



Certified Administrative Support  
Sample Material  
VS-1394

**Vskills Certifications**

**Vskills Reading Material**



## 1. OFFICE ADMINISTRATION BASICS

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### 1.1. What is Office Administration

Office administration is a set of day-to-day activities that are related to financial planning, record keeping & billing, personnel, physical distribution and logistics, within an organization.

An employee that undertakes these activities is commonly called an office administrator or office manager, and plays a key role in any organizations infrastructure, regardless of the scale. Many administrative positions require the candidate to have an advanced skill set in the software applications Microsoft Word, Excel and Access.

### 1.2. Why Office Administration

Behind every great business is a team of great office administrators - no business can function without them. It takes a special kind of person to be a fantastic office administrator - and that person could be you.

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 ground. Opportunities in office administration exist in every industry, from creative to corporate to not-for-profit organisations, as well as in small and large businesses.

### 1.3. Who is Office Administrator

An office administrator has the responsibility of ensuring that the administrative activities within an organization run efficiently, by providing structure to other employees throughout the organization. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.

### 1.4. Skill Set for Office Administration

The importance of an office administrator to an organization is substantial due to the duties that they are entrusted with, therefore specialized training is required in order for the employee to work efficiently and productively, these being;

- ✓ Payroll training that involves the responsibility in ensuring that all employees receive their pay slips on time.
- ✓ To have good communication skills in order to coordinate with other employees around the organization.
- ✓ The ability of being able to supervise support workers
- ✓ The ability of adapting to changing environments and new technologies that could be implemented e.g. new software installation.
- ✓ Show good initiative
- ✓ To be able to work under pressure when given a task that is of vital importance to the organization.

To excel in an office administration career you must have robust organisational skills, be fast and efficient but detail-oriented, able to prioritise tasks, and able to work autonomously as well as part of a team. Highly developed communication skills are crucial as communicating and coordinating with other members of staff is a major part of the role. Employers also want administration staff that are flexible and have a positive 'can do' attitude.

### **What qualifications you'll need**

Most administration positions require advanced MS Office skills, especially in Word and Excel. Having strong knowledge and experience of various computer applications is usually an important requirement for employers, as office administration workers are often responsible for generating documents and reports, keeping business records and maintaining databases. Excellent writing and numerical skills are also a must – and a fast typing speed doesn't go astray either.

Completing a training course in business administration may give you a distinct advantage when you're applying for jobs, as will any training in finance, bookkeeping, IT, payroll or OH&S.

### **1.5. Office Administration Roles**

There are an extensive range of roles that can be associated with an office administrator, these being; organizations advertise junior office administrator vacancies targeted at students that are currently studying or who have left secondary school or college, the opportunity to gain experience or build a career through full-time work or an internship over the course of a summer break.

There is a range of roles in administration. Many companies advertise junior office administration positions, which provide a great opportunity for high school leavers to gain experience and build a career, or for students to work in during summer breaks or part-time while studying. Many people enter office administration roles to get their foot in the door in competitive industries such as advertising, PR or publishing. Office temping is also a great gig for those who are between jobs or who just like working in constantly changing environments.

Office administration may also be a great option for those who require a more flexible work arrangement. Some companies have part-time or casual administration roles, and many more are open to job-sharing arrangements for roles that require full-time hours.

### **Receptionists**

Receptionists play a key role in the organizations management, as they are entrusted with arranging and greeting the clients, suppliers and visitors directly via emails, phone calls or direct mail. The employee undertaking the role of a receptionist must show good organisational, communicational and customer service skills in order to ensure efficiency with the organisation. Other responsibilities that a receptionist is entrusted with are;

- ✓ Ensure that the outgoing and incoming mail is allocated to the right department within the organisation
- ✓ Organise and assist fellow employees with meetings, conferences and direct telephone calls when required
- ✓ To communicate with members of the public when an inquiry is made

- ✓ Manage and maintain the filing system that has been implemented into the organisation e.g. information systems
- ✓ Clerical duties that involve the ordering of equipment, office supplies and other inventories that are required

Receptionists manage the front of an office, greeting clients, suppliers and visitors as well as directing phone calls, emails and mail. Strong organisational, communication and customer service skills are vital requirements for receptionists to manage their varied tasks. Other responsibilities may include managing appointments and meeting room bookings, keeping the front desk tidy, providing administrative support, creating documents or reports, data entry, arranging travel, managing stationery and other stock, and ad hoc tasks.

