Office and administrative support workers

This occupational group includes communications equipment and computer operators, bill collectors, gaming cage workers, tellers, information and record clerks, customer service representatives, eligibility interviewers, secretaries and administrative assistants, couriers, dispatchers, data entry and information processing workers, and desktop publishers.

Cognitive and mental requirements

The qualifications that workers need to use judgment, make decisions, interact with others, and adapt to changes in jobs.

In 2023, verbal interactions were required constantly (every few minutes) for 31.4 percent of office and administrative support workers, and were required not constantly, but more than once per hour for 55.2 percent.

Table 1. Percentage of office and administrative support workers with cognitive and mental requirements, 2023

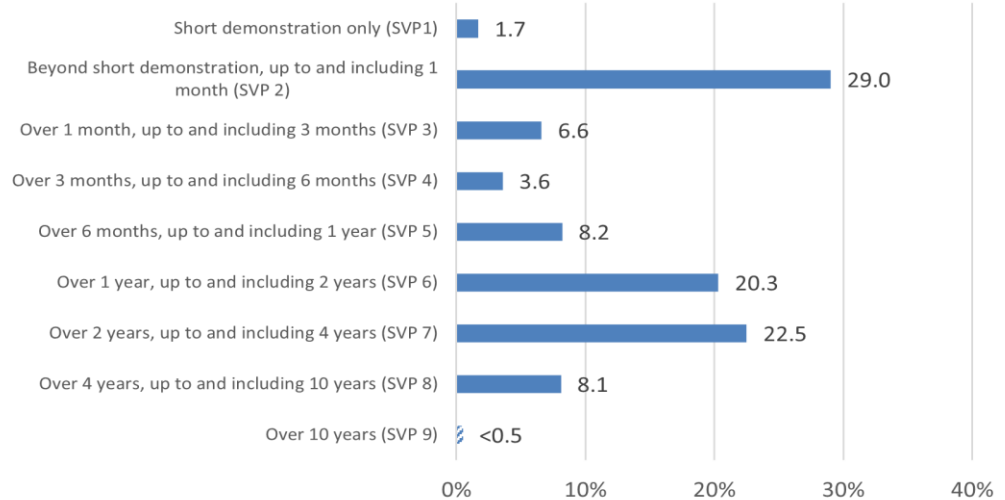| Requirement	Yes	No
Pace: Pause control	70.8	29.2
Interaction with general public	90.9	9.1
Working around crowds	0.8	99.2
Telework	12.5	87.5
Work review: Supervising others	8.6	91.4
Work review: Presence of supervisor	79.8	20.2
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey		

Education, training, and experience requirements

The minimum level of formal education required, credentials necessary, on-the-job training, and prior work experience necessary for average performance in jobs.

In 2023, credentials were required for 10.8 percent of office and administrative support workers. Prior work experience was required for 59.4 percent and on-the-job training was required for 88.5 percent.
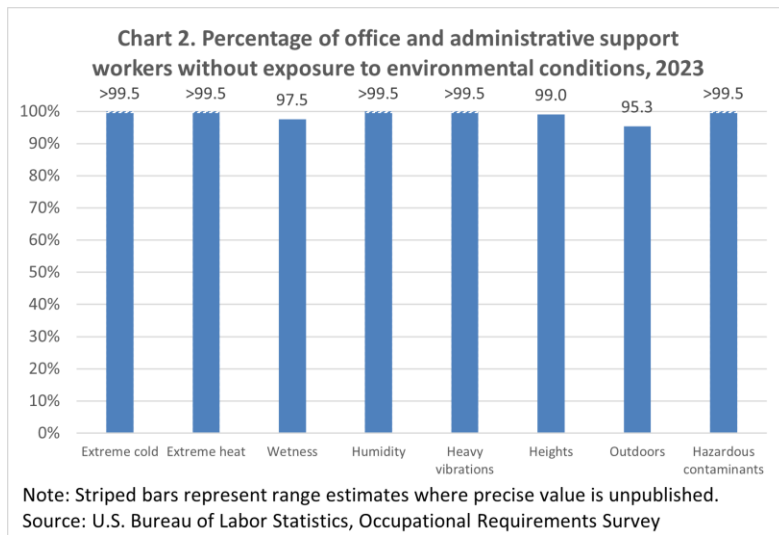
A high school diploma was required for 75.6 percent of office and administrative support workers.

