



# Today's Administrative Professionals 2018



**Employer hiring is strong;  
Role expectations are expanding.**

**71%** Employers likely to hire administrative professionals in 2018

**74%** Employers having difficulty filling administrative professional roles

## TOP 5 IN-DEMAND SKILLS

1. Self-motivation/independent worker
2. Verbal communication skills
3. Professional demeanor
4. Technical/computer application skills
5. Written communication skills

## TOP 5 NEW TASKS

1. Tasks related to functional areas
2. Supporting multiple leaders/executives
3. Internet research/market analysis
4. Lead a project team
5. Independent decision-making, up to a specific dollar value



## TOP 5 MOST CHALLENGING DUTIES

1. Metrics/statistical reporting or assembly
2. Presentation storytelling & development
3. Ability to multi-task
4. Technical/computer skilled projects
5. Design and layout work

## TOP WAYS ADMINISTRATIVE PROFESSIONALS IMPROVE SKILLS



1. Job shadow/learn from peers



2. Training courses through employer



3. Research/Online Resources/Read



5. Join webinars or podcasts



4. Taking college courses

## Administrative professionals likely to change positions in 2018



40%  
23%  
26%  
11%

Yes, I intend to change employers

Maybe

No, I intend to stay with my current employer

Not Likely

## Top 3 alternative job areas considered for a new role:

### Human Resources



### Customer Service/Contact Center



### Accounting & Finance



## TOP 5 CONSIDERATIONS WHEN SEEKING A NEW POSITION

1. Salary, bonuses and/or incentives
2. Well-defined advancement/career opportunity
3. Health benefits
4. More interesting or challenging work
5. Work environment/culture

Manpower's "Today's Administrative Professionals" report surveyed more than 650 administrative professionals and 50 employers who are likely to hire administrative professionals via an online survey. The survey was designed to be representative of individuals working in an administrative/office role or employers who hire administrative professionals at their organizations. The survey was made available during the time frame of March 8-21, 2018.

Of administrative professionals who responded, 134% had 0-5 years of experience, 26% had 6-15 years, 19% had 16-25 years, and 21% had more than 25 years of experience.

Manpower is proud to participate in National Administrative Professionals Week by recognizing and appreciating the contributions of administrative professionals.

### About Manpower

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