

# ADMINISTRATIVE AND SECRETARIAL SERVICES

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- Administration Technology Applications OSA (<https://coursecatalog.tvcc.edu/pathways/business-technology/administrative-secretarial-services/administration-technology-applications-osa/>)
- Business Technology Certificate (<https://coursecatalog.tvcc.edu/pathways/business-technology/administrative-secretarial-services/business-technology-certificate/>)
- General Business AAS Degree (<https://coursecatalog.tvcc.edu/pathways/business-technology/administrative-secretarial-services/general-business-aas/>)
- Office Technology AAS Degree (<https://coursecatalog.tvcc.edu/pathways/business-technology/administrative-secretarial-services/office-technology-aas/>)
- Office Technology Certificate (<https://coursecatalog.tvcc.edu/pathways/business-technology/administrative-secretarial-services/office-technology-certificate/>)

## **BCIS-1305. Business Computer Applications. (3 Credits)**

(3-2-4) CORE AREA 090 This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Students will study computer terminology, hardware, and software related to the business environment. The focus of this course is on business productivity software applications and professional behavior in computing, including word processing (as needed), spreadsheets, databases, presentation graphics, and business-oriented utilization of the Internet. Lab fee.

## **BMGT-1325. Office Management. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Systems, procedures, and practices related to organizing and planning office work, supervising employee performance, and exercising leadership skills.

## **BMGT-1341. Business Ethics. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Discussion of ethical issues, the development of a moral frame of reference, and the need for an awareness of social responsibility in management practices and business activities. Includes ethical corporate responsibility.

## **BUSG-2309. Small Business Management. (3 Credits)**

(3-3-0) Starting, operating, and growing a small business. Includes essential management skills, how to prepare a business plan, accounting, financial needs, staffing, marketing strategies, and legal issues.

## **BUSG-1301. Introduction to Business. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Fundamental business principles including structure, functions, resources, and operational processes.

**BUSI-1301. Business Principle. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. This course provides a survey of economic systems, forms of business ownership, and considerations for running a business. Students will learn various aspects of business, management, and leadership functions; organizational considerations; and decision-making processes. Financial topics are introduced, including accounting, money and banking, and securities markets. Also included are discussions of business challenges in the legal and regulatory environment, business ethics, social responsibility, and international business. Emphasized is the dynamic role of business in everyday life.

**BUSI-2301. Business Law. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. The course provides the student with foundational information about the U.S. legal system and dispute resolution, and their impact on business. The major content areas will include general principles of law, the relationship of business and the U.S. Constitution, state and federal legal systems, the relationship between law and ethics, contracts, sales, torts, agency law, intellectual property, and business law in the global context.

**HRPO-2307. Organizational Behavior. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. The analysis and application of organizational theory, group dynamics, motivation theory, leadership concepts, and the integration of interdisciplinary concepts from the behavioral sciences.

**ITSW-1304. Introduction to Spreadsheets. (3 Credits)**

(3-2-4) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Instruction in the concepts, procedures, and application of electronic spreadsheets. Lab fee.

**POFI-2301. Word Processing. (3 Credits)**

(3-2-4) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Word processing software focusing on business applications. Lab fee.

**POFI-2331. Desktop Publishing. (3 Credits)**

(3-2-4) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. In-depth coverage of desktop publishing terminology, text editing, and use of design principles. Emphasis on layout techniques, graphics, multiple page displays, and business applications. Lab fee.

**POFI-2340. Advanced Word Processing. (3 Credits)**

(3-2-4) This course is taken for academic credit. (Prerequisite POFI 2301) Students will earn an A, B, C, D, F, or W. Advanced word processing techniques using merging, macros, graphics, and desktop publishing. Includes extensive formatting for technical documents. Lab fee.

**POFT-1220. Job Search Skills. (2 Credits)**

(2-2-1) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Instruction in medical office procedures to familiarize the Medical/Nursing Assistant student with the basic operations/concepts/skills of the medical front office. This course emphasizes the interaction between assistant working to assist the physician or other medical professional and the business operations of the medical facility. This course includes fundamentals of: appointment scheduling, documents and maintain medical records, patient communications, third party reimbursement, an introduction to electronic medical record systems and practices, and introduction into applying governmental health care guidelines. Emphasis is on customer service and accuracy. Computer/web access required. Lab Fee.

**POFT-1301. Business English. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Introduction to a practical application of basic language usage skills with emphasis on fundamentals of writing and editing for business.

**POFT-1309. Administrative Office Procedures I. (3 Credits)**

(3-2-4) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Study of current office procedures, duties, and responsibilities applicable to an office environment. Lab fee.

**POFT-1321. Business Math. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Fundamentals of business mathematics including analytical and critical thinking skills.

**POFT-1429. Beginning Keyboarding. (4 Credits)**

(4-3-3) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Skill development in keyboarding techniques. Emphasis on development of acceptable speed and accuracy levels and formatting basic documents. Lab fee.

**POFT-2312. Business Correspondence and Communication. (3 Credits)**

(3-3-0) This course is taken for academic credit. Students will earn an A, B, C, D, F, or W. Development of writing and presentation skills to produce effective business communications.

**POFT-2401. Intermediate Keyboarding. (4 Credits)**

(4-2-4) This course is taken for academic credit. (Prerequisite POFT 1429) Students will earn an A, B, C, D, F, or W. A continuation of keyboarding skills emphasizing acceptable speed and accuracy levels and formatting documents. Lab fee.

