



Career Focus - SECRETARIAL

Dear students

As a secretary, you would provide administrative support in all kinds of companies and organizations. If you're an organized person with good office administration skills, this job might be ideal for you.

You'll be using your written and spoken skills to communicate with a wide variety of people. You would also need to have excellent computer skills and be able to complete your work to a high standard. There is quite a variety of secretaries. This occupation is expected to be among those with the largest number of new jobs. Opportunities should be best for applicants with extensive knowledge of software applications.

Secretaries and administrative assistants today perform fewer clerical tasks and are increasingly taking on the roles of information and communication managers.

-Martina

DIFFERENT TYPES OF SECRETARIES :

- A variety of clerical and administrative duties are performed by **administrative secretaries** to run an organization proficiently. The tasks of administrative secretaries include planning and scheduling appointments and meetings, managing projects, organizing and maintaining paper and electronics files, conducting research and distribute information by using mail services, telephone, e-mail, web sites. They serve as a communication and information managers for an office and may handle travel and guests arrangements also. Generally administrative secretaries work in hospitals, schools, government agencies, corporate settings or medical and legal offices. Their job generally involves sitting for long periods.



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- The **executive secretary** also called administrative associate or assistant has to perform numerous administrative duties. Generally, the duties of an executive secretary are associated to correspondence, such as the typing out of letters. An executive secretary of the city is liable for handling information flow through department and ensuring completion by providing all material to the correct person. Many of the executive secretaries directly work for mayor, city manager, department manager, or other officials in the city government structure. Also they are responsible for representing the officials at events or meetings. The skills required for the job of an executive secretary are the person should be very organized and logical, he /she should possess excellent communications skills both verbally and written form should be able to perform multiple tasks.



DIFFERENT TYPES OF SECRETARY JOBS

- A **legal secretary** is an individual who works in the legal profession specially for helping lawyers. They are also called as executive assistants or administrative assistants. Their tasks are to perform daily clerical functions necessary for the efficient operation of a legal office. Apart from the typical filing, dictation, typing and phone answering responsibilities, a legal secretary should possess specialized skills unique to the legal profession. Most of the legal secretaries get opportunities in law firms. However, the government, corporate legal departments, the judiciary and public interest firms also employ legal secretaries.
- **Office secretaries** use various office equipments like photocopiers, fax machines, videoconferencing, scanners and telephone systems. In addition to these they also use computers to perform certain tasks that are previously handled by managers and professionals like manage database, compose correspondence, and create spreadsheets, reports, documents and presentations using digital graphics and desktop publishing software. Also they have to examine and maintain leased equipments, retrieve data from various sources, purchase supplies, negotiate with vendors and manage areas such as corporate libraries or stockrooms. Most of the office secretaries provide orientation and training for new staff, operate and troubleshoot new office technologies and conduct research on the Internet.
- **School secretary**— At most of the schools, secretary plays a key role in communicating with community members and parents about what is happening at school. It's a duty of a school secretary to provide administrative support in school. Some of the duties of the school secretary include taking care of administrative details, handling school communication, and scheduling appointments on a day to day basis. This makes the secretary an excellent source of information for parents. As a school secretary, you would come into contact with variety of people including pupils, teachers, parents, school governors, social workers, careers and education welfare officers. If the school is smaller a secretary has to perform some extra school business management duties like responsibility for finance.
- **Litigation secretary** works in various office environments such as government agencies, legal firms, real estate companies, courts, and legal aid departments. As a litigation secretary you will be expected to communicate with judges, court administrators, clients, judicial workers, law firm partners and other law firm staff. The secretary of litigation must be articulate, organized and a master of time management. The duties performed by litigation secretary include answering phone calls, typing, working with briefs, filing, setting up appointments, and motions and pleadings. Also the secretary must be familiar with various aspects of the law.
- A **medical secretary** is a person who generally works in a medical office or hospital and is responsible for doing highly specialized secretarial responsibilities such as billing patients, scheduling appointments, handling correspondence, and compiling medical charts and reports. Also they help doctors in writing speeches, reports and articles, insurance company billings, arraigning for patients hospitalization and ordering supplies. Thus to serve as a medical secretary you just not only possess large amount of skills but you must have talent for detail work and you should be a good communicator.
- **Real estate secretary** can get opportunities to work in the real estate division of investment banks. An administrative support is provided by a real estate secretary to attorneys and other legal professionals. You have to perform certain duties when you become a real estate secretary. The duties include are processing expense reports, arranging meetings, coordinating travel itineraries, and making, drafting and editing several real estate documents such as sales documents, purchase and sale contracts, letter of intent, leases, exhibits and closings. Before applying for the post of real estate secretary just check out whether you possess all the soft skills required for this position. The soft skills required include ability to communicate well, well organized and having an eye for detail.

REQUIREMENTS

Secondary Education

The minimum requirement for most institutions or technical colleges, is a IGCSE Grade 12, or equivalent qualification.

Compulsory subject

Typing (South Africa)

Recommended subjects

Economics, Business Studies, Accounting (South Africa)

Tertiary Education

The Centre for Professional Studies offer secretarial and office management courses. Contact :**Phone:** +264 (61) 235192+264 (61) 235192 or 235170/2/3 Fax: +264 (61) 235191

E-mail: cps@ctpd-namibia.com
or chizu@africaonline.com.na

Similar courses are offered by technikons and technical colleges in South Africa.

Various other secretarial courses can be followed at private training colleges.

Personality

The prospective candidate must be a friendly person and able to deal tactfully with clients and members of the public. Honesty, integrity, and high ethical standards are essential qualities. The person must also be able to work accurately and neatly.

Work Opportunities

Secretaries are employed by public and private organizations and can easily be promoted to more senior positions if they are hard-working.



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