

Sample Military Occupational Classifications

- 35051 - Personnel Journeyman (Air Force)
- 75B - Personnel Administration Specialist (Army)
- 381 - Personnelman (Coast Guard)
- 0121 - Personnel Clerk (Marines)
- 2699 - Personnel Specialist Basic (Navy)

This packet is designed for men and women in Administration leaving the military and entering into civilian occupations. It identifies and describes the current military occupation, and profiles five related civilian occupations that share many of the same skill requirements. These five related occupations are examples and individuals may have skills and interests that would qualify them for many other jobs.

These profiles can be used to:

- Prepare for resume writing and job interviews.
- Help make training decisions.
- Explore new career options in occupations that require many of the same skills.

Each Occupation Profile contains the following information:

- Profile of current military occupation, with Top 7 important Duties and Top 3 pertinent Knowledges, Skills, Abilities, and Work Activities.
- Profiles of the most closely related civilian occupations identified, with Top 5 important Tasks; Top 3 pertinent Knowledges, Skills, Abilities, and Work Activities; Labor Market Information; Education and Training Requirements; and Job Listings in your area.

Each information packet is designed to answer questions like “how much can I expect to earn on this job?” and “what’s the outlook for this type of work in the next ten years?”

Labor Market Information Division
 Workforce Services Branch
 Employment Development Department



www.labormarketinfo.edd.ca.gov



Administration, cont.

Description

Perform personnel, clerical, and administrative duties including utilizing manual and automated information systems to prepare documents; typing and filing; maintain personnel and service records and publications; and input, audit, and retrieve pay and personnel information.

Important Duties

- Insure individual service records are correct, and make any necessary entries and edits to records.
- Perform audits of service records and feedback reports from systems.
- Type various personnel and pay related forms and documents.
- Research proper requirements for unit diary entries.
- Complete individual bond and allotment requests.
- Prepare and maintain correspondence files and directives.
- Function as the office manager.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Skills
Clerical	Active Listening
Personnel and Human Resources	Speaking
Administration and Management	Reading Comprehension
Abilities	Work Activities
Written Comprehension	Performing Administrative Activities
Oral Expression	Interacting With Computers
Oral Comprehension	Communicating with Supervisors, Peers, or Subordinates

Source: Occupational Information Network ([O*NET](#))

Billing and Posting Clerks and Machine Operators

Description

Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods.

Sample Job Titles

Data Processor, Statement Clerk, Accounts Payable Clerk, Billing Coordinator

Important Tasks

- Verify accuracy of billing data and revise any errors.
- Operate typing, adding, calculating, or billing machines.
- Encode and cancel checks, using bank machines.
- Take orders for imprinted checks.
- Compare previously prepared bank statements with canceled checks and reconcile discrepancies.

Job Fit

The job of Billing and Posting Clerk and Machine Operator may appeal to those who enjoy following set procedures and routines as well as working with data and details more than with ideas. This occupation involves starting up projects.

Education and Training Requirements

Typical Education Level: High school diploma or the equivalent and short-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of one month or less of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keyword "billing" to find certification programs related to this occupation.

Billing and Posting Clerks and Machine Operators, cont.

2013 Median Wages

	Hourly	Annual
California	\$17.77	\$36,956
San Francisco-San Mateo-Redwood City	\$21.31	\$44,319
Oakland-Fremont-Hayward	\$21.41	\$44,525
San Jose-Sunnyvale-Santa Clara	\$22.80	\$47,428
Sacramento-Arden Arcade-Roseville	\$17.41	\$36,227
Redding	\$16.64	\$34,624

