



POPULAR POSITIONS AND THEIR ROLES

in the administrative job title hierarchy



Note: The job titles, responsibilities, and expectations covered in this document can appear under multiple levels and can vary from company to company.

For example, an Office Manager could be an entry-level position at one company and a high-level position at another company that has more demanding office needs. Additionally, please note that this list covers many, but **certainly not all**, administrative job titles you will encounter.

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Administration is one of the most important areas of a company and make up a significant percentage of jobs in the workplace. There are so many kinds of positions out there that understanding the administrative job hierarchy can become confusing. The following list is the top five most popular roles in the hierarchy of admin positions shown at the entry, mid-level or high-level position.

Note: The titles, responsibilities and expectations of the various roles can differ from company to company. This is a guideline to help you understand the different positions.

Mid level

1. Executive Assistant

Executive assistants provide admin support to executives, directors, and other high-level personnel. The tasks they perform vary depending on the company they work for and are similar to that of an admin assistant. Executive assistants support high-level staff rather than admin support.

2. Operations Manager

Operations managers oversee high-level HR functions, such as hiring and training new employees. They also work to improve the quality and efficiency of the workplace.

3. Office Manager

Office managers oversee a department of a company, and budgeting and purchasing for their department. Upper management can assign them strategies to implement into their department.

4. Facilities Manager

Facilities managers oversee the physical building where you work. They make sure the building meets the needs of its employees, is a safe environment, and is a clean place to work. They oversee the security of the building and parking.

5. Administrative Technician

Administrative technicians produce documents for correspondence, reports, and memos etc. They oversee filing, both with a computer and manually. They also have management responsibilities.

Entry level

1. Administrative Assistant

An administrative assistant is one of the most popular admin jobs out there. They help with providing various types of administrative support around an office, though it's often department-specific.

Administrative assistants are not always entry-level positions. It is important to note that they can also be mid-level or high-level jobs depending on the job description.

2. Office Assistant

The office assistant is like an administrative assistant. He or she will typically write emails, deal with incoming calls, file documents, and more. Office assistants make sure your workplace is running as smooth as possible.

3. Data Entry Clerk

Data entry clerks essentially organize and store data for a company. These clerks can record and organize data on a computer or manually through paper filing.

4. Office Administrator

Office administrators typically supervise admin staff and delegate tasks. Moreover, they are usually in charge of scheduling various tasks, such as handling the agenda of upper management staff and coordinating activities across departments.

5. Receptionist

Some companies combine the receptionist and administrative assistant roles into one. Many large companies choose to keep the roles separate. Typically, receptionists answer phone calls, run important errands, draft letters, and welcome guests into the office.

High level

1. Senior Executive Assistant

Senior executive assistants assist top-level executives and corporate managers. Unlike a typical executive assistant, their role encompasses organizational and administrative functions that affect top-level personnel.

2. Chief Administrative Officer

Chief administrative officers are top-tier employees. They oversee the daily operations of the entire company and are responsible for its overall performance.

3. Senior Receptionist

A senior receptionist will perform similar tasks as a regular receptionist. Senior receptionists oversee and supervise the receptionist. Senior receptionists report directly to the administrator. They also offer general assistance to practice teams. Their role ultimately includes more responsibilities than a typical receptionist.

4. Community Liaison

Liaisons serve as a bridge between communities and organizations. This personnel often spend much of their time traveling, meeting people in the community as well as performing tasks in the office.

5. Operations Director

Operations directors oversee the day-to-day activities of a company. They are responsible for the growth and profitability of a company.

ENTRY LEVEL ADMINISTRATORS

JOB RESPONSIBILITIES

Entry-level administrators do a little bit of everything. They might have one slow day of organizing files and preparing documents and then come to work the following day to find an inbox full of varied requests from staff members all around the office.

Employees look to their administrators for any kind of support they need at any given time. People in these positions complete all need-to-do items around the office, helping employees do their best work and keeping the office operating as smoothly as possible.

TASKS CAN INCLUDE

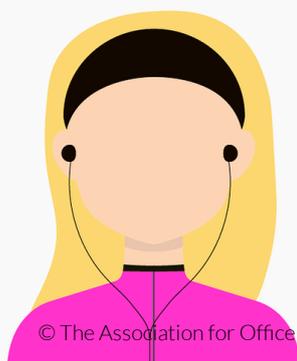
- Managing office communications - phone calls, emails, and traditional mail
- Maintaining office services, including IT resources and facilities
- Collaborating across departments to help plan events and initiatives
- Coordinating travel plans, making itineraries, and completing bookings
- Scheduling and managing calendars
- Maintaining contact lists
- Keeping the office filing system in order
- Representing office interests in relationships with external associates, including vendors, consultants, and clients
- Creating invoices
- Tracking and ordering office supplies
- Providing office snacks and other perks
- Providing as-needed support to directors, managers, and executives
- Keeping shared office spaces organized
- Handling incoming and outgoing packages and mail

MAY BE EXPECTED TO ...

