



TORO Analysis of Executive Secretaries and Administrative Assistants to Secretaries, Except Legal, Medical, and Executive

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Secretaries, Except Legal, Medical, and Executive	43-6014.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

94

Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	95	Level	96	Level	92						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	55	2	75	Reading Comprehension	59	1	77	No Knowledge Upgrades Required!			

LEVEL and IMPT (IMPORTANCE) refer to the Target Secretaries, Except Legal, Medical, and Executive. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Secretaries, Except Legal, Medical, and Executive.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Oral Comprehension	60	55	87
Oral Expression	59	55	81
Written Comprehension	53	51	78
Speech Recognition	53	55	75
Speech Clarity	46	42	75
Information Ordering	53	51	72
Written Expression	57	53	68
Near Vision	55	55	68
Problem Sensitivity	46	46	62



Deductive Reasoning	51	44	59
Category Flexibility	48	44	59
Selective Attention	37	35	53
Inductive Reasoning	48	42	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Active Listening	65	61	81
Reading Comprehension	58	59	77
Time Management	56	50	72
Writing	60	60	70
Speaking	59	56	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Clerical	85	85	88
Customer and Personal Service	70	70	74
English Language	63	59	71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive
10+ years	2%	4%	Doctoral	0%	0%
8-10 years	5%	3%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	9%	Master's Degree	0%	3%
2-4 years	27%	27%	Post-Bachelor Cert	0%	0%
1-2 years	10%	25%	Bachelors	9%	0%
6-12 months	17%	3%	AA or Equiv	16%	4%
3-6 months	7%	0%	Some College	23%	36%
1-3 months	0%	2%	Post-Secondary Certificate	5%	16%
0-1 month	0%	2%	High School Diploma or GED	44%	37%
None	8%	13%	No HSD or GED	0%	1%

Executive Secretaries and Administrative Assistants

Secretaries, Except Legal, Medical, and Executive

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed



Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Executive Secretaries and Administrative Assistants

Core Tasks

Generalized Work Activities:

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific

Secretaries, Except Legal, Medical, and Executive

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Specific Tasks

Occupation Specific Tasks:

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Conduct searches to find needed information, using such sources as the Internet.



individuals.

- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

Detailed Tasks

Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work

- Coordinate conferences and meetings.
- Establish work procedures and schedules, and keep track of the daily work of clerical staff.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain scheduling and event calendars.
- Make copies of correspondence and other printed material.
- Manage projects, and contribute to committee and team work.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Order and dispense supplies.
- Prepare and mail checks.
- Provide services to customers, such as order placement and account information.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Supervise other clerical staff, and provide training and orientation to new staff.
- Take dictation in shorthand or by machine, and transcribe information.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- arrange teleconference calls
- assist with business or managerial research
- compile data for financial reports
- compile itinerary of planned meetings or activities
- develop travel itinerary
- disburse checks to satisfy accounts payable



- prepare reports
 - prepare reports for management
 - recommend improvements to work methods or procedures
 - recommend solutions of administrative problems
 - schedule meetings or appointments
 - schedule or contract meeting facilities
 - select software for clerical activities
 - use computers to enter, access or retrieve data
 - use oral or written communication techniques
 - use word processing or desktop publishing software
 - write business correspondence
- distribute correspondence or mail
 - document provision of administrative services
 - enter time sheet information
 - fill out business or government forms
 - fill out insurance forms
 - fill out purchase requisitions
 - greet customers, guests, visitors, or passengers
 - maintain administrative services procedures manual
 - maintain appointment calendar
 - maintain inventory of office equipment or furniture
 - maintain inventory of office forms
 - maintain job descriptions
 - maintain legal forms
 - maintain record of organization expenses
 - maintain records, reports, or files
 - maintain telephone logs
 - maintain travel expense accounts
 - make travel reservations
 - paste up materials to be printed
 - perform typing or data entry for extended duration
 - prepare billing statements
 - prepare contract documents
 - prepare corporate minute books
 - prepare financial reports
 - prepare or maintain employee records
 - prepare tax reports
 - prepare travel vouchers
 - process invoices
 - process payroll documents, records, or checks
 - provide technical support to computer users
 - publicize job openings
 - reconcile or balance financial records
 - route multi-line telephone calls
 - schedule meetings or appointments
 - schedule or contract meeting facilities
 - schedule real estate closings
 - take dictation
 - take meeting notes
 - take messages
 - transcribe spoken or written information
 - type document from machine transcription
 - type letters or correspondence
 - use accounting or bookkeeping software
 - use computers to enter, access or retrieve data
 - use desktop publishing software



