

My Career in Office Administration - Certificate



With a *Certificate in Office Administration*, graduates may have the possible *career options* of the following:

- Typist/Stenographer
- Data Entry Clerk
- Clerical Officer
- Office Assistant
- Receptionist
- General/Medical/Advertising Clerk

NB: The job titles may vary from one organization to another; however, the tasks executed are very similar from one title to another and hence they have been combined.

Clerical Officer/Clerk Typist/Office Clerk/Receptionist

The job descriptions and job specifications for these careers are as follows:

Career Overview

This professional group of office juniors undertakes a range of tasks around the office to assist with the smooth flow of administrative procedures in the office environment.

Typical Duties:

- Greet visitors and directs them accordingly.
- Manage telephone enquiries, receive callers and direct them to appropriate person or department; record details of enquiries and make appointments and reservations.
- Manage the post and email; maintain the general upkeep of the office, supply brochures, pamphlets and other information for clients.
- Assist with obtaining taxis, couriers and make travel arrangements.
- Conduct filing, photocopying and binding if necessary.
- Update contact lists and schedule meeting rooms and make meeting arrangements
- Prepare a variety of documents
- Assist with refreshments
- Perform other office duties as directed

Work Environment

Clerks typically work in an office environment. Depending on the nature of the business the environments may range from noisy to quiet. Most jobs will require a standard 40-hour work week. Requests may be made for overtime or weekend work, due to major office deadlines. Depending on the nature and size of the operation, travel may be required between branch locations.

Qualifications and Licenses

No academic qualifications are required. However, technical vocational certification like that available at the SJPP or relevant C/NVQs may be required. The level of training and experience will determine job prospects. Some on-the-job training may be provided.

Essential Qualities and Skills

- ❖ Good listening, oral and written communication skills
- ❖ Aptitude for working with computers
- ❖ Good organizational skills
- ❖ Computer literacy and mathematical reasoning skills
- ❖ Social perceptiveness and clear speech with good oral expression
- ❖ Ability to work as a team as well as unsupervised
- ❖ Customer oriented, dependable and reliable
- ❖ Must be able to maintain confidentiality and manage time effectively

References

Barbados Standard Occupational Classification, Major Group4, sub-major group 41,42,43 section 4, page115/117 and Minor Group 431, section 4310 page 130 – Government of Barbados, Ministry of Employment, Labour Relations and Community Development (1990)

Barbados' Civil Establishment (General) Order, 2005, The Government of Barbados

<http://www.americasjobexchange.com/office-clerk-job-description> December 2015

<http://job-descriptions.careerplanner.com/Office-Clerks-General.cfm> December 2015