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

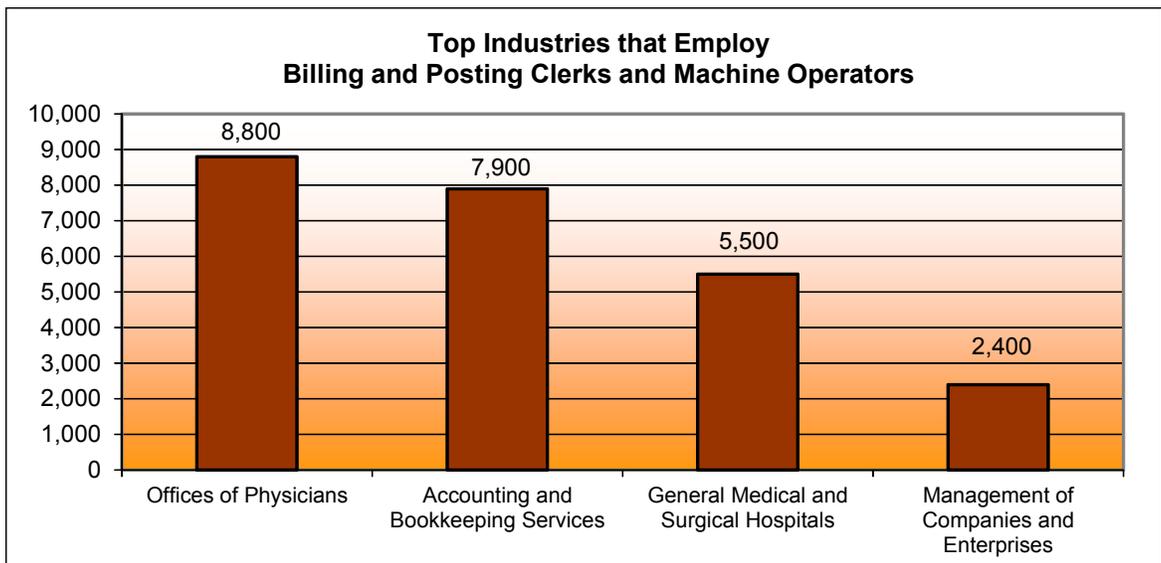
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
58,600	68,400	9,800	16.7	2,000

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
61,000	64,000	3,000	4.9	2,440

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

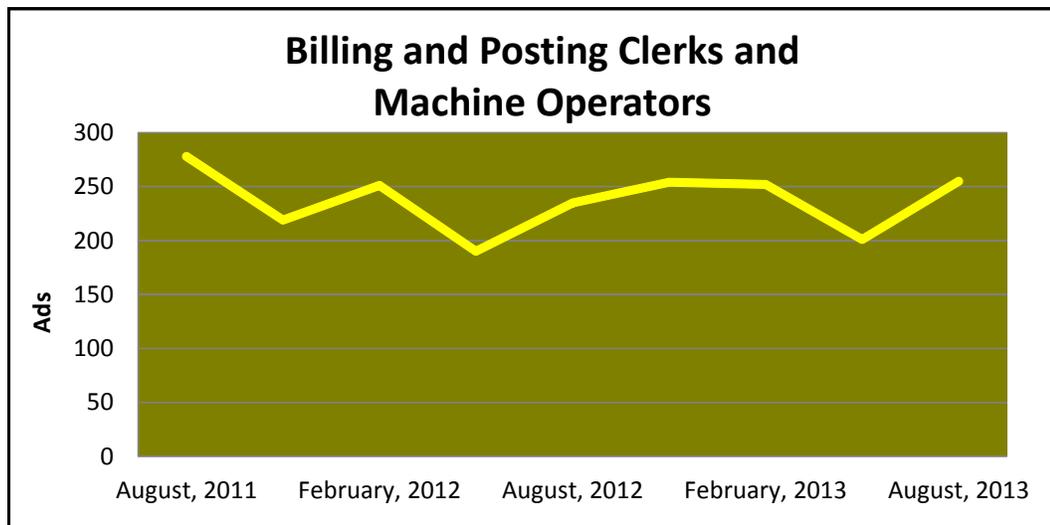
Billing and Posting Clerks and Machine Operators, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Top Counties Reported	Sample of Employers
July 2013	268	<ul style="list-style-type: none"> • Sacramento • San Francisco 	<ul style="list-style-type: none"> • Accountemps • Sutter Health
August 2013	246	<ul style="list-style-type: none"> • San Francisco • Sacramento 	<ul style="list-style-type: none"> • Accountemps • OfficeTeam
September 2013	217	<ul style="list-style-type: none"> • Alameda • Sacramento 	<ul style="list-style-type: none"> • Accountemps • OfficeTeam

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	19,000
Employers Hiring	42
# of Employers Who Have Hired in the Past Four Years	494
Average Posting Period	40 days

Source: [WANTED Analytics](#); Date accessed 9/30/13

Billing and Posting Clerks and Machine Operators, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
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.
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
Skill	Description
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.
Speaking	Talking to others to convey information effectively.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
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.
Work Activity	Description
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.

