

# **My Career in Office Administration - Diploma**



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

- Secretary
- Personal Assistant
- Customs Broker
- Office Manager
- Public Relations Officer
- Executive Administrative Assistant

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

### **Professional Office Administrator**

The job descriptions and job specifications for this career is as follow:

#### **Career Overview**

Providing a wide range of administrative and secretarial support to business leaders and the team of directors on a day-to-day basis; responsible for charting the direction of procedures, changes in office policy, working methods, etc. to ensure administrative productivity.

#### **Typical Duties:**

- Coordinate all administrative functions and duties including document handling and production.
- Prepare presentation materials and post daily distributions to the group.
- Handle telephone calls and messages regarding delivery and procurement.
- Ensure updates and organization of all information systems and various directories.
- Assemble and update new projects or sales.
- Travel and attend conferences and book venues for business meetings and gatherings.
- Responsible for maintaining facility records and make sure they are securely intact in accordance with the policies and regulatory requirements of the administrative department.
- Assist the administrator/manager with the routine reports and other requests needed.
- Supervise and coordinate activities of staff.

**Typical Duties Cont'd:**

- Participate in the recruitment, screening, interview, hiring and training of staff in consultation with the administrator/manager.
- Assist the administrator/manager in overseeing the staff and participate in disciplinary activities.
- Coordinate the orientation and training of the staff in accordance with the administrator/manager's orders and requests.
- Exercise independent judgment and relieve the administrator/manager of routine tasks.
- Multi-task and effectively apply word-processing and other application programs needed in the course of assigned duties.
- Order materials, supplies and equipment once approved by the administrator/manager.
- Handle records for purchase orders and other inventories.
- Receive and process information of a confidential nature and ensure that such information is kept strictly confidential.
- Ensure that all documents are properly reviewed.
- An office administrator at all levels is expected to be accurate and conform to the rules, procedures, policies and regulations of the company.
- An office administrator also performs other related duties required.

**Work Environment**

Administrators work in a fast-pace, demanding office environment with many amenities. While work is typically a 40-hour work week, the nature of the job will require work beyond those hours, holidays and on some weekends. On occasion, you may be required to attend functions outside regular business hours. An administrator may work for an individual or a group of individuals and may be responsible for subordinates. In some instances, administrators may be required to travel locally and or internationally depending on the size of the organization.

## **Qualifications and Licenses**

Some academic skill required at the degree level. However, certification may be acquired through vocational certification and work experience through the SJPP and C/NVQs. Some on-the-job training may be provided.

## **Essential Qualities and Skills**

- ❖ Efficient, reliable and adaptable/flexible
- ❖ Self-motivated and proactive
- ❖ Ability to work under pressure
- ❖ Good interpersonal skills
- ❖ Good organizational and communication skills
- ❖ IT skills and an awareness of ecommerce
- ❖ Good problem solving skills
- ❖ Knowledge of health and safety
- ❖ Awareness of Human Resources procedures

## **References**

Barbados Standard Occupational Classification, Minor Group 411 section 4111, page 116 – Government of Barbados, Ministry of Employment, Labour Relations and Community Development (1990)

Barbados' Civil Establishment (General) Order, 2005, The Government of Barbados  
<http://www.samplejobdescriptions.org/junior-administrator-job-description.html> Retrieved December 2015

<https://www.infojobs.net/madrid/office-administrator-manager/of-i79307ad31a4270af04cbb2adccc733&vieneUrlExecutive=true> Retrieved December 2015