

Career Focus on...

Administrative Professional

Introduction

- Are you interested in learning how to work in an office or administrative environment?
- Do you have good communication skills, an attention to detail, the ability to multitask, and initiative?
- Would you like a career in one of the twenty-first century's most versatile and important fields?

If you answered "yes" to these questions, you may want to consider a career as an Administrative Professional.

Did You Know...?

- A Business Administration Associate degree will prepare you for a wide range of opportunities in both the public and private sectors.
- The skills taught in the Business Administration course, including Accounting, Business Law, Microcomputer Applications, and Self-Assessment & Career Planning, are highly transferable and useful in many aspects in today's employment market.
- Students in the Business Administration Associate's Degree can choose one of two concentrations, selecting from a clerical office specialization or a medical office specialization.

Administrative Professional @ QCC

The Business Administration Career, Administrative Professional Option prepares graduates for immediate entry into the workforce as an administrative professional in a business or medical setting. Prospective students may choose to specialize by completing either the Clerical Office or Medical Office certificate program first; all courses in the certificates apply to the degree program. Graduates of the Administrative Professional Option are highly trained and workforce ready.

Upon completion of the program graduates will be able to:

- Demonstrate keyboarding speed and accuracy with a minimum touch keyboarding rate of 30-35 words per minute on a three-minute timed writing with at least 90% accuracy.
- Demonstrate computer literacy and conduct research from a variety of sources.
- Communicate clearly and effectively; create a portfolio of business communications using a variety of software applications.
- Meet the challenging role of the administrative professional by adapting to the technological changes in the global economy and the diverse workplace.
- Demonstrate the skills needed to develop ideas and make decisions based on ethics, appropriate research, analysis, and critical thinking.
- Understand records management, appointment scheduling, business etiquette and develop excellent customer service skills.
- Complete a 150 hour structured learning experience in which students apply skills and knowledge from the classroom to a work experience.

Career Options

INFORMATION CLERK

Median Annual Salary: \$29,990

Recommended Education: H.S. diploma or equivalent

www.bls.gov/ooh/office-and-administrative-support/information-clerks.htm

ADMINISTRATIVE ASSISTANT

Median Annual Salary: \$34,660

Recommended Education: H.S. diploma or equivalent

www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm

SOCIAL OR COMMUNITY SERVICES

MANAGER

Median Annual Salary: \$57,950

Recommended Education: Bachelor's degree

www.bls.gov/ooh/management/social-and-community-service-managers.htm

ADMINISTRATIVE SERVICE MANAGER

Median Annual Salary: \$77,890

Recommended Education: At least H.S. diploma

www.bls.gov/ooh/management/administrative-services-managers.htm

MEDICAL/HEALTH SERVICES MANAGER

Median Annual Salary: \$84,270

Recommended Education: Bachelor's degree

www.bls.gov/ooh/Management/Medical-and-health-services-managers.htm

Worcester Area Employers

- City of Worcester
- D & S Manufacturing
- Metso Automation
- Saint-Gobain Abrasives Inc.
- Tracker Systems Inc.
- Tri-Valley Inc.
- Verizon Wireless
- UMass Memorial Medical Center

Next Steps

Wondering if Administrative Professional is right for you?

- Take a Career Assessment to match your interests with potential careers:
www.qcc.mass.edu/t3/ort/sites.html#careerassess
- Research the web links on this *Career Focus* page, as well as links suggested online under Career Information: www.qcc.mass.edu/t3/ort/sites.html#careerinfo
- Conduct an Informational Interview with someone employed in the field. For more information on how to do this, review the Informational Interview links online:
www.qcc.mass.edu/t3/ort/sites.html#infointerview
- Attend a Career Planning Session. For more information, and the current schedule, visit Career Academic Personal Success (CAPS) online:
www.QCC.edu/services/academic-advising/career-academic-personal-success
- Speak with an Advisor:
www2.qcc.mass.edu/advising/
- Speak with QCC Faculty who teach Administrative Professional courses.

Sources Used

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2012-13 Edition*:

- Administrative Services Managers: www.bls.gov/ooh/management/administrative-services-managers.htm
- Information Clerks:
www.bls.gov/ooh/office-and-administrative-support/information-clerks.htm
- Medical and Health Services Managers: www.bls.gov/ooh/Management/Medical-and-health-services-managers.htm
- Secretaries and Administrative Assistants:
www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm
- Social and Community Service Managers: www.bls.gov/ooh/management/social-and-community-service-managers.htm

Quinsigamond Community College, Online Course Catalog:

- Business Administration Associate Degree: Career:
www.qcc.edu/academics/business/business-administration-career

Professional Associations

- American Association of Healthcare Administrative Management:
www.aaham.org
- American Academy of Medical Administrators:
www.aameda.org
- Association for Healthcare Administrative Professionals:
www.ahcap.org
- Chartered Association of Business Administrators:
www.charteredaba.org
- International Association of Administrative Professionals: www.iaap-hq.org

Positions Entered by QCC Graduates

- Administrative Assistant
- Assistant Front Office Manager
- Contract Coordinator
- Customer Service Representative
- Financial Specialist
- Inventory Manager
- Hospital/Clinic Clerk
- Medical Office Clerk
- Office Clerk
- Operations Clerk
- Retail Salesperson

Employment, Co-op, Internship, or Service Learning Opportunities

Contact the Career Placement Services Office:
www.QCC.edu/services/career-placement-services

Possible Transfer Schools

- Assumption College
- Becker College
- Clark University
- Fitchburg State University
- Nichols College
- Northeastern University
- UMass Amherst
- UMass Lowell
- Worcester State University

Specific Transfer Information

- Start at the QCC Transfer web site:
www.qcc.mass.edu/transfer
- Make an appointment online with the Transfer Advisor:
www.qcc.mass.edu/transfer/calendar
- Email questions to:
transfer@qcc.mass.edu