Source: Occupational Information Network ([O*NET](#))

Eligibility Interviewers, Government Programs

Description

Determine eligibility of persons applying to receive assistance from government programs and agency resources, such as welfare, unemployment benefits, social security, and public housing.

Sample Job Titles

Workforce Services Representative (WSR), Eligibility Specialist, Career Consultant, Work Force Advisor, Business Employment Specialist, Client Services Representative

Important Tasks

- Answer applicants' questions about benefits and claim procedures.
- Interview benefits recipients at specified intervals to certify their eligibility for continuing benefits.
- Interpret and explain information such as eligibility requirements, application details, payment methods, and applicants' legal rights.
- Initiate procedures to grant, modify, deny, or terminate assistance, or refer applicants to other agencies for assistance.
- Compile, record, and evaluate personal and financial data in order to verify completeness and accuracy, and to determine eligibility status.

Job Fit

The job of Eligibility Interviewer may appeal to those who enjoy working with people. This occupation involves following set procedures and routines as well as working with data and details more than with ideas.

Education and Training Requirements

Typical Education Level: Associate degree and moderate-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of between 1 and 12 months of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keyword "eligibility" to find certification programs related to this occupation.

Eligibility Interviewers, Government Programs, cont.

2013 Median Wages

	Hourly	Annual
California	\$21.12	\$43,945
Sacramento-Arden Arcade-Roseville	\$23.93	\$49,773

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

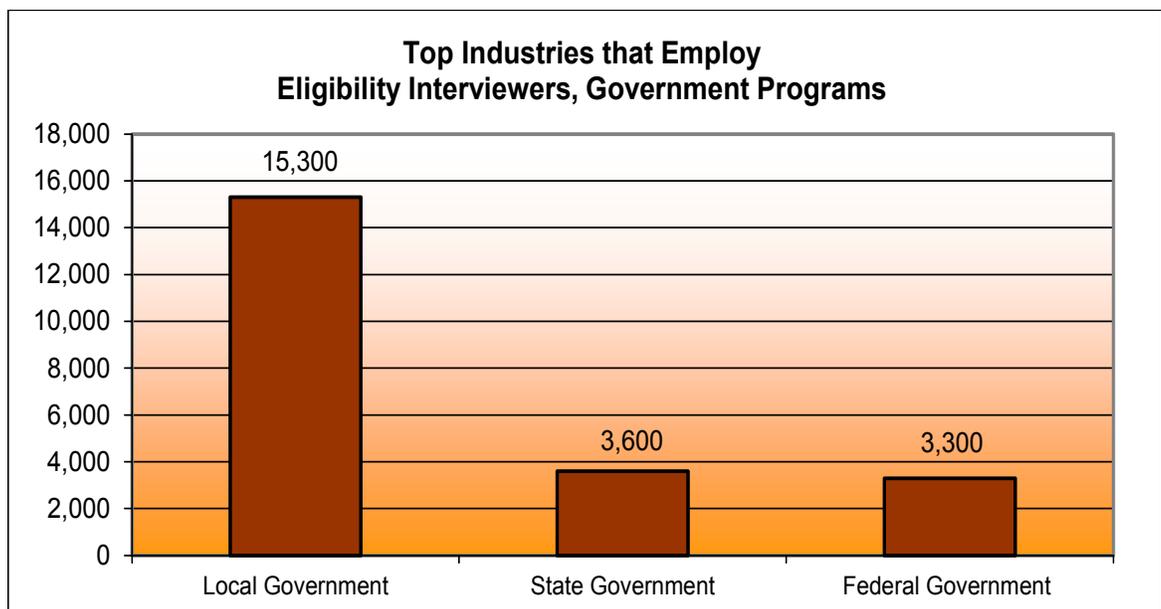
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
22,300	23,300	1,000	4.5	700

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
21,500	21,200	-300	-1.4	550

