

For information on becoming a *Supervisor/Manager, Office & Administrative Support* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

SOC 43-1011
NHCRN 03/09

So, you want to be a ...



Supervisor/Manager Office & Administrative Support

Business, Management, & Administration

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things
you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage

\$22.03

Expected 10 year Growth

8%

Average Annual Openings

232

Training/Education Needed

Related Experience or Military

To become eligible for promotion to a supervisory position, administrative support workers must prove they are capable of handling additional responsibilities

Job Skills

When evaluating candidates, supervisors look for strong teamwork, problem-solving, leadership, and communication skills, as well as determination, loyalty, poise, and confidence. They also look for more specific supervisory attributes, such as the ability to organize and coordinate work efficiently, to set priorities, and to motivate others. Increasingly, supervisors need a broad base of office skills coupled with personal flexibility to adapt to changes in organizational structure and move among departments when necessary

So, you want to be a ...



Supervisor/Manager (Office & Administrative Support Worker)

Projected to be among the occupation with the most openings (New Hampshire Occupational Projections, 2006-2016)

Tasks

Source: O*Net Online

1. Resolve customer complaints, and answer customers' questions regarding policies and procedures.
2. Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
3. Provide employees with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes.
4. Implement corporate and departmental policies, procedures, and service standards in conjunction with management.
5. Discuss job performance problems with employees in order to identify causes and issues, and to work on resolving problems.
6. Train and instruct employees in job duties and company policies, or arrange for training to be provided.
7. Evaluate employees' job performance and conformance to regulations, and recommend appropriate personnel action.
8. Review records and reports pertaining to activities such as production, payroll, and shipping in order to verify details, monitor work activities, and evaluate performance.
9. Recruit, interview, and select employees.
10. Interpret and communicate work procedures and company policies to staff.

Interests (Holland Code)

ECS

(Enterprising, Conventional, Social)

Career Cluster

Business, Management and Administration

Working Conditions

Varies but most will be pleasant and comfortable clean, well lit offices

Average Work Week

Most work regular business hours (Some may work shifts depending upon employer)

Sources of Additional Information

NH Employment Security (Contact office nearest you or go online to www.nh.gov/nhes)

National Management Association
2210 Arbor Blvd.
Dayton, OH 45439
www.nma1.org

International Association of Administrative Professionals
10502 NW Ambassador Drive,
PO Box 20404
Kansas City, MO 64195
www.iaap-hq.org