## What Secretaries and Administrative Assistants Do (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-2>)

Secretaries and administrative assistants perform routine clerical and administrative duties. They organize files, prepare documents, schedule appointments, and support other staff.

## Duties

Secretaries and administrative assistants typically do the following:

- Answer telephones and take messages or transfer calls
- Schedule appointments and update event calendars
- Arrange staff meetings
- Handle incoming and outgoing mail and faxes
- Prepare memos, invoices, or other reports
- Edit documents
- Maintain databases and filing systems, whether electronic or paper
- Perform basic bookkeeping

Secretaries and administrative assistants perform a variety of clerical and administrative duties that are necessary to run an organization efficiently. They use computer software to create spreadsheets; manage databases; and prepare presentations, reports, and documents. They also may negotiate with vendors, buy supplies, and manage stockrooms or corporate libraries. Secretaries and administrative assistants also use videoconferencing, fax, and other office equipment. Specific job duties vary by experience, job title, and specialty.

The following are examples of types of secretaries and administrative assistants:

**Executive secretaries and executive administrative assistants** provide high-level administrative support for an office and for top executives (<https://www.bls.gov/ooh/management/top-executives.htm>) of an organization. They often handle more complex responsibilities, such as reviewing incoming documents, conducting research, and preparing reports. Some also supervise clerical staff.

**Legal secretaries** perform work requiring knowledge of legal terminology and procedures. They prepare legal documents, such as summonses, complaints, motions, and subpoenas under the supervision of an attorney (<https://www.bls.gov/ooh/legal/lawyers.htm>) or a paralegal (<https://www.bls.gov/ooh/legal/paralegals-and-legal-assistants.htm>). They also review legal journals and help with legal research—for example, by verifying quotes and citations in legal briefs.

**Medical secretaries** transcribe dictation and prepare reports or articles for physicians (<https://www.bls.gov/ooh/healthcare/physicians-and-surgeons.htm>) or medical scientists (<https://www.bls.gov/ooh/life-physical-and-social-science/medical-scientists.htm>). They also take simple medical histories of patients, arrange for patients to be hospitalized, or process insurance payments. Medical secretaries need to be familiar with medical terminology and codes, medical records, and hospital or laboratory procedures.

**Secretaries and administrative assistants, except legal, medical, and executive** form the largest subcategory of secretaries and administrative assistants. They handle an office's administrative activities in almost every sector of the economy, including schools, government, and private corporations. For example, secretaries in schools are often

responsible for handling most of the communications among parents, students, the community, teachers, and school administrators. They schedule appointments, receive visitors, and keep track of students' records.

### **SUMMARY (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm>)**

- Secretaries and administrative assistants
- 2020 Median Pay: \$40,990 per year; \$19.71 per hour
- Typical Entry-Level Education: High school diploma or equivalent
- Work Experience in a Related Occupation: See How to Become One (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-4>)
- On-the-job Training: See How to Become One (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-4>)
- Number of Jobs, 2020: 3,363,900
- Job Outlook, 2020-2030: -7% (Decline)
- Employment Change, 2020-2030: -226,200

### **Work Environment (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-3>)**

Although secretaries and administrative assistants work in nearly every industry, many are employed in schools, hospitals, and government, legal, and medical offices. Most work full time.

### **How to Become a Secretary or Administrative Assistant (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-4>)**

High school graduates who have experience using computer software applications usually qualify for entry-level positions. Although most secretaries learn their job in several weeks, many legal and medical secretaries require additional training to learn industry-specific terminology. Executive secretaries usually need several years of related work experience.

### **Pay (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-5>)**

The median annual wage for secretaries and administrative assistants was \$40,990 in May 2020.

### **Job Outlook (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-6>)**

Employment of secretaries and administrative assistants is projected to decline 7 percent from 2020-2030. Most job openings will result from the need to replace workers who leave the occupation.

### State & Area Data (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-7>)

Explore resources for employment and wages by state and area for secretaries and administrative assistants.

### Similar Occupations (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-8>)

Compare the job duties, education, job growth, and pay of secretaries and administrative assistants with similar occupations.

### More Information, Including Links to O\*NET (<https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-9>)

Learn more about secretaries and administrative assistants by visiting additional resources, including O\*NET, a source on key characteristics of workers and occupations.

#### SUGGESTED CITATION:

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Secretaries and Administrative Assistants, on the Internet at <https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm> (visited March 04, 2020).

TVCC has partnered with Career Coach (<https://tvcc.emsicc.com/?radius=&region=10%20Mile%20Radius%20from%20Athens%2C%20TX>) for students to discover majors and in-demand careers and education based on your interests!

- Career Assessment Profiler
- Interactive Career Catalog
- Browse TVCC's Pathways

Some careers in this field will require a bachelor's degree.

- TVCC's AA degrees are fully transferable to public universities in Texas. See an academic advisor or TVCC's university transfer webpage (<https://www.tvcc.edu/Advisement/Category.aspx?z=72>) for more information on this transfer opportunity.
- Many of TVCC's AAS degrees lead to an online Bachelor of Applied Arts and Sciences (BAAS) degree with participating universities. See an academic advisor or the BAAS transfer website (<https://www.ntxccc.org/pathways/>) for more information on this transfer opportunity.