Receptionists are often considered the face of a business; as a result, professional personal presentation and a vibrant, friendly disposition are highly favoured for this role.

### **Administration Assistant**

Administration assistants cover a wide variety of tasks and responsibilities depending on the business's requirements. Administration assistants may be required to prepare, file or archive documents, sort the mail, send mail or other communication to clients, answer phones or manage stock, as well as fulfill general office and ad hoc tasks. Administration assistants may also be required to organise and manage events for staff or external stakeholders.

### **Personal assistant (PA) and executive assistant (EA)**

Personal Assistants are commonly associated with an office manager that help maintain the efficiency of their day-to-day work; this is through providing secretarial support and assistance. Becoming a personal assistant requires the employee to have experience in previous administrative jobs, in which entailed the use of computers and information systems. Like any other role that is related to an office administrator, the job title of personal assistant requires the employee to be organized, show professionalism and the ability to work under pressure when given a task of vital importance.

Personal assistants (PAs) and executive assistants (EAs) provide administrative support to the executives of a company or organisation. An EA's role is usually more focused on organising the schedule and activities of the executive rather than the general running of the office. Tasks such as diary management, reviewing incoming mail, emails, submissions and reports for prioritisation, preparing agendas, organising meetings, research, creating reports and organising travel and guest arrangements are usually part of the EA's role. Because EAs work closely with executives and are usually exposed to confidential information, this role requires a high level of professionalism and discretion.

The duties that a personal assistant must carry out each day are the following;

- ✓ The task of inputting, filing and managing the data that is stored within the organization's office system
- ✓ Personal assistants act as a first hand to the office manager so they must ensure that all contacts from third party individuals are processed through them
- ✓ To arrange transportation and meetings that are of importance to the office manager

- ✓ Ensure that documents, reports and presentations are set up prior to any meetings
- ✓ Process emails and letters that are received in correspondent to the office manager

### Office Manager

An office manager has the responsibility in ensuring that organizations office duties are completed efficiently and effectively, whilst allocated the task of supervising other member of staff. The role of an office manager requires the candidate to have a higher skill and qualification set than other administrative vacancies, such skills and qualifications include; strong administrative experience, competency in human resources, reporting skills, delegation, managing processes and the ability to communicate to other members of the organization.

Generally office managers are responsible for organisational and other office duties necessary to effectively and efficiently run a business. Tasks include filing and integrating information to be used by staff and clients, managing internal staff and external client communications, maintaining office equipment and supplies, taking care of mail and banking, and managing invoicing and payroll. IT skills are also highly regarded as office managers are often required to provide IT support to other staff members.

Office manager positions usually require candidates to have strong administration experience and training, and sometimes competency in HR and OH&S. Office managers for smaller professional businesses may even find themselves working in areas such as marketing or website maintenance.

### Duties

Office managers are given many important duties daily that help the organization run effectively and efficiently, these being;

- ✓ Organize the office's operations and procedures by undertaking several administrative tasks e.g. designing and implementing a new filing system
- ✓ Assigning certain employees to undertake operational requirements, whilst following up on their progress
- ✓ The duty of recruiting, selecting and training new employees, whilst simultaneously maintaining the current employees through coaching and counseling
- ✓ Producing an annual budget that represents the organization's financial objectives (determines where expenditures need to be scheduled for the next financial year).
- ✓ Attending several workshops that will benefit and increase the knowledge of the office manager e.g. educational workshops and participating in professional societies.