- Recognize and respond to potential problems
- Take initiative to solve problems independently and creatively (make decisions and deal with issues without requiring input from anyone else)
- Effectively and respectfully communicate with internal and external stakeholders across all mediums
- Strategically manage time
- Multitask and quickly shift tasks to complete a variety of tasks without letting anything fall through the cracks
- Organize and process information while also keeping track of physical items and projects to maximize productivity
- Maintain composure when things go wrong
- Be prompt and always prepared
- Remember key details as multiple people make verbal, hand-written, and emailed requests throughout the day
- Work quickly, but accurately

TITLES MAY INCLUDE:

Administrative Assistant; Office Assistant; Office Manager; Executive Assistant; Administrative Services; Administrative Support; Administrative Support Specialist; Events Administrator; Personal Assistant; Service Administrator; Travel Coordinator; Executive Administrative Assistant; Executive Secretary; Team Coordinator; Business Unit Administrator; Staff Assistant; Office Administrator; Administrative Clerk; Departmental Secretary; Receptionist



MID LEVEL ADMINISTRATORS

JOB RESPONSIBILITIES

Mid-level administrators do a little bit of everything (it seems to be a “norm” of the administrative field.) Unlike entry-level administrators, mid-level administrators do slightly fewer, but far more specialized tasks e.g. handling payroll. Mid-level admins will also be called to participate in large mission-driven company projects, including company culture initiatives, employee reward programs, and strategic re-brandings. Once administrators have moved from the entry level to the middle level, they will have built up enough experience to design and implement their own policies to improve company operations.

TASKS CAN INCLUDE

- Implementing office policies and strategizing improvements to existing processes
- Developing initiatives related to company culture and employee wellness
- Implementing critical safety procedures
- Handling payroll
- Planning office design and layout improvements
- Onboarding and offboarding new employees
- Managing operations tasks
- Directly assisting executives
- Planning events and meetings; coordinating travel
- Scheduling and managing calendars
- Creating reports (sometimes presenting them)
- Overseeing other office support staff members
- Keeping books and records
- Owning invoicing processes
- Determining company’s information organization and architecture
- Interfacing with clients, vendors, building management, and employees on a regular basis
- Running major office projects, such as renovations, installations, and office design initiatives
- Managing office budget and financial administration, from handling expenses to implementing processes
- Negotiating and tracking contracts
- Hearing (and resolves issues related to) complaints
- Resolving employee conflicts

MAY BE EXPECTED TO ...

- Independently develop viable solutions to problems as they arise
- Leverage all the tools of the trade to improve and reinforce processes
- Think strategically and provide executives with sound big-picture guidance
- Gracefully handle pressure to remain a constantly reliable resource to management
- Prioritize work in ways that align with the company mission
- Use discretion at all times to be a trustworthy keeper of confidential information
- Effectively convey messages to a variety of different audiences in a variety of different formats
- Negotiate and network to build advantageous and fulfilling connections
- Leverage emotional intelligence to work harmoniously and effectively with others
- Apply analytics skills to inform key business decisions
- Understand and interpret complex information related to both abstract (relationships) and technical (inventory management) office responsibilities
- Adapt to changing demands and responsibilities
- Lead others and delegate tasks
- Guide projects and workflows from initiation to completion
- Be detail oriented
- Listen, encourage, and occasionally provide workplace “therapy”

TITLES MAY INCLUDE:

Administrative Assistant; Office Manager; Executive Assistant; Operations Manager; Administrative Services Manager; Administrative Support Manager; Administrative Support Specialist; Events Administrator; Personal Assistant; Service Administrator; Travel Coordinator; Administrative Specialist; Executive Administrative Assistant; Executive Secretary; Business Manager; Business Administrator; Facilities Manager; Staff Assistant;



HIGH LEVEL ADMINISTRATORS

JOB RESPONSIBILITIES

Like other administrators, high-level administrators do it all from time to time. High-level administrators usually spend more of their time working with specific executives or working on business processes.

Seasoned administrators will spend most of their time ensuring the success of their focus area and far less time attending to piecemeal problems, minor emergencies, and other small-scale administrative tasks.

TASKS CAN INCLUDE

- Serving as chief collaborator around the office
- Being the sole liaison across disparate office teams during the development and execution of company-wide initiatives, policies, and processes
- Facilitating and even leading new business initiatives and strategic projects
- Consulting to improve operations and workflows for entire departments
- Performing a variety of strategic Human Resource functions related to employee hiring, retention, and policy development
- Determining how to best use company resources
- Keeping company stakeholders informed on key updates and developments
- Managing and guiding the entire administrative support team and often other teams as well
- Setting goals for individual teams
- Overseeing all things related to daily operations
- Pursuing business development opportunities
- Maintaining key external strategic business relationships
- Serving at second-in-command to key executives and taking in a myriad of responsibilities within that capacity

MAY BE EXPECTED TO ...

- Have years of experience and proven successes in an administrative or managerial capacity
- Demonstrate strategic and critical thinking skills that rival those of the executives they serve
- Possess a supernatural eye for detail; these people remember everyone's name, every due date, and every key point about policies and processes
- Communicate with anyone and everyone to get results
- Manipulate their time until it seems like they have more hours in a day
- Demonstrate an investor-level commitment to the company mission
- Have a knack for improving processes and managing workflows in a way that promotes efficiency as well as goodwill
- Be well liked and respected by employee of all levels and in all departments
- Take ownership of all outcomes, even those not directly touching daily work

TITLES MAY INCLUDE:

Office Manager; Executive Assistant; Executive Personal Assistant; Senior Executive Assistant; Senior Personal Assistant; Chief Administrative Officer; Director of Administration; Director of Administrative Services; Chief Operating Officer; Operations Director; Senior Receptionist; Head of Office; Senior Administrative Clerk; Senior Secretary