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

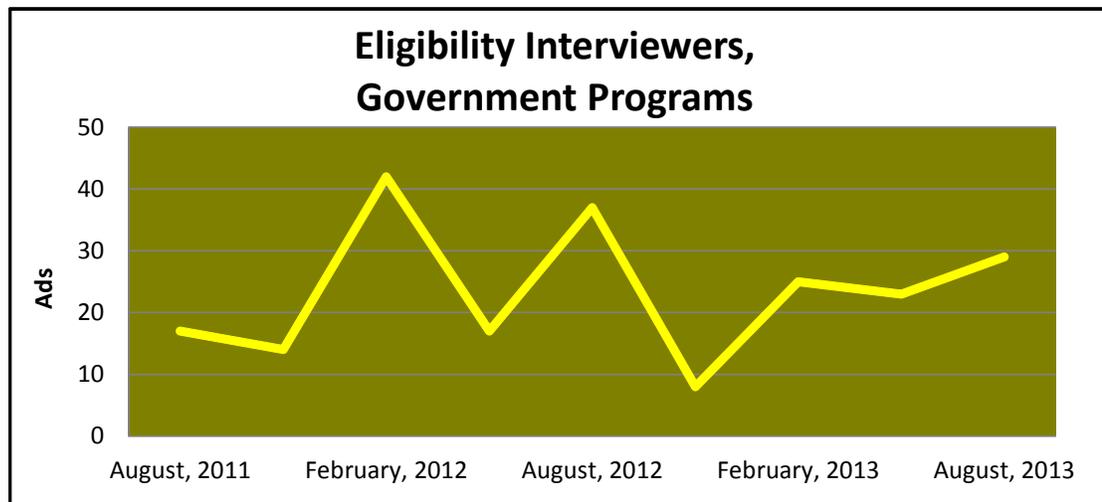
Eligibility Interviewers, Government Programs, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Top Counties Reported	Sample of Employers
July 2013	27	<ul style="list-style-type: none"> • Sonoma • San Francisco 	<ul style="list-style-type: none"> • Merit System Service • Westat
August 2013	27	<ul style="list-style-type: none"> • San Francisco • Tehama 	<ul style="list-style-type: none"> • Merrit System Service • Health Advocates
September 2013	11	<ul style="list-style-type: none"> • San Francisco • Tehama 	<ul style="list-style-type: none"> • Merit System Service • Health Advocates

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	3,100
Employers Hiring	9
# of Employers Who Have Hired in the Past Four Years	82
Average Posting Period	36 days

Source: [WANTED Analytics: Date accessed 9/30/13](#)

Eligibility Interviewers, Government Programs, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
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.
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.
Law and Government	Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
Skill	Description
Speaking	Talking to others to convey information effectively.
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.
Ability	Description
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
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.
Work Activity	Description
Performing for or Working Directly with the Public	Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Organizing, Planning, and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish your work.

Source: Occupational Information Network ([O*NET](#))

Human Resources Specialists

Description

Interview job applicants in employment office and refer them to prospective employers for consideration. Search application files, notify selected applicants of job openings, and refer qualified applicants to prospective employers.

Sample Job Titles

Personnel Coordinator, Employment Representative, Employment Service Specialist, Staffing Coordinator, Workforce Development Officer

Important Tasks

- Address employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Analyze employment-related data and prepare required reports.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Conduct reference or background checks on job applicants.
- Confer with management to develop or implement personnel policies or procedures.

Job Fit

The job of Human Resources Specialist may appeal to those who enjoy working with people. This occupation involves following set procedures and routines as well as working with data and details more than with ideas.

Education and Training Requirements

Typical Education Level: Bachelor's degree.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "human resources" to find certification programs related to this occupation.

Human Resources Specialists, cont.

2013 Median Wages

	Hourly	Annual
California	\$31.34	\$65,179
San Francisco-San Mateo-Redwood City	\$35.32	\$73,461
Oakland-Fremont-Hayward	\$34.03	\$70,775
San Jose-Sunnyvale-Santa Clara	\$37.64	\$78,300
Sacramento-Arden Arcade-Roseville	\$29.21	\$60,744
Redding	\$21.91	\$45,582

Source: Occupational Employment Statistics Survey 2013 1st Q

Note: This occupation was affected by occupational coding changes. Wages shown reflect Employment, Recruitment, and Placement Specialists, SOC 13-1071.