- use oral or written communication techniques
- use shorthand writing procedures
- use spreadsheet software
- use word processing or desktop publishing software
- write business correspondence
- write employee orientation or training materials

Labor Market Comparison

Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Difference
Median Wage	\$ 38,830	\$ 28,260	\$(10,570)
10th Percentile Wage	\$ 28,230	\$ 20,720	\$(7,510)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 32,700	\$(13,550)
90th Percentile Wage	\$ 53,530	\$ 37,620	\$(15,910)
Mean Wage	\$ 40,210	\$ 28,580	\$(11,630)
Total Employment - 2007	3,330	10,400	7,070
Employment Base - 2006	3,533	10,805	7,272
Projected Employment - 2016	3,733	10,121	6,388
Projected Job Growth - 2006-2016	5.7 %	-6.3 %	-12.0 %
Projected Annual Openings - 2006-2016	76	172	96

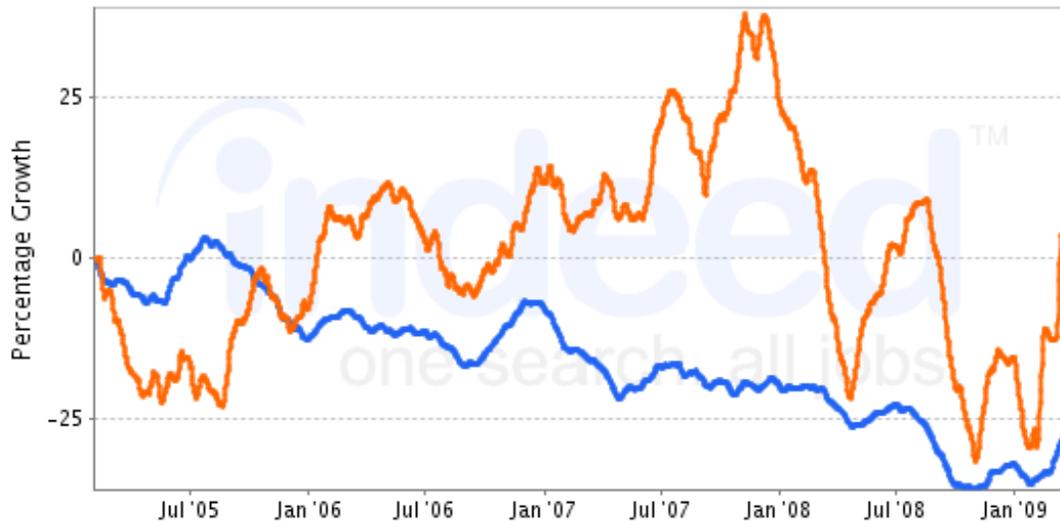
National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants

Trend for Secretaries, Except Legal, Medical, and Executive

**Job Trends from Indeed.com**

— Executive Secretary Administrative Assistant — Secretary

Data from [Indeed](http://Indeed.com)**Recommended Programs**

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu

Executive Assistant/Executive Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu



Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
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Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2
41-3031.01	Sales Agents, Securities and Commodities	83	4	0	\$65,230.00	\$26,400.00	5%	33
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16

Top Industries for Secretaries, Except Legal, Medical, and Executive

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Elementary and secondary schools, public and private	611100	11.25%	218,150	204,499	-6.26%



Colleges, universities, and professional schools, public and private	611300	6.03%	116,958	116,394	-0.48%
Religious organizations	813100	5.44%	105,567	112,696	6.75%
Local government, excluding education and hospitals	939300	4.86%	94,229	94,165	-0.07%
General medical and surgical hospitals, public and private	622100	3.43%	66,453	65,445	-1.52%
Employment services	561300	2.73%	53,030	59,704	12.59%
Legal services	541100	2.43%	47,149	46,068	-2.29%
State government, excluding education and hospitals	929200	2.35%	45,542	39,754	-12.71%
Offices of physicians	621100	2.28%	44,305	49,652	12.07%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.85%	35,969	37,948	5.50%
Federal government, excluding postal service	919999	1.65%	32,063	26,963	-15.91%
Offices of real estate agents and brokers	531200	1.65%	31,942	34,610	8.35%
Insurance agencies and brokerages	524210	1.65%	32,011	32,210	0.62%
Self-employed workers, primary job	000601	1.37%	26,560	25,171	-5.23%
Residential building construction	236100	1.35%	26,284	26,330	0.17%

Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%



Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%