



Office Administrator Soft Skills

Ontario Native Literacy Coalition

© Ontario Native Literacy Coalition, 2023

Written by Ladeanne DeBassige

Edit, layout and design by Turtle's Back Publishing

ISBN# 978-1-989431-84-9

All materials created using funding from Literacy and Basic Skills – Support Organization will abide by Creative Common's Attribution 4.0 International License/ (CC BY 4.0). Under this Agreement, intellectual property remains with its creator, but others are free to copy, redistribute, transform, and/ or build upon the material for any purpose, even commercially.



[by.png 12.3 KB • Download](#)

[Creative Common's Attribution 4.0 International License/ \(CC BY 4.0\)](#)

Published by Turtle's Back Publishing, a division of Ontario Native Literacy Coalition

P.O. Box 550, 16 Sunrise Court, Suite 407, Ohsweken ON N0A 1M0

Telephone: 519-445-1539 ~ Toll Free: 1-855-368-3072

TBP_manager@onlc.ca ~ www.onlc.ca



This *Employment Ontario* project is funded by the Government of Canada and the Government of Ontario and through the Canada-Ontario Job Fund Agreement.



The views expressed in the publication are the views of the Recipient and do not necessarily reflect those of the Province.
“The Government of Ontario and its agencies are in no way bound by the recommendations contained in this document.”

Table of Contents

Understanding Skills for Success.....	4
Competency Task Group & Indicator Level: Ontario Adult Literacy Curriculum Framework.....	6
Introduction	1
What are Soft Skills?	2
This Resource	3
The Top 10 Soft Skills	3
Task Activity #1	3
Office Administrators.....	4
General Duties of an Office Administrator	4
Task Activity #2	5
Office Etiquette.....	6
Task Activity #3	7
Cell Phones and Social Media	8
The Importance of Clear Communication.....	9
Dressing for Success.....	11
Time Management.....	12
Calendar	12
Prioritizing and Chunking Tasks	13
Preparing for the Interview.....	14
Task Activity #4	15

This resource was developed for the purpose of focusing on the new Skills for Success.

Understanding Skills for Success

Why Skills for Success?

In May of 2021, the Essential Skills framework underwent an update based on an evolving labour market, the results were the new Skills for Success. The 9 Skills for Success are skills that help you in this new information age that has quickly changed the world. These skills benefit everyone and can help to secure employment, progress in your current employment, or assist in changing to a new employment. These skills also assist everyone adapting to different areas of one's life beyond work such as with social interactions and life skills.

What are Skills for Success in Canada?

Skills for Success are the skills needed to participate and thrive in learning, work, and life.

Skills for Success include foundational skills for building knowledge and are important for effective social interaction. These skills overlap and interact with each other, and with other technical and life skills. They are inclusive and can be adapted to different contexts.

Skills for Success are for everyone – employers, workers, training providers, governments, and communities.

(Employment and Social Development Canada,
2021 <https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html>)

Skills for Success development goes beyond work-skills training. It is important that literacy practitioners, employers and others recognize that developing Skills for Success can be very positive for adult learners and employees.

Research indicates that Skills for Success development is associated with:

- Greater independence
- Increased self-respect
- Effective problem solving and communication
- Better overall health and well-being
- Higher learning and earning potential
- An increased ability to use technology
- Flexibility and the capacity to adapt to change

The Nine Skills for Success are:

Adaptability
Collaboration
Communication
Creativity and Innovation
Digital
Numeracy
Problem Solving
Reading
Writing



Descriptions for the nine skills can be found at

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success/understanding-individuals.html>

This resource suggested Skills for Success competencies:

Task Activity #1: Reading, Writing, Communication

Task Activity #2: Digital Literacy, Reading, Writing, Creative & Innovation, Adaptability

Task Activity #3: Reading, Writing, Problem Solving, Communication

Task Activity #4: Creativity & Innovation, Reading, Writing, Communication

This resource follows the Ontario Adult Literacy Curriculum Framework (OALCF) expectations.

The Curriculum Framework supports a task-based approach to instruction. Tasks within this resource will allow learners to move at their own pace and link their learning to practical goals. The Curriculum Framework is organized into six competencies that reflect the skills, knowledge, and behaviours that adult learners need in a variety of learning.

