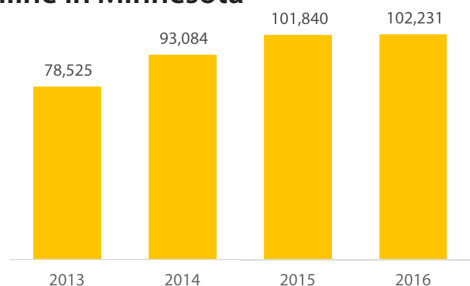


Administrative Support Career Pathway

Minnesota State Career and Technical Education programs give you the skills that employers are looking for in their employees. With just the first-year courses completed, you would have the skills relevant for an entry-level job or internship that starts you on the path to a well-paying and exciting career!






Administrative Support Jobs Posted Online in Minnesota



Hiring Statistics in Minnesota (1/1/17)

Growth in jobs 2015-2016:	10.2% (high)
Number of employers hiring now:	2,587 employers
Number of skilled people:	378,000 (high)
Overall outlook:	Bright
Average job posting period:	43 days
Median salary:	\$36,800 / year

Top Occupations

- Customer Service Representatives (20%) 
- Supervisors of Office and Administrative Support Workers (16%) 
- Sales Representatives, Wholesale & Manufacturing (8%) 
- Stock Clerks - Stockroom, Warehouse, Storage (6%) 
- Stock Clerks - Sales Floor (5%) 

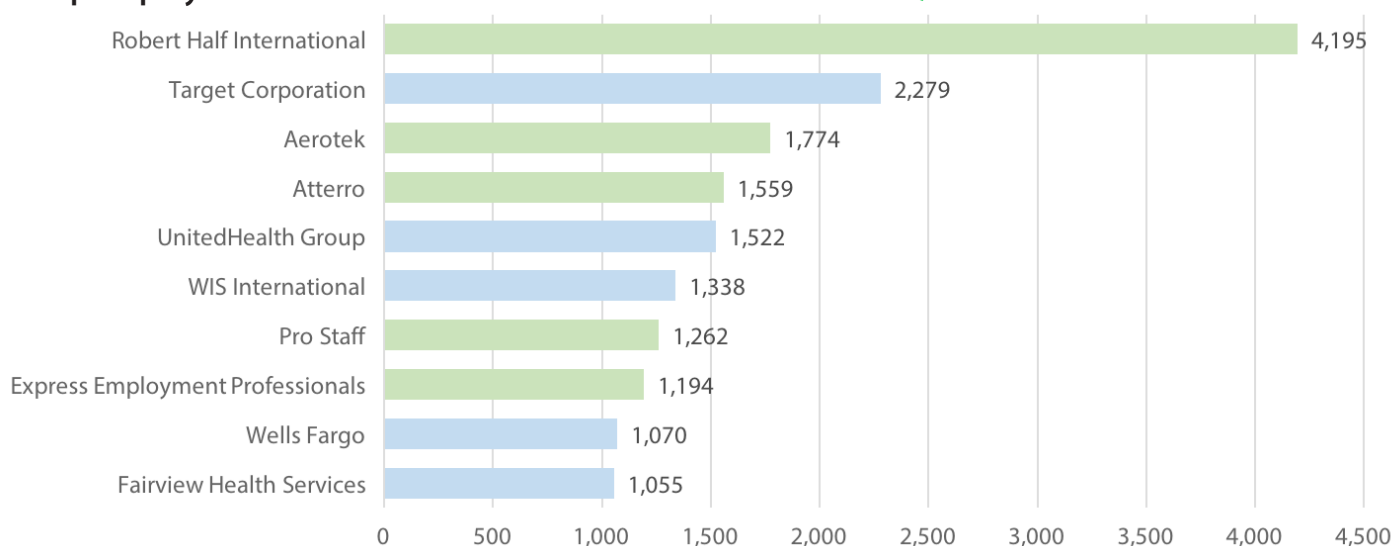
Sample First-Year Job Titles in this Pathway

- Receptionist
- Customer Service Associate
- Sales Support Team Member

Sample Senior-Level Job Titles in this Pathway

- Customer Service Supervisor
- Medical Receptionist III
- Front Office Supervisor

Top Employers who Recruited in 2016






Where to start?