Projections of Employment - California Long-Term

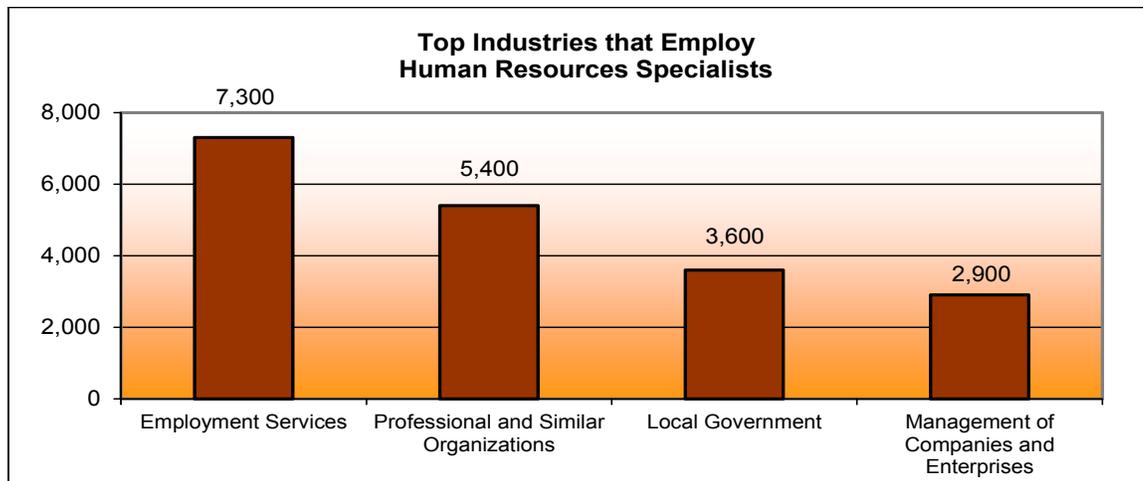
Est. # of Workers (2010-2020)	Numeric Change	Percent Change	Average Annual Job Openings	
47,600	58,700	11,100	23.3	1,910

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)	Numeric Change	Percent Change	Average Annual Job Openings	
50,100	52,700	2,600	5.2	2,010

Source: EDD/LMID Projections of Employment by Occupation

Top Industries that Employ this Occupation



Source: CA Staffing Patterns

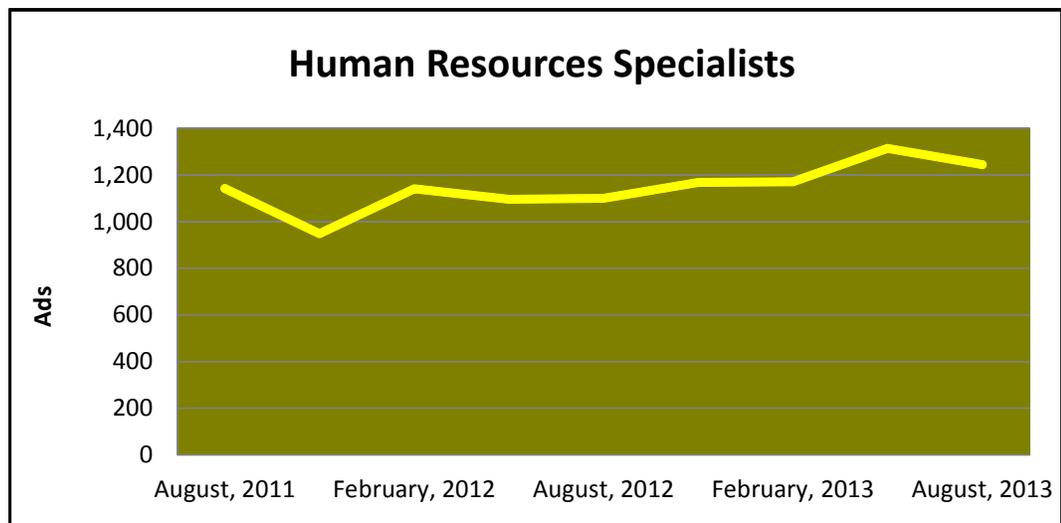
Human Resources Specialists, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Top Counties Reported	Sample of Employers
July 2013	1,314	<ul style="list-style-type: none"> • Santa Clara • San Francisco 	<ul style="list-style-type: none"> • Adecco • Robert Half International
August 2013	1,387	<ul style="list-style-type: none"> • San Francisco • Santa Clara 	<ul style="list-style-type: none"> • Adecco • Kelly Services
September 2013	1,321	<ul style="list-style-type: none"> • San Francisco • Santa Clara 	<ul style="list-style-type: none"> • Adecco • Kelly Services

