
- Information Technology
- Law (Legislative)
- Project Management
- Quality Control
2010 Industries to Watch

U.S. Government Economic Stimulus Package
To Positively Affect Hiring Trends In...

- Healthcare-electronic medical records; HIPAA regs
- Construction-improvement projects and support
- Energy-green initiatives or CSR (corporate social responsibility)
- Technology
- Temp Placement Agencies-keep up with workloads as companies evaluate their future staffing needs
- Customer Service
What Is The Job Market Like Today?

- Competition for open positions
- Must meet every job requirement
- Expect multiple phone evaluations and in-person interview callbacks before an offer is given
- Supply vs. demand/$ impact
- Within the next five years Baby Boomers may be leaving the workforce in large numbers to retire
We Want a “Super” Admin!
Typing, data entry, dictaphone and hardcopy filing are being phased out
Instead of supporting one person you now have to support groups, whole departments, an entire office/region/country
Assume more responsibilities
Anticipate needs
Be economically conscious
Reliable
Maintain confidentiality under all circumstances
Employer Expectations (cont.)

- Junior manager duties
- Manage projects
- Interact with vendors
- Knowledge of governmental law (state and federal)
- Researching
- Quality improvement
- Policy development
Employer Expectations (cont.)

- Work with precision
- Work well under pressure
- Stay calm in stressful situations
- Complete your work timely (no O.T.)
- Specialty skills – What makes you unique from everyone else?
Seven Critical Skills

- Listening
- Reading
- Interpreting
- Writing
- Mathematics
- Observation
- Teamwork
What Else Do You Need?

• Passion

“...it is important to have a passion for what one does and if you lack that passion, it can certainly affect your level of success.”

• Drive

“...now it’s what you know which creates a bold line of distinction between workers.”

• Other Soft Skills

“A person's soft skill EQ (or Emotional Intelligence Quotient) is an important part of one’s contribution to the success of an organization.”
What Are Soft Skills?

Participate in a team
Lead a team
Unite a team amidst cultural differences
Teach others
Provide services
Negotiate
Motivate others
Make decisions
Solve problems
Observe forms of etiquette (domestic/international)
Interact with others
Maintain meaningless conversation (small talk)
Maintain meaningful conversation (discussion/debate)
Defuse arguments with timing, instructions and polite, concise language
Fake interest but speak intelligently about any topic
Listening
Coaching
Common Job Titles

- Receptionist
- Staff Assistant
- Administrative Assistant
- Senior Administrative Assistant
- Executive Assistant
- Chief Executive Assistant
- Personal Assistant
- Office Manager/Supervisor
How To Find The Jobs

- Your MCCC advisors/counselors
- Personal/professional contacts
- Internet job sites (CareerBuilders / Monster.com)
- Online professional groups (LinkedIn)
- Newspaper ads
Executive Secretary and Administrative Assistant

Description: 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. Exclude "Secretary."

National and State Salary Data (Hourly)

<table>
<thead>
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<th>10th</th>
<th>25th</th>
<th>50th</th>
<th>75th</th>
<th>90th</th>
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</thead>
<tbody>
<tr>
<td>Nationwide</td>
<td>$13.29</td>
<td>$15.92</td>
<td>$19.66</td>
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<tr>
<td>New Jersey</td>
<td>$18.22</td>
<td>$21.58</td>
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Median

Starting salary between $30k-37k; average around $52.5k; max around $69.5k in NJ for Administrative Assistants (based on a 40 hr week)
Executive Assistant Salary

$72,165 = Target Salary in Princeton, NJ

$60,332 = US National Average Salary

Executive Assistant Job Description

Aids executive in staff capacity by handling a wide variety of situations involving the administrative functions of the office that cannot be brought to the attention of the executive. Advises individuals inside and outside the organization on the executive views on major policies or current issues facing the organization. Contacts or responds to contacts from high ranking individuals who may be from large national or international firms and may involve unique situations, and each contact must be handled differently, using judgment and discretion. Notes comments made by executives during meetings and arranges for staff implementation. On own initiative, arranges for staff members to represent organization at meetings and conferences. Reads outgoing correspondence for executive approval and alerts writers to any conflicts or departure from policies or executive's viewpoints. In executive's absence, ensures that requests for action or information are relayed to the appropriate staff member. As needed, interprets request, helps implement action, and decides whether executive should be notified of important or emergency matters. Analyzes unit operating practices, such as record keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures. Prepares reports including conclusions and recommendations for solution of operational and administrative problems. Issues and interprets operating policies. Coordinates collection and preparation of operating reports, such as budget expenditures and statistical records of performance data. May compose and sign correspondence for executive. May serve as the executive's representative at meetings and express the executive's viewpoints at such meetings.

(Source: eDOT Job Description)
Executive Assistant Jobs by US Region

15.55% of Executive Assistant jobs are in the Middle Atlantic Region

Median Salaries

- Northeast: $51.5K (16.76%)
- Middle Atlantic: $49.4K (15.55%)
- South: $47.3K (24.48%)
- Midwest: $47.9K (16.06%)
- West: $50.4K (27.15%)
Executive Assistant Jobs by Education Level

27.06% of Executive Assistant jobs are held by people with a Certificate/Associates degree.
Executive Assistant Jobs by Company Size

<table>
<thead>
<tr>
<th>Company Size</th>
<th>Median Salary</th>
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<td>&lt;25</td>
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<tr>
<td>&gt;15,000</td>
<td>$53.0K</td>
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Median Salaries
What Interests You?

Each of you might take a different path to becoming an administrative professional.

*Figure out what interests you and then go for it!*
Interview Tips

- When building your CV, use many verbs but be succinct
- Describe exactly what you have done in your past jobs and how it relates to this new position
- Keep different CV customized versions on hand
- Dress for success (one level above the job you want)
- Be articulate and company savvy
- Bring along a portfolio of non-confidential examples to discuss
- Are you well read?
- What do you do in your free time?
- Be able to think on your feet
- Branding
- Show that you can think out of the box
CPS 1-day exam in the following categories: Office Systems and Technology, Office Administration, Management

In 2008 64% of exam takers passed; $285 exam cost; 2010 exam dates will be May 8 & November 6

www.iaap-hq.org
Some Tips From The Web

http://www.amtrak.com (Train schedules)
http://finance.yahoo.com (Universal currency converter-date specific)
http://www.aircanada.com (Airline flight status)
http://maps.google.com (Driving directions)
https://www.fedex.com (Package deliveries)
http://www.weather.com (The Weather Channel©)
http://travel.state.gov (U.S. passport information)
http://www.worldtimezone.com (World time zones)
http://lwd.dol.state.nj.us (N.J. Dept. of Labor)
https://login.mailchimp.com (Online marketing program)
http://www.linkedin.com/home (LinkedIn professional networking)
While it’s very important to remain competitive with others in the administrative field, especially during these tough economic times, you also have to remember to have some fun along the way and try new things.

My idea of fun is...
My hobby
(NRA Professional Shooting Competitions)
My pet
(Rusty)