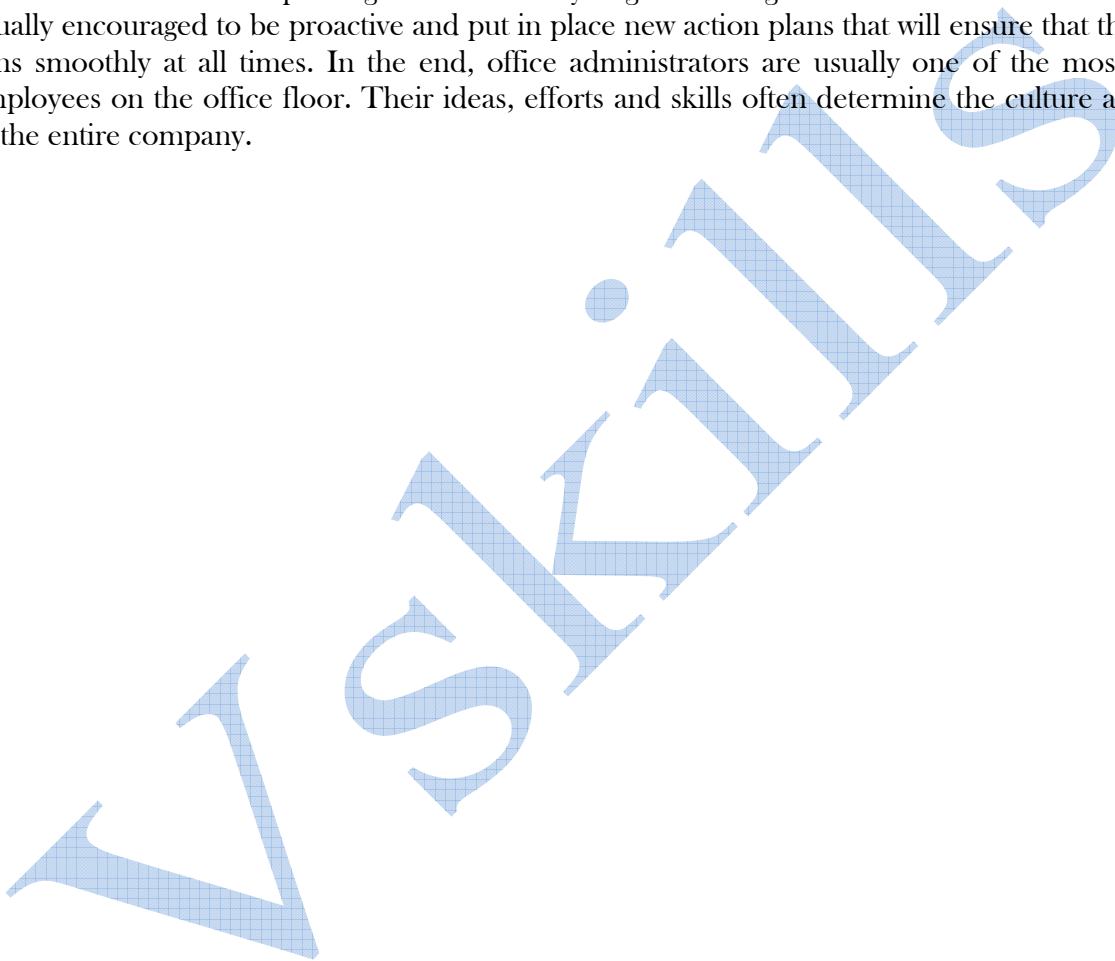
### Virtual Assistant

Virtual assistants (VAs) provide remote freelance or contract administration or personal assistance support to small businesses. This job is perfect for experienced administration staff who want to run their own business from home. Virtual assistants usually manage tasks such as invoicing and processing payments, distribution of products, creating documents and reports, handling email enquiries and any other administrative tasks that can be managed by email or online. Proficiency with the Internet and Skype and knowledge of online filing systems are necessary to work as a VA. Business management skills are also a must for VAs to manage their own small business, whether they service one or two major clients or numerous smaller businesses.

### 1.6. Office Administrator Evolution

As the office workplace has evolved over time, so too has the role of the office administrator. At one time, even as recently as two or three decades ago, the duties related to administration and support went to secretaries, and though they possessed plenty of experience and a proven track record, they rarely advanced to a leadership position, instead being tasked with personal assistant duties like preparing coffee, scheduling meetings and bringing clothes to the dry cleaners.

Today's office administrator, in comparison, is a dedicated professional whose expertise and skillset can allow him or her to stand out in the eyes of upper management. The role is now much more focused around improving office efficiency to generate higher revenues. The administrator is usually encouraged to be proactive and put in place new action plans that will ensure that the office runs smoothly at all times. In the end, office administrators are usually one of the most visible employees on the office floor. Their ideas, efforts and skills often determine the culture and tone of the entire company.



## Certifications

### ➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

### ➤ Big Data

- Certified Hadoop and Mapreduce Professional

### ➤ Cloud Computing

- Certified Cloud Computing Professional

### ➤ Design

- Certified Interior Designer

### ➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

### ➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

### ➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

### ➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

### ➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

### ➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

### ➤ Project Management

- Certified Project Management Professional

### ➤ Real Estate

- Certified Real Estate Consultant

### ➤ Marketing

- Certified Marketing Manager

### ➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

### ➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

### ➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

### ➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

### ➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

### ➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

### ➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

### ➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

### ➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

### ➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

**& many more job related certifications**

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