



LIVE YOUR PASSION

**What does it
take to become
an Office
Administrator?**



Office Administrators perform a variety of administrative and management tasks to ensure that staff can work efficiently and effectively. Employed by all types of organisations, including large corporations, small businesses, non-profit organisations and governmental agencies, Office Administrators often work as Receptionists, and as a result, are often considered the face of a business.

Skills and Knowledge

To excel in an Office Administration career, you must have robust organisational skills, be fast and efficient, detail-oriented, able to prioritise tasks, and able to work autonomously, as well as part of a team. Highly developed communication skills and an outgoing personality are crucial as communicating with other members of staff is a major part of the role. Professional personal presentation and a vibrant, friendly disposition are highly favoured for this role. Employers also prefer administrators that are flexible and have a positive 'can do' attitude. Having strong knowledge and experience of various computer applications is also an important requirement. Excellent writing and numerical skills are also a must – and a fast typing speed doesn't go astray either.

Training

Training programmes at registered training institutions typically cover both theoretical and practical components. Typically, training courses enables participants to gain skills in aspects such as preparing, filing and archiving documents, sorting mail, telephone etiquette and general office tasks such

as data entry, arranging travel and managing stationery and other stock. You will be assessed to show that you have achieved the skills and knowledge required by the course. Assessment may include written, oral or practical assessment methods.

Working Conditions

As the name implies, Office Administrators work indoors in managing appointments, keep meeting room bookings registers, keeping the front desk tidy and providing administrative support. Often, administrators may also be required to organise and manage events for staff or external stakeholders, which may result in working at a venue outside of the office.

Job Prospects

Office Administration positions are amongst the most frequently advertised and highly sought-after jobs, providing job security, variety and responsibility, opportunities to work in diverse workplaces, and an excellent general training environment. Opportunities in Office Administration exist in every industry, from creative to corporate to non-for-profit organisations, as well as in small and large businesses.

- ADMINISTRATIVE TASKS
- KEY SUPPORT FUNCTION
- ALL EMPLOYERS
- CUSTOMER SERVICE

- ORGANISATIONAL SKILLS
- FLEXIBLE + 'CAN-DO'- ATTITUDE
- TIME MANAGEMENT
- DETAIL-ORIENTED

- THEORY + PRACTICE
- DOCUMENT MANAGEMENT
- TELEPHONE ETIQUETTE
- CUSTOMER SERVICE

You need to do all of this with a big smile.
You are the face of the office, you need to
be presentable. ”

- STRUCTURED WORKWEEK
- INDOORS
- OFFICE-BOUND
- EVENTS MANAGEMENT

- GROWING DEMAND
- JOB SECURITY
- BUSINESS EXPOSURE
- DIVERSE WORKPLACES