Evolving Job Descriptions and Titles

The role of administrative professionals continues to change and expand. In 2015, the Association of Administrative Professionals (AAP) surveyed nearly 3,235 administrative professionals to find out how accurately their job descriptions, titles, and societal worth are aligned with work.

How important is it to have a job title that accurately reflects your job duties and responsibilities?

- 53% Very important
- 40% Somewhat important
- 6% Not very important
- 1% Not important at all

Unique Administrative Job Titles

Some executives give titles that show the growing influence of support staff in the office.

- Chief Information Officer (CIO)
- Director of Business Development
- Chief Innovation Officer (CIO)
- Chief Revenue Officer (CRO)
- Chief Experience Officer (CEO)
- Chief Analytics Officer (CAO)
- Chief Customer Officer (CCO)

How accurately do you think your job description is?

- In an accurate description of the work I do: 50%
- In a summary: 41%
- In the job duties: 9%
- In the duties I actually perform: 8%
- In the duties I do not perform: 1%

How often do you help with something that’s outside of your job description?

- Very often: 55%
- Somewhat often: 32%
- Occasionally: 12%
- Never: 1%

Most Unusual Requests Received at Work

Support staff are often asked to help with more than their standard administrative duties.

- Digging in hello kitty collection for executive staff (78%)
- Find the missing trailer of the bus of principal’s family’s wedding (75%)
- Help build a histogram on top of the building (72%)
- Get a ride out of the homeless shelter (71%)
- Find an appropriate job desk for Denny from Nicaragua (70%)
- Purchase and assemble computer tower in secret office location (69%)
- Take care of the pet parakeet per week (68%)
- Call urgent security to handle that don’t hold (67%)
- Write a shit about bandunging (65%)
- Give the kids a bike when they bake (64%)

How do you feel you’re being paid in your current job?

In many cases, this varies as administrative professionals tend to hold jobs with)

- 50% Not what you deserve
- 46%Less than what you deserve
- 3%More than what you deserve

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