Competency Task Group & Indicator Level: Ontario Adult Literacy Curriculum Framework

Find and Use Information			Communicate Ideas and Information				Understand and Use Numbers				Use Digital Technology	Manage Learning	Engage with Others
Read continuous text	Interpret documents	Extract info from films, broadcasts & presentations	Interact with others	Write continuous text	Complete and create documents	Express oneself creatively	Manage money	Manage time	Use measures	Manage data			
A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D	E	F

This resource suggested OALCF competencies:

Task Activity #1: A1.2, B2.2, B.4, D.2

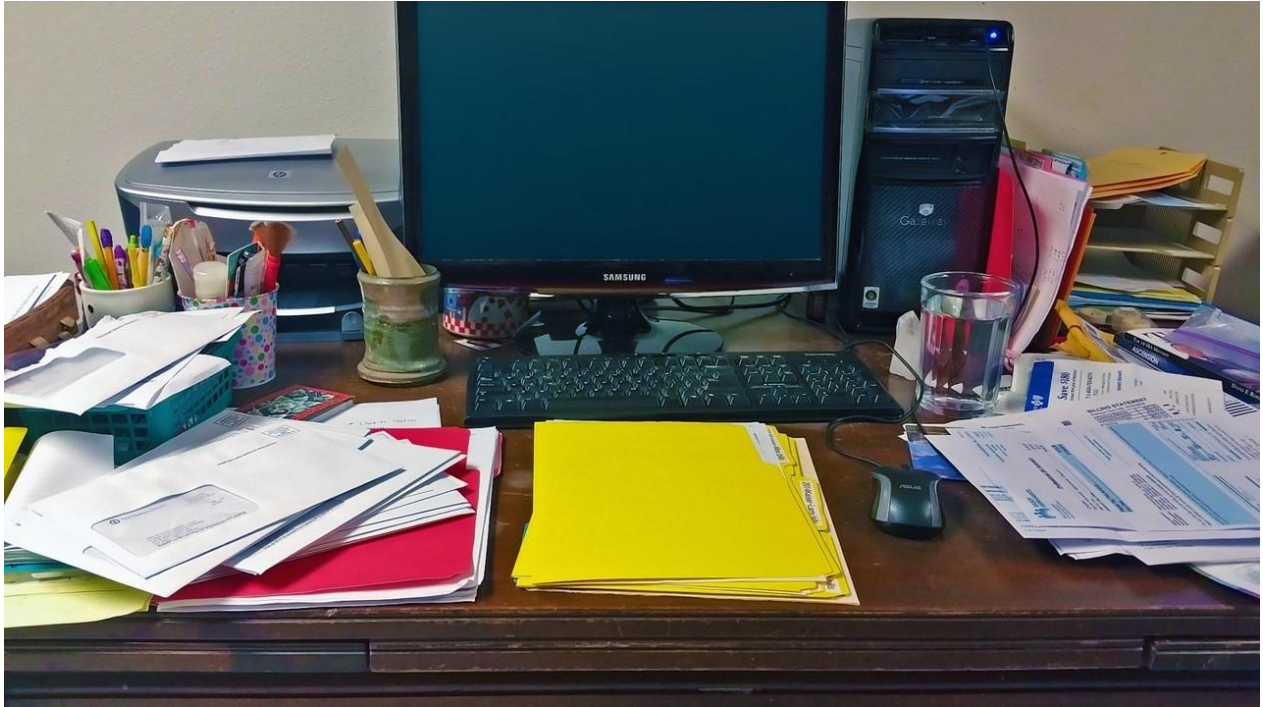
Task Activity #2: A1.3, B2.3, B3.3a, B.4

Task Activity #3: A1.2, B2.2, B3.2a, B.4

Task Activity #4: A1.2, B2.3, B3.3a, B.4, E.1

Office Administrator Soft Skills

Introduction



<https://s3-us-west-2.amazonaws.com/courses-images/wp-content/uploads/sites/4064/2019/03/23221004/messy-desk-no-messages.jpg>

Imagine you are an Office Administrator who is walking into the office on a Monday morning. The phone is ringing, and the voicemail indicator light is blinking. A courier is waiting for you to hand off a package for shipment and the office supply delivery truck is parking in the lot. Your coworkers and you desperately need coffee, and you are about to put down your personal belongings when a community member/client enters and wants to see the Manager. Someone notifies you that the main printer is out of ink. You've barely begun your day and it seems like everyone needs your attention or assistance. What do you do? Where do you begin?

