



# Explore a Career as a **SUPERVISOR OF OFFICE AND ADMINISTRATIVE SUPPORT WORKERS**

## **What do Supervisors of Office and Administrative Support Workers do?**

Working as a supervisor of office and administrative support workers, you will directly supervise and coordinate the activities of clerical and administrative support workers. Within the professional services industry, you may work for a variety of different types of businesses such as legal services, technology companies, or management companies. To excel in this career, you must have the ability to listen, provide excellent customer service, solve problems, and lead people. These supervisors plan, coordinate, and direct a broad range of services that allow organizations to operate efficiently. An organization may have several supervisors who oversee activities that meet the needs of multiple departments, such as mail, printing and copying, recordkeeping, security, building maintenance, and recycling.

## **Training & Educational Opportunities**

You will have many opportunities for employment as a supervisor of administrative and office support workers, but first you will need to complete specific training and earn a certificate or associate degree. Employers will also expect you to be experienced as an administrative or office support worker and demonstrate leadership and decision making abilities prior to becoming a supervisor.

## **As a Supervisor of Office and Administrative Support Workers you will:**

- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes
- Resolve customer complaints or answer customers' questions regarding policies and procedures
- Review records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities, or evaluate performance

## **Supervisors of Office and Administrative Support Workers are in demand in Kankakee County!**

Kankakee County employment of supervisors of office and administrative support workers is expected to grow through 2020.

# Supervisor of Office and Administrative Support Workers

## Training Provider

The following certified training provider offers programs and certifications to train for a career as a supervisor of office and administrative support workers:

- Kankakee Community College

Career scholarships may be available if you qualify.



## Types of Employers

There are different types of companies that employ supervisors of office and administrative support workers in Kankakee County, including:

- Accounting firms
- Consulting companies
- Software developers
- Universities

## Wages & Openings

### Supervisor of Office and Administrative Support Workers Employment Data for Kankakee County

Average Starting Hourly Wage	\$15.13
Average Hourly Wage With Experience	\$38.00
Average Annual Job Openings Kankakee County	24
Average Annual Job Openings Chicago Metro	3,641

## Opportunities

After you receive your certificate or degree as a supervisor of office and administrative support workers, you will have many opportunities for advancement including:

- Accounting Manager
- Customer Service Manager
- Office Manager



**Kankakee Workforce Services**  
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