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	N/A
Employers Hiring	338
# of Employers Who Have Hired in the Past Four Years	2,620
Average Posting Period	40 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Human Resources Specialists, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Personnel and Human Resources	Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
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.
Skill	Description
Speaking	Talking to others to convey information effectively.
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.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
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.
Work Activity	Description
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.

Source: Occupational Information Network ([O*NET](#))

Office Clerks, General

Description

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures.

Sample Job Titles

Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk

Important Tasks

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.

Job Fit

The job of Office Clerk will appeal to those who enjoy working with people and performing duties that are organized, clearly defined, and require accuracy and attention to detail. This occupation involves following set procedures and routines where the lines of authority are clear.

Education and Training Requirements

Typical Education Level: High school diploma or the equivalent and short-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of one month or less of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "office clerk" to find certification programs related to this occupation.

Office Clerks, General, cont.

2013 Median Wages

	Hourly	Annual
California	\$14.63	\$30,424
San Francisco-San Mateo-Redwood City	\$16.55	\$34,435
Oakland-Fremont-Hayward	\$17.29	\$35,975
San Jose-Sunnyvale-Santa Clara	\$17.95	\$37,351
Sacramento-Arden Arcade-Roseville	\$15.69	\$32,632
Redding	\$12.08	\$25,129

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

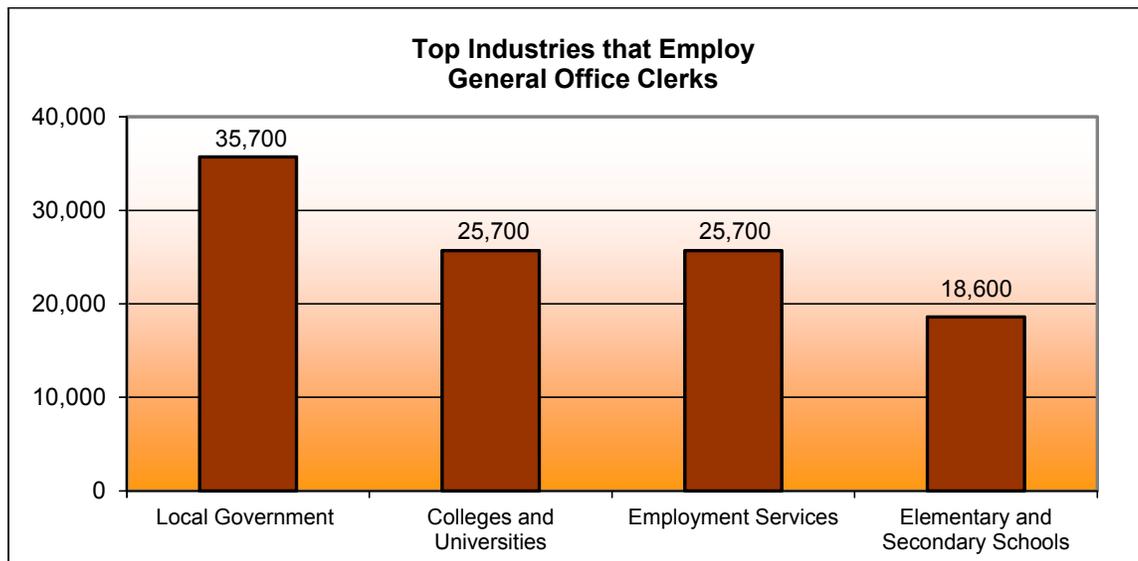
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
326,700	378,200	51,500	15.8	10,940

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
335,100	349,400	14,300	4.3	12,830