A successful Office Administrator has a variety of skills that enable them to be effective and efficient. They are a combination of formal and informal skills. Formal skills have a variety of names and can be called hard, work, or technical skills. The informal skills are called soft, interpersonal, or people skills.

Employers see the benefit of both types of skills and seek individuals who utilize them to accomplish tasks. Having both skill types would assist anyone in the above scenario. If an individual only had one type of skill, they would be unable to perform their duties in an effective and optimal manner. Here's where soft skills, planning and preparation come into play. Engaging in these practices while utilizing your soft skills leads to an effective and pleasant working environment. It increases productivity, promotes healthy professional relationships, and ensures that things run smoothly.

What are Soft Skills?

Soft skills are the attributes and qualities that you bring forth that go beyond your work and educational experience. Soft skills are your unofficial set of skills. They complement and strengthen your technical skills.

Soft skills are the qualities and abilities that you bring forth as an individual. They are the gifts that you possess that were not directly taught in school. They are your grit and resolve. They demonstrate your ability to problem solve and work with others. They determine your ability to push through and carry on. They enable you to effectively and efficiently work independently and with others. *Soft skills can also be thought of as people skills. These can include good communication and interpersonal skills, leadership, problem solving, your work ethic, time management, and teamwork. These are characteristics that can be carried over to any position.*

1



https://1.bp.blogspot.com/-fWMyiPaK22M/XXtbrP5h2eI/AAAAAAAAAX9M/X414CgVwk54o_weNcW1ioTghwvr5vZ9AgCLcBGAsYHQ/s1600/Soft-Skill-Development.jpg

¹ Kenton, W. (2023, January 23). *What are soft skills? definition, importance, and examples.* Investopedia. Retrieved January 2, 2023, from <https://www.investopedia.com/terms/s/soft-skills.asp>

Let's look at an example of the different skill types and how when combined, they make for an ideal candidate. A Social Worker's technical skills may include the ability to work with their clients to identify and resolve issues and concerns, take notes, create reports and advocate for others. Technical and working skills would be a good base for a Social Worker but they would not suffice on their own. Compassion, empathy, active listening and dedication are examples of soft skills which would enhance the performance of a Social Worker. These skills would enable them to communicate effectively with others, problem solve and create positive and professional relationships with their clients.

This Resource

Office Administrators perform a variety of tasks and require a balanced set of skills to do so. This includes both technical and soft skills. This resource will delve into various aspects of working as an Office Administrator while highlighting the importance of soft skills and professionalism.

The Top 10 Soft Skills

There are many different types of soft skills, and we all have our own collection that we've acquired and developed over time. Soft skills are transferable to a variety of jobs and employers and recruiters look for candidates who know how to demonstrate them. In 2023, the most in-demand soft skills are as follows:

- Time management
- Communication
- Adaptability
- Problem-solving
- Teamwork
- Creativity
- Leadership
- Interpersonal skills
- Work ethic
- Attention to detail²

Task Activity #1

Respond and Reflect

Using the Top 10 Soft Skills, research or create a definition for each skill. Then describe how this skill would benefit an Office Administrator. Ensure that your response includes examples and or explanations of how the soft skill would be beneficial.

² ApS, N. (2023, January 4). *Top soft skills for 2023 [90+ examples for your resume]*. Novorésumé. Retrieved January 7, 2023, from <https://novoresume.com/career-blog/soft-skills>

Office Administrators

Office Administrators are responsible for a variety of tasks and in their role, they maintain the day-to-day functioning of an office. Their efforts and dedication contribute to a thriving and productive office environment. Actual duties and responsibilities will vary from office to office and are often influenced by the size of a company or organization.

General Duties of an Office Administrator

As mentioned, the duties and responsibilities of an Office Administrator will be determined by the size and needs of a company or organization. The types of skills, both technical and soft that an individual brings to the role contribute to the performance and outcome of the role. Ideally, both sets of skills are present and utilized.

