First-Line Supervisors of Office and Administrative Support Workers

**What They Do**
Directly supervise and coordinate the activities of clerical and administrative support workers. Supervise the work of office or customer service employees to ensure adherence 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
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 positions being supervised is especially important.

Recommended Levels* for the National Career Readiness Certificate

<table>
<thead>
<tr>
<th>Skill</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Math</td>
<td>4</td>
</tr>
<tr>
<td>Workplace Documents</td>
<td>4</td>
</tr>
<tr>
<td>Graphic Literacy</td>
<td>4</td>
</tr>
</tbody>
</table>

*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
- General Merchandise Stores
- Accommodation, including Hotels and Motels

South Dakota Employment & Wages

<table>
<thead>
<tr>
<th></th>
<th>2018 Workers</th>
<th>2028 Workers</th>
<th>Numeric Change</th>
<th>Percent Change</th>
<th>Average Annual Demand for Workers</th>
<th>Annual Median Wage</th>
<th>Annual Average Wage</th>
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</thead>
<tbody>
<tr>
<td>Workers</td>
<td>1,824</td>
<td>1,875</td>
<td>51</td>
<td>2.8%</td>
<td>198</td>
<td>$48,116</td>
<td>$49,515</td>
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</tbody>
</table>

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.myskillsmynfuture.org/

Provided By

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

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