WORLD ADMINISTRATORS SUMMIT

International Position Titles Report

Understanding Job Titles & Responsibilities Among Administrative Professionals

2015 - 9th World Administrators Summit, Papua New Guinea

In Preparation for the World Administrators Summit

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Contents

Executive Summary 3
Background 4
World Administrators Summit – History 4
International Position Titles Team - Mission 5
Team members 5
Research Methodology 6
Constraints and Future Direction 7
How to Use This Report 8
Global Results 9
Key Job Responsibilities/Primary Tasks by Category 14
Foundational Technology Skills 19
Job Profiles: Key Responsibilities/Tasks by Title 20
Where do Administrative/Office Professionals Spend their Time? 27
Region/Country Profiles 28
United States 28
United Kingdom 29
New Zealand 30
Canada 31
Western Europe 32
Africa 33
Conclusions 35
Recommendations 36
APPENDICES 38
Respondent Demographics 38
Comparisons based on Regions/Countries 47
Key Responsibilities/Primary & Secondary Tasks by Category 52
Comparisons of Administrative/Office Professionals Job Title Classification 59
Comparisons Based on Company Size 65
Primary and Secondary Tasks Combined – by Job Task Category 74
Levels of Expertise Combined – by Technology Skills 79
Questionnaire 80

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Executive Summary

The majority (64%) of administrative professionals in the study use one of three job titles: Executive Assistant, Administrative Assistant or Senior Administrative Assistant.

Considering other admin roles in the workplace, survey respondents noted that the most common title among other administrative professionals in their organisations is Administrative Assistant; it is used across a majority of organisations. One-half use the Executive Assistant title.

In fact, the prevalence of job titles by collegial/peer administrative/office professionals in the workplace includes a more diverse array beyond what study respondents reported as their own title. At least 10% or more named other titles in their workplace as Administrative Assistant, Executive Assistant, Receptionist, Office Manager, Senior Administrative Assistant, Secretary, Office Assistant, Project Administrator, Administrator or Administrative Officer, Office Administrator, Executive Secretary, Clerk and Customer/Client Services Representative.

The leading **'primary'** responsibilities among administrative professionals worldwide are split between task management-oriented roles and those supporting their management. In addition, organisational communication is quite important within the daily responsibilities of administrative/office professionals.

More specifically, administrative/office professionals have the most accountability for tasks related to various technologies and office equipment expertise, managing their manager's schedule, building partnerships and collaborating with others in the workplace, addressing various correspondence and information requests and facilitating internal communications of pertinent topics.

Among all job tasks listed, the *Office Administrator* role appears to have the highest accountability for the most tasks listed. They manage quite a breadth of responsibilities!

Regarding technology skills, most respondents indicate they are either advanced or proficient in Microsoft Office products, Adobe Acrobat or Internet research. One-half also cite expertise using social media for business purposes as well as managing web-based travel tools.

Administrative professionals in the study directly support leading executive titles in the workplace including Director, Vice President, CEO and Manager as the most prevalent. Half of respondents have 20+ years of experience.

One-half of companies represented in the study employ under 1,000 employees and one-half more than 1,000 employees.

The top industries responding in the study are Education/Non-Profits, Medical/Healthcare and Financial Services/Banking/Insurance.

USA based administrative/office professionals represented 80% of the study respondents.

Differences by region/country, company size and job title classification are noted later in the report.

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Background

World Administrators Summit – History

The World Administrators Summit (WASummit) was developed as a two-day working meeting. Its agenda was expected to cover topics of interest and value to administrative and office professionals around the world.

The WASummit has its roots in 1992, when Professional Secretaries International (now International Association of Administrative Professionals - IAAP) hosted a meeting to bring together the leaders of the various secretarial/administrative/office professional associations throughout the world to participate in an international working summit to discuss global issues affecting secretarial staff.

The first two international secretarial summits were hosted in the United States (New York and Seattle). Since then they have been hosted, approximately three yearly, in South Africa, New Zealand, United Kingdom, Australia, Trinidad and Tobago, New Zealand again and most recently 2015 in Papua New Guinea. At each summit a bid has been received for hosting the following international summit. The 2018 WASummit is in Frankfurt, Germany and the 2021 WASummit will be hosted in Wellington, New Zealand.

At the 8th International Office Professionals Summit held in New Zealand in 2011, the delegates discussed and agreed the purpose of these summit meetings was:

> ***A global meeting of administrative and office professionals and associations; to guide, influence, and positively develop the profession.***

Originally the summit was a working event intended only for delegates however from 2000 it was opened to include participants. Participants were those who were not official delegates but wished to participate in the event. This continued until 2015.

At the 2015 PNG WASummit, the delegates present agreed that future WASummit events should again be for delegates only:

- to ensure the event did not become unwieldy and discussion groups were manageable
- to meet the purpose noted above and
- to make sure costs for delegates were affordable.

NB: The 2018 WASummit, is in Germany. It has the potential to include a very large number of delegates because each country in Europe is entitled to send three delegates. There are many other countries outside Europe who would also find attendance possible due to the geographic location of this summit.

In addition, the Delegates at the 9th WASummit asked the Advisory Council to further research the topics they had been discussing. They did not consider that with the very small numbers present they had sufficient information or the mandate to make recommendations. The topics they requested further research on were:

1. International Credentialing
2. International Position Titles

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3. International Networking – Speaking with One Voice

Position titles are a crucial element as to how the business world operates. Yet, the careers of many administrative professionals – roughly 1/5th of the world's employed population - are defined by job titles and descriptions that are inaccurate, ambiguous and varied within organisations and across the globe.

International Position Titles Team - Mission

The World Administrators Summit's (WASummit) Advisory Council formulated a Universal Titles Team to set out and explore the huge proliferation of administrative professionals' titles and the tasks they undertake. The goal was to determine if it might be possible to standardize them and, if so, provide a framework that WASummit delegates could take back to their countries and use as a tool to:

- begin movement towards aligning and standardizing titles with responsibilities
- create accurate job descriptions that clearly define the roles, skills, responsibilities and expectations of key admin positions
- improve the perception and status of the role of administrative professionals in the business world
- increase their opportunities for professional growth and advancement
- raise wages based on experience, responsibilities and merit
- guide, influence and positively advance the profession globally for all administrative professionals.

To provide a meaningful framework, we needed to learn about common characteristics, titles, skill sets and responsibilities using all the global contacts available through the WASummit network.

In March of 2018, the Universal Titles Team launched a comprehensive global survey to determine the common characteristics of global assistants' titles, skills, and responsibilities. The results of the survey are intended to provide the opportunity to learn, review and assess the landscape and determine the possibilities for redefining/updating titles locally and/or universally.

Team members

- Judy Geller - American Society of Administrative Professionals (ASAP) USA – Team Leader (with Rosalyn Metzger, ASAP Research Manager)
  Judy is Executive Director and co-founder (2005) of ASAP and Director of ASAP's annual Administrative Professionals Conference. As part of ASAP's mission to support and educate Administrative Professionals and Executive Assistants, she managed the development and February 2016 launch of ASAP's PACE Certification Program. She lives near Boston in Massachusetts, USA.

- Dawn Becker - International Association of Administrative Professionals (IAAP) USA
  Executive Assistant and Board Secretary IWA-Forest Pension Plan & Long-Term Disability Plan. Member of IAAP since 2004, Director and the Chair-Elect role. Dawn is a career administrative professional having worked in a wide range of sectors with many different administrative titles. She lives in Vancouver BC Canada.

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- Shirwyn Weber - EA to the COO of STANLIB Group Investment Platform Shirwyn is a self-taught EA who has worked with some of the highest-level executives across industries in South Africa for 11+ years. He is a passionate supporter for the industry he works in, and strives to share his knowledge where ever he can. He loves public speaking and is also a budding writer, contributing to industry publications. He lives in Cape Town, S. Africa

- Susan Engelbrecht - Executive PA to the CEO and Chief Actuary of Discovery Health
  Susan was a finalist in the OPSA Office Professional of the Year 2007, runner-up in the OPSA Office Professional of the Year for 2009/2010 and one of the six finalists in PAFSA's PA of the Year 2014. She is the co-founder and one of three directors of the Platinum Assistant Network SA, founded in July 2016. She lives in South Africa.

- Chantal Sneijkers, Vice President for IMA in Europe is the second representative from Europe and lives in Belgium.

Research Methodology

The survey was designed by members of the Universal Titles Team with assistance from the ASAP Research Department. It contained 12 questions with a combination of aided lists, multiple choice and open-ended questions designed to provide feedback from respondents on the following:

- Job Responsibilities – Fifty-four individual tasks were meticulously scripted to identify the array of professional responsibilities, and to assess primary versus secondary responsibility for each. The tasks were grouped into these five categories:
  - Management Support/Assistance
  - Processes and Procedures
  - Organisational Communication
  - Task Management/Coordination
  - Project Management

- Technology Skills - Twelve individual technology platforms/functions/tools identified levels of expertise as either proficient, advanced or otherwise

- A broad spectrum of Demographics
  - Administrative Professional job titles – Respondents own, plus titles of other administrative/office professionals within respondents' organisation (aided list of 25)
  - Regions/countries
  - Years working as an Administrative Professional
  - Management responsibility of other assistants/employees
  - Number of administrative/office professionals at the organisation or workplace

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- Number and titles of staff, managers or executives they support
- Employer size (# of employees)
- Industry where respondent works
- Country where respondent works

The Team requested that the survey be deployed and forwarded to reach the largest possible global pool of assistants as possible.

The web-based survey programming and data collection platform used was Survey Monkey. This work was managed by Eth Lloyd, Chairman, Advisory Council, World Administrators Summit (New Zealand-based).

WASummit deployed the survey (via a letter of explanation and a URL link embedded in an email) to their networks on February 12, 2018. Other large administrative professional organisations including ASAP, the IAAP, IMA, and others followed suit within a couple of days to email their members and networks around the globe.

The survey closed March 9, 2018.

A total of 3,369 surveys were received with North America (USA & Canada) as the highest response group, followed by Western Europe, New Zealand, Scandinavia, UK and Africa.

The results data file was issued to Judy Geller, Director, American Society of Administrative Professionals, and Member of Advisory Council, World Administrators Summit, who chaired the analysis of results and development of this report (USA-based).

Constraints and Future Direction

Results are based on the distribution of surveys to members of the WASummit Advisory Council, their networks, memberships, and associations and thus carry a slight bias resulting in underrepresented regions of the globe. Results are not based on a scientifically selected random sampling of the general administrative professionals' population and may be somewhat lacking from that perspective. In addition, the results in this report are not weighted by actual population or by official census of administrative professionals worldwide.

Given restrictions cited above, as the first known global primary research study of administrative professionals and their self-reported job responsibilities and titles, this analysis is intended as directional, to provide guidelines to the readership. None of the results are expected to be presented with absolute 100% certainty as projectable across a larger population due to the limits of the scope of the surveyed audience.

Additionally, in most cases respondents were given a "pick list" or choice of responses to the questions; thus, most were "aided responses" and are not based on aggregating open-ended answers.

Worldwide relationships and partnerships with administrative professionals should be employed and new regions and respondents targeted to disseminate the survey at a further reach and increase both positional and global representation and participation.

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The report speaks to the current state of the profession. It does not address how the profession will develop in the future. Further research is needed to determine how titles and responsibilities are evolving – and to determine how/if we would like to guide the evolution.

Because titles reflect, to a large extent, the credibility, status and recognition of the position, participants of the Summit should engage in conversation about how to best guide the development of the field and then bring the discussion back to their local networks and associations.

How to Use This Report

We encourage readership to use this research as a roadmap. Explore the trends, outlines, and utilize the data on the *Six Key Job Title Classifications*, *Key Responsibilities/Tasks*, *Technology Skills* and *Job Profiles* to better understand the similarities and differences in the profiles across industries, companies and global regions.

Job profiles were developed by aggregating and organizing the survey data as follows:

1. Responsibilities and tasks were gathered into categories.

   Fifty-four individual tasks were meticulously scripted to identify the array of professional responsibilities, and to assess primary versus secondary responsibility for each. The tasks were grouped into the following five categories:

   - Management Support/Assistance
   - Processes and Procedures
   - Organisational Communication
   - Task Management/Coordination
   - Project Management

2. Like titles were rolled up into ***Six Key Job Title Classifications***
   - *Executive Assistant* includes executive assistant (including senior executive assistant), chief executive assistant (or chief administrative assistant)
   - *Administrative Assistant* includes administrative assistant (including coordinator, specialist and associate), senior administrative assistant
   - *Office Administrator* includes office manager, office administrator (including operations assistant or operations manager)
   - *Secretary* includes executive secretary, secretary
   - *Personal Assistant* includes personal assistant
   - *Project Administrator* includes project administrator (including coordinator, specialist and associate)

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3. *Technology Skills*; Because they are foundational skills and essential tools across all regions and titles, technology proficiencies were assessed separately.

Please Note: The written report begins on page 5 and continues through page 35. The Appendix begins on page 36 and contains a rich selection of demographic data, as well as industry, organisational data and global perspectives. *Charts with numbers highlighted in yellow are meant to flag substantial differences from other segments across the table*.

Finally, for your reference, the actual **Survey Questionnaire** is also included in the Appendices on page 78.

Global Results

One third of the surveyed audience identify themselves as Executive Assistants, and one-fourth identify as Administrative Assistants.

Top Job Titles Among Surveyed Administrative Professionals	%
executive assistant (including senior executive assistant)	36%
administrative assistant (including coordinator, specialist and associate)	23%
senior administrative assistant	5%
office manager	4%
administrator or administrative officer	3%
office administrator (includes operations assistant or operations manager)	3%
executive secretary	2%
personal assistant	2%
secretary	2%
chief executive assistant (or chief administrative assistant)	2%
project administrator (including coordinator, specialist and associate)	2%
administrative services manager or supervisor	2%

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At least one-half of administrative professionals worldwide conveyed that the tasks below are a 'primary' job responsibility.

% primary	Top Job Tasks Among Surveyed Administrative Professionals	Category
91%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
79%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
73%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
70%	Maintain manager's schedule through making appointments	Mgmt Assist
68%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
67%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
67%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
65%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
63%	Arrange travel and prepare travel itineraries	Mgmt Assist
63%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
58%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
56%	Compose and/or prepare correspondence	Org Comm

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While *Executive Assistant* and *Administrative Assistant* are the most common job titles among all survey respondents, each region/country has its own additional set of common job titles for administrative professionals.

As a few examples, *Personal Assistant* is frequently used in the UK, New Zealand and Africa. And, *Administrator* or *Administrative Officer* is a commonly used title in Africa and somewhat prevalent in New Zealand.

Top Job Titles Among Survey Respondents - By Region/Country						
	USA	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
	n=2,694	n=66	n=97	n=77	n=181	n=62
1	Executive Assistant (37%)	Executive Assistant (32%)	Executive Assistant (22%)	Executive Assistant (35%)	Executive Assistant (38%)	Executive Assistant (26%)
2	Administrative Assistant (26%)	Personal Assistant (23%)	Personal Assistant (13%)	Administrative Assistant (21%)	Management Assistant (13%)	Administrator or Administrative Officer (24%)
3	Senior Administrative Assistant (6%)	Virtual Assistant (8%)	Administrator or Administrative Officer (11%)	Senior Administrative Assistant (4%) Administrator or Administrative Officer (4%)	Personal Assistant (9%) Chief Executive Assistant (9%)	Personal Assistant (15%)
4	Office Manager (3%) Office Administrator (3%)	Office Manager (5%)	Office Manager (7%)	Office Administrator (3%) Executive Secretary (3%) Project Administrator (3%) Business Assistant (3%)	Office Manager (7%)	Administrative Assistant (10%)

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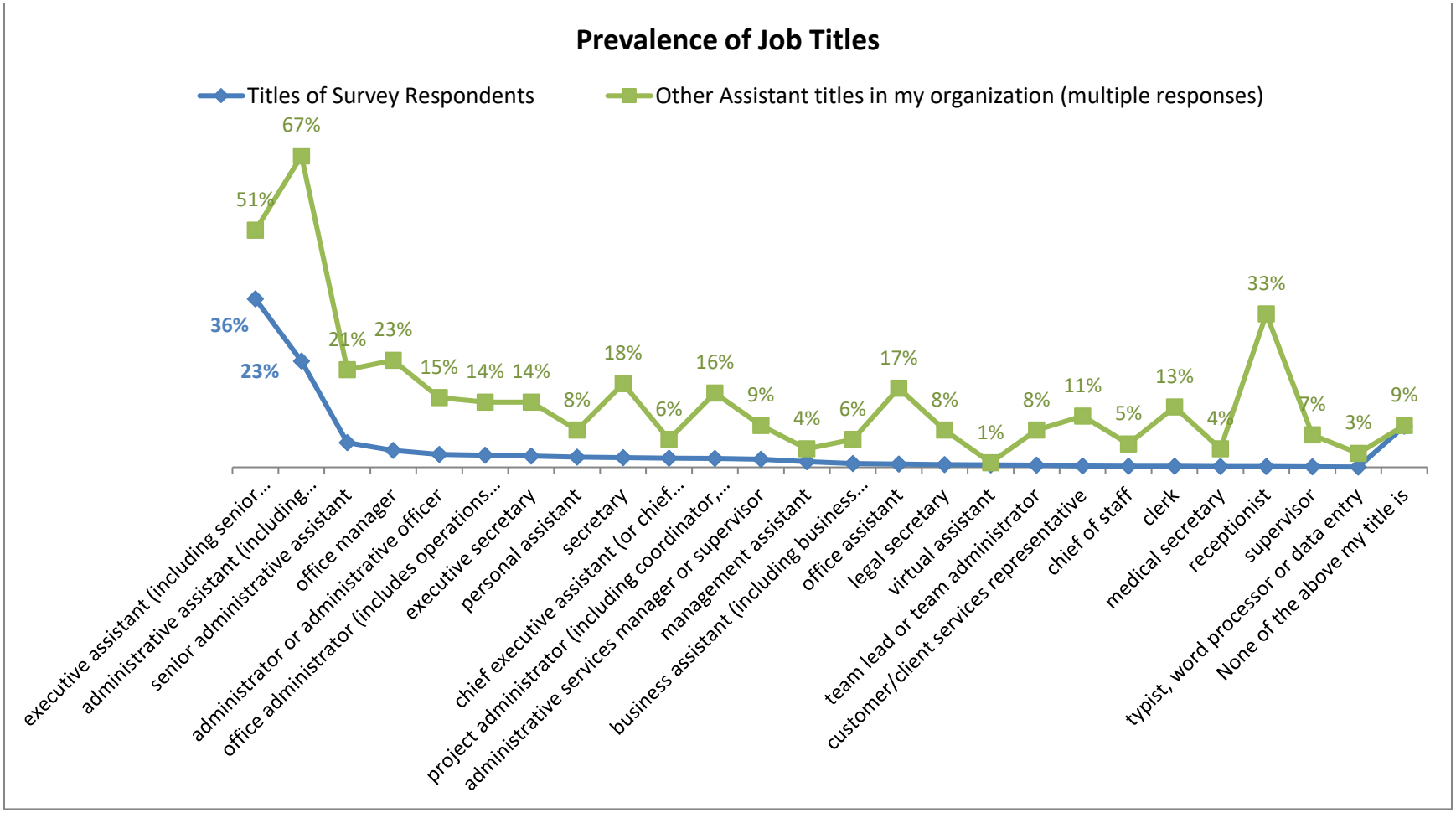

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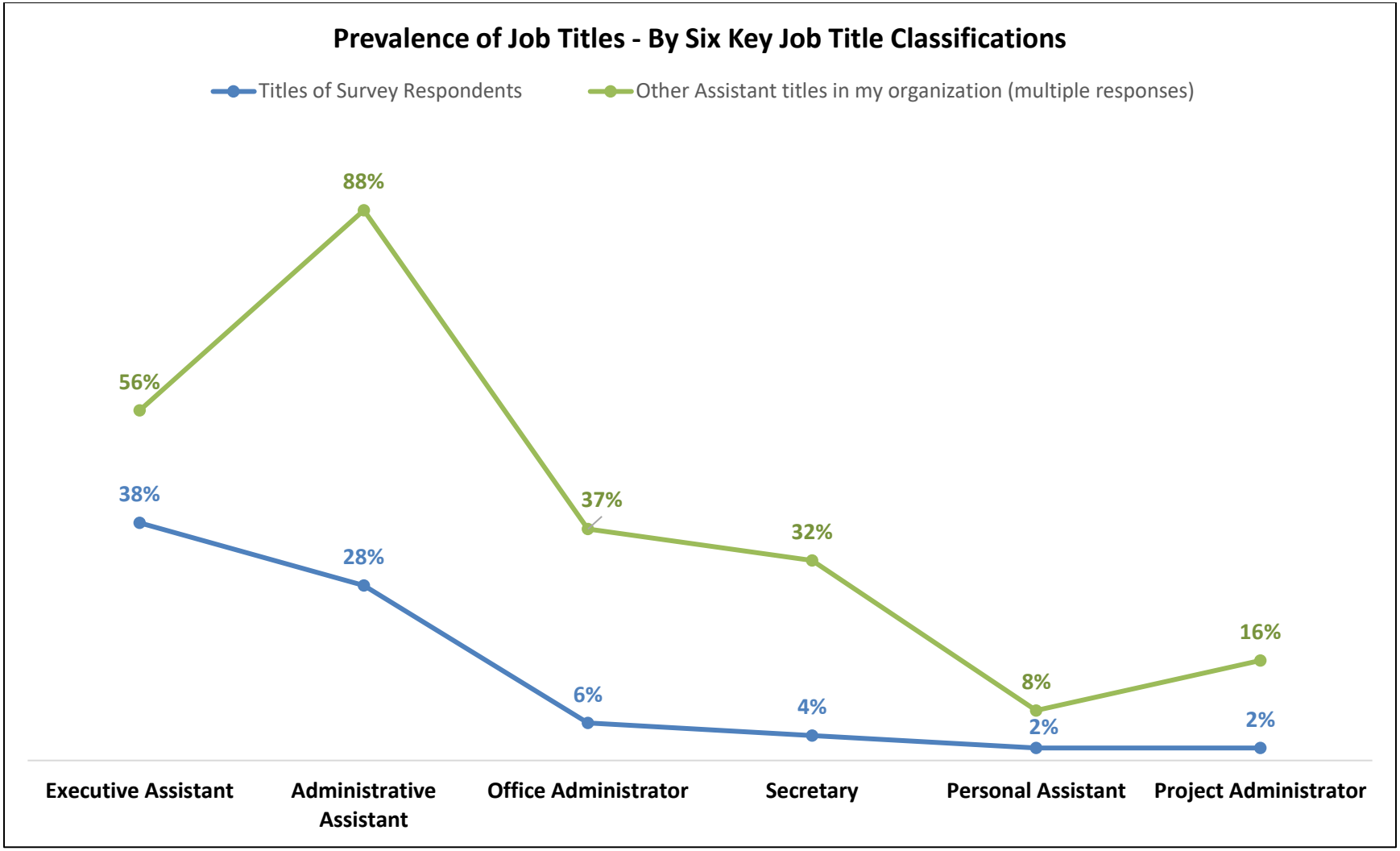

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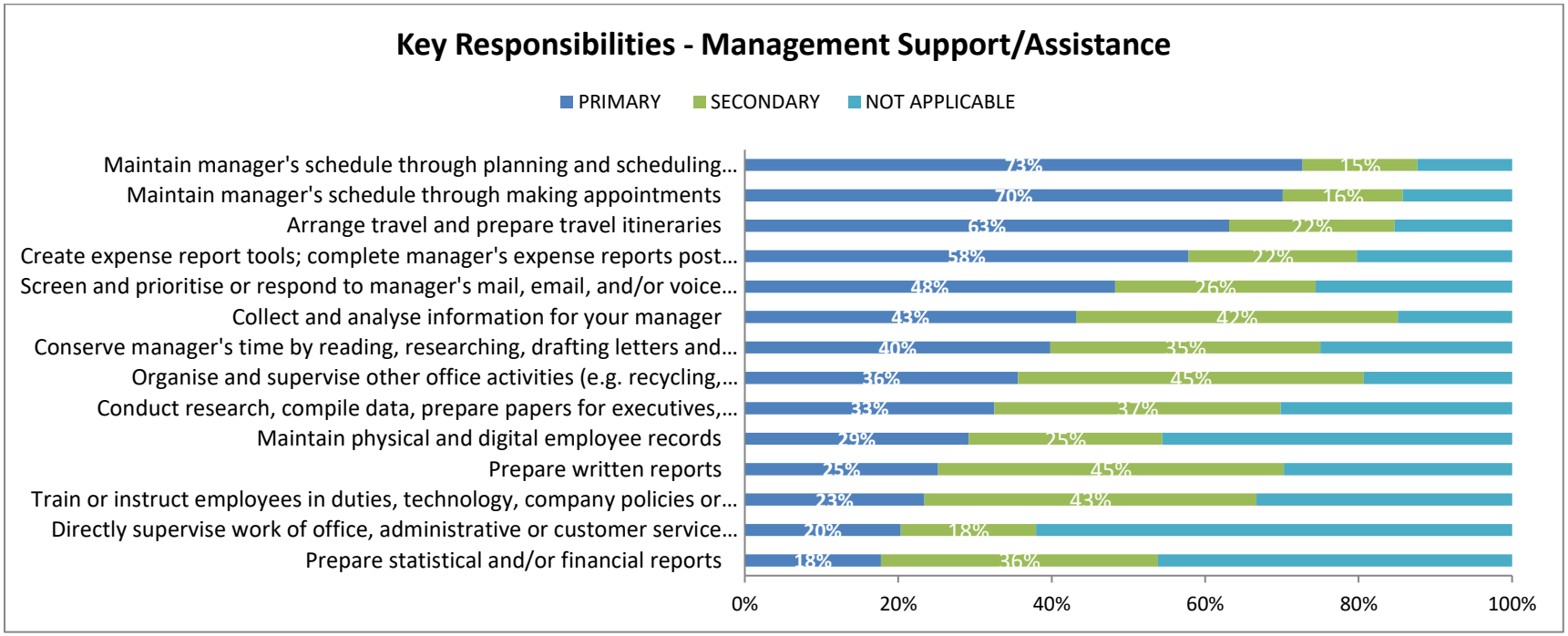
Key Job Responsibilities/Primary Tasks by Category

Management Support/Assistance

- At least eight out of ten administrative professionals share that the top ways they support management include: to plan and maintain their managers' schedule, coordinate travel logistics and itineraries, create expense report tools and prepare managers' expense reports, collect and programme information for their manager and organise/supervise other office activities (e.g., recycling, renovations, social events, etc.) as needed.
- Very few (20%) report that they directly supervise the work of office, administrative or customer service employees as a primary role in their job.



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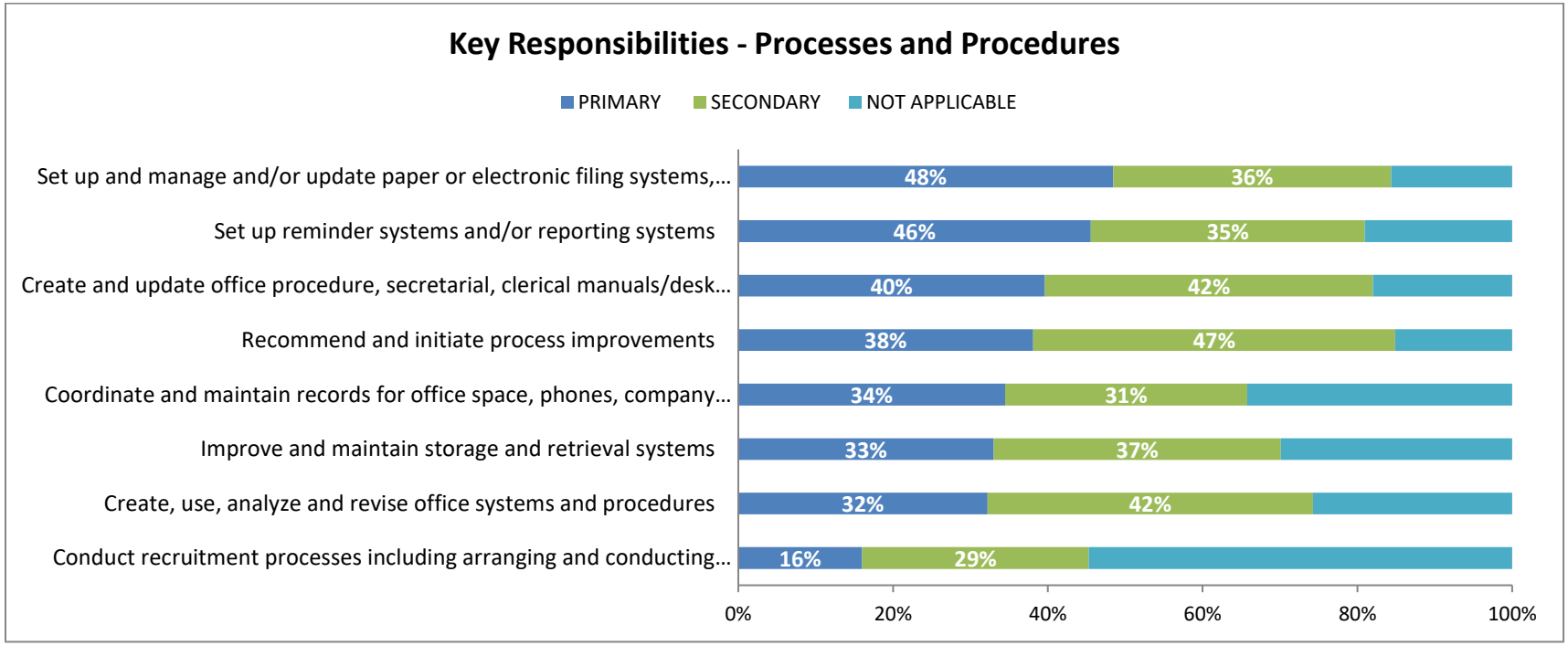
Processes and Procedures

- There is a much lower incidence of administrative/office professionals citing that a job requirement would include primary responsibility for establishing and/or improving office processes, procedures, record storage and data retrieval compared to other tasks in the overall study.



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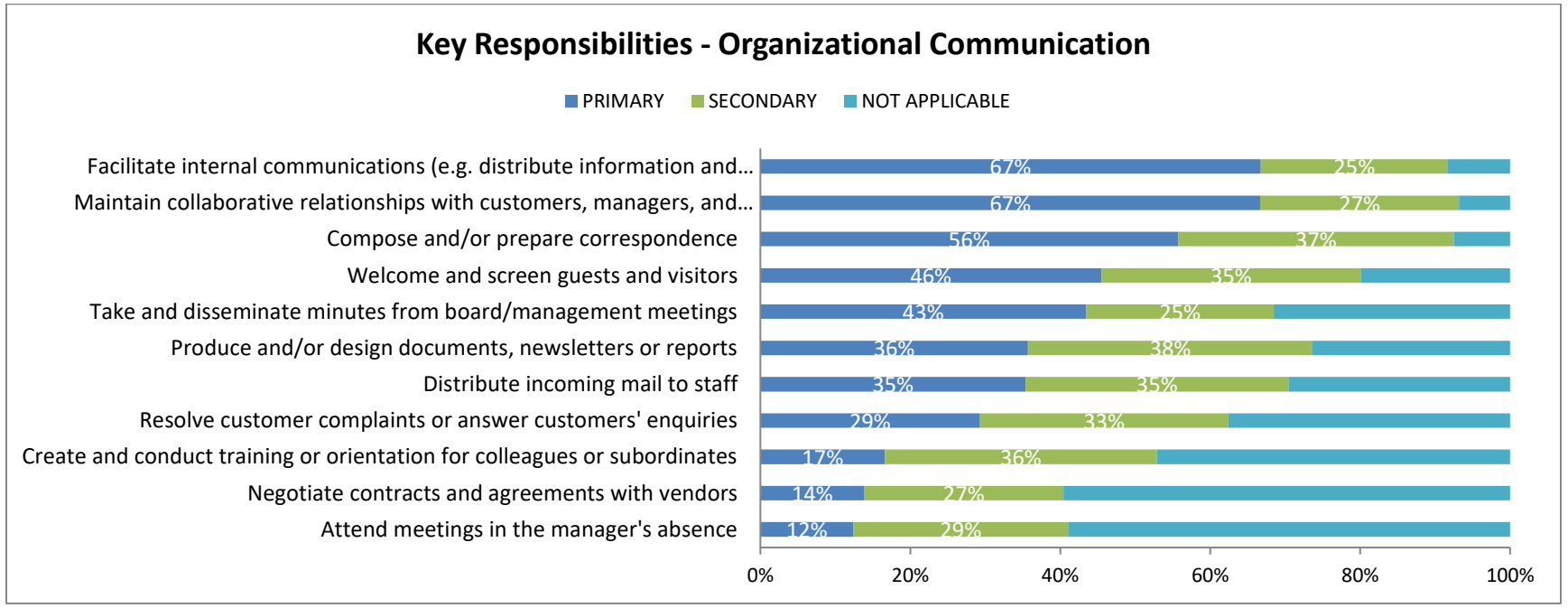
Organisational Communication

- A majority of administrative/office professionals (67%) are tasked with critical communication and collaborative relationship-building responsibilities as a 'primary' role to influence efficient and prompt productivity in their daily job.
- Very rarely are administrative professionals from this study expected to attend meetings on behalf of their manager (12%) or negotiate contracts or agreements with vendors (14%) as primary responsibilities in their job.



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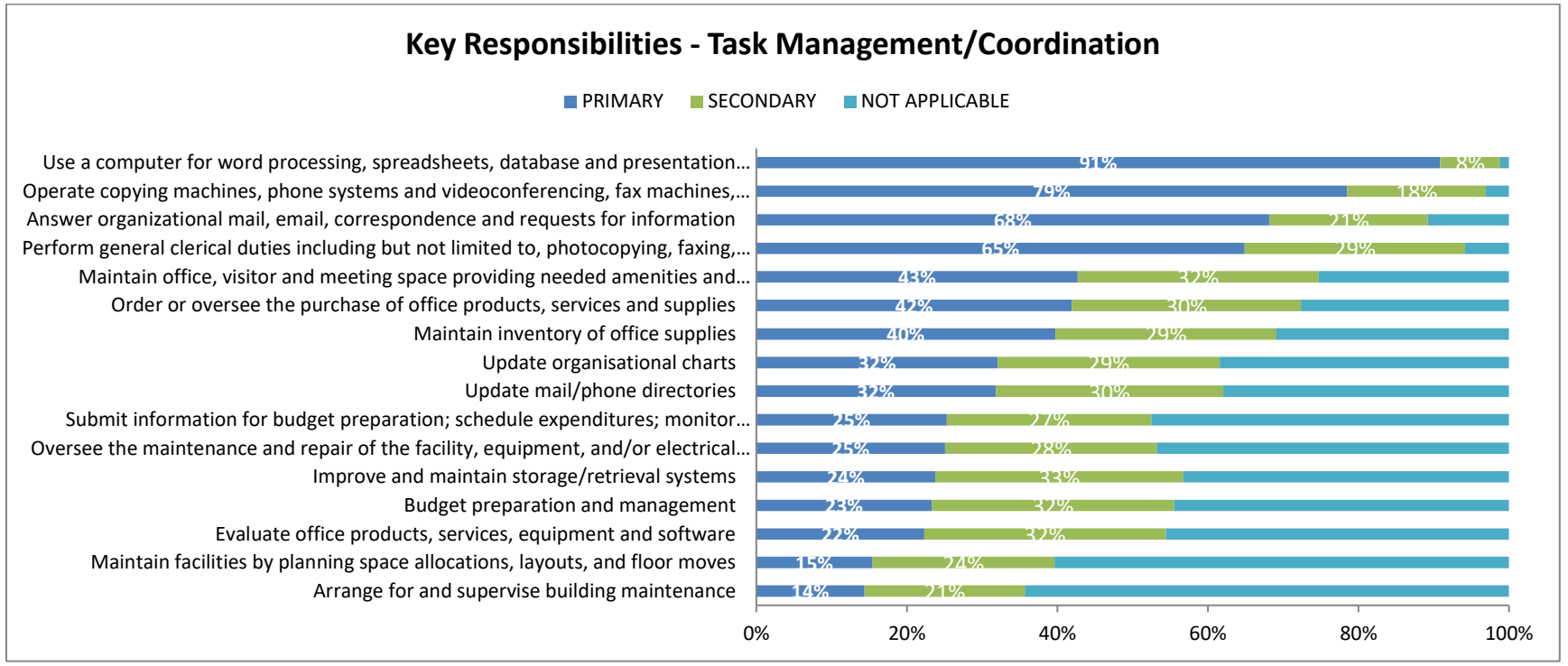
Task Management/Coordination

- Virtually all administrative professionals in this worldwide study report that a primary responsibility in their role is to use a computer for word processing, spreadsheet, database and presentation purposes. Eight out of ten name a primary responsibility to include operating various office machines such as a fax, copier or phone system.
- Very few hold primary responsibilities for space allocation planning/administration (15%) or building maintenance oversight (14%).



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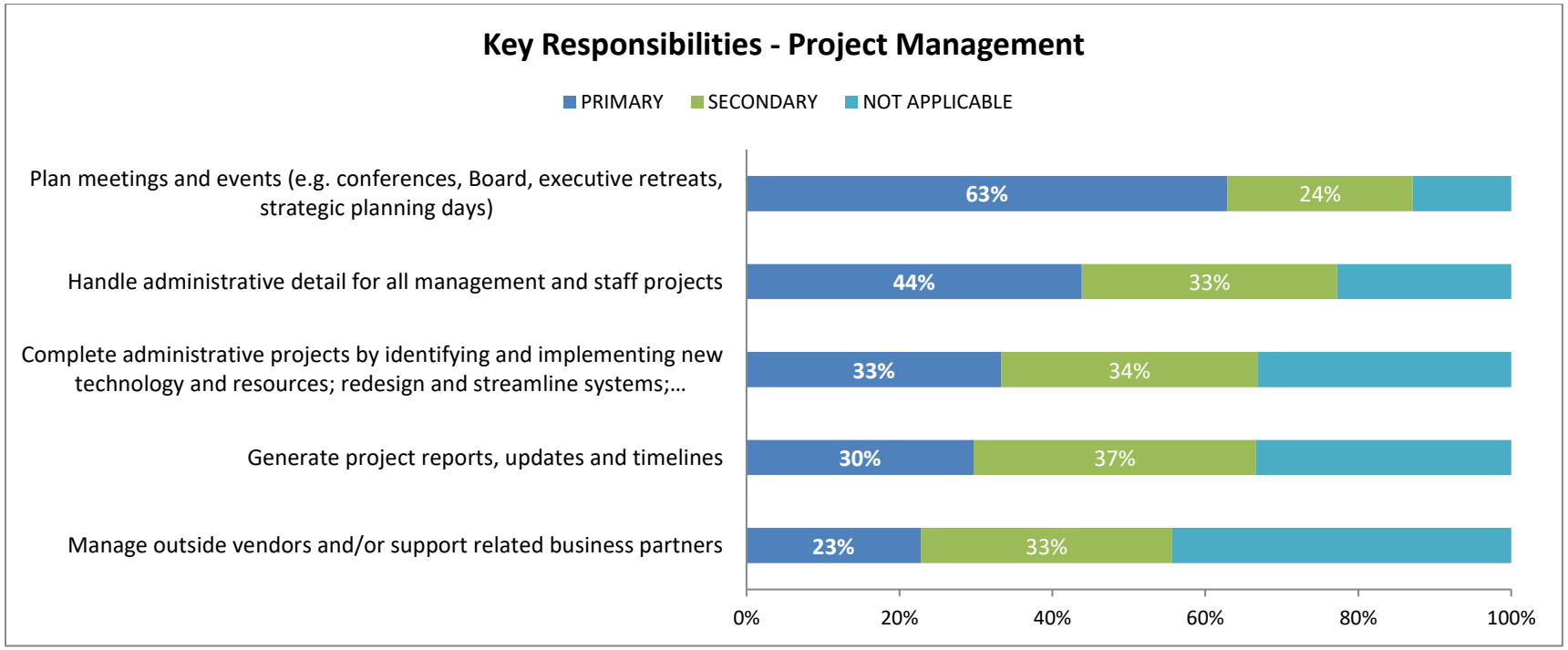
Project Management

- Considering the project management end of their job, two-thirds (63%) of administrative/office professionals name meeting/event planning as a primary responsibility.
- A small portion of administrative/office professionals, one out of five, say they carry substantive responsibility for vendor management or supporting business partners.



Results of Key Responsibilities vary by region/country and that will be covered later in this report.

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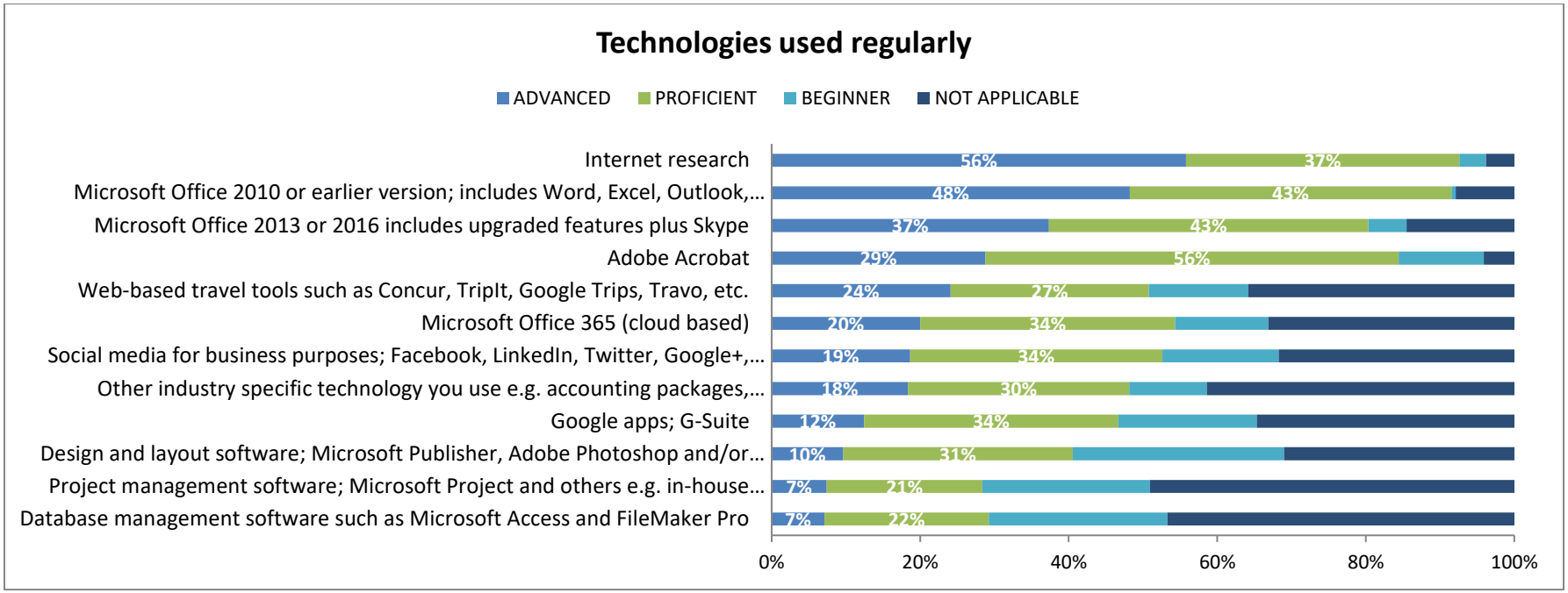
Foundational Technology Skills

Technology Usage:

- Administrative professionals in this study are more likely to be versed in Microsoft Office products and Adobe Acrobat and less likely to be savvy in database management, project management or design software.



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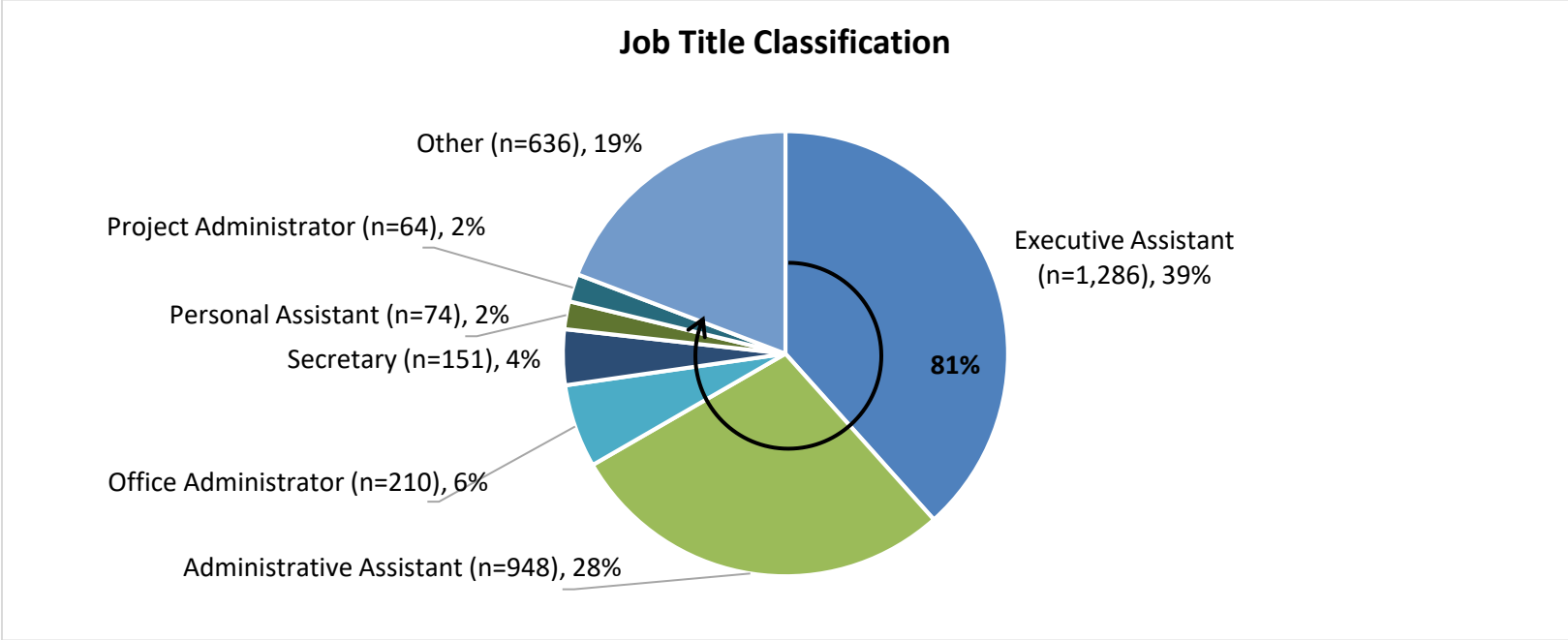
Job Profiles: Key Responsibilities/Tasks by Title

The following job classification groups were generated to analyse results based on aggregated job titles. These six groups represent 81% of the respondent sample.



Executive Assistant	• executive assistant (including senior executive assistant), • chief executive assistant (or chief administrative assistant)
Administrative Assistant	• administrative assistant (including coordinator, specialist and associate), • senior administrative assistant
Office Administrator	• office manager, • office administrator (includes operations assistant or operations manager)
Secretary	• executive secretary, • secretary
Personal Assistant	• personal assistant
Project Administrator	• project administrator (including coordinator, specialist and associate)

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The following tables include top tasks posted when 50% or more of administrative professionals identify the task as a primary responsibility in their job.

The following pages illustrate several distinctively unique job responsibilities that emerged among the six different title classification groups globally.

Executive Assistant Classification* - Global Results

	Primary Responsibilities Among Executive Assistant Classification	
	Task	Category
92%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
91%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
89%	Maintain manager's schedule through making appointments	Mgmt Assist
81%	Arrange travel and prepare travel itineraries	Mgmt Assist
80%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
78%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
74%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
70%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
69%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
69%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
65%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
62%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
60%	Compose and/or prepare correspondence	Org Comm
51%	Take and disseminate minutes from board/management meetings	Org Comm

*Includes executive assistant (including senior executive assistant), chief executive assistant (or chief administrative assistant)

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Administrative Assistant Classification* - Global Results

	Primary Responsibilities Among Administrative Assistant Classification	
	Task	Category
92%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
83%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
75%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
69%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
66%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
65%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
64%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
63%	Maintain manager's schedule through making appointments	Mgmt Assist
58%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
56%	Arrange travel and prepare travel itineraries	Mgmt Assist
54%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
54%	Compose and/or prepare correspondence	Org Comm
54%	Maintain inventory of office supplies	Task Mgmt
53%	Order or oversee the purchase of office products, services and supplies	Task Mgmt
53%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced
50%	Maintain office, visitor and meeting space providing needed amenities and supplies	Task Mgmt

*Includes administrative assistant (including coordinator, specialist and associate, senior administrative assistant)

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Office Administrator Classification* - Global Results

The *Office Administrator* category of respondents claim they have the largest array of primary responsibilities as part of their job, compared to the five other job title groups analysed. They also focus more on Processes & Procedures than other types of tasks.

	Primary Responsibilities Among Office Administrator Classification	
	Task	Category
90%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
79%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
78%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
72%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
68%	Order or oversee the purchase of office products, services and supplies	Task Mgmt
65%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
63%	Create and update office procedure, secretarial, clerical manuals/desk files	Process & Proced
62%	Maintain inventory of office supplies	Task Mgmt
60%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
58%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced
57%	Coordinate and maintain records for office space, phones, company credit cards and keys	Process & Proced
57%	Maintain office, visitor and meeting space providing needed amenities and supplies	Task Mgmt
56%	Set up reminder systems and/or reporting systems	Process & Proced
55%	Oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems	Task Mgmt
55%	Handle administrative detail for all management and staff projects	Proj Mgmt
55%	Improve and maintain storage and retrieval systems	Process & Proced
54%	Create, use, analyse and revise office systems and procedures	Process & Proced
54%	Welcome and screen guests and visitors	Org Comm
53%	Compose and/or prepare correspondence	Org Comm
52%	Recommend and initiate process improvements	Process & Proced
52%	Update mail/phone directories	Task Mgmt
50%	Maintain physical and digital employee records	Mgmt Assist

* Includes office manager, office administrator (includes operations assistant or operations manager)

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Secretary Classification* - Global Results

	Primary Responsibilities Among Secretary Classification	
	Task	Category
93%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
86%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
77%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
73%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
71%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
71%	Maintain manager's schedule through making appointments	Mgmt Assist
61%	Arrange travel and prepare travel itineraries	Mgmt Assist
59%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
59%	Compose and/or prepare correspondence	Org Comm
59%	Welcome and screen guests and visitors	Org Comm
56%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced
54%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
53%	Distribute incoming mail to staff	Org Comm
50%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt

* Includes executive secretary, secretary

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Personal Assistant Classification* - Global Results

	Primary Responsibilities Among Personal Assistant Classification	
	Task	Category
91%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
85%	Maintain manager's schedule through making appointments	Mgmt Assist
82%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
76%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
73%	Arrange travel and prepare travel itineraries	Mgmt Assist
68%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
64%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
62%	Screen and prioritise or respond to manager's mail, email and/or voicemail	
61%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
58%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
56%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
52%	Collect and analyse information for your manager	Mgmt Assist
50%	Compose and/or prepare correspondence	Org Comm

* Includes personal assistant

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Project Administrator Classification* - Global Results

	Primary Responsibilities Among Project Administrator Classification	
	Task	Category
95%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
83%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
73%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
61%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
61%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
59%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
59%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
59%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
58%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
58%	Handle administrative detail for all management and staff projects	Proj Mgmt
53%	Generate project reports, updates and timelines	Proj Mgmt

* Includes project administrator (including coordinator, specialist and associate)

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Where do Administrative/Office Professionals Spend their Time?

A much higher portion of UK respondents (50%) versus those in New Zealand (14%) and USA (29%) hold primary responsibility for tasks related to Management Support/Assistance.

Percent of Tasks in each Category named 'Primary' Responsibility among Survey Respondents - By Region/Country						
	USA	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,694	66	97	77	181	62
Management Support/Assistance (includes 14 tasks)	29%	50%	14%	36%	43%	43%
Processes and Procedures (includes 8 tasks)	0	25%	0	25%	0	13%
Organisational Communication (includes 11 tasks)	27%	36%	18%	27%	36%	36%
Task Management/ Coordination (includes 16 tasks)	25%	19%	25%	25%	19%	25%
Project Management (includes 5 tasks)	20%	20%	0	20%	20%	20%

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Region/Country Profiles

United States

Top Job Titles Among Survey Respondents - USA

executive assistant	37%
administrative assistant	26%
senior administrative assistant	6%
office manager	3%
office administrator	3%

Primary* Responsibilities Among Survey Respondents - USA

	Task	Category
92%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
82%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
72%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
69%	Maintain manager's schedule through making appointments	Mgmt Assist
68%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
68%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
68%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
69%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
61%	Arrange travel and prepare travel itineraries	Mgmt Assist
61%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
60%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
55%	Compose and/or prepare correspondence	Org Comm

Top Job Titles Among Other Assistants in My Organisation - USA

administrative assistant (including coordinator, specialist, and associate)	72%
executive assistant	54%
receptionist	31%
senior administrative assistant	24%
office manager	23%

*At least 50% or more respondents reported they hold primary responsibility for each task

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United Kingdom

Top Job Titles Among Survey Respondents – UK

executive assistant (including senior executive assistant)	32%
personal assistant	23%
virtual assistant	8%
office manager	5%

Primary* Responsibilities Among Survey Respondents - UK

	Task	Category
88%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
86%	Maintain manager's schedule through making appointments	Mgmt Assist
86%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
83%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
81%	Arrange travel and prepare travel itineraries	Mgmt Assist
76%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
72%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
69%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
69%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
69%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
62%	Conserve manager's time by reading, research, drafting letters and documents	Mgmt Assist
59%	Set up reminder systems and/or reporting systems	Process & Proced
59%	Compose and/or prepare correspondence	Org Comm
55%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced
55%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
53%	Collect and analyse information for your manager	Mgmt Assist
52%	Take and disseminate minutes from board/management meetings	Org Comm
50%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist

Top Job Titles Among Other Assistants in My Organisation - UK

administrative assistant (including coordinator, specialist, and associate)	55%
personal assistant	52%
executive assistant	38%
receptionist	36%
administrator or administrative officer	32%

*At least 50% or more respondents reported they hold primary responsibility for each task

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New Zealand

Top Job Titles Among Survey Respondents – New Zealand

executive assistant (including senior executive assistant)	22%
personal assistant	13%
administrator or administrative officer	11%
office manager	7%

Primary* Responsibilities Among Survey Respondents – New Zealand

	Task	Category
84%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
74%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
67%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
64%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
52%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
52%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
50%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
50%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist

Top Job Titles Among Other Assistants in My Organisation – New Zealand

administrator or administrative officer	61%
personal assistant	56%
administrative assistant (including coordinator, specialist, and associate)	54%
receptionist	51%
executive assistant (including senior executive assistant)	45%

*At least 50% or more respondents reported they hold primary responsibility for each task

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Canada

Top Job Titles Among Survey Respondents – Canada

executive assistant	35%
administrative assistant (including coordinator, specialist and associate; for senior administrative assistant, see below)	21%
senior administrative assistant	4%
administrator or administrative officer	4%

Primary* Responsibilities Among Survey Respondents Where do- Canada

	Task	Category
86%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
67%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
65%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
62%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
61%	Maintain manager's schedule through making appointments	Mgmt Assist
59%	Arrange travel and prepare travel itineraries	Mgmt Assist
58%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
57%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
54%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
54%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
54%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
52%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
52%	Set up reminder systems and/or reporting systems	Process & Proced
51%	Compose and/or prepare correspondence	Org Comm
51%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced

Top Job Titles Among Other Assistants in My Organisation - Canada

administrative assistant (including coordinator, specialist, and associate)	81%
receptionist	58%
executive assistant (including senior executive assistant)	52%
office manager	27%
clerk	27%

*At least 50% or more respondents reported they hold primary responsibility for each task

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Western Europe

Top Job Titles Among Survey Respondents – Western Europe

executive assistant	38%
management assistant	13%
personal assistant	9%
chief executive assistant	9%
office manager	7%

Primary* Responsibilities Among Survey Respondents - Western Europe

	Task	Category
91%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
88%	Maintain manager's schedule through making appointments	Mgmt Assist
84%	Arrange travel and prepare travel itineraries	Mgmt Assist
81%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
81%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
71%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
64%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
63%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
62%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
60%	Create expense report tools; complete manager's expense reports post travel	Mgmt Assist
59%	Compose and/or prepare correspondence	Org Comm
59%	Welcome and screen guests and visitors	Org Comm
57%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
51%	Collect and analyse information for your manager	Mgmt Assist

Top Job Titles Among Other Assistants in My Organisation – Western Europe

executive assistant (including senior executive assistant)	38%
administrative assistant (including coordinator, specialist, and associate)	32%
secretary	31%
receptionist	30%
personal assistant	29%

*At least 50% or more respondents reported they hold primary responsibility for each task

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Africa

Top Job Titles Among Survey Respondents – Africa

executive assistant (including senior executive assistant)	26%
administrator or administrative officer	24%
personal assistant	15%
administrative assistant (including coordinator, specialist and associate; for senior administrative assistant, see below)	10%

Primary* Responsibilities Among Survey Respondents- Africa

	Task	Category
77%	Use a computer for word processing, spreadsheets, database and presentation software.	Task Mgmt
68%	Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences	Mgmt Assist
66%	Maintain manager's schedule through making appointments	Mgmt Assist
66%	Plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	Proj Mgmt
64%	Operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	Task Mgmt
64%	Answer organisational mail, email, correspondence and requests for information	Task Mgmt
64%	Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	Org Comm
62%	Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	Task Mgmt
62%	Arrange travel and prepare travel itineraries	Mgmt Assist
62%	Compose and/or prepare correspondence	Org Comm
60%	Conserve manager's time by reading, research, drafting letters and documents	Mgmt Assist
60%	Take and disseminate minutes from board/management meetings	Org Comm
57%	Set up and manage and/or update paper or electronic filing systems, records and reports	Process & Proced
55%	Maintain collaborative relationships with customers, managers, and employees	Org Comm
55%	Screen and prioritise or respond to manager's mail, email and/or voicemail	Mgmt Assist
53%	Collect and analyse information for your manager	Mgmt Assist

Top Job Titles Among Other Assistants in my organisation - Africa

administrator or administrative officer	47%
personal assistant	47%
secretary	39%
receptionist	37%
administrative assistant (including coordinator, specialist, and associate)	35%
executive assistant (including senior executive assistant)	35%
office assistant	27%

*At least 50% or more respondents reported they hold primary responsibility for each task

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Top Job Titles Among Other Assistants in Respondents Organisation - By Region/Country						
	USA	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,694	66	97	77	181	62
1	Administrative Assistant (72%)	Administrative Assistant (55%)	Administrator or Administrative Officer (61%)	Administrative Assistant (81%)	Executive Assistant (38%)	Administrator or Administrative Officer (47%) Personal Assistant (47%)
2	Executive Assistant (54%)	Personal Assistant (52%)	Personal Assistant (56%)	Receptionist (58%)	Administrative Assistant (32%)	Secretary (39%)
3	Receptionist (31%)	Executive Assistant (38%)	Administrative Assistant (54%)	Executive Assistant (52%)	Secretary (31%)	Receptionist (37%)
4	Senior Administrative Assistant (24%)	Receptionist (36%)	Receptionist (51%)	Office Manager (27%) Clerk (27%)	Receptionist (30%)	Administrative Assistant (35%), Executive Assistant (35%)

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Conclusions

The survey results are based on the distribution of surveys to members of the WASummit Advisory Council, WASummit Ambassadors, Administrative Professional associations their networks and memberships around the world, and all were asked to share as widely as possible, using a snowball approach. However, a limitation became clear as the survey responses are from only a few global regions and some areas, e.g. Asia, Latin America, Africa, the Middle East, India and the Pacific, are underrepresented or not represented at all. An additional limitation is that those who responded tended to be administrative professionals with significant experience.

The most common title for administrative professionals is "Administrative Assistant" with "Executive Assistant," "Receptionist" and "Office Manager/Administrator" as runners up. The title of "Secretary" appears to be in declining usage considering occupational data of the past.

- Executive Assistants and Secretaries are more involved in organizational communications and less oriented toward task management than Administrative Assistants.
- Office Administrators are much more likely than Executive Assistants and Administrative Assistants to be involved in processes and procedures and not so involved with management assistance or organizational communications.

The leading professional responsibilities among administrative professionals worldwide are task management-oriented roles and management assistance roles. In addition, organisational communication is a critical responsibility.

Administrative/office professionals have greatest accountability for tasks related to various technologies and office equipment expertise, managing their manager's schedule, building partnerships and collaborating with others in the workplace, addressing various correspondence and information requests and facilitating internal communications of pertinent topics.

- Very few respondents directly supervise the work of office, administrative or customer service employees. Nor are many involved in the hiring process in terms of recruiting, interviewing etc.
- There is a low incidence of administrative professionals being responsible for establishing and/or improving office processes, procedures, record storage or database maintenance/retrieval compared to other tasks in the overall study.
- Most respondents are tasked with critical communication and collaborative relationship-building responsibilities as a 'primary' role to influence efficient and prompt productivity in their daily job.
- Very rarely are administrative professionals from this study expected to attend meetings on behalf of their manager or negotiate contracts or agreements with vendors as primary responsibilities in their jobs.
- A quite substantial majority of respondents say that meeting/event planning is a primary responsibility.
- Administrative professionals are more likely to be expert users of Microsoft Office products and Adobe Acrobat. They are less likely to be called upon for database management, project management or design software expertise. They do not seem to be using web-based travel tools as a matter of course.

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The most common job tasks, with two thirds or more of administrative professionals seeing them as a primary activity, are:

- Using a computer for word processing, spreadsheets, database and presentation software
- Operating copying machines, phone systems and videoconferencing, fax machines, and other office equipment
- Maintaining a manager's schedule through planning and scheduling meetings, conferences, teleconferences and/or making appointments
- Answering organisational mail, email, correspondence and requests for information
- Maintaining collaborative relationships with colleagues, customers, managers, and employees
- Facilitating internal communications (e.g. distribute information and schedule meetings or presentations)
- Performing general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing
- Arranging travel and prepare travel itineraries
- Planning meetings and events (e.g., conferences, Board, executive retreats, strategic planning days).

The primary tasks accomplished by administrative professionals *in support of management* include planning and maintaining managers' schedules, coordinating travel logistics and itineraries, creating expense report tools and preparing managers' expense reports, screening and responding to inbound communications, collecting information for their managers, and organising/supervising other office activities (e.g., recycling, renovations, social events, etc.) as needed.

Recommendations

The International Position Titles Team was tasked with researching position titles internationally. To this end the survey "Position Titles, Tasks and Networking" was sent out globally. The data gathered has provided some understanding of position titles and the tasks with limitations as noted in the conclusions. Because titles reflect, to a large extent, the credibility, status and recognition of the position, discussions are required about how to best guide the development of the profession itself. It may be that, in future years, as administrative professionals advance their titles and responsibilities, the respect and recognition they seek will follow.

As an outcome of this research the following recommendations are made:

1. For this research to be more complete, a broader and more inclusive participation would be critical, therefore to assist outreach to broaden the community should be planned for. Worldwide relationships and partnerships with administrative professionals should be deployed and new regions and respondents targeted to disseminate surveys widely increasing both positional and global representation and participation. This can also be a focus of the Research Report from the International Networking Team which suggests a LinkedIn Group and running ongoing surveys.

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2. Further consideration needs to be given to those titles which are uncommon and how they compare to the Executive and Administrative Assistant titles in terms of their job roles and responsibilities. Questions to be asked; are any of these titles new and evolving, or do they fit within the framework of the titles identified in this report
3. This report addresses the current state of the administrative profession. However, it does not address how the profession itself *has evolved or will evolve* in the future.
    a. It would be helpful to gather data to assist in exploring trends in the evolution of the profession – regarding titles, responsibilities and career paths. For example, a question could be: "Is there greater involvement with planning events, managing projects, and team leadership?" Skills development in these areas can lead career movement into other roles.
    b. Good questions for more experienced administrative professionals may be: "What are you doing *now* that you weren't previously? How has your role evolved?"
    c. Further research is needed to determine how titles and responsibilities are evolving – and to determine how/if we would like to influence and support the evolution.
4. To build upon the current data and to identify career path trends, the current data could be used to match respondents job tenure with their job responsibilities. A follow up survey of both entry level administrative professionals and experienced, high level administrative professionals would be helpful with the questions:
    a. "As you become more experienced, what shifts in role or responsibilities do you see?"
    b. "What skills and responsibilities are emerging?"
5. To align position titles with position descriptions, questions 11-16 in the survey (see appendix), can be used to provide a template for job descriptions as can the Job Profiles in the report. The data from this report will contribute to the new discussion topic of "consistent position descriptions and career pathways".
6. This data will assist discussions on whether we can develop a Position Titles, Position Descriptions and Career Pathways Tool. This tool is to be aimed at assisting administrative/office professionals to determine or understand their own position titles, descriptions and career pathways within their own workplace environment. In a very broad and idealistic way such a tool may include:
    a. A range of generic position titles internationally recognised and under which an individual can locate and/or include their own position title.
    b. A range of position descriptions to match those generic titles to assist an individual to locate or develop their own position description to suit their own role.
    c. A career pathway which incorporates those generic titles and position descriptions so that the individual may locate themselves and then determine their own pathway

Judy Geller

International Position Titles, Team Leader

With acknowledgement of the support of the American Society of Administrative Professionals

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APPENDICES

Respondent Demographics

Respondent Job Titles

Almost two-thirds of survey respondents use one of three job titles. *Executive Assistant* and *Administrative Assistant* are the most common titles, with *Senior Administrative Assistant* a distant third.

	%	n
executive assistant (including senior executive assistant)	36%	1220
administrative assistant (including coordinator, specialist and associate; for senior administrative assistant, see below)	23%	769
senior administrative assistant	5%	179
office manager	4%	123
administrator or administrative officer	3%	94
office administrator (includes operations assistant or operations manager)	3%	87
executive secretary	2%	81
personal assistant	2%	74
secretary	2%	70
chief executive assistant (or chief administrative assistant)	2%	66
project administrator (including coordinator, specialist and associate)	2%	64
administrative services manager or supervisor	2%	59
management assistant	1%	41
business assistant (including business administrator)	1%	27
office assistant	1%	24
legal secretary	1%	19
virtual assistant	1%	17
team lead or team administrator	0%	15
customer/client services representative	0%	10
chief of staff	0%	7
clerk	0%	7
medical secretary	0%	6
receptionist	0%	6
supervisor	0%	4
typist, word processor or data entry	0%	2
None of the above my title is…	9%	298
Total	100%	3,369

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Job Titles Among Other Assistants in My Organisation

The *top five* most prevalent job titles that describe other administrative professionals who work alongside study (survey) respondents in their workplace include: Administrative Assistant (67%), Executive Assistant (51%), Receptionist (33%), Office Manager (22%) and Senior Administrative Assistant (21%).

	%	n
administrative assistant (including coordinator, specialist, and associate; for senior administrative assistant, see below)	67%	2260
executive assistant (including senior executive assistant)	51%	1715
receptionist	33%	1106
office manager	22%	757
senior administrative assistant	21%	716
secretary	18%	617
office assistant	17%	564
project administrator (including coordinator, specialist and associate)	16%	545
administrator or administrative officer	15%	511
office administrator (includes operations assistant or operations manager)	14%	483
executive secretary	14%	471
clerk	13%	429
customer/client services representative	11%	383
administrative services manager or supervisor	9%	299
legal secretary	8%	284
team lead or team administrator	8%	271
personal assistant	8%	284
supervisor	7%	240
business assistant (including business administrator)	6%	210
chief of staff	5%	183
chief executive assistant (or chief administrative assistant)	5%	185
medical secretary	4%	119
management assistant	4%	149
typist, word processor or data entry	3%	115
virtual assistant	1%	41

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Region/Country of Respondents' Workplace

Geographic regions with substantive representation in the study that were prioritised for additional analysis in the report are Western Europe, New Zealand, Canada, UK and Africa.

Most respondents are USA-based.

	%	n
USA	80%	2,694
Western Europe[1]	5%	181
New Zealand	3%	97
Canada	2%	77
Scandinavia[2]	2%	67
UK	2%	66
Africa[3]	2%	62
Caribbean Islands[4]	1%	38
Oceania[5]	1%	25
Asia[6]	1%	17
Other Europe[7]	1%	17
Other - Middle East[8]	.3%	11
South America[9]	.1%	5
n/a	.4%	12
Total	100%	3,369

[1]Includes: Italy (55), Germany (44), Netherlands (17), France (15), Switzerland (15), Spain (12), Belgium (7), Ireland (6), Luxembourg (6), Portugal (2), Europe (1), Malta (1)

[2]Includes: Sweden (35), Denmark (14), Norway (14), Finland (4)

[3]Includes: Nigeria (24), South Africa (22), Ghana (8), Uganda (3), Cameroon (1), Liberia (1), Namibia (1), Sudan (1), Zambia (1)

[4]Includes: Jamaica (9), Bahamas (7), Bermuda (6), Trinidad & Tobago (5), Barbados (3), Puerto Rico (3), US Virgin Islands (2), Antigua/Barbuda (1), British Virgin Islands (1), St Kitts (1)

[5]Includes: Australia (22), Mariana Islands (2), Papua New Guinea (1)

[6]Asia Includes: India (8), Singapore (2), Hong Kong (1), Japan (1), Nepal (1), Palau (1), Philippines (1), Sir Lanka (1), Vietnam (1)

[7]Other Europe Includes: Greece (7), Austria (4), Cypress (2), Iceland (2), Russia (1), Ukraine (1)

[8]Includes: Turkey (4), Bahrain (2), Pakistan (2), UAE (2), Saudi Arabia (1)

[9]Includes: Brazil (2), Uruguay (2), Mexico (1)

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Number of Years Working in Profession

Respondents are extremely experienced in the administrative professionals' field, whereas one-half reported they have *worked at least twenty years* in this capacity.

	%	n
Less than 1 year	1%	34
1-4 years	7%	249
5-9 years	11%	359
10-14 years	15%	516
15-19 years	16%	543
20-29 years	27%	908
30+ years	23%	760
Total	100%	3,369

Company Size (Employee Volume)

One quarter of respondents come from small organisations with fewer than 150 employees, while another quarter represents jumbo size organisations with over 5,000 employees.

	%	n
1 - 149	25%	836
150 - 249	8%	285
250 - 499	11%	375
500 – 999	11%	368
1,000 – 4,999	20%	670
5,000 – 9,999	9%	311
10,000 and above	16%	524
Total	100%	3,369

The workplace size information was consolidated into four groups below for additional analysis of the study results presented later in the Appendix.

		%	n
Small	**1 - 149**	25%	836
Medium	**150 - 999**	31%	1028
Large	**1,000 – 4,999**	20%	670
Jumbo	**5,000+**	25%	835
	Total	100%	3,369

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Industry Representation

Almost one-half (48%) of survey respondents work in three industries, including Education/Non-Profit, Medical/Healthcare and Financial Services/Banking/Insurance.

	%	n
Education/Non-Profits (associations and organisations)	25%	851
Medical/Healthcare	13%	451
Financial Services/Banking/Insurance	10%	328
Services/Consulting	6%	217
Manufacturing/Oil & Gas/Energy Management	6%	214
Regional/Local Government	6%	196
Federal/ National Government (Public Sector/Military)	4%	133
Utilities/Transportation	3%	113
Retail/Wholesale/Consumer Goods/Direct Selling or Sales	3%	112
Pharmaceutical	3%	104
Information Technology/Computer Technology (ICT)	3%	94
Legal/Accounting	2%	77
Aerospace/Automotive	2%	65
Defense Contracts/Contractor	2%	65
Travel/Hospitality/Recreation	2%	55
Software	2%	51
Agriculture/Chemicals	1%	43
Telecommunications	1%	35
Biological Products/Biotechnology	1%	25
Publishing/Media/Entertainment/Cable	1%	24
Advertising/Marketing	1%	20
Employment & Training	.3%	10
Internet Retail/Ecommerce	.2%	8
Other	1%	49
No Response	1%	29
Total	100%	3,369

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Number of Administrative/Office professionals in Workplace

Employers represented in the study run the gamut in terms of the number of administrative/office professionals on their payroll. One out of four respondents represent organisations that employ anywhere from one to four administrative/office professionals. One out of five respondents represent workplace environments that employ at least 200 administrative professionals.

	%	n
1-4	25%	826
5-9	14%	471
10-24	16%	525
25-49	11%	386
50-99	8%	273
100-199	8%	262
200+	19%	626
Total	100%	3,369

Managing Others

Very few (14%) administrative/office professionals in the study have direct management/supervisory responsibilities for others in their workplace.

	%	n
do not manage or lead others	62%	2,074
lead a team of my peers but am not their manager or supervisor	25%	835
directly manage/supervise other admins	14%	460
Total	100%	3,369

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Number of People Respondents Support

Most administrative/office professionals (70%) support up to a maximum of five executives, managers or staff

	%	n
1	21%	697
2-5	49%	1,652
6-9	12%	409
10+	18%	611
Total	100%	3,369

Titles Respondents Support

Director is the most common executive title that administrative professionals support at work, according to one-third of respondents. Other executives that rise to the top include *Vice President*, *CEO* and *Manager*.

	%	n
Director	36%	1228
Vice President	23%	768
CEO	21%	697
Manager	20%	683
CFO	12%	402
Executive or Senior Vice President	11%	377
Executive Director	10%	332
President	10%	331
COO	8%	286
Managing Director	7%	252
Project Manager	7%	232
Supervisor	6%	209
Assistant Director	6%	203
Engineer	4%	122
Dean	4%	120
Executive Assistant/Senior Administrative Assistant	2%	70
Assistant Dean	2%	69
Assistant Manager	2%	65
Analyst	2%	63
Account Executive	1%	37

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Respondents' Job Titles

The most common job titles among all survey respondents are *Executive Assistant* and *Administrative Assistant.* Personal Assistant is strong in the UK and Administrator/Administrative Officer is popular in Africa.

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

Your Job Title	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2694	66	97	77	181	62
executive assistant (including senior executive assistant)	37%	32%	22%	35%	38%	26%
administrative assistant (including coordinator, specialist and associate)	26%	0%	5%	21%	6%	10%
senior administrative assistant	6%	2%	1%	4%	4%	0%
office manager	3%	5%	7%	1%	7%	2%
administrator or administrative officer	2%	2%	11%	4%	2%	24%
office administrator (includes operations assistant or operations manager)	3%	2%	6%	3%	0%	3%
executive secretary	2%	0%	0%	3%	6%	3%
personal assistant	0%	23%	13%	1%	9%	15%
secretary	2%	0%	2%	0%	1%	2%
chief executive assistant (or chief administrative assistant)	1%	3%	1%	1%	9%	2%
project administrator (including coordinator, specialist and associate)	2%	2%	3%	3%	1%	0%
administrative services manager or supervisor	2%	2%	3%	1%	0%	2%
management assistant	0%	2%	0%	1%	13%	0%
business assistant (including business administrator)	1%	3%	0%	3%	1%	3%
office assistant	1%	0%	1%	0%	1%	0%
legal secretary	0%	3%	1%	0%	1%	2%
virtual assistant	0%	8%	1%	1%	1%	0%
team lead or team administrator	0%	2%	2%	1%	1%	2%
customer/client services representative	0%	0%	2%	0%	0%	0%
chief of staff	0%	2%	0%	0%	0%	0%
clerk	0%	0%	0%	0%	0%	0%
medical secretary	0%	0%	0%	0%	0%	0%
receptionist	0%	0%	0%	0%	0%	0%
supervisor	0%	0%	0%	0%	0%	0%
typist, word processor or data entry	0%	0%	1%	0%	0%	0%

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Other Assistant Titles in Respondents Workplace

Incidence of admin titles in the workplace varies by country/region. For example,

- North America-based administrative/office professionals are significantly more likely than those in New Zealand, Africa and Western Europe to have the job title *Administrative Assistant*.
- *Executive Assistant* titles are significantly more prevalent in the USA compared to Western Europe.
- Compared to the USA, nearly twice as many in New Zealand and Canada carry the title of *Receptionist*.
- The title of *Secretary* is twice as likely to occur in Western Europe and Africa than in USA.
- The *Office Administrator* title is extremely rare for administrative professionals based in Western Europe.
- *Clerk* titles are more common in Canada and Africa compared to other regions.
- *Administrator or Administrative Officer* are twice as likely to be administrative professional titles in New Zealand, Africa and UK compared to North America or Western Europe.
- *Team Lead or Team Administrator* is significantly more prevalent in New Zealand than in other locations.
- *Personal Assistant* job titles are significantly more common in regions other than North America.
- The *Management Assistant* job title is significantly more utilized in Western Europe than elsewhere around the globe.
- The *Typist* job title is significantly more likely to be used among administrative professionals in Africa compared to USA.

(Table follows on next page)

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Comparisons based on Regions/Countries

Other Assistant Titles in the Workplace	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2,694	66	97	77	181	62
administrative assistant (including coordinator, specialist, and associate; for senior administrative assistant, see below)	72%	55%	54%	81%	32%	35%
executive assistant (including senior executive assistant)	54%	38%	45%	52%	38%	35%
receptionist	31%	36%	51%	58%	30%	37%
senior administrative assistant	24%	8%	16%	17%	8%	6%
office manager	23%	17%	18%	27%	25%	18%
office assistant	17%	14%	12%	10%	19%	27%
project administrator (including coordinator, specialist and associate)	17%	26%	22%	18%	9%	10%
secretary	16%	15%	18%	12%	31%	39%
office administrator (includes operations assistant or operations manager)	15%	11%	32%	17%	2%	13%
clerk	13%	8%	6%	27%	6%	21%
executive secretary	13%	6%	15%	13%	19%	18%
administrator or administrative officer	12%	32%	61%	14%	13%	47%
customer/client services representative	12%	5%	23%	17%	5%	11%
administrative services manager or supervisor	9%	8%	13%	4%	3%	13%
legal secretary	8%	6%	6%	13%	8%	8%
supervisor	8%	3%	10%	4%	2%	6%
team lead or team administrator	7%	14%	34%	8%	7%	6%
business assistant (including business administrator)	6%	8%	11%	5%	8%	8%
chief of staff	6%	8%	4%	3%	3%	3%
chief executive assistant (or chief administrative assistant)	5%	3%	10%	1%	7%	10%
medical secretary	4%	3%	2%	1%	2%	2%
typist, word processor or data entry	3%	5%	5%	6%	1%	15%
personal assistant	3%	52%	56%	1%	29%	47%
management assistant	2%	2%	2%	3%	28%	8%
virtual assistant	1%	8%	0%	1%	2%	0%

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Tenure of Respondents in Profession

There are very few differences in tenure by region, although Canadian respondents are slightly more likely than those in Western Europe and Africa to be extremely experienced administrative/office professionals (30+ years). A much higher portion of respondents in Africa than in several other regions of the world are newer in the role.

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

Tenure	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2,694	66	97	77	181	62
Less than 10	19%	14%	22%	14%	22%	34%
10-19 years	31%	36%	33%	25%	36%	34%
20-29 years	27%	27%	24%	29%	27%	23%
30+ years	23%	23%	22%	32%	16%	10%

Respondents Direct Reports

It is more common in the UK and Africa versus USA to directly manage/supervise other administrative/office professionals.

	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2,694	66	97	77	181	62
do not manage or supervise others	62%	58%	63%	58%	66%	34%
lead a team of my peers but am not their manager or supervisor	25%	12%	18%	22%	23%	35%
directly manage/supervise other administrative/office professionals	12%	30%	20%	19%	11%	31%

Company Size/Employee Volume

Compared to other regions of interest, New Zealand is the least likely to have large-size employers with 5,000+ employees.

	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2,694	66	97	77	181	62
1 - 149	24%	35%	35%	25%	27%	16%
150-999	30%	17%	30%	30%	35%	37%
1,000 – 4,999	20%	21%	30%	21%	20%	29%
5,000+	26%	27%	5%	25%	18%	18%

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Job Titles Respondents Support

Observations by Region:

- USA is significantly more likely than UK or Africa to have administrative/office professionals that support a *Vice President* title. This title rarely exists in New Zealand's workforce according to survey respondents.
- Administrative/office professionals from North America and Western Europe have a slightly higher incidence than those in other regions of the world to support a *President* title.
- Western Europe and Africa-based administrative/office professionals are significantly more likely than other locations to support a *Managing Director* title.
- Africa-based and Western Europe-based administrative/office professionals, including those from UK, are slightly more likely than other regions to support a *CEO.*
- New Zealand administrative/office professionals are significantly more likely than those in USA or UK to support a *Manager* title.

	USA	UK	New Zealand	Canada	Western Europe	Africa
n=	2,694	66	97	77	181	62
Director	37%	48%	30%	27%	34%	35%
Vice President	26%	6%	0%	23%	17%	5%
Manager	20%	8%	36%	25%	18%	24%
CEO	18%	32%	15%	29%	29%	32%
Executive or Senior Vice President	12%	2%	1%	5%	9%	3%
CFO	12%	8%	9%	17%	13%	19%
President	11%	0%	0%	9%	8%	3%
Executive Director	10%	8%	4%	8%	10%	18%
COO	9%	9%	3%	10%	12%	15%
Assistant Director	7%	5%	1%	1%	3%	8%
Supervisor	7%	0%	3%	6%	1%	5%
Project Manager	7%	6%	8%	10%	9%	11%
Managing Director	6%	14%	7%	9%	20%	19%
Dean	4%	0%	3%	3%	0%	6%
Engineer	4%	2%	1%	4%	4%	3%
Assistant Dean	2%	0%	0%	4%	1%	2%
Analyst	2%	0%	3%	3%	1%	3%
Executive Assistant/Senior Administrative Assistant	2%	2%	5%	0%	1%	8%
Assistant Manager	2%	0%	5%	3%	2%	5%
Account Executive	1%	0%	1%	0%	2%	5%

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

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Industry Representation

- Aside from Western Europe, all regions are well represented with employers in the *Education/Non-Profit* industry.
- Western Europe has higher incidence than USA with *Manufacturing/Oil & Gas/Energy Management* work environments.
- New Zealand has a significantly larger pool of employers than Western Europe in the *Regional/Local Government* arena. And, they have a larger pool of employers than USA in *Federal/National Government*.
- New Zealand has a higher incidence of employers than USA or Western Europe in *Legal/Accounting*.
- Western Europe has a higher incidence than USA of employers in *Telecommunications* and *Publishing/Media/Entertainment/Cable*.

	Region/Country					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,694	66	97	77	181	62
Education/Non-Profits (associations and organisations)	28%	24%	31%	23%	4%	27%
Medical/Healthcare	15%	5%	5%	10%	5%	6%
Financial Services/Banking/Insurance	9%	12%	5%	14%	12%	21%
Services/Consulting	6%	5%	7%	8%	9%	5%
Manufacturing/Oil & Gas/Energy Management	5%	5%	1%	14%	13%	8%
Regional/Local Government	6%	3%	14%	6%	2%	2%
Federal/ National Government (Public Sector/Military)	4%	5%	11%	4%	2%	6%
Utilities/Transportation	3%	2%	1%	5%	1%	2%
Retail/Wholesale/Consumer Goods/Direct Selling or Sales	3%	6%	1%	1%	8%	2%
Pharmaceutical	3%	2%	0%	0%	7%	3%
Information Technology/Computer Technology (ICT)	3%	2%	1%	1%	6%	3%
Legal/Accounting	2%	8%	14%	1%	1%	2%
Aerospace/Automotive	2%	0%	2%	0%	6%	2%
Defense Contracts/Contractor	2%	2%	1%	1%	0%	0%
Travel/Hospitality/Recreation	2%	2%	2%	1%	3%	0%
Software	2%	0%	0%	3%	2%	0%
Agriculture/Chemicals	1%	2%	0%	0%	3%	3%
Telecommunications	1%	5%	0%	0%	4%	2%
Biological Products/Biotechnology	1%	2%	0%	0%	1%	0%
Publishing/Media/Entertainment/Cable	1%	0%	0%	0%	4%	0%
Advertising/Marketing	1%	2%	0%	0%	2%	0%
Employment & Training	0%	2%	1%	1%	1%	0%
Internet Retail/Ecommerce	0%	0%	0%	0%	2%	0%

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Respondents' Industries - By Region/Country						
	USA	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,694	66	97	77	181	62
1	Education/ Non-Profit (28%)	Education/ Non-Profit (24%)	Education/ Non-Profit (31%)	Education/ Non-Profit (23%)	Manufacturing/ Oil & Gas/ Energy Management (13%)	Education/ Non-Profit (27%)
2	Medical/ Healthcare (15%)	Financial Services/ Banking/ Insurance (12%)	Regional/ Local Government (14%), Legal/ Accounting 14%)	Financial Services/ Banking/ Insurance (14%), Manufacturing/ Oil & Gas/ Energy Management (14%)	Financial Services/ Banking/ Insurance (12%)	Financial Services/ Banking/ Insurance (21%)
3	Financial Services/ Banking/ Insurance (9%)	Legal/ Accounting (8%)	Federal/ National Government (11%)	Medical/ Healthcare (10%)	Services/ Consulting (9%)	Manufacturing/ Oil & Gas/ Energy Management (8%)
4	Services/ Consulting (6%), Regional/ Local Government (6%)	Retail/ Wholesale/ Consumer Goods/ Direct Selling or Sales (6%)	Services/ Consulting (7%)	Services/ Consulting (8%)	Retail/ Wholesale/ Consumer Goods/ Direct Selling or Sales (8%)	Medical/ Healthcare (6%), Federal/ National Government (6%)

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Top Job Titles Respondents Support at Work - By Region/Country						
	USA	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,694	66	97	77	181	62
1	Director (37%)	Director (48%)	Manager (36%)	CEO (29%)	Director (34%)	Director (35%)
2	Vice President (26%)	CEO (32%)	Director (30%)	Director (27%)	CEO (29%)	CEO (32%)
3	Manager (20%)	Managing Director (14%)	CEO (15%)	Manager (25%)	Managing Director (20%)	Manager (24%)
4	CEO (18%)	COO (9%)	CFO (9%)	Vice President (23%)	Manager (18%)	CFO (19%), Managing Director (19%)

Key Responsibilities/Primary & Secondary Tasks by Category

Management Support/Assistance

- Admins from the USA, UK, Western Europe and Africa are more likely than those from New Zealand to maintain managers' schedules through planning and scheduling meetings, conferences and teleconferences. Western Europe administrative/office professionals are also more versed than those in Canada in this task.
- Administrative/office professionals from the USA, UK, Western Europe and Africa are more likely than those from New Zealand to maintain managers' schedule through making appointments. Western Europe administrative/office professionals are also more entrenched than those in the USA and Canada in this task.
- Western European administrative/office professionals are more experienced than nearly all other regions in arranging travel and preparing travel itineraries. US administrative/office professionals, however, are more experienced than those in New Zealand in this task.
- USA and Western Europe administrative/office professionals are more versed than those in New Zealand in creating expense report tools and completing managers' expense reports post-travel.
- Western European administrative/office professionals are more experienced than USA administrative/office professionals in screening and prioritizing or responding to manager's mail, email and/or voicemail.
- Western European administrative/office professionals are more likely than those from New Zealand to be tasked with collecting and analyzing information for their managers.
- Africa-based administrative/office professionals are substantially more likely than other regions to directly supervise work of office, administrative or customer service employees.

(Table follows on next page)

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Management Support/Assistance	**Primary + Secondary**					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
maintain manager's schedule through planning and scheduling meetings, conferences and teleconferences	88%	95%	59%	83%	96%	91%
maintain manager's schedule through making appointments	85%	95%	61%	83%	97%	89%
arrange travel and prepare travel itineraries	84%	91%	68%	78%	96%	81%
create expense report tools; complete manager's expense reports post-travel	80%	74%	59%	75%	88%	79%
screen and prioritise or respond to manager's mail, email and/or voicemail	72%	88%	69%	80%	87%	83%
collect and analyse information for your manager	84%	91%	76%	91%	92%	89%
conserve manager's time by reading, researching, drafting letters and documents	73%	90%	64%	81%	81%	85%
organise and supervise other office activities (e.g., recycling, renovations, social events, etc.)	81%	81%	76%	74%	79%	85%
conduct research, compile data, prepare papers for executives, committees and boards of directors	69%	79%	61%	71%	71%	75%
maintain physical and digital employee records	55%	66%	53%	54%	47%	62%
prepare written reports	69%	76%	62%	72%	72%	85%
train or instruct employees in duties, technology, company policies or arrange such training	68%	72%	70%	65%	58%	64%
directly supervise work of office, administrative or customer service employees	36%	45%	48%	28%	46%	77%
prepare statistical and/or financial reports	55%	45%	62%	51%	42%	55%

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

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Processes and Procedures

There were no substantive differences by country/region within this job responsibility category.

	Primary + Secondary					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
recommend and initiate process improvements	86%	88%	86%	72%	78%	85%
set up and manage and/or update paper or electronic filing systems, records, and reports	85%	91%	83%	87%	82%	87%
create and update office procedure, secretarial, clerical manuals/desk files	82%	90%	82%	87%	83%	79%
set up reminder systems and/or reporting systems	81%	88%	80%	83%	79%	77%
create, use, analyse and revise office systems and procedures	75%	71%	77%	80%	67%	75%
improve and maintain storage and retrieval systems	70%	74%	66%	80%	72%	81%
coordinate and maintain records for office space, phones, company credit cards and keys	67%	60%	59%	59%	63%	74%
conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.	45%	62%	52%	42%	41%	40%

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Organisational Communication

- Administrative/office professionals in the USA and Western Europe are significantly more likely than those in Canada to welcome/screen guests and visitors and to distribute internal mail to staff.
- Administrative/office professionals in the USA are significantly more likely than those in Western Europe to take responsibility for resolving customer complaints and answering inquiries.

	Primary + Secondary					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	92%	98%	84%	88%	92%	91%
maintain collaborative relationships with customers, managers, and employees	94%	91%	96%	91%	89%	91%
compose and/or prepare correspondence	93%	93%	88%	93%	93%	96%
welcome and screen guests and visitors	80%	78%	72%	59%	92%	77%
take and disseminate minutes from board/management meetings	67%	81%	64%	70%	76%	87%
produce and/or design documents, newsletters or reports	74%	69%	66%	78%	72%	77%
distribute incoming mail to staff	71%	59%	59%	57%	79%	70%
resolve customer complaints or answer customers' enquiries	64%	57%	69%	51%	48%	74%
create and conduct training or orientation for colleagues or subordinates	52%	72%	60%	62%	46%	58%
negotiate contracts or agreements with vendors	40%	40%	29%	38%	45%	30%
attend meetings in the manager's absence	41%	47%	33%	39%	38%	51%

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

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Task Management/Coordination

- USA administrative/office professionals are significantly more versed than Western Europe in using a computer for word processing, spreadsheets, database and presentation software, and in performing general clerical duties including, but not limited to, photocopying, faxing, mail distribution and filing.
- A substantially higher portion of administrative/office professionals from the USA, Western Europe and Africa, compared to other regions, are accountable for maintaining office, visitor and meeting space and providing amenities/supplies.
- Administrative/office professionals in the USA vs. Canada are more likely to be involved in purchasing office products, services and supplies.
- USA-based administrative/office professionals are more likely than those from the UK, New Zealand and Western Europe to have responsibility for maintaining inventory of office supplies.
- Administrative/office professionals from Africa are more likely than those from Canada to update mail/phone directories.
- Administrative/office professionals from the US, UK and Western Europe versus elsewhere take a lead in updating organisational charts.
- Managing storage/retrieval systems is a more prevalent role among administrative/office professionals in Africa versus USA.

	Primary + Secondary					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
use a computer for word processing, spreadsheets, database and presentation software.	99%	100%	98%	99%	95%	96%
operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	98%	93%	93%	97%	92%	91%
perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	95%	90%	89%	96%	89%	92%
answer organisational mail, email, correspondence and requests for information	89%	93%	90%	93%	96%	92%
maintain office, visitor and meeting space providing needed amenities and supplies	77%	57%	59%	45%	74%	85%
order or oversee the purchase of office products, services and supplies	75%	59%	59%	52%	66%	70%
maintain inventory of office supplies	73%	45%	52%	54%	59%	72%
update mail/phone directories	63%	60%	58%	42%	64%	70%
update organisational charts	63%	71%	42%	43%	66%	53%
improve and maintain storage/retrieval systems	56%	64%	60%	55%	54%	79%
budget preparation and management	55%	53%	59%	64%	52%	64%
evaluate office products, services, equipment and software	56%	53%	52%	45%	46%	55%
oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems	53%	48%	58%	46%	48%	66%
submit information for budget preparation; schedule expenditures; monitor costs; analyse variances	52%	41%	60%	58%	53%	53%
maintain facilities by planning space allocations, layouts, and floor moves	39%	41%	39%	38%	45%	45%
arrange for and supervise building maintenance	36%	33%	38%	28%	35%	47%

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Project Management

- Administrative/office professionals from the USA, UK and Western Europe are more likely than others to be responsible for planning meetings and events.

	Primary + Secondary					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	87%	97%	73%	83%	95%	94%
handle administrative detail for all management and staff projects	78%	76%	70%	72%	75%	87%
complete administrative projects by identifying and implementing new technology and resources; redesign and streamline systems; recommend improvements or cost reductions	68%	71%	69%	68%	54%	60%
generate project reports, updates and timelines	66%	72%	63%	68%	69%	66%
manage outside vendors and/or support related business partners	56%	60%	52%	45%	53%	62%

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Foundational Technology Skills

Other than Africa, when asked which technologies administrative/office professionals are either advanced or proficient in, all regions named the same top four technologies, just in different order. These include Internet research, Microsoft Office products and Adobe Acrobat.

- USA and UK administrative/office professionals are slightly more likely than those in Canada to be versed in Microsoft Office 2010 or earlier versions as well as Microsoft 365 Cloud version.
- UK and Western European administrative/office professionals are significantly more experienced than Canada-based administrative/office professionals in using social media for business purposes.
- USA-based administrative/office professionals are more versed than administrative/office professionals in New Zealand, Canada and Africa in using web-based travel tools in the workplace.
- Outside of Africa, administrative/office professionals from most of the other regions are more versed than administrative/office professionals in Western Europe in using industry specific technology in the workplace.
- USA administrative/office professionals are significantly more versed than Western Europe admins with design and layout software.

	Advanced & Proficient					
Column %	**USA**	**UK**	**New Zealand**	**Canada**	**Western Europe**	**Africa**
n=	2,423	58	90	69	170	53
Internet research	93%	97%	88%	88%	95%	91%
Microsoft Office 2010 or earlier version; includes Word, Excel, Outlook, OneNote, Share Point and PowerPoint	92%	98%	93%	83%	90%	91%
Adobe Acrobat	85%	74%	81%	87%	83%	81%
Microsoft Office 2013 or 2016 includes upgraded features plus Skype	80%	81%	79%	75%	84%	79%
Microsoft Office 365 (cloud based)	55%	69%	49%	39%	51%	36%
Social media for business purposes; Facebook, LinkedIn, Twitter, Google+, Instagram and Pinterest	51%	72%	52%	39%	64%	66%
Web-based travel tools such as Concur, TripIt, Google Trips, Travo, etc.	55%	41%	22%	30%	44%	26%
Other industry specific technology you use e.g. accounting packages, engineering technology, medical technology, etc.	50%	50%	64%	49%	32%	28%
Google apps; G-Suite	48%	36%	42%	33%	42%	57%
Design and layout software; Microsoft Publisher, Adobe Photoshop and/or InDesign	43%	31%	40%	42%	19%	30%
Database management software such as Microsoft Access and FileMaker Pro	31%	24%	32%	20%	19%	23%
Project management software; Microsoft Project and others e.g. in-house systems	29%	34%	34%	25%	21%	28%

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Comparisons of Administrative/Office Professionals Job Title Classification

Management Support/Assistance – Responsibility by Admin Job Title Classification

- EAs are distinctly more accountable than many other admin titles to support their managers with scheduling, travel, expense reports and screening/prioritising all types of inbound communication to their manager. EAs are also more versed than AAs in prepping correspondence for their manager.
- The *Office Administrator* is more focused than others on addressing various office procedures, practices, records management, training and supervision.

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

	Primary Responsibility					
Column %	EA	AA	Off Admin	Secretary	Pers Assist	Proj Admin
n=	1,178	841	183	133	66	59
maintain manager's schedule through planning and scheduling meetings, conferences and teleconferences	92%	65%	44%	71%	91%	59%
maintain manager's schedule through making appointments	89%	63%	42%	71%	85%	47%
arrange travel and prepare travel itineraries	81%	56%	41%	61%	73%	49%
create expense report tools; complete manager's expense reports post-travel	69%	58%	40%	48%	44%	61%
screen and prioritise or respond to manager's mail, email and/or voicemail	62%	40%	42%	44%	62%	25%
collect and analyse information for your manager	44%	41%	45%	42%	52%	44%
conserve manager's time by reading, researching, drafting letters and documents	49%	32%	33%	44%	44%	34%
organise and supervise other office activities (e.g., recycling, renovations, social events, etc.)	32%	39%	57%	23%	27%	29%
conduct research, compile data, prepare papers for executives, committees and boards of directors	37%	27%	31%	27%	29%	32%
maintain physical and digital employee records	22%	33%	50%	33%	17%	15%
prepare written reports	24%	24%	26%	25%	20%	29%
train or instruct employees in duties, technology, company policies or arrange such training	17%	22%	43%	14%	14%	42%
directly supervise work of office, administrative or customer service employees	14%	16%	42%	16%	14%	17%
prepare statistical and/or financial reports	10%	23%	30%	14%	6%	25%

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Processes and Procedures - Responsibility by Admin Job Title Classification

- The *Office Administrator* group is substantially more accountable than most other admin groups with all sorts of tasks related to Processes and Procedures.

	Primary Responsibility					
Column %	**EA**	**AA**	**Off Admin**	**Secretary**	**Pers Assist**	**Proj Admin**
n=	1,178	841	183	133	66	59
recommend and initiate process improvements	37%	36%	52%	26%	21%	46%
set up and manage and/or update paper or electronic filing systems, records, and reports	44%	53%	58%	56%	36%	41%
create and update office procedure, secretarial, clerical manuals/desk files	33%	42%	63%	39%	35%	34%
set up reminder systems and/or reporting systems	47%	43%	56%	39%	36%	49%
create, use, analyse and revise office systems and procedures	26%	32%	54%	30%	18%	34%
improve and maintain storage and retrieval systems	29%	35%	55%	32%	21%	25%
coordinate and maintain records for office space, phones, company credit cards and keys	29%	40%	57%	35%	20%	24%
conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.	13%	14%	26%	16%	11%	22%

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

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Organisational Communication Responsibility by Admin Job Title Classification

- The *EA* group leads the *AA* and *Secretarial* groups to facilitate internal communications as a core role in the job. They are less likely than other admin titles to distribute incoming mail to staff as a primary responsibility.
- The *Office Administrator* and *Project Administrator* are twice as likely than others to manage and present training or orientation as a core responsibility.
- The *Office Administrator* group leads the pack in terms of negotiating vendor contracts/agreements as a primary role in their job.

	Primary Responsibility					
Column %	**EA**	**AA**	**Off Admin**	**Secretary**	**Pers Assist**	**Proj Admin**
n=	1,178	841	183	133	66	59
facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	74%	66%	65%	59%	58%	59%
maintain collaborative relationships with customers, managers, and employees	70%	64%	72%	54%	61%	73%
compose and/or prepare correspondence	60%	54%	53%	59%	50%	46%
welcome and screen guests and visitors	47%	49%	54%	59%	38%	34%
take and disseminate minutes from board/management meetings	51%	41%	36%	41%	44%	37%
produce and/or design documents, newsletters or reports	34%	40%	40%	32%	32%	42%
distribute incoming mail to staff	29%	44%	48%	53%	30%	27%
resolve customer complaints or answer customers' enquiries	23%	32%	43%	32%	15%	32%
create and conduct training or orientation for colleagues or subordinates	13%	14%	28%	9%	5%	32%
negotiate contracts or agreements with vendors	12%	12%	30%	5%	6%	14%
attend meetings in the manager's absence	13%	11%	13%	7%	9%	12%

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Task Management/Coordination - Responsibility by Admin Job Title Classification

- The *Office Administrator* group is more focused than others on task management around the office related to resource management and keeping business facilities and operations running smoothly.

	Primary Responsibility					
Column %	EA	AA	Off Admin	Secretary	Pers Assist	Proj Admin
n=	1,178	841	183	133	66	59
use a computer for word processing, spreadsheets, database and presentation software.	91%	92%	90%	93%	82%	95%
operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	80%	83%	79%	86%	68%	83%
perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	65%	75%	60%	77%	56%	59%
answer organisational mail, email, correspondence and requests for information	69%	69%	78%	73%	64%	61%
maintain office, visitor and meeting space providing needed amenities and supplies	38%	50%	57%	49%	33%	37%
order or oversee the purchase of office products, services and supplies	34%	53%	68%	45%	23%	39%
maintain inventory of office supplies	31%	54%	62%	47%	20%	34%
update mail/phone directories	27%	37%	52%	40%	26%	22%
update organisational charts	36%	30%	39%	24%	21%	31%
improve and maintain storage/retrieval systems	19%	25%	44%	23%	17%	22%
budget preparation and management	19%	24%	35%	15%	9%	36%
evaluate office products, services, equipment and software	17%	26%	48%	20%	15%	14%
oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems	18%	29%	55%	23%	23%	29%
submit information for budget preparation; schedule expenditures; monitor costs; analyse variances	20%	26%	42%	14%	15%	37%
maintain facilities by planning space allocations, layouts, and floor moves	14%	14%	31%	6%	20%	22%
arrange for and supervise building maintenance	11%	14%	41%	7%	11%	14%

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Project Management - Responsibility by Admin Job Title Classification

- The *Executive Assistant* group is more likely than most all other admin groups to plan meetings and events.
- The *Office Administrator* group is more likely than others to manage outside vendors/partners as a primary role.

	Primary Responsibility					
Column %	**EA**	**AA**	**Off Admin**	**Secretary**	**Pers Assist**	**Proj Admin**
n=	1,178	841	183	133	66	59
plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	78%	54%	46%	50%	76%	58%
handle administrative detail for all management and staff projects	43%	45%	55%	34%	38%	58%
complete administrative projects by identifying and implementing new technology and resources; redesign and streamline systems; recommend improvements or cost reductions	35%	30%	42%	20%	21%	49%
generate project reports, updates and timelines	31%	25%	29%	24%	26%	53%
manage outside vendors and/or support related business partners	20%	24%	41%	14%	18%	29%

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Foundational Technology Skills - Responsibility by Admin Job Title Classification

- There are no major differences between admin groups in terms of which segment holds more 'proficiency' in the technology tools listed.
- From a combined 'proficient' and 'advanced' perspective, one of the major differences between *EAs* and *Personal Assistants* is that the *EA* group is savvier with web-based travel tools.
- The *AA* group is much more experienced than *EAs* in using other industry specific technology.

	Proficient + Advanced					
Column %	**EA**	**AA**	**Off. Admin**	**Secretary**	**Pers. Assist**	**Proj. Admin**
n=	1,178	841	183	133	66	59
Internet research	94%	91%	95%	89%	88%	97%
Microsoft Office 2010 or earlier version; includes Word, Excel, Outlook, OneNote, Share Point and PowerPoint	92%	93%	95%	92%	91%	90%
Adobe Acrobat	86%	84%	84%	83%	74%	83%
Microsoft Office 2013 or 2016 includes upgraded features plus Skype	83%	78%	81%	75%	79%	81%
Microsoft Office 365 (cloud based)	58%	50%	60%	41%	52%	61%
Social media for business purposes; Facebook, LinkedIn, Twitter, Google+, Instagram and Pinterest	54%	50%	59%	50%	61%	47%
Web-based travel tools such as Concur, TripIt, Google Trips, Travo, etc.	57%	50%	45%	44%	30%	58%
Other industry specific technology you use e.g. accounting packages, engineering technology, medical technology, etc.	41%	53%	57%	43%	45%	58%
Google apps; G-Suite	45%	48%	52%	51%	35%	47%
Design and layout software; Microsoft Publisher, Adobe Photoshop and/or InDesign	38%	44%	41%	42%	33%	37%
Database management software such as Microsoft Access and FileMaker Pro	26%	31%	32%	35%	18%	36%
Project management software; Microsoft Project and others e.g. in-house systems	28%	27%	36%	24%	18%	47%

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Comparisons Based on Company Size

Industry Representation

Significantly more of the jumbo size employers than smaller are in the *Medical/Healthcare* and *Pharmaceutical* arenas. Twice as many small employers (under 150) than large are in the *Services/Consulting* and *Legal* industries.

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

	1 - 149	150 - 999	1,000 – 4,999	5,000+
	Small	*Medium*	*Large*	*Jumbo*
n=	836	1,028	670	835
Education/Non-Profits (associations and organisations)	28%	28%	31%	15%
Medical/Healthcare	6%	11%	13%	23%
Financial Services/Banking/Insurance	11%	9%	8%	10%
Services/Consulting	11%	6%	4%	4%
Manufacturing/Oil & Gas/Energy Management	6%	7%	6%	7%
Regional/Local Government	7%	8%	4%	3%
Federal/ National Government (Public Sector/Military)	3%	4%	6%	3%
Utilities/Transportation	2%	4%	5%	3%
Retail/Wholesale/Consumer Goods/Direct Selling or Sales	2%	2%	4%	5%
Pharmaceutical	2%	2%	3%	6%
Information Technology/Computer Technology (ICT)	2%	2%	2%	5%
Legal/Accounting	4%	2%	2%	1%
Aerospace/Automotive	1%	2%	2%	3%
Defense Contracts/Contractor	1%	2%	3%	2%
Travel/Hospitality/Recreation	2%	2%	2%	1%
Software	1%	1%	1%	3%
Agriculture/Chemicals	1%	1%	1%	2%
Telecommunications	1%	1%	1%	1%
Biological Products/Biotechnology	1%	1%	0%	1%
Publishing/Media/Entertainment/Cable	1%	1%	1%	0%
Advertising/Marketing	1%	1%	0%	0%
Employment & Training	1%	0%	0%	0%
Internet Retail/Ecommerce	0%	0%	0%	0%

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Job Task Category: Management Support/Assistance – By Company Size

- Administrative/office professionals in companies with at least 150 employees are more likely than those in smaller companies to be accountable for supporting their managers with scheduling, travel planning and expense reports.
- Administrative/office professionals in companies with under 5,000 employees are more likely than administrative/office professionals in jumbo size companies to hold responsibility for conducting research and preparing correspondence and reports on behalf of management.

	Primary + Secondary			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
maintain manager's schedule through planning and scheduling meetings, conferences and teleconferences	82%	88%	89%	92%
maintain manager's schedule through making appointments	81%	85%	88%	90%
arrange travel and prepare travel itineraries	76%	84%	88%	91%
create expense report tools; complete manager's expense reports post-travel	66%	80%	84%	90%
screen and prioritise or respond to manager's mail, email and/or voicemail	74%	75%	75%	74%
collect and analyse information for your manager	84%	87%	89%	82%
conserve manager's time by reading, researching, drafting letters and documents	74%	79%	76%	71%
organise and supervise other office activities (e.g., recycling, renovations, social events, etc.)	80%	79%	82%	83%
conduct research, compile data, prepare papers for executives, committees and boards of directors	72%	74%	70%	62%
maintain physical and digital employee records	56%	51%	56%	56%
prepare written reports	73%	73%	73%	62%
train or instruct employees in duties, technology, company policies or arrange such training	62%	65%	71%	70%
directly supervise work of office, administrative or customer service employees	41%	41%	38%	32%
prepare statistical and/or financial reports	55%	55%	55%	51%

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Job Task Category: Processes and Procedures - By Company Size

- Administrative/office professionals in small to mid-size companies are more likely than those working in larger companies to be responsible for creating and updating office procedures and manuals.
- Administrative/office professionals in small companies hold more responsibility than those in jumbo size companies for creating, using, analyzing and revising office systems and procedures.
- Jumbo size company administrative/office professionals carry more responsibility than those in mid-size to conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.

	Primary + Secondary			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
recommend and initiate process improvements	85%	84%	88%	84%
set up and manage and/or update paper or electronic filing systems, records, and reports	86%	85%	86%	80%
create and update office procedure, secretarial, clerical manuals/desk files	87%	83%	82%	76%
set up reminder systems and/or reporting systems	83%	80%	82%	78%
create, use, analyse and revise office systems and procedures	79%	73%	76%	70%
improve and maintain storage and retrieval systems	74%	71%	70%	66%
coordinate and maintain records for office space, phones, company credit cards and keys	67%	62%	67%	68%
conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.	44%	41%	48%	49%

Note: Numbers highlighted in yellow flag substantial differences from other segments across the table.

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Job Task Category: Organisational Communication – By Company Size

- Administrative/office professionals mid-size companies are significantly more likely than those in the jumbo size to take and disseminate minutes from board/management meetings and produce and/or design documents, newsletter or reports.
- Administrative/office professionals from organisations smaller than 5,000 employees are significantly more likely than those in 5,000+ employees to work on resolving customer complaints or answer customers' enquiries.
- Administrative/office professionals in companies less than 150 employees are significantly more likely than those larger than 150+ employees to negotiate contracts or agreements with vendors.

	Primary + Secondary			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	90%	92%	92%	93%
maintain collaborative relationships with customers, managers, and employees	92%	94%	94%	93%
compose and/or prepare correspondence	93%	94%	91%	91%
welcome and screen guests and visitors	77%	81%	82%	81%
take and disseminate minutes from board/management meetings	68%	72%	70%	63%
produce and/or design documents, newsletters or reports	76%	76%	75%	68%
distribute incoming mail to staff	70%	71%	70%	70%
resolve customer complaints or answer customers' enquiries	65%	66%	64%	55%
create and conduct training or orientation for colleagues or subordinates	51%	51%	54%	56%
negotiate contracts or agreements with vendors	51%	39%	36%	34%
attend meetings in the manager's absence	42%	44%	39%	37%

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Job Task Category: Task Management/Coordination – By Company Size

- Administrative/office professionals in 1,000+ size employers versus smaller are more tasked with updating organisational charts.
- Administrative/office professionals in 150+ size employers have more responsibility than those in smaller organisations for budget preparation and management.

	Primary + Secondary			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
use a computer for word processing, spreadsheets, database and presentation software.	99%	98%	99%	99%
operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	97%	97%	97%	97%
perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	94%	94%	94%	94%
answer organisational mail, email, correspondence and requests for information	91%	89%	89%	87%
maintain office, visitor and meeting space providing needed amenities and supplies	76%	75%	76%	73%
order or oversee the purchase of office products, services and supplies	69%	71%	72%	77%
maintain inventory of office supplies	66%	67%	71%	74%
update mail/phone directories	68%	57%	62%	63%
update organisational charts	55%	55%	65%	73%
improve and maintain storage/retrieval systems	61%	56%	56%	54%
budget preparation and management	48%	60%	59%	54%
evaluate office products, services, equipment and software	62%	53%	52%	51%
oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems	57%	49%	52%	56%
submit information for budget preparation; schedule expenditures; monitor costs; analyse variances	51%	54%	56%	49%
maintain facilities by planning space allocations, layouts, and floor moves	40%	35%	40%	45%
arrange for and supervise building maintenance	41%	32%	35%	36%

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Job Task Category: Project Management – By Company Size

- Administrative/office professionals in jumbo size companies carry significantly higher responsibility than those in small companies to plan meetings and events.

	Primary + Secondary			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	83%	86%	89%	91%
handle administrative detail for all management and staff projects	79%	75%	76%	79%
complete administrative projects by identifying and implementing new technology and resources; redesign and streamline systems; recommend improvements or cost reductions	69%	66%	66%	66%
generate project reports, updates and timelines	68%	68%	69%	61%
manage outside vendors and/or support related business partners	61%	54%	53%	54%

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Foundational Technology Skills – By Company Size

- Administrative/office professionals in large to jumbo size organisations are more likely than those in smaller companies to be versed in Web-based travel tools.

	Proficient + Advanced			
Column %	**1 - 149**	**150 - 999**	**1,000 – 4,999**	**5,000+**
	Small	*Medium*	*Large*	*Jumbo*
n=	760	922	607	744
Internet research	92%	93%	93%	92%
Microsoft Office 2010 or earlier version; includes Word, Excel, Outlook, OneNote, Share Point and PowerPoint	91%	92%	92%	91%
Adobe Acrobat	81%	86%	88%	84%
Microsoft Office 2013 or 2016 includes upgraded features plus Skype	78%	78%	83%	84%
Microsoft Office 365 (cloud based)	55%	51%	54%	58%
Social media for business purposes; Facebook, LinkedIn, Twitter, Google+, Instagram and Pinterest	53%	53%	51%	53%
Web-based travel tools such as Concur, TripIt, Google Trips, Travo, etc.	37%	45%	53%	70%
Other industry specific technology you use e.g. accounting packages, engineering technology, medical technology, etc.	50%	47%	50%	46%
Google apps; G-Suite	52%	46%	47%	42%
Design and layout software; Microsoft Publisher, Adobe Photoshop and/or InDesign	39%	41%	42%	40%
Database management software such as Microsoft Access and FileMaker Pro	31%	27%	30%	29%
Project management software; Microsoft Project and others e.g. in-house systems	30%	27%	29%	28%

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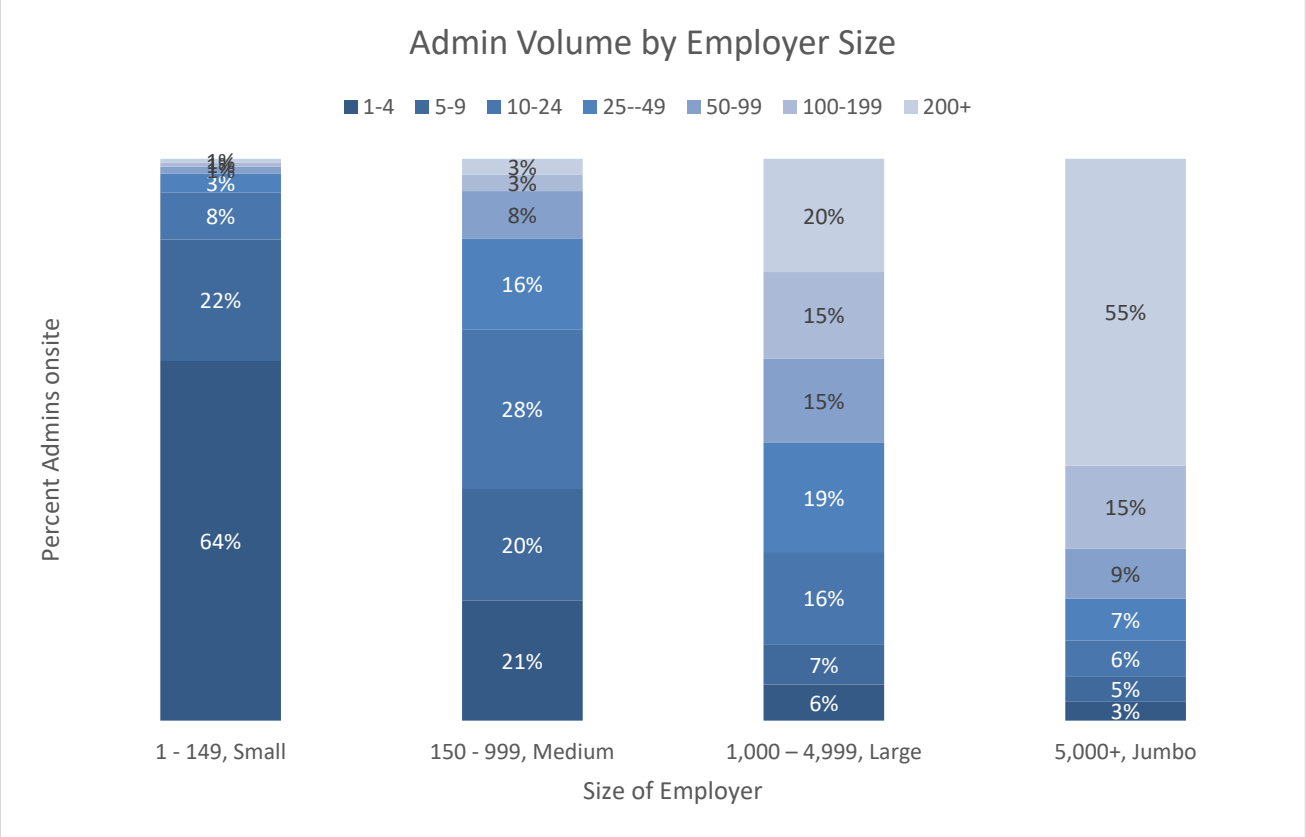
Number of Administrative/Office professionals

Most employers with a maximum of four administrative professionals tend to be from smaller organisations under 150 employees. One-half (55%) of large organisations, over 5,000 employees, employ at least 200 administrative/office professionals.



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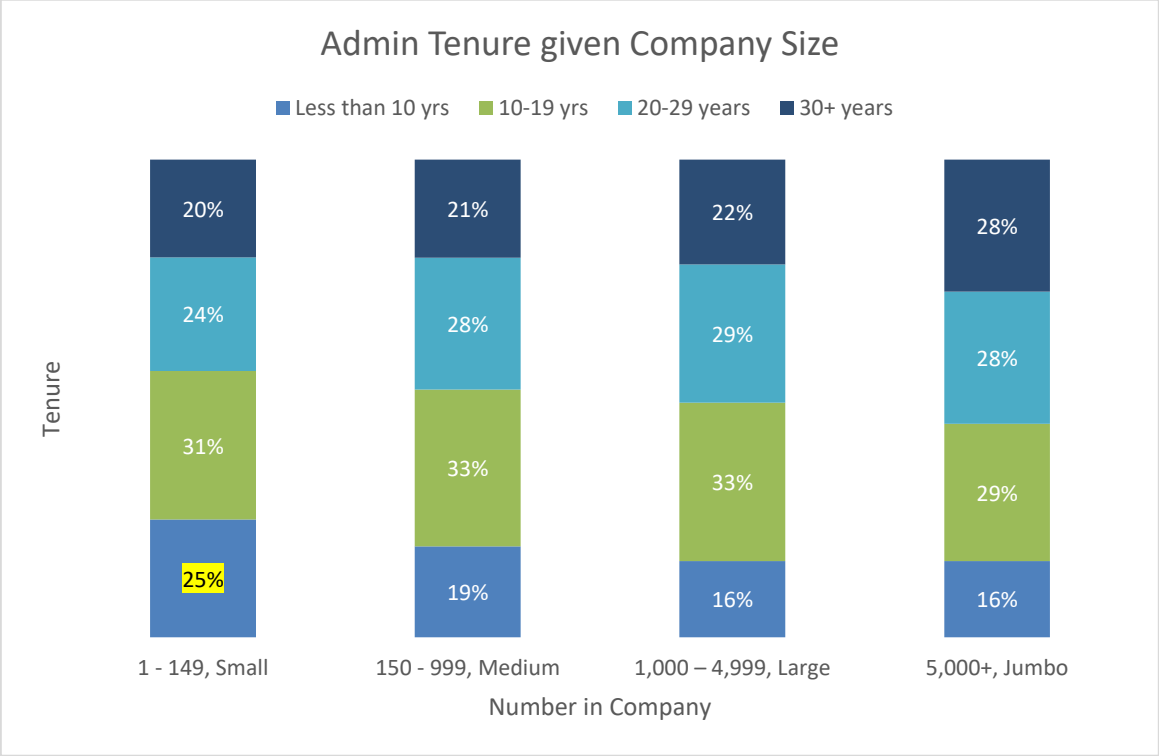
Number of Years in Profession

Those who are newer in the profession (less than 10 years) are significantly more likely to work for smaller organisations, under 150 employees, than larger (150+).



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Primary and Secondary Tasks Combined – by Job Task Category

Task Management/Coordination

	Primary + Secondary	Not applicable
	n=3,033	
use a computer for word processing, spreadsheets, database and presentation software.	99%	1%
operate copying machines, phone systems and videoconferencing, fax machines, and other office equipment	97%	3%
perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing	94%	6%
answer organisational mail, email, correspondence and requests for information	89%	11%
maintain office, visitor and meeting space providing needed amenities and supplies	75%	25%
order or oversee the purchase of office products, services and supplies	72%	28%
maintain inventory of office supplies	69%	31%
update mail/phone directories	62%	38%
update organisational charts	62%	38%
improve and maintain storage/retrieval systems	57%	43%
budget preparation and management	55%	45%
evaluate office products, services, equipment and software	54%	46%
oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems	53%	47%
submit information for budget preparation; schedule expenditures; monitor costs; analyse variances	52%	48%
maintain facilities by planning space allocations, layouts, and floor moves	40%	60%
arrange for and supervise building maintenance	36%	64%

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Management Support/Assistance

	Primary + Secondary	Not applicable
	n=3,033	
maintain manager's schedule through planning and scheduling meetings, conferences and teleconferences	88%	12%
maintain manager's schedule through making appointments	86%	14%
collect and analyse information for your manager	85%	15%
arrange travel and prepare travel itineraries	85%	15%
organise and supervise other office activities (e.g., recycling, renovations, social events, etc.)	81%	19%
create expense report tools; complete manager's expense reports post-travel	80%	20%
conserve manager's time by reading, researching, drafting letters and documents	75%	25%
screen and prioritise or respond to manager's mail, email and/or voicemail	74%	26%
prepare written reports	70%	30%
conduct research, compile data, prepare papers for executives, committees and boards of directors	70%	30%
train or instruct employees in duties, technology, company policies or arrange such training	67%	33%
maintain physical and digital employee records	54%	46%
prepare statistical and/or financial reports	54%	46%
directly supervise work of office, administrative or customer service employees	38%	62%

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Organisational Communication

	Primary + Secondary	Not Applicable
	n=3,033	
maintain collaborative relationships with customers, managers, and employees	93%	7%
facilitate internal communications (e.g. distribute information and schedule meetings or presentations)	92%	8%
compose and/or prepare correspondence	92%	8%
welcome and screen guests and visitors	80%	20%
produce and/or design documents, newsletters or reports	74%	26%
distribute incoming mail to staff	70%	30%
take and disseminate minutes from board/management meetings	68%	32%
resolve customer complaints or answer customers' enquiries	62%	38%
create and conduct training or orientation for colleagues or subordinates	53%	47%
attend meetings in the manager's absence	41%	59%
negotiate contracts or agreements with vendors	40%	60%

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Project Management

	Primary + Secondary	Not applicable
	n=3,033	
plan meetings and events (e.g., conferences, Board, executive retreats, strategic planning days)	87%	13%
handle administrative detail for all management and staff projects	77%	23%
complete administrative projects by identifying and implementing new technology and resources; redesign and streamline systems; recommend improvements or cost reductions	67%	33%
generate project reports, updates and timelines	67%	33%
manage outside vendors and/or support related business partners	56%	44%

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Processes and Procedures

	Primary + Secondary	Not applicable
	n=3,033	
recommend and initiate process improvements	85%	15%
set up and manage and/or update paper or electronic filing systems, records, and reports	84%	16%
create and update office procedure, secretarial, clerical manuals/desk files	82%	18%
set up reminder systems and/or reporting systems	81%	19%
create, use, analyse and revise office systems and procedures	74%	26%
improve and maintain storage and retrieval systems	70%	30%
coordinate and maintain records for office space, phones, company credit cards and keys	66%	34%
conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.	45%	55%

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Levels of Expertise Combined – by Technology Skills

Foundational Technology Skills

	Advanced & Proficient	Beginner	Not Applicable
	n=3,033		
Internet research	93%	4%	4%
Microsoft Office 2010 or earlier version; includes Word, Excel, Outlook, OneNote, Share Point and PowerPoint	92%	1%	8%
Adobe Acrobat	84%	11%	4%
Microsoft Office 2013 or 2016 includes upgraded features plus Skype	80%	5%	15%
Microsoft Office 365 (cloud based)	54%	13%	33%
Social media for business purposes; Facebook, LinkedIn, Twitter, Google+, Instagram and Pinterest	53%	16%	32%
Web-based travel tools such as Concur, TripIt, Google Trips, Travo, etc.	51%	13%	36%
Other industry specific technology you use e.g. accounting packages, engineering technology, medical technology, etc.	48%	10%	41%
Google apps; G-Suite	47%	19%	35%
Design and layout software; Microsoft Publisher, Adobe Photoshop and/or InDesign	41%	28%	31%
Database management software such as Microsoft Access and FileMaker Pro	29%	24%	47%
Project management software; Microsoft Project and others e.g. in-house systems	28%	23%	49%

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Questionnaire

Survey on Global Titles and Responsibilities for Administrative Professionals

Q1. **YOUR TITLE** Which of these titles most closely describes your title? (Select one)

- administrative assistant (including coordinator, specialist, and associate; for senior administrative assistant, see below)
- administrative services manager or supervisor
- administrator or administrative officer
- business assistant (including business administrator)
- chief executive assistant (or chief administrative assistant)
- chief of staff
- clerk
- customer/client services representative
- executive assistant (including senior executive assistant)
- executive secretary
- legal secretary
- management assistant
- medical secretary
- office administrator (includes operations assistant or operations manager)
- office assistant
- office manager
- personal assistant
- project administrator (including coordinator, specialist and associate)
- receptionist
- secretary
- senior administrative assistant
- supervisor
- team lead or team administrator
- typist, word processor or data entry
- virtual assistant

- None of the above, my title is _____

Q2. **YEARS WORKING** How long have you been an administrative professional? (Select one)

- Less than 1 year
- 1-4 years
- 5-9 years
- 10-14 years
- 15-19 years
- 20-29 years
- 30+ years

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Q3. **MANAGING OTHERS** Do you manage or supervise other assistants?

- do not manage or lead others
- Iead a team of my peers but am not their manager or supervisor
- directly manage/supervise other admins

Q4. **NUMBER ADMNS** How many administrative/office professional employees does your organisation or workplace have? (Select one)

- 1-4
- 5-9
- 10-24
- 25-49
- 50-99
- 100-199
- 200+

Q5. **WORKPLACE TITLES** Which of these titles are used for other admins or assistants in your company?

- administrative assistant (including coordinator, specialist, and associate; for senior administrative assistant, see below)
- administrative services manager or supervisor
- administrator or administrative officer
- business assistant (including business administrator)
- chief executive assistant (or chief administrative assistant)
- chief of staff
- clerk
- customer/client services representative
- executive assistant (including senior executive assistant)
- executive secretary
- legal secretary
- management assistant
- medical secretary
- office administrator (includes operations assistant or operations manager)
- office assistant
- office manager
- personal assistant
- project administrator (including coordinator, specialist and associate)
- receptionist
- secretary
- senior administrative assistant
- supervisor
- team lead or team administrator
- typist, word processor or data entry
- virtual assistant

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Q6. **NUMBER SUPPORT** How many staff, managers or executives do you support? (Select one)

- 1
- 2-5
- 6-9
- 10 or more

Q7. **SUPPORT TITLES** What is the title of your manager(s), executive(s) or other staff you support?

CEO
CFO
COO
Account Executive
Assistant Director
Assistant Dean
Assistant Manager
Analyst
Dean
Director
Engineer
Executive Assistant/Senior Administrative Assistant
Executive Director
Executive or Senior Vice President
Managing Director
Manager
President
Project Manager
Supervisor
Vice President
Other (please specify): _____

Q8. **NUMBER ORG** Approximately how many people are employed by your organisation or workplace? (Select one)

1- 149
150-249
250 – 499
500 – 999
1,000 – 4,999
5,000 – 9,999
10,000 and above

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Q9. **INDUSTRY** Please indicate the primary industry where you work (Select one):

- Advertising/Marketing
- Aerospace/Automotive
- Agriculture/Chemicals
- Biological Products/Biotechnology
- Defense Contracts/Contractor
- Education/Non-Profits (associations and organisations)
- Employment & Training
- Federal/ National Government (Public Sector/Military)
- Financial Services/Banking/Insurance
- Information Technology/Computer Technology (ICT)
- Internet Retail/Ecommerce
- Legal/Accounting
- Manufacturing/Oil & Gas/Energy Management
- Medical/Healthcare
- Pharmaceutical
- Publishing/Media/Entertainment/Cable
- Regional/Local Government
- Retail/Wholesale/Consumer Goods/Direct Selling or Sales
- Services/Consulting
- Software
- Telecommunications
- Travel/Hospitality/Recreation
- Utilities/Transportation
- Other (please specify): _____
- No Response

Q10. **COUNTRY** What country do you work in? _____

RESPONSIBILITIES *Your Key Responsibilities - Please indicate which tasks below are your Primary responsibilities and which are Secondary Responsibilities (tasks you spend less time performing). Skip those that don't apply.*

Primary

Secondary

Not applicable

Blank

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Q11. RESP Management Support/Assistance

- Prepare statistical and/or financial reports
- Prepare written reports
- Screen and prioritise or respond to manager's mail, email, and/or voice mail
- Conserve manager's time by reading, researching, drafting letters and documents
- Collect and analyse information for your manager
- Maintain manager's schedule through planning and scheduling meetings, conferences, teleconferences
- Maintain manager's schedule through making appointments
- Arrange travel and prepare travel itineraries
- Create expense report tools; complete manager's expense reports post travel
- Conduct research, compile data, prepare papers for executives, committees, and boards of directors
- Train or instruct employees in duties, technology, company policies or arrange such training
- Organise and supervise other office activities (e.g., recycling, renovations, social events, etc.)
- Directly supervise work of office, administrative or customer service employees
- Maintain physical and digital employee records

Q12. RESP Processes and Procedures

- Create and update office procedure, secretarial, clerical manuals/desk files
- Set up reminder systems and/or reporting systems
- Improve and maintain storage and retrieval systems
- Set up and manage and/or update paper or electronic filing systems, records, and reports
- Coordinate and maintain records for office space, phones, company credit cards and keys.
- Create, use, analyse and revise office systems and procedures
- Recommend and initiate process improvements
- Conduct recruitment processes including arranging and conducting interviews, contracts of employment, etc.

Q13. RESP Organisational Communication

- Distribute incoming mail to staff
- Compose and/or prepare correspondence
- Welcome and screen guests and visitors
- Take and disseminate minutes from board/management meetings
- Produce and/or design documents, newsletters or reports
- Negotiate contracts and agreements with vendors
- Attend meetings in the manager's absence
- Create and conduct training or orientation for colleagues or subordinates
- Maintain collaborative relationships with customers, managers, and employees
- Facilitate internal communications (e.g. distribute information and schedule meetings or presentations)
- Resolve customer complaints or answer customers' enquiries

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Q14. RESP Task Management/Coordination

- Perform general clerical duties including but not limited to, photocopying, faxing, mail distribution and filing
- Budget preparation and management
- Use a computer for word processing, spreadsheets, database and presentation software.
- Operate copying machines, phone systems and videoconferencing, fax machines and other office equipment
- Answer organisational mail, email, correspondence and requests for information
- Oversee the maintenance and repair of the facility, equipment, and/or electrical and mechanical systems
- Improve and maintain storage/retrieval systems
- Maintain office, visitor and meeting space providing needed amenities and supplies
- Update mail/phone directories
- Update organisational charts
- Maintain inventory of office supplies
- Evaluate office products, services, equipment and software
- Order or oversee the purchase of office products, services and supplies
- Submit information for budget preparation; schedule expenditures; monitor costs; analyse variances.
- Maintain facilities by planning space allocations, layouts, and floor moves
- Arrange for and supervise building maintenance

Q15. RESP Project Management

- Plan meetings and events (e.g. conferences, Board, executive retreats, strategic planning days)
- Generate project reports, updates and timelines
- Complete administrative projects by identifying and implementing new technology and resources; redesign and streamline systems; recommend improvements or cost reductions
- Manage outside vendors and/or support related business partners
- Handle administrative detail for all management and staff projects

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Q16. Technology skills

	Advanced	**Proficient**	**Beginner**	**Not Applicable**
Microsoft Office 2010 or earlier version; includes Word, Excel, Outlook, OneNote, Share Point and PowerPoint				
Microsoft Office 2013 or 2016 includes upgraded features plus Skype				
Microsoft Office 365 (cloud based)				
Google apps; G-Suite				
Adobe Acrobat				
Design and layout software; Microsoft Publisher, Adobe Photoshop and/or InDesign				
Web-based travel tools such as Concur, TripIt, Google Trips, Travo, etc.				
Social media for business purposes; Facebook, LinkedIn, Twitter, Google+, Instagram and Pinterest				
Database management software such as Microsoft Access and FileMaker Pro				
Internet research				
Project management software; Microsoft Project and others, e.g., in-house systems				
Other industry specific technology you use, e.g., accounting packages, engineering technology, medical technology, etc.				

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