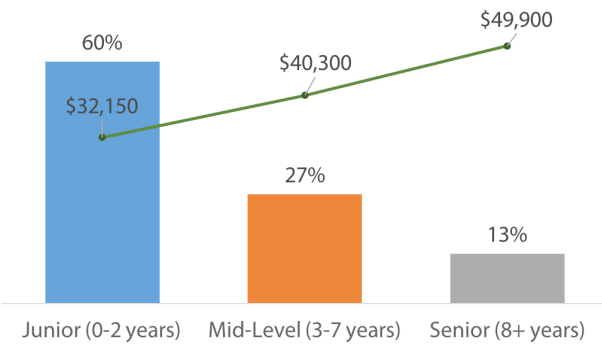
Many

non-profit


organizations regularly search for interns to assist with day-to-day administrative and communications tasks. These can be great places to gain your first on-the-job experience. The Minnesota Children's Museum in Saint Paul and the American Refugee Committee in Minneapolis both put out high volumes of ads.

-  Rising Jobs (+5% or more from 2015 to 2016)
-  Bright Future Jobs (DEED-identified)
-  Green Jobs (DEED-identified)



Median Salary Advertised by Experience Level in 2016







Top 10 Certifications

1. Driver's License
2. Health Insurance Portability Accountability Act Professional
3. Registered Health Information Technician
4. Registered Health Information Administrator
5. Certified Coding Specialist
6. ICD-10 / ICD-9
7. Commercial Driver's License 
8. American Health Information Management Association
9. Occupational Safety and Health Administration (OSHA)
10. HAZMAT

Top 10 Hard Skills

1. Bilingual (primarily Spanish)
2. Customer Relationship Management 
3. Accounts Receivable
4. Quality Assurance
5. Technical Support
6. Accounta Payble
7. Marketing Communications
8. Material Handling 
9. Health Information Management
10. Forklifts





Top 10 Software Skills

1. Microsoft Office Package (primarily Excel)
2. Adobe Creative Suite (Photoshop, InDesign) 
3. Epic Software
4. Salesforce CRM SDC 
5. Microsoft SharePoint
6. eDiscovery 
7. Enterprise Resource Planning Software
8. Intuit QuickBooks 
9. Human Resources Management System (HRMS)
10. IBM AS/400 - AS400


Top Employers Recruiting Interns

1. Minnesota Children's Museum
2. UnitedHealth Group
3. Blue Cross & Blue Shield Association
4. VolunteerMatch
5. Fairview Health Services



Top 10 Soft Skills

1. Communication Skills 
2. Customer Service-Oriented
3. Detail-Oriented
4. Data Entry
5. Work Independently
6. Organizational Skills
7. Integrity 
8. Problem Solving 
9. Teamwork 
10. Self-Motivated

Top Programming Languages






1. ICD-9-CM Coding Practice
2. Hypertext Markup Language (HTML)
3. Cascading Style Sheets (CSS) 





 Rising Skills (+5% or more from 2015 to 2016)
 Matches to CTE Foundation Knowledge/Skill


Start your career in administrative support services with these occupations that require just a few college-level courses for your first internship. Upon completion of a 2-year degree, you'll be well on your way in any number of exciting career pathway directions! Talk to an academic navigator or visit the CTE website to explore! <http://www.mncareerpathways.org/pathways/>

Top Entry-Level Positions Advertised in Minnesota (0-2 Years Experience)

Occupation	Job Titles	Total Job Count 2016	Change from 2015
Administrative Support	Customer Service Representatives	  11,532	-3%
	First-Line Supervisors of Office and Administrative Support Workers	  4,677	6%
	Sales Representatives - Wholesale and Manufacturing	  3,844	11%
	Stock Clerks - Stockroom, Warehouse, or Storage Yard	  3,791	31%
	Medical Secretaries	 3,265	2%

 Rising Jobs (+5% or more from 2015 to 2016)

 Bright Future Jobs (DEED-identified)

 Green Jobs (DEED-identified)

Data collected from online job postings between 2013 and 2016 from CEB TalentNeuron Recruit in December 2016 (www.wantedanalytics.com). Bright Outlook and Green Jobs identified by DEED's Employment Outlook based on BLS 2014-2024 projections. Report developed by RealTime Talent February 2017 with the support of AgCentric, the Southern Minnesota Center for Agriculture, GreenSeam, AgriGrowth, the Minnesota Department of Agriculture, Career and Technical Education Consortium Leaders, and faculty from Minnesota State Colleges and Universities across the state.

Administrative Support Career Pathway