



THE OHIO STATE UNIVERSITY

Internal/External Professional Development Resources

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Why Professional Development?



- Career Advancement
- Job Security
- Value to Your Home Unit
- Personal Satisfaction
- College Credit
- Others?





**“You’re such a great assistant!
Why don’t you go into
management
or do something else?”**



The Administrative Profession:



Not a Dying Job
Category ...
Viabile Career Choice



7.8 million

Employed as Admin Pros
across various job categories
in 2012



Growth Between 2010-2020:

493,000 AP positions (12 %)

203,000 Office supervisors (15%)



This is **NOT** Our Grandmother's Typing Pool!





This is “Mad”ness!





Not a Secretary Who Only Does What Her Boss Tells Her To Do





Do you see yourself as working
in a career of choice?

Or just getting a paycheck?



IT SHOWS!





Radar O'Reilly – My Role Model





So what does an
Administrative
Professional
DO?



Communications – written/verbal
Schedule Manager
Vendor Relations
Project Management
Travel
Represents the Boss
Meeting Planner
Go-To I.T. Person
Purchasing Authority
Filing/Archiving
Answering Phones
Supervising Employees
Campus Campaign Volunteer
Bucks for Charity Volunteer
Operation Feed Volunteer
Pelotonia Volunteer (see a pattern?)
Office Party Organizer
Marketing/PR
Public Speaker
Confidential/Discreet
Manage Up/Manage Down
Strategic Planner/Thinker
Customer Support

Negotiator
Technology/Software Skills
Social Media
Budget Management
Time Management
Organized Juggler
Gatekeeper
Minutes Taker
Institutional Memory
Leader
Office Moves
Phones
“Shell Answer Man/Woman”
Orders Office Supplies
Time Card Approver
Policies and Procedures
Editor
Researcher/Analyzer
Mail/Email
Special Event Planner
Protocol Officer
Results and Detail Oriented
On-boarding

Mentor
Report Writer
Spreadsheets
Agenda Planner
Expense Reports
Updates Rosters
Team Player
Culture Keeper
Proofreader
Notary Public
Meeting Space Manager
Set-up/Tear-down
Multi-Tasker
Reconciles Expenses
Coffee Maker
Job recruiter/interviewer
Problem Solver
Motivator/Motivated
Errand runner
Jack/Jill of ALL Trades
and...
Other Duties as Assigned
(don't try this at home!)



Whew – Makes Me Tired Just to Think About It!





What are Employers Looking For?



- Traditional clerical skills still valued and utilized
- Strong foundation in technology
- Familiarity with social media growing in importance
- Stellar communicators – written and verbal communications
- Present a positive image to clients, vendors and other key contacts
- Commitment to exceeding expectations
- Organized and how to manage time effectively
- Meeting planners
- Project managers
- Budget overseers
- Go-to IT persons
- Managers of vendor relations
- Leadership roles
- Supervisory roles of peers





Your Job Has Evolved – Has
your Training Kept Pace?

How Do You Know What Kind
of Training You Need?



Job Description Review

Green

Skills you have mastered

Yellow

Infrequently used skills

Red

Haven't done before



INTERNAL RESOURCES





Self-Directed Learning Opportunities

- Career Development
- Change Management
- Diversity
- Flexible Work Arrangements
- Improving Performance/Performance Management Planning
- Leadership
- Leaves
- Managing Up
- Coaching and Feedback
- Recruitment and Selection
- Sexual Harassment
- Strengths

<http://hr.osu.edu/training/>



Face to Face in OHR

- Effective Conflict Management
- Emotional Intelligence
- HR 9.2 and You: Reporting
- Meeting Management
- Paper and Bytes: Managing OSU Resources

<http://hr.osu.edu/ole/HRStaffPD.aspx>



Office of Distance Education & eLearning

- Office of Extended Education
- Program 60
- Digital First
- CIO IT Training
- Learning Technology
- Instructional Videos
- Workshops through Digital Unions

<http://odee.osu.edu/>



Leadership Development

- Fisher College of Business Breakfast Club and Executive Education
- Association of Staff and Faculty Women
- **OSUAP**
- John Glenn School of Public Affairs
- The Women's Place

<http://hr.osu.edu/training/>



Using your Tuition Benefit

- Pays for Instructional, General, and non-Ohio resident fees **only**, up to \$9,6401 per semester. Limited to 10 credit hours per academic term.
- **Does not** pay for application fees, registration fees, late fees, lab fees, computer fees, student activity fees, recreational sports fee, COTA bus fee, insurance, books, etc.
- Must earn a passing grade to avoid forfeiture charges.

https://hr.osu.edu/benefits/eb_tuitionassistance.aspx



Graduate Non-Degree Program

- Graduate level course work for personal enrichment, professional development, certification or to familiarize with the rigors of a graduate program.
- Graduate non-degree students are admitted to the university, not to a specific degree granting, graduate program.

