Administrative Assistant (IC3 or MOS)

Internet and Computing Core (IC3) and Microsoft Office Specialist (MOS) certifications help people demonstrate that they have the foundational skills necessary for more advanced computer courses, certifications and employment. An IC3 certification is the core certification for computing fundamentals, key applications, and Internet; whereas the MOS certification focuses on Microsoft software applications like Word, Excel, and PowerPoint.

An Administrative Assistant benefits from training and certifications because they frequently use Office programs. They use them to compose written correspondence, using word processing and e-mail programs, as well as analyze and present data using spreadsheets.

An Administrative Assistant may perform administrative and office support activities for a department, a supervisor, and/or multiple supervisors, all the way up to chief executives. Duties are varied and include fielding telephone calls, receiving and directing visitors, word processing, and filing and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills. They also may arrange travel, order supplies, set up meetings and prepare minutes. Some Administrative Assistants may work more with quantitative data.

Most Administrative Assistants work full-time in comfortable office settings, and they can be found in almost every industry. Other positions that require frequent computer use, such as a customer service representative, would also benefit from IC3 or MOS certification.

Indiana Wage Information

	Entry	Median
Hourly Wage	$12.26	$15.03

Job Outlook in Indiana

Long term	5.34% (increase)
Short Term	2.39% (increase)

*Data collected from hoosierdata.in.gov

Job Duties

- Compose written correspondence
- Analyze and present data using spreadsheets
- Set-up and prepare business reports, letters, mailing labels and other text
- Enter data in statistical reports or tables
- Act as a customer service representative
- Plan and develop various reporting methods
- Analyze recordkeeping systems, office layouts and other office and staff requirements
- Look after the maintenance of office equipment
- Keep a check on the office inventory
- Attend meetings to record minutes
- Make travel arrangements
- Create presentations using Microsoft PowerPoint
- Work in Excel spreadsheets
- Manage and maintain executives' schedules

Important Qualities

Computer skills – must have proficient computer skills; administrative assistants need to be able to use computers for email, word processing, spreadsheets, etc.

Interpersonal skills – must be pleasant and attentive with the various individuals and administrative assistants they may work with on a daily basis

Organizational skills – must be sure that files, folders, and schedules are in order so an office can run efficiently

Writing skills – must have good grammar, accuracy, and a professional tone when communicating with co-workers and customers

Skills and Knowledge

Technical	English Language Arts
− Knowledge of networks, personal computing equipment, and operating systems − Knowledge of computer software applications for word processing, spreadsheets and presentations. − Knowledge of how to navigate the Internet − Knowledge of arranging logistics for travel, meetings, etc.	− Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Certification and Advancement

While certification is not required in this field, certified candidates typically enjoy higher pay, job security and greater job opportunities. There are no age or education levels required for these certifications, though most candidates have a high school diploma or equivalent. WorkINdiana recognizes two types of certification for this occupation:

The Internet and Computing Core Certification (IC3) consists of three exams, which cover computing fundamentals such as computer hardware, software, and operating systems; key applications which includes common program functions like spreadsheets, word processing, and presentations; and, internet, e-mail and network systems. IC3 Certifications represent candidates with the critical entry-level skills needed to use the latest computer and internet technology effectively to achieve business objectives, expand productivity, improve profitability, and provide a competitive edge.

The Microsoft Office Specialist (MOS) certifications validate the individual's knowledge, skills, and ability in the use of the Microsoft Office application suite. These certifications enable individuals who attain them to tap into the full features and functionality of the Microsoft Office system. You may earn MOS certifications in the following programs: Microsoft Word, Excel, PowerPoint, and Outlook**.** Candidates should focus on the latest editions of these programs to keep pace with current employers.

There are many career paths an Administrative Assistant may take. By developing business management skills, an administrative assistant can move into supervisory and management roles. Those who demonstrate good people and customer service skills could use their product knowledge to move into sales consulting or risk management.

How can YOU get involved?

The world of work relies on the foundational skills students acquire in your classrooms and/or programs!

- Know your students'/clients' interests and career goals
- Affirm the value of the skills/hobbies students demonstrate both in and outside of the classroom
- Infuse your classroom culture and/or meetings with career-minded activities
- Provide time to make connections between the material learned in adult education or workshops and students' daily lives/career aspirations
- Know the basic job descriptions and training requirements of in-demand occupations in your area
- Know which WorkINdiana programs are available in your region
- Know the processes for referring students to postsecondary or on-the-job training
- Post resources where students can find more information about further education/training and careers