

Profile of Administrative & Clerical Workers

Employment Snapshot

- Most administrative and clerical workers (87%) are full-time employees, while 7% are in temporary positions (more than any other profession) and 5% work as contractors.
- 40% of administrative and clerical workers have been part of a company restructuring or reorganization, while 60% have not.
- One-third of administrative and clerical workers have been employed at their present organization for 0 to 2 years; 19% from 3 to 5 years; and 48% for more than 6 years.
- More than one-third (36%) of administrative and clerical workers work in the field they intended to when they first joined the workforce.

Employment Snapshot

- Likelihood of administrative and clerical workers to take advantage of work/life balance options (extremely/very/likely):
 - o Flex-time (79%)
 - o Sabbaticals (41%)
 - o Telecommuting (71%)
 - o Job sharing (43%)
 - o Paid time-off for community service (55%)
 - o On-site day care (27%)

Employer's Report Card

- Administrative and clerical workers are more likely to say their employer has put in less effort into retaining them. Only 9% say their employer has put in more effort, 63% say the same amount and 29% say less.
- Although the majority (60%) of administrative and clerical workers believes they have the training they need to achieve their career goals, this is the group least likely to believe that.

Importance versus Satisfaction for Administrative & Clerical Workers

Workplace Characteristics	Total Importance	Total Satisfaction	% Gap
Benefits	46%	13%	33
Financial compensation	34%	5%	29
Management climate	28%	12%	16
Time & flexibility	26%	13%	13
Supervisor relationship	24%	18%	6
Culture & work environment	24%	10%	14
Growth & earnings potential	21%	3%	19
Training & development	21%	6%	15

Views on Job Change

- Administrative and clerical workers are most comfortable with changing jobs but staying with the same employer every 3 to 5 years, with 43% saying so.
- Less than one-third (27%) of administrative and clerical workers are likely to leave their employers in the next 12 months.