<http://gradadmissions.osu.edu/nondegree.html>



OSU Leadership Center

- Communication and Conflict Management
- Strengths-Based Training
- Leadership Development
- Team Building & Development

<http://leadershipcenter.osu.edu/>



EXTERNAL RESOURCES



"Betty is a model of the new multi-tasking executive assistant."



Professional Certification

International Association of Administrative Professionals' (IAAP)

<http://www.iaap-hq.org/certification>

- Certified Administrative Professional (CAP) and Organizational Management

American Society of Administrative Professionals

<http://www.asaporg.com/>

- PACE Certification Program (Professional Administrative Certification of Excellence)

Office Dynamics

<http://www.officedynamics.com/>

- World Class Assistant and Star Achievement programs

Microsoft Office Specialist

<http://www.microsoft.com/learning/en/us/certification/mos.aspx>



FAVORITE WEBSITES

International Association of Administrative Professionals' (IAAP) :
<http://www.iaap-hq.org/publications/officepro>.

Office Dynamics International: <http://www.officedynamics.com>

Adminology (affiliate of Office Dynamics): <http://www.adminology.org>.

DeskDemon US: <http://us.deskdemon.com/pages/us/indexus>. Free
monthly e-magazine, [Admin Advantage](#).

AdminSecret newsletter:
<http://adminsecret.monster.com/training/articles/739-sign-up-for-adminsecrets-weekly-newsletter>



MORE FAVORITE WEBSITES

American Society of Administrative Professionals

<http://www.asaporg.com/>

Association of Executive and Administrative Professionals

<http://www.theaeap.com/>

Admin Secret @ Monster.com

<http://adminsecret.monster.com/>

Administrative Arts

<http://administrativearts.com/>

CEO Express

<http://www.ceoexpress.com>

American Management Association

<http://www.amanet.org/Individual-Solutions.aspx>



EVEN MORE FAVORITE WEBSITES

- **Business First – Ask Career Mojo column**
- **Eat Your Career – Chrissy Scivicque**
<http://www.eatyourcareer.com/>
- **“Dear Sam” Job Search Advice Column**
<http://www.ladybug-design.com/dearsam/2007/04/spring-makeover-series-graphic-design.html>
- **Office Team Free Resources**
<http://www.roberthalf.com/officeteam/free-resources>
- **The Office Professionals Place Blog**
<http://adminhotspot.blogspot.com/>



Other Training Resources

Skillpath Seminars <http://www.skillpath.com>

- The Administrative Assistants Conference
- The Indispensible Assistant

Annual Conferences:

- IAAP – national, state, and local
- Office Dynamics
- Association of Executive and Administrative Professionals
- ASAP Administrative Professionals Conference



Great!

So...How Do I Pay For This?





- Look for **FREE** Resources
- OSU Tuition Assistance Benefit
- OHR/USAC Staff Career Development Grant
- College Staff Professional Development Grants
- Critical Difference for Women Professional Development Grants
- Ask Your Boss to Pay
- Pay for it Yourself



“It’s time to get real about adding value. Respect won’t come to your desk unless you earn it first. Resolve to roll up your sleeves and get to work to build the kind of career and rewards you want to have, and then set out to earn them.”

– Joan Burge, Office Dynamics International



Your Professional Development:

**IT'S THE BEST
INVESTMENT YOU CAN
MAKE.**

University Title Executive Assistant
Working Title Executive Assistant
Department Office of Energy & Environment
Department Location Columbus

Summary of Duties

Serves as Executive Assistant to the Interim Director for the Office of the Energy and the Environment (OEE); maintains a high level of discretion in the handling of confidential matters; provides comprehensive daily administrative support to the Interim Director and other OEE team members as needed; develops and prepares various types of written and electronic correspondence including letters, invitations, agendas, schedules, and itineraries; assumes responsibility to read emails and respond to inquiries and resolves problems on behalf of the organization as needed; follows-up regarding information, documents or responses required by the Interim Director; serves as liaison to internal and external organizations; researches information and provides guidance to Interim Director and OEE team members on pertinent issues; assesses inquiries and concerns directed to the office, determining course of action and delegating to the appropriate person to manage; provides strategic research and pre-planning activities for meetings; coordinates and maintains the effective scheduling of time for Interim Director, including meetings, conferences and other appointments; represents the organization in a highly professional and executive level manner; attends key meetings as required; records and transcribes minutes and disseminates information as appropriate; tracks internal and external OEE commitments and projects, monitors achievements and/or missing milestones and proactively follows up with partners and collaborators; responsible for completing and coordinating specific assignments delegated by the Interim Director of the Office of Energy and Environment, specifically in the management of the enCore Solar Decathlon House, the management of the President and Provost’s Council on Sustainability, and the relationships with various E&E membership organizations; provides general office support including answering phones, sorting mail, and scheduling staffing meetings; manages office equipment; maintains general office and conference room calendar and meeting schedule; develops and maintains a communication schedule for key Ohio State leaders; assists with the upkeep of OEE managed web sites and newsletters; serves on committees as needed; serves as a backup initiator for expenditures and travel; performs special projects and other duties as assigned.

