



Administrative Service Managers

What do they do?

- Plan, direct, or coordinate the supportive services of an organization.
- Some services they may oversee include recordkeeping, mail, and telephone operations/reception.
- In some cases, they may oversee facilities planning and maintenance and custodial operations.

What qualifications do they need?

Typically, administrative service managers need previous office or administrative-related skills, knowledge, and/or experience. In addition, it may help to have one to two years of on-the-job experience or informal training with experienced workers.



Wages and Job Growth

	NYC JOBS IN 2008	EXPECTED GROWTH TO 2018	AVERAGE OPENINGS PER YEAR
Administrative Service Managers	10,650	2%	240
All NYC Occupations	3,586,410	1%	238

	ENTRY LEVEL	MID-LEVEL	EXPERIENCED
Hourly Wage	\$34.50	\$49.38	\$62.46
Annual FT Equivalent	\$71,760	\$102,710	\$129,917

SOURCE | NYCLMIS analysis of New York State Department of Labor, Occupation Employment Statistics.

■ Better than average
 ■ About average
 ■ Worse than average

Where would I go to get training?

Certified training providers in New York City include: New Technologies Information Institute, ABLE TECHNOLOGIES INC., CAREER QUEST LTD, Cambridge Business Institute, City College (CUNY) Continuing and Professional Studies Program, OPMI Business School Inc., and The Technical Institute of America, Inc. **For more information, see** www.nyc.gov/trainingguide.

What kinds of companies do they work for?

Colleges and universities, city government, hospitals, corporate headquarters, investment banks, and law offices.

Who are some of the largest employers in New York City?

- **Bronx.** Bronx Dist Attorney, NYP Holdings Inc, Paryag Mahichand, Legal Aid Society, Bronx Aids Svc, NY Metro Area Postal Union
- **Brooklyn.** NYC Transit Authority, Sovereign Bank, Blue Ridge Farms Inc, Health Plus, Advance Care Staffing
- **Manhattan.** Sherborne Group Inc, American Express Co, JP Morgan Chase & Co, Emigrant Financial Svc, Marsh
- **Queens.** Ridgewood Savings Bank, USPS/NY Metro Area Sales Ofc, Fidelis Care New York, Firecom Inc, Virgin Atlantic Cargo
- **Staten Island.** Chelsea Finance, Met Life, Vision Abstract, Filoramo Iorio Financial Group, RTR Financial Svc

SOURCE | New York State Department of Labor.

What job titles might employers use in help-wanted ads?

Office Manager, Administrative Assistant, Administrative Coordinator, Administrative Officer, Administrative Manager, Administrative Specialist, Administrator, Business Administrator, Business Manager, Director of Operations.