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

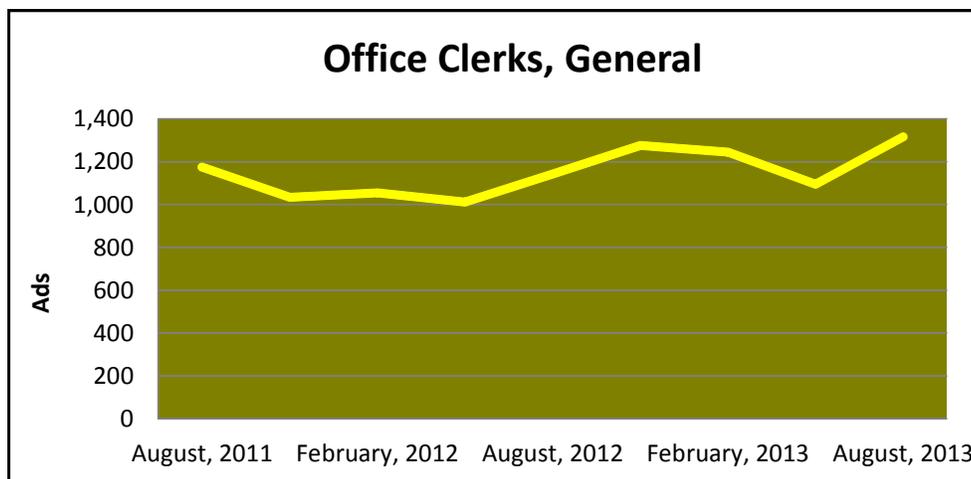
Office Clerks, General, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Top Counties Reported	Sample of Employers
July 2013	1,247	<ul style="list-style-type: none"> San Francisco Alameda 	<ul style="list-style-type: none"> OfficeTeam State of California
August 2013	1,290	<ul style="list-style-type: none"> San Francisco Sacramento 	<ul style="list-style-type: none"> OfficeTeam State of California
September 2013	1,191	<ul style="list-style-type: none"> Alameda Sacramento 	<ul style="list-style-type: none"> OfficeTeam State of California

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	108,000
Employers Hiring	255
# of Employers Who Have Hired in the Past Four Years	3,044
Average Posting Period	35 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Office Clerks, General, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
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.
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.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
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.
Speaking	Talking to others to convey information effectively.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
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.
Work Activity	Description
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Source: Occupational Information Network ([O*NET](#))

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Description

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Sample Job Titles

Secretary, Administrative Assistant, Administrative Secretary, Office Assistant, Clerk Typist, Office Manager, Administrative Technician, Department Secretary

Important Tasks

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Locate and attach appropriate files to incoming correspondence requiring replies.

Job Fit

This occupation will appeal to those who like following set procedures and routines. The job of Secretary and Administrative Assistant will satisfy those with conventional interests which can include working with data and details more than with ideas, such as using correct spelling and grammar. An ability to work well with people and be flexible is very helpful in this occupation.

Education and Training Requirements

Typical Education Level: A high school diploma or the equivalent and short-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of one month or less of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "secretary" to find certification programs related to this occupation.

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

2013 Median Wages

	Hourly	Annual
California	\$17.99	\$37,416
San Francisco-San Mateo-Redwood City	\$21.20	\$44,091
Oakland-Fremont-Hayward	\$20.62	\$42,887
San Jose-Sunnyvale-Santa Clara	\$19.87	\$41,334
Sacramento-Arden Arcade-Roseville	\$17.53	\$36,453
Redding	\$15.55	\$32,338