Chart 1. Percentage of office and administrative support workers by specific preparation time (SVP) level, 2023

- Short demonstration only (SVP1): 1.7
- Beyond short demonstration, up to and including 1 month (SVP 2): 29.0
- Over 1 month, up to and including 3 months (SVP 3): 6.6
- Over 3 months, up to and including 6 months (SVP 4): 3.6
- Over 6 months, up to and including 1 year (SVP 5): 8.2
- Over 1 year, up to and including 2 years (SVP 6): 20.3
- Over 2 years, up to and including 4 years (SVP 7): 22.5
- Over 4 years, up to and including 10 years (SVP 8): 8.1
- Over 10 years (SVP 9): <0.5

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Chart 2. Percentage of office and administrative support workers without exposure to environmental conditions, 2023

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Environmental conditions

The various tangible or concrete hazards or difficulties that are in the vicinity of where jobs' critical tasks are performed.

In 2023, greater than 99.5 percent of office and administrative support workers were not exposed to extreme cold, and greater than 99.5 percent were not exposed to extreme heat. Wetness was not present for 97.5 percent, greater than 99.5 percent were not exposed to heavy vibrations, and 95.3 percent were not exposed to the outdoors.

Physical demands

Refer to the physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2023, keyboarding was required for 98.1 percent of office and administrative support workers and was not required for 1.9 percent. For 1.3 percent of workers, keyboarding was seldom performed, for 26.6 percent keyboarding occurred occasionally, 65.1 percent frequently, and for 5.1 percent keyboarding occurred constantly.

Performing work in low postures was required for 21.1 percent of office and administrative support workers and was not required for 78.9 percent.

Chart 3. Percentage of office and administrative support workers by strength level requirements, 2023

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

The choice to sit or stand when performing critical tasks was available to 80.9 percent of office and administrative support workers. On average, workers spent 79.4 percent of the workday sitting and 20.6 percent of the workday standing.
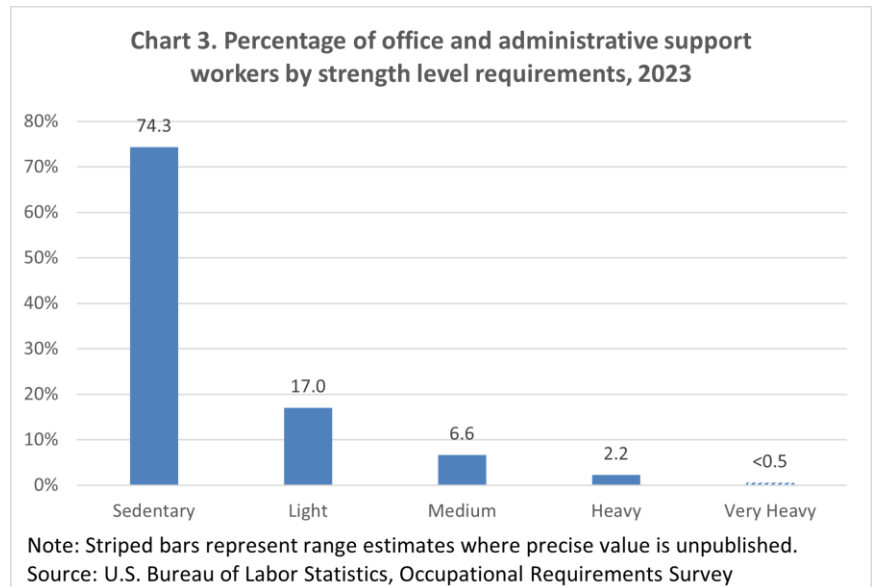
Table 2. Percentage of office and administrative support workers with physical demands, 2023

Requirement	Yes	No
Choice of sitting or standing	80.9	19.1
Driving	7.6	92.4
Climbing structure-related ramps or stairs	8.0	92.0
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey		