



## Occupational Group Summary

### Office and Administrative Support

This group performs routine support activities for the day-to-day operations of an organization.

### Quick Facts

**Large gains in employment are expected** for bookkeeping, accounting and auditing clerks, as well as among receptionists and information clerks. General office clerks, who are needed to carry out a variety of daily tasks in the workplace, will add **489,500** new jobs, the largest number of new jobs among all office and administrative support workers. Customer service representatives also are projected to experience employment growth, adding 338,400 new jobs as businesses increasingly emphasize building customer relationships in an effort to differentiate themselves from competitors.

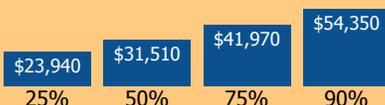
**Total Jobs May 2010**

22,602,500

**Projected Growth Rate May 2020**

10.3%

### 2012 Annual Percentile Wage\*



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

\*Percentile wage estimate is the value of a wage below which a certain percent of workers fall.

### Top Five Occupations in Demand

Secretaries

Receptionists

Financial Clerks

Records Clerks

Communication Equipment Operators

<b>Typical Education</b>	High School	High School	High School	High School	High School
<b>On-the-Job Training</b>	Shor-term OJT	Short-term OJT	Short-term OJT	Moderate OJT	Short-term OJT
<b>2011 Median Pay<sup>1</sup></b>	\$31,900	\$25,700	\$31,100	\$34,700	\$38,600

**1** Research state and area wage reports for specific occupations of interest.

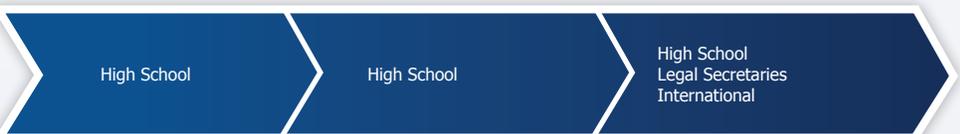
### Career Progression

Advancement often requires any or all of the following: additional education, licensing (L) or certification (C) and on-the-job training.

### Occupational Pathway



### Steps for Promotion/Progression



- Looking for a **virtual job?** Secretaries and Administrative Assistants, Telephone Operator, Bill and Account Collectors, Bookkeeping, Accounting.
- Call a SECO Career Counselor at **800-342-9647** to learn more about career progression for other occupations.
- Search, apply and learn more about federal jobs** within this occupational group on [USAJobs.gov](http://USAJobs.gov). Some federal occupation codes include: [Clerk Typist \(0322\)](#) and [Correspondence Clerk \(0309\)](#), or search all related federal occupation numeric codes.

**SECO's Career Exploration stage** helps spouses to identify career interests and aptitudes and obtain information about today's job market and work opportunities, including portable skills and careers, entrepreneurship and federal employment options. How?

**By Phone.** 800-342-9647. The Military OneSource SECO Career Center is staffed by certified career counselors who provide comprehensive career counseling services at no cost to all eligible military spouses. The SECO Career Counselors can help identify occupations that are transferrable and portable or offer flexibility.

**Online.** MySECO is a comprehensive online forum with essential information and resources relating to the SECO lifecycle and leading career counseling tools and assessments. Spouses can develop an online profile to capture and track personal information and progress as they advance their education or career.

**Learn More.** To find out what's new in your occupation, contact one of the [Professional Associations](#) for this occupational group. Relocating? Search the [DOL occupational employment statistics map](#) to see your area's published employment rates and wages for this group.

**SECO's Career Connections stage** helps spouses to connect with corporations, government organizations and nonprofits to gain meaningful, long-term, portable employment.

At the center of the effort is the Military Spouse Employment Partnership, an employment and career partnership connecting military spouses to more than 180 partner employers who have pledged to recruit, hire, promote and retain military spouses in portable careers. Military spouses from all branches of military service can access and apply for career opportunities on the [MSEP Career Portal](#).

MSEP partners represent a number of key occupational groups and offer positions of all kinds. Get active on the MSEP Career Portal to meet our current partners and discover their job opportunities.



[Convergys](#)

[Prosperity America](#)

[Volt Workforce Solutions](#)

Networking, both formal and informal, or attending [Hiring our Heroes](#) events are additional ways for a military spouse to make the connections that lead to job opportunities and career progression.



**SECO's Education, Training and Licensing stage** provides assistance identifying education, training and licensing/certification opportunities as well as financial aid resources and scholarships for spouses.

The MyCAA Scholarship offers up to \$4,000 of financial assistance to eligible military spouses who are pursuing a license/certification, certificate or associate degree in a portable career field and occupation. Spouses of active duty service members in pay grades E-1 to E-5, W-1 to W-2 and O-1 to O-2 on Title 10 military orders are eligible.

Call 800-342-9647 or log on to the [MyCAA Scholarship Portal](#) for more information.

**Top resources for information on:**

- Licensure portability and unemployment compensation—[USA4MilitaryFamilies](#)
- Portable credential assessing basic academic skills using Work Keys—[The National Career Readiness Certificate](#)
- Financial aid information—[MySECO portal](#) and [Know Before You Owe](#) flyer
- State specific contact information about licenses for this occupational group—[CareerOneStop License Search tool](#)

**SECO's Employment Readiness stage**

connects spouses to the service-led employment readiness efforts aboard the installations that help spouses prepare to join or re-enter the workforce. Spouses receive information and assistance with job search strategies, resume writing, interviewing, networking and self-marketing skills. Resources are also available to support child care and transportation needs. Visit the [MilitaryINSTALLATIONS](#) website and search by program (Spouse Education, Training and Careers) and an installation or postal code for the closest office.

Regardless of location, spouses can call 800-342-9647 to speak with a SECO Career Counselor or visit [MySECO](#) for information and resources available 24/7.

Spouses seeking guidance and support during the job search process can also request additional support from experienced spouses, career mentors and employers who serve as mentors.

**Listed below are three military spouse mentor programs:**

[Joining Forces Mentoring Plus](#)

[Military Spouse eMentor Program](#)

[Blue Star Networks](#)