Duties may include the following:

- ❖ Scheduling
 - Meetings, interviews, travel arrangements, deliveries and pickups, bookings and appointments
- ❖ File creation and management
 - Creating, updating, storing and review of physical and/or digital files
 - Financial file management may include invoicing, cheque requisitions, bookkeeping, budgeting and tracking
- ❖ Office supplies and equipment
 - Ordering, scheduling and restocking of supplies
 - Scheduling maintenance and repairs of equipment such as printers and photocopiers
- ❖ Assisting new employees
 - Onboarding and orientation, outfitting of office spaces including furniture, equipment and supplies
- ❖ Human resources
 - Interviewing and hiring of new employees, managing office staff, training and mentoring, maintaining employee information and files, payroll and benefit management
- ❖ Communication
 - Ensuring effective and professional communication internally and externally
 - Managing incoming communications including mail, emails, calls and social media
 - Assisting clients and vendors
 - Responding to inquiries and complaints
 - Working with other departments to ensure optimal communication and operations

Office Administrator Soft Skills

- ❖ Security
 - Ensuring the confidentiality of sensitive and private information and data is maintained and upheld
 - Ensures office security by managing building access
 - Responds to and rectifies incidents or breaches to office security
- ❖ Compliance
 - Ensuring that employees and policies are compliant with relevant laws and legislation such as labour laws, data protection, confidentiality, health and safety as well as other protocols such as COVID-19 protocols³

Task Activity #2

Respond and Reflect

Using the internet, find a job posting for an Office Administrator. Think of what skills you would use to be successful in the position and determine which skills you would list on your resume and discuss in an interview. Which soft skills would you showcase? Which technical skills would you highlight? Along with listing the skills provide examples of when you have demonstrated the skills.

³ *Office administrator job description [updated for 2023] - indeed.* indeed for employers. (n.d.). Retrieved January 4, 2023, from <https://www.indeed.com/hire/job-description/office-administrator>

Office Etiquette

Etiquette is how one conducts themselves around others. It includes everything from what a person says and does to what they look like and how they present themselves. While working as an Office Administrator, it is of outmost importance to act professionally and demonstrate proper office etiquette.



<https://www.tdktalks.com/wp-content/uploads/2017/08/culture-workplace-attributes-tdktalks.png>

Even though office etiquette may differ between offices, it is always best to know what the expectations are and to abide by them. The article, [Workplace Etiquette: 24 Dos and Don'ts of the Workplace](#) does a fine job providing advice on how to conduct yourself within the workplace.

The following table summarizes the article:

The Dos	The Don'ts
<ul style="list-style-type: none"> ✓ Arrive early ✓ Network with people outside of your cubicle ✓ Be willing to engage a coworker who asks for your help ✓ Bring in goodies ✓ Create a proper personal email address ✓ Jump at the chance to complete a new task ✓ Be flexible ✓ Work on holidays (if an option) ✓ Keep an eye on your personal budget ✓ Make sure your earbuds are plugged in securely to your computer ✓ Be open-minded 	<ul style="list-style-type: none"> ✗ “Reply All” to an email chain ✗ Have a personal conversation at your desk ✗ Bring your emotions into the office ✗ Be afraid to ask questions, despite how silly you think they seem ✗ Gossip about your coworkers or boss ✗ Insert emoticons/emojis or multiple exclamation points (if any) into work emails ✗ Wear weekend attire to the office ✗ Apply for a job you don't want ✗ Talk back to your boss

Office Administrator Soft Skills

✓ Always wear a smile	✗ Forget that at work socials, you're still at work ✗ Don't be nervous, but also don't overstep your boundaries
-----------------------	--

4

There's plenty more to office etiquette than listed above. It ranges from how you interact with colleagues and clients to how you demonstrate your commitment and professionalism. Ideally, an office environment is a place where people conduct themselves in a professional manner. Proper office etiquette contributes to professionalism.

Tuning into and conducting meetings online has dramatically increased over the past few years. Properly conducting yourself during these sessions is another form of office etiquette. Familiarize yourself with the functions of the platform. Learn how to turn on and off your microphone and camera. If having the camera on is a requirement, ensure that you are camera ready and properly dressed. Turn off your microphone when you are not speaking or presenting. This will cut down on background noise and distraction. Pay attention to what is in your background. What else besides your image is your camera capturing? If necessary, tidy up your area before logging on. Attentive listening and active participation contribute to the success of an online meeting so make sure you are doing your part. Avoid multi-tasking during this time and focus on the meeting.

