Administrative Services Managers

Summary

Administrative services managers keep records, distribute supplies, and maintain facilities.

<table>
<thead>
<tr>
<th>Quick Facts: Administrative Services Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2012 Median Pay</strong></td>
</tr>
<tr>
<td>$81,080 per year</td>
</tr>
<tr>
<td>$38.98 per hour</td>
</tr>
<tr>
<td><strong>Entry-Level Education</strong></td>
</tr>
<tr>
<td>Bachelor's degree</td>
</tr>
<tr>
<td><strong>Work Experience in a Related Occupation</strong></td>
</tr>
<tr>
<td>Less than 5 years</td>
</tr>
<tr>
<td><strong>On-the-job Training</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td><strong>Number of Jobs, 2012</strong></td>
</tr>
<tr>
<td>280,800</td>
</tr>
<tr>
<td><strong>Job Outlook, 2012-22</strong></td>
</tr>
<tr>
<td>12% (As fast as average)</td>
</tr>
<tr>
<td><strong>Employment Change, 2012-22</strong></td>
</tr>
<tr>
<td>34,200</td>
</tr>
</tbody>
</table>

**What Administrative Services Managers Do**

Administrative services managers plan, direct, and coordinate supportive services of an organization. Their specific responsibilities vary by the type of organization and may include keeping records, distributing mail, and planning and maintaining facilities.

**Work Environment**

Most administrative services managers worked full time in 2012. About one-fourth worked more than 40 hours per week.

**How to Become an Administrative Services Manager**

Educational requirements for administrative services managers vary by the type of organization and the work they do. They must have related work experience.

**Pay**

The median annual wage for administrative services managers was $81,080 in May 2012.

**Job Outlook**

Employment of administrative services managers is projected to grow 12 percent from 2012 to 2022, about as fast as the average for all occupations. Tasks such as managing facilities and being prepared for emergencies will remain important in a wide range of industries.

**Similar Occupations**

Compare the job duties, education, job growth, and pay of administrative services managers with similar occupations.
Administrative services managers plan, coordinate, and direct a broad range of services that allow organizations to operate efficiently.

Administrative services managers plan, direct, and coordinate supportive services of an organization. Their specific responsibilities vary by the type of organization and may include keeping records, distributing mail, and planning and maintaining facilities. In a small organization, they may direct all support services and may be called the *business office manager*. Large organizations may have several layers of administrative managers who specialize in different areas.

**Duties**

Administrative services managers typically do the following:

- Buy, store, and distribute supplies
- Supervise clerical and administrative personnel
- Set goals and deadