Secretary

Average salary: $49,000+
Career trend: declining

Job description

Secretaries are at the heart of organisations, managing the diaries, emails and administrative work of executives, enabling them to focus on their core duties.

What secretaries do

Secretaries are a vital part of any business. They perform important administrative tasks, which ensure the smooth running of their office or organisation so professionals can focus on their core work.

They are the first contact point for visitors, handle incoming calls, take care of schedules and keep their bosses up-to-date with ‘need to know’ information.

A secretary’s role varies depending on the industry they work in.

For example, medical secretaries liaise with patients who often have complex queries, make patient hospital bookings, type up official letters and collect and file medical test results.

Legal secretaries must be skilled and accurate typists. They meticulously proofread their work and the work of legal professionals as any errors can cause significant problems. They accompany solicitors to court or police stations to create an accurate record of meetings.

Secretaries also work in retail and wholesale, factories, hotels, hospitals, and schools.

You’ll like this job if...

You have great time management skills. You’re a multi-tasker. You’re well groomed.
You pay attention to detail. You’re organised and prepared. You have strong data entry skills. You’re polite and courteous. You’re an excellent written and verbal communicator.
You’re calm under pressure. You make meticulous records. You act with tact and discretion.
A day in the life...

Work as a secretary may involve some of these specific tasks:

- liaise with staff to arrange meetings
- prepare reports, briefing notes and correspondence
- proofread work for errors
- maintain appointment diaries and make travel arrangements
- process incoming and outgoing mail, file correspondence and maintain records
- answer phones, respond to enquiries and redirect callers
- take and transcribe dictation of letters and other documents
- greet visitors, ascertain nature of business and direct visitor inquiries
- implement management decisions and maintain records of meetings
- handle bookkeeping and petty cash.

VET qualifications

The following government-subsidised qualifications are available in NSW:

**Certificate III in Business Administration (Education) (BSB30915)**
- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.9%*

**Certificate III in Business Administration (Legal) (BSB31015)**
- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.9%*

**Certificate IV in Business Administration (BSB40515)**
- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 86.7%*

**Certificate IV in Health Administration (HLT47315)**
- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 91%*

**Diploma of Legal Services (BSB52215)**
- Up to 2 years full-time
- Graduates employed or in further study: 84.8%*

VET offers possibilities for hundreds of careers.

For more information, visit [www.vet.nsw.gov.au](http://www.vet.nsw.gov.au)


© State of New South Wales through Department of Industry 2018. The information contained in this publication is based on knowledge and understanding at the time of writing (July 2018). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Industry or the user’s independent adviser.