Let's look at an example of proper office etiquette. It is a requirement and expectation that employees show up to work. A typical work week and schedule would be from Monday-Friday from 9:00 a.m. to 5:00 p.m. for a total of 40 hours a week. Is showing up during these times a good enough indication of how well someone is performing on this task? How does professionalism come into play here?

A calm, well-rested employee who is on time and is ready to work demonstrates professionalism. This is much more desired than someone who arrives in a hurry, is rushed, and exhausted. Someone who is too tired, late, exhausted, and distracted may have arrived at work but is most likely unable to begin working or perform at an optimal and desired level. The difference is clear and obvious. The first person is in a much better position to be productive and effective; qualities that employers value.

Task Activity #3

Respond and Reflect

List 4-5 additional Dos and Don'ts of Office Etiquette and/or explain why each behaviour is on the list. Provide reasons why they are beneficial or not.

⁴ H., T. (2020, February 19). *Workplace etiquette: 24 dos and don'ts of the Workplace*. LinkedIn. Retrieved January 3, 2023, from <https://www.linkedin.com/pulse/workplace-etiquette-24-dos-donts-tom-hildreth?trk=pulse-article>

Cell Phones and Social Media

Nowadays, almost everyone has a cell phone. With access to unlimited Apps, it may be difficult to put it down and avoid temptation. They are a major distraction and can eat up loads of time. Within an office setting, it is important to be aware of how you are using your cell and how often you reach for it. If it is too difficult for you to avoid temptation and distraction, it may be a good idea to store your cell phone with your personal belongings away from your working area. Keep it out of reach during meetings regardless if they are in person or online. Doing so demonstrates your professionalism and enables you to become an active participant.



https://live.staticflickr.com/840/43403300701_d6526d4569_z.jpg

It is a good practice to limit your cell time to lunch time and breaks. To avoid distracting others, keep your ringer on vibrate or silent. If you must make a personal call, do so in a private setting versus at your desk where others may inadvertently become privy to the conversation.

It is not uncommon for workplaces to have a social media policy. Find out if there is one and ensure that you are complying with it. Even without an official policy, there are some key points to keep in mind. Unless you are required to use social media in your position, it is best to keep your posts and updates to after work hours or break times. Your employers are not paying you to maintain your online presence. Be very aware of what you post, keeping in mind that posting creates a digital footprint and may be permanent and accessible to all. Maintain your professionalism. Do not use social media as a tool for harassment, bullying/lateral violence,

threats, or any type of inappropriate behaviour. Keep your organization's and client's information private. Do not share company data or private information. Do not use it as a soap box to voice your complaints about your employer, coworker, or clients. Keep it clean, keep it kind and keep it professional.

The Importance of Clear Communication

Have you ever experienced a one-way conversation? Trying to communicate with someone who had their mind elsewhere? Perhaps they were on their cell? What happened when doing so? Perhaps, a few quick glances to establish a millisecond of eye contact, some "ums" and "ahs", single word responses or someone who missed the point as they failed to listen attentively to what you were saying?

Communication is the key to being understood and understanding others. It is both the relay and the reception of messages. It is how you deliver your messages and how you receive the messages of others. Not only is communication an essential soft skill but it is also an essential skill overall and is present in daily activities; especially as an Office Administrator. There are many ways to communicate. People communicate with their speech, body language, attire, words both written and spoken. Effective communication is essential to daily work and life. As an Office Administrator, you will be communicating on a regular basis and doing so in an effective and professional manner is key. Ensure that you are prompt, transparent and respectful in your exchanges. If you are unable to complete a request or task immediately, let others know that it is being addressed but needs some additional time. Always answer emails, letters, voicemails and phone calls promptly.



<https://researchleap.com/wp-content/uploads/2020/01/02.jpg>

Office Administrator Soft Skills

When communicating as an Office Administrator, there are a few considerations to keep in mind. Begin by selecting the best method of communication. Keep your audience in mind. Who will be receiving it? Determine and consider how formal or informal your message should be. A conversation with a colleague will differ from a casual lunchtime conversation to a staff meeting.

There are different considerations for writing and speaking. If writing, begin by selecting the best method of communication. This will depend on the tone and audience for the message. Does the information need to be formally communicated as in a report or memo? Ensure that your communications are clear and concise. To do so, ensure that you do not have any unnecessary information or run-on sentences. Attention spans have a limit and one way to go beyond that limit is to include too much information and lengthy texts.

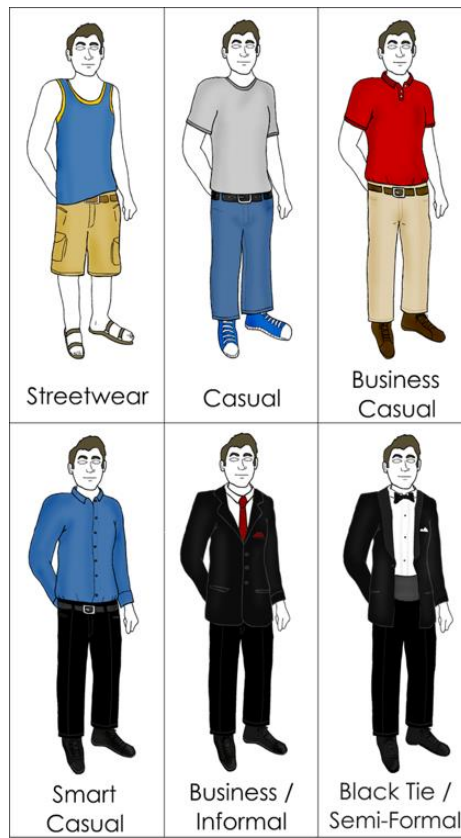
If possible and appropriate, use bullets or point form notes to break down information into smaller chunks. Make sure to check your work for spelling and grammar. Using a typing program like Grammarly is beneficial in raising your level of writing so that it is easy to read and understand. Improper spelling and grammar are not desirable or acceptable within an office setting. Communicating will be easier after using a typing program. While writing, avoid using unfamiliar jargon or acronyms that others may not understand. Keep your tone in mind to avoid being misunderstood. A written message can come across differently than a spoken one. Save emojis and emoticons for texting your friends and not colleagues. Maintain your professionalism by excluding slang or curse words.

There are a few key points to keep in mind for emails. A typing program such as Grammarly works on emails too. Use it to check that your message is clear, concise, and ready to be sent. Staying on top of emails is somewhat of an art form. You will be receiving, responding, and composing emails daily. It is good practice to respond in a timely fashion. If you are required to share some of your correspondence with upper management, ensure that you include them in the essential ones only. Just like you, they do not need any unnecessary emails. When responding and replying to a group thread, determine who needs a response. Using "Reply all" is only necessary if everyone needs to know. If not, reply only to those that need a response.

For conversations, there are a few key points to keep in mind as well. While speaking with others, it is good to begin by establishing eye contact. Eye contact is useful for a variety of purposes. You can monitor someone's feelings and responses. You can check for understanding and gauge interest. It helps you focus on the conversation. If you are not comfortable in looking directly at someone's eyes, you can use the trick of looking at the space between their eyes. Keep your body language and facial expressions in mind. Behaviors like slouching, fidgeting, and avoiding eye contact all relay messages and communicate on their own. Be aware of what your body language may be conveying. While working with others to resolve conflicts or tricky situations, use positive language and avoid negative or accusatory remarks. Speak in a calm and even tone. Be an attentive listener and give your full attention to the matter at hand.

Dressing for Success

Can you think of something that combines office etiquette with communication? If you thought of wardrobe and clothing choices, you're correct! It is important to know what the dress code expectations are for your office as they differ from office to office. One thing that is consistent is the need to ensure that your choices are appropriate and professional. Offensive, revealing, soiled/dirty, wrinkled, graphic or inappropriate clothing are not choices for workplace settings.



<https://s3-us-west-2.amazonaws.com/courses-images/wp-content/uploads/sites/1984/2017/05/31153138/ss-code-in-western-culture.png>

Hygiene counts too! Practicing good hygiene also communicates a message to others. Try your best to look professional from head to toe. Ensure that your body, hair, nails and facial hair are kept neat and clean. Wear clean, professional clothing. Find out if the office has a policy on scents. Pay attention to what's on your feet. Your footwear should also be clean and in good condition. Crocs and flip-flops are not appropriate for an office setting. The internet is filled with different examples of office dress code and the various types. Once you find out the expectations for dress code at your new office, use the internet for inspiration and ideas.

Time Management

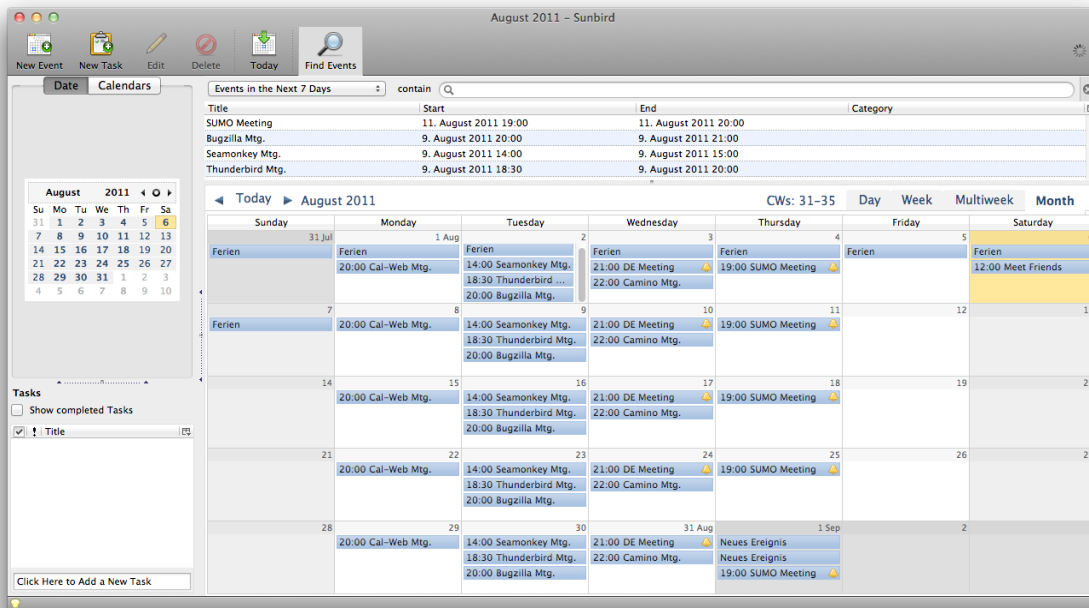
Time flies when you are having fun and it passes just as quickly when you have not put much thought into how it can be used. Without a plan, time can escape you. This could lead to dire consequences and loads of stress. Time management is an essential soft skill that is transformative in nature. This important soft skill can transform your work and home life. In this section, we will explore time management tips and strategies that will benefit you as an Office Administrator.



https://psu.pb.unizin.org/app/uploads/sites/16/2018/01/stopwatch-2061848_1280.jpg

Calendar

Let's begin by making the most of your calendar. Most offices use Microsoft Office or an equivalent. Within these programs, there are digital calendars. If you are not familiar with them or their functions, search the internet as there are many tutorials available.



<https://i.stack.imgur.com/2mDQE.png>

Use the calendar to schedule regularly occurring events. Some ideas may include when to submit timesheets, invoices and cheque requisitions to the Finance Department, staff meetings, reports, deliveries, and any other events that regularly occur. It may be helpful to set up a daily time to read and respond to emails/social media posts, check voicemails, and respond to any inquiries. I've always found it beneficial to schedule this each morning. This process of blocking off time

exclusively for communications will become routine. It will assist you in staying on top of things and ensure that you do not become backlogged or overwhelmed with incoming and outgoing communications.

Find out what the requirements are for your reporting. Many offices and organizations require their employees to track and report what they have been working on and what they have accomplished. This may be due weekly, monthly, or quarterly. If left to the last minute to complete, errors and omissions can occur. Generally, it can become difficult to remember everything you have accomplished within a given time period if it's not written down.

By using the calendar function, you can track and plan your activities. It's useful to colour code the events and activities so that when you are reporting, you can see at a glance the days and times you worked on specific items. For example, you could colour code all the staff meetings and finance activities. Then, when you are preparing your report, you can refer to the calendar to submit the dates you worked on for each section of your report.

Using reminders may also be beneficial to you. Begin by inputting the task and then determine how much of a reminder you need. Then schedule it as you input the information into the calendar.