Required Qualifications

Bachelor’s degree in an appropriate education or administrative field or an equivalent combination of education and experience; thorough knowledge of University organization and procedures; progressively responsible administrative experience in education or industry; excellent writing and communication skills; highly competent in administration and organization.

Job Description

Summary

Seeking motivated individual with a proactive and detail-oriented personality to support the day-to-day activities of a successful, internationally known orthopedic surgeon both professionally and personally. In addition this position will provide administrative support to the physician's family and work with various members of the household staff. This position will use professional concepts and company objectives to resolve complex issues in creative and effective ways and will have an in-depth knowledge of the physician's and the company operations, policies and procedures. The Executive Administrative Assistant will handle details of a highly confidential and critical nature. The Executive Administrative Assistant will make high level contacts of sensitive nature inside and outside the company.

Sampling of responsibilities the Executive Administrative Assistant will have:

Business:

- Collect and prepare information to use in discussions/meetings of executive staff and outside individuals: Organizes, takes minutes and follows up on actions from these meetings. Prepares presentation materials, works with various members of the orthopedic practice on meetings, conferences, speaking engagements; works with practice management on an assortment of projects. Work with outside individuals on surgeon visits including visits with implant and instrument manufacturers, vendors and representatives.
- Handle details of a highly confidential and critical nature; interact comfortably and skillfully with senior level executives, physicians, other medical personnel and others within and outside the company.
- Resolve time sensitive issues with a high degree of precision and exhibit strong organizational, written and verbal communication skills.
- Skillfully prepare statistical and written reports as well as presentations for management.
- Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors.
- Read and interpret basic accounting;
- Extensive calendaring and coordination of travel arrangements within the United States and Internationally including collaboration with other physician administrative assistants on scheduling use of corporate jet.
- Communicate effectively with all locations and diverse cultures.
- Answering phones, screening and documenting incoming calls.
- Managing and responding to email.
- Collaborating with the other administrative team on physician's schedule (surgical, clinical and personal), Provides assistance in other areas of the practice as directed by physician and practice administrator. Oversee and manage physician assistant call schedule with other physician administrative assistants.

Personal:

- Personal errands for physician and family including purchases for personal and business use, returns and making arrangements for repairs. Manage seasonal ticket purchases for OSU football and basketball, BalletMet. Schedule all personal appointments for physician. Arrange car service, mail packages, handle the children's various needs including tuition, rent and other financial items.
- Twice a year prepare a "family" calendar to include all travel, personal appointments, and other items as needed to be communicated between family and physician.

- Management of automobile fleet for physician and family
- Accounting functions to include bank reconciliations, bill payment and compilation of various tax documents for accountants and financial advisors. Manage all registrations for boat, jet skis and automobiles.
- Collaboration with physician on holiday and other celebrations. Will include working closely with household staff as well as making necessary travel and accommodation arrangements.
- Collaboration with physician on all family travel and vacations including arrangement for guests that will be traveling and vacationing with the family. Collaboration with physician on what arrangements will be needed for homes in Florida as well as make arrangements with staff in Florida which includes household staff and the captain of the boat.

Job Requirements

Required Qualifications:

- * Must have a minimum of a BA or equivalent work related experience.
 - * 5+ years as an Executive Assistant or equivalent C-Level experience.
 - * Requires professional experience in working with senior level executives within and outside the company (Board of Directors) as well as with clients, vendors, visitors, and other dignitaries.
 - * Job requires work to be done in a timely manner, which will require working long hours (typically 8:00am – 7:00pm) and weekends as needed. Flexible to work long hour and weekends proactively.
 - * Must be self-motivated, proactive, driven, and own the role.
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- * Ability to handle complex job responsibilities such as conducting research and analysis, preparing statistical data and spreadsheets, troubleshooting.
 - * Mastery skills in MS Word, Excel and PowerPoint, along with experience composing a number of types of professional documents.
 - * High level of proficiency in grammar, spelling, punctuation and excellent oral communications.
 - * Must have knowledge in all aspects of administrative duties.
 - * Excellent and mature interpersonal skills.
 - * Understands how to be an Executive Assistant for an Executive of a multi-billion dollar company, including dealing pleasantly with a wide variety of individuals and to be able to handle difficult personalities with tact and diplomacy.
 - * Must have good interpersonal skills, discretion, good judgment, organizational and management ability, initiative, and the ability to work independently.