

# WHY NOT TRY...

# ADMINISTRATION

## What do Administrative Assistants do?

Administrative assistants perform a range of administrative tasks in an organisation.

### Administrative Assistants may perform the following tasks:

- > sort and distribute incoming mail to areas and staff within the organisation, and dispatch outgoing mail
- > write business letters, reports or office memoranda using word-processing equipment
- > answer telephone inquiries from customers, attend to visitors and assist other staff in the organisation with their inquiries
- > operate a range of office machines such as photocopiers, computers and faxes
- > file papers and documents
- > undertake other duties such as banking, credit control or payroll functions

With experience and sometimes further study, it is possible to advance to higher positions, such as office administrator, record keeper, front line manager or legal administrator.

Administrative assistants may be required to carry out numerous tasks in a small office, or to concentrate on just one or two specific tasks in a larger office.

Administrative assistants usually work indoors, and may work alone or in a team with other administrative assistants, professional and technical staff and trades people. Experienced administrative assistants may undertake more complex tasks and responsibilities.

The classification (level) of the position depends on if the person is employed under a state or territory clerical employees' award and the level of skill required.

### How do I become an Administrative Assistant?

To become an Administrative Assistant you generally have to complete a certificate in business. Entry to the certificate courses generally requires a minimum of year 10. You can also become an administrative assistant by doing a traineeship, which involves both on and off-the-job training. The off-the-job training is provided through Registered Training Organisations (RTOs), including Group Training Companies. Entry requirements may vary but employers generally require a minimum of Year 10.

### Qualifying as an Administrative Assistant involves:

- > 12 to 18 months commitment
- > Attending paid work with a "host employer" for the duration of the traineeship
- > Attending off-the-job training at an RTO (or the RTO may come to your workplace)

### Ideal personal requirements to be an Administrative Assistant include:

- > Able to work methodically, accurately and neatly
- > Good oral and written communication skills
- > Able to work as part of a team



**How can I do a traineeship? Talk to your local RSW representative.**

email: [info@readysetwork.com.au](mailto:info@readysetwork.com.au)  
phone: **1800 819 747** (free call from landlines)