Prioritizing and Chunking Tasks

Prioritizing is the act of determining what needs to occur first. Your responsibilities will vary as will your duties. Scheduling and ordering the importance of duties and events will take some practice and you will get better at doing so. Begin by creating a To-Do List. Include the due dates and an approximate time that will be needed for each task. Then determine the order that you will complete the tasks.



http://freebie.photography/office/priority_tasks.jpg

Larger tasks that require more time and effort to complete benefit from being broken down into more manageable pieces. Instead of sitting down to complete an entire report, break it down into completing manageable sections at a time. The benefit of doing so makes the task less onerous. It is also useful to take a break from something that requires more effort to complete. Revisiting your work after a break allows for fresh ideas and enables you to catch any mistakes you may have missed.

Use your calendar and daily schedule to block off the necessary times to focus on completing your activities. Then use this time to demonstrate your productivity and ability to complete tasks on time. Continually review your progress and make any necessary changes.

Preparing for the Interview

Once you land an interview for an Office Administrator position begin preparing for it. The interview is a chance to get to know your employer and to demonstrate which of your skills make you an ideal candidate for the position. Keep in mind that it is both of your skill sets that employers value. Be sure to mention specific examples of your honed skills, where and when you used them. Be ready to talk about your experience and practice your responses to interview questions.



https://s3-us-west-2.amazonaws.com/courses-images/wp-content/uploads/sites/5348/2020/10/04233131/two_women_talking-1024x683.jpg

4cornerresources.com's section on Office Administrators provides sample interview questions. They include:

- How would you improve efficiency and productivity within the workplace?
- How did you handle working with others to complete a project under a tight deadline?
- Tell me about a time you faced conflict at work. How did you resolve it?
- Which computer software applications are you familiar with?
- How do you keep office workers motivated?
- What is your leadership style?
- What is a top priority for office administrators?
- What was a typical day like in your previous job?
- Have you ever coordinated an event? How did it go?
- How well would you say you supervise people?
- What bookkeeping/accounting experience do you have?
- What three expectations do you have of your office staff?
- What are the steps involved in setting up a meeting?
- What are your top organizational tools?

Office Administrator Soft Skills

- Are you proficient with Excel and PowerPoint?
- What other software programs are you proficient in?
- Are you experienced in running meetings?
- Are you good at multitasking? Can you give an example?
- Are you experienced in leading a team?
- What are your career goals?
- How well do you work under pressure?
- What is your experience with booking travel arrangements and scheduling itineraries?⁵

6

Task Activity #4

Respond and Reflect

This resource opened with an office scenario. Re-read the first paragraph and respond by incorporating any new learning along with your experience and expertise. Provide solutions that would make the scenario better. List 3 ways to improve the scenario and explain what could be done to avoid or improve any of the outcomes.

Imagine that you are an Office Administrator who is walking into the office on a Monday morning. The phone is ringing, and the voicemail indicator light is blinking. A courier is waiting for you to hand off a package for shipment and the office supply delivery truck is parking in the lot. Your coworkers and you desperately need coffee, and you are about to put down your personal belongings when a community member/client enters and wants to see the Manager. Someone notifies you that the main printer is out of ink. You've barely begun your day and it seems like everyone needs your attention or assistance. What do you do? Where do you begin?

Kenton, W. (2023, January 23). *What are soft skills? definition, importance, and examples*. Investopedia. Retrieved January 4, 2023, from <https://www.investopedia.com/terms/s/soft-skills.asp>

⁵ *Office administrator job descriptions, salary, and interview questions*. 4 Corner Resources. (2023, February 2). Retrieved February 14, 2023, from <https://www.4cornerresources.com/job-descriptions/office-administrator/>

Office Administrators perform a variety of tasks and require a balanced set of skills to do so. This includes both technical and soft skills. This resource will delve into various aspects of working as an Office Administrator while highlighting the importance of soft skills and professionalism.

Turtle's Back Publishing, a division of Ontario Native Literacy Coalition
P.O. Box 550
16 Sunrise Court, Suite 407, Ohsweken ON N0A 1M0
Telephone: 519-445-1539 ~ Toll Free: 1-855-368-3072
TBP_manager@onlc.ca ~ www.onlc.ca



Canada

EMPLOYMENT
ONTARIO

Ontario



9781989431849