

ADMINISTRATIVE SERVICES AND FACILITY MANAGER

{ JOB DESCRIPTION }

Plan, direct, or coordinate supportive services of an organization such as recordkeeping, mail distribution, telephone operator/receptionist, and other office support services. May oversee facilities planning and maintenance and custodial operations.

{ SKILLS AND APTITUDES NEEDED }

- Ability to manage multiple tasks
- Strong time management and leadership skills
- Knowledge of human resources, clerical functions, office procedures, and property management
- Strong communication skills
- Aptitude for working with all levels of staff in diverse office environment

Administrative services and facility managers perform a broad range of duties in virtually every sector of the economy. Administrative services managers, for example, coordinate and direct support services to organizations as diverse as insurance companies, computer manufacturers, and government offices. These workers manage the many services that allow organizations to operate efficiently, such as secretarial and reception; administration; payroll; conference planning and travel; information and data processing; mail; materials scheduling and distribution; printing and reproduction; records management; telecommunications management; personal property procurement, supply, and disposal; security; and parking.

Specific duties for these managers vary by degree of responsibility and authority. First-line administrative services managers directly supervise a staff that performs various support services. Mid-level managers, on the other hand, develop departmental plans, set goals and deadlines, implement procedures to improve productivity and customer service, and define the responsibilities of supervisory-level managers. Some mid-level administrative services managers oversee first-line supervisors from various departments, including the clerical staff. Mid-level managers also may be involved in the hiring and dismissal of employees, but they generally have no role in the formulation of personnel policy. Some of these managers advance to upper-level positions such as vice president of administrative services.

In small organizations, a single administrative services manager may oversee all support services. In larger ones, however, first-line administrative services managers often report to mid-level managers who, in turn, report to owners or top-level managers. As the size of the firm increases, administrative services managers are more likely to specialize in specific support activities. For example, some administrative services managers work primarily as office managers, contract administrators, or unclaimed property officers. In many cases, the duties of these administrative services managers are similar to those of other managers and supervisors.

{ SOUTH PLAINS }

Avg. Wage
\$18.22

Avg. Annual
Job Openings
15

Employment in	1998	2008
	486	548

{ TEXAS }

Avg. Wage
\$21.72

Avg. Annual
Job Openings
1,007

Employment in	1998	2008
	28,113	33,258

{ U.S. EMPLOYMENT }

In 1998
364,259

Female **55%**
Minority **16%**

BUSINESS & MARKETING CAREERS



{ PREFERRED EDUCATION }

- Education required will differ with each company. Requirement levels range from experience only to associate degree in business or management, to bachelor degree in engineering, architecture or business administration, to master degree.

{ LICENSE / CERTIFICATION }

- May vary with employer

{ REGIONAL EDUCATION PROVIDERS }

- **SOUTH PLAINS COLLEGE**- Associate of Science, (A.S.), Business Administration; Associate of Arts (A.A.), Business Administration; Associate of Applied Science (A.A.S.), Business; Business Management Certificate; General Business Certificate
- **TEXAS TECH UNIVERSITY**- Bachelor of Business Administration (B.B.A.), Business Administration; Bachelor of Science (B.S.), Architecture; Master of Architecture; Bachelor of Science (B.S.), Engineering Technology
- **LUBBOCK CHRISTIAN UNIVERSITY**- Bachelor of Business Administration (B.B.A.), Business Administration; Bachelor of Arts (B.A.), Engineering; Bachelor of Science (B.S.), Engineering
- **WAYLAND BAPTIST UNIVERSITY**- Bachelor of Business Administration (B.B.A.), Business Administration; Bachelor of Business Administration (B.B.A.), Management and Marketing; Master of Business Administration (M.B.A.), Management

{ JOB SITES }

Local Govt., Except Education	7%
Mgmt./Public Relations	6%
Colleges/Universities	5%
Hospitals	4%
Computer/Data Processing	3%
Doctors' Offices/Clinics	3%
Misc. Business Services	2%

{ FOR MORE INFORMATION }

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Houston, TX 77046-0194
www.ifma.org

THE ASSOCIATION OF HIGHER EDUCATION FACILITIES OFFICERS
1643 Prince St., Alexandria, VA 22314-2818
www.appa.org

INSTITUTE OF CERTIFIED PROFESSIONAL MANAGERS
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Harrisonburg, VA 22807