



South Dakota High Demand & High Wage Career

Career Cluster:
Management & Entrepreneurship



First-Line Supervisors of Office and Administrative Support Workers

Standard Occupational Code 43-1011

What They Do

Directly supervise and coordinate the daily administrative activities of clerical and administrative support workers. They ensure efficient work flows, manage team performance and enforce the policies of the organization they work for. In many cases, their role is a bridge between frontline operations and upper management.

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 Styles (personality tendencies) of people who perform well in this occupation have:

Leadership Orientation — A tendency to lead, take charge, offer opinions, and provide direction at work.

Self-Control — A tendency to remain calm and composed and to manage emotions effectively in response to criticism or difficult situations at work.

Social Orientation — A tendency to seek out, enjoy, and be energized by social interaction at work.

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
- Speech Recognition
- Written Expression

Work Activities

- Working with Computers
- Getting Information
- Communicating with Supervisors, Peers, or Subordinates
- Making Decisions and Solving Problems
- Processing Information
- Analyzing Data or Information
- Documenting/Recording Information
- Coaching and Developing Others

Education & Training

Most employers prefer candidates with some level of postsecondary education in an administrative operations, office management, or related program. Experience in the type of work being supervised, proven administrative skills, and signs of leadership capability are also 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

A wide range of South Dakota industries employ executive secretaries and executive administrative assistants, but a few examples are:

- Credit Intermediation and Related Activities
- Local Government, Excluding Education and Hospitals
- State Government, Excluding Education and Hospitals

South Dakota Employment & Wages

2024 Employment	2034 Employment	Numeric Change	Percent Change	Average Annual Openings	Annual Median Wage	Annual Average Wage
2,179	2,251	72	3.3%	214	\$62,530	\$64,100

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/>

Auxiliary aids and services are available upon request to individuals with disabilities. U.S. DOL funded. For details, see dlr.sd.gov/lmic/eta_grant.aspx.

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Provided By

Labor Market Information Center
South Dakota Dept. of Labor and Regulation
605.626.2314

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