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

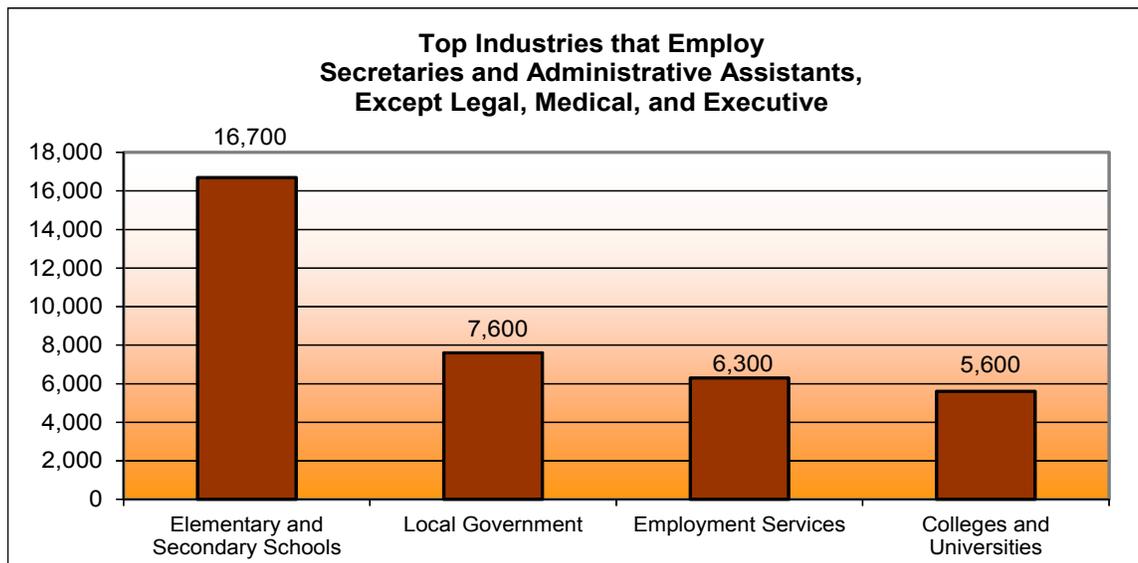
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
168,700	177,900	9,200	5.5	3,170

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
173,900	182,200	8,300	4.8	6,470

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

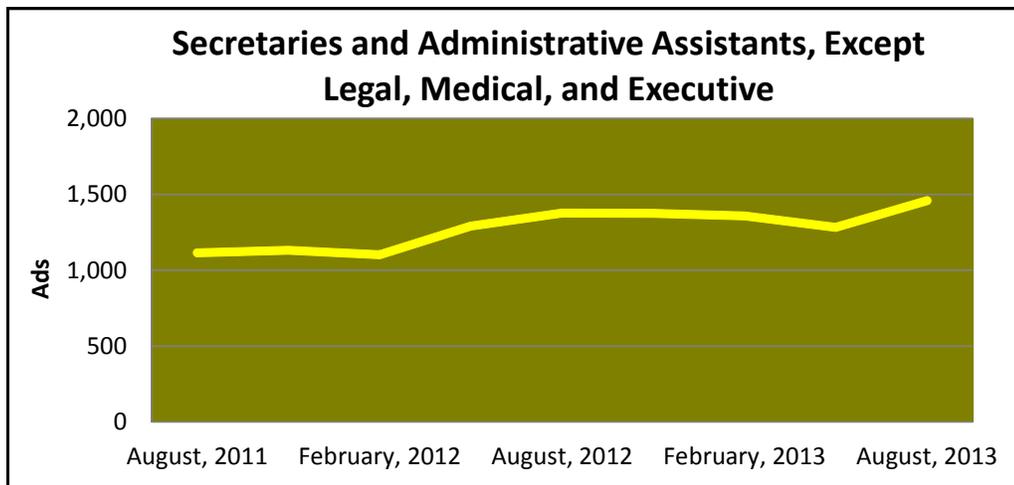
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Recent Job Openings for this Occupation

Month	Total Job Listings	Top Counties Reported	Sample of Employers
July 2013	1,401	<ul style="list-style-type: none"> San Francisco Santa Clara 	<ul style="list-style-type: none"> OfficeTeam Appleone
August 2013	1,466	<ul style="list-style-type: none"> San Francisco Sacramento 	<ul style="list-style-type: none"> OfficeTeam H&R Block
September 2013	1,223	<ul style="list-style-type: none"> San Francisco Santa Clara 	<ul style="list-style-type: none"> OfficeTeam Appleone

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	57,000
Employers Hiring	257
# of Employers Who Have Hired in the Past Four Years	3,451
Average Posting Period	34 days

Source: [WANTED Analytics: Date accessed 9/30/13](#)

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
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.
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.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
Speaking	Talking to others to convey information effectively.
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.
Time Management	Managing one's own time and the time of others.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Work Activity	Description
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
Performing Administrative Activities	Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.

Source: Occupational Information Network ([O*NET](#))

