

More South Dakota Hot Careers

Beyond the
Top **30**

High Demand & High Wage Career

Career Cluster: Business
Management and Administration



First-Line Supervisors of Office and Administrative Support Workers

Standard Occupational Code 43-1011

What They Do

Directly supervise and coordinate activities of clerical and administrative support workers. Supervise the work of office or customer service employees to ensure they adhere to quality standards, deadlines and proper procedures. Resolve customer complaints, answer questions and find solutions.

Is This For You?

Work Interests are described in the following categories (compatible with Holland's Model). People who tend to succeed in this career are:

Enterprising (Persuaders) — Like to influence, persuade or lead people and manage others. They enjoy working on a team toward goals, competition and business-like activities.

Conventional (Organizers) — Detail oriented and organized. They like to analyze data, keep financial records and do research. They can be counted on

to be accurate and enjoy structure and closure.

Work Values are aspects of work that are satisfying to you. The following work values are generally associated with this career.

Support — Offer supportive management that stands behind employees.

Independence — Allow employees to work on their own and make decisions.

Relationships — Allow employees to provide service to others and work with co-workers in a friendly, non-competitive environment.

Abilities reflect a person's aptitude to acquire skills and knowledge. The following abilities are important for success in the career.

- Oral Comprehension
- Oral Expression
- Written Comprehension
- Speech Clarity

Basic Skills You Need

- Active Listening
- Coordination
- Monitoring
- Reading Comprehension
- Social Perceptiveness
- Speaking
- Critical Thinking
- Active Learning

Education & Training

Some postsecondary education in an appropriate office management or office administration program, or a related field, is recommended. Work experience in the type of work being supervised is especially important.

Recommended Levels* for the National Career Readiness Certificate

Applied Math	4
Workplace Documents	4
Graphic Literacy	4

*Using the median skill level.

Where They Work

The South Dakota industries which employ the largest number of first-line supervisors of office and administrative support workers are:

- Credit Intermediation and Related Activities
- Administrative and Support Services
- Local Government, Excluding Education and Hospitals

South Dakota Employment & Wages

2020 Workers	2030 Workers	Numeric Change	Percent Change	Average Annual Demand for Workers	Annual Median Wage	Annual Average Wage
1,741	1,760	19	1.1%	174	\$49,120	\$53,990

Additional References

Labor Market Information Center

www.dlr.sd.gov/lmic

Career OneStop

www.careeronestop.org

O*Net Online

www.onetonline.org

mySkills myFuture

<https://www.myskillsmyfuture.org/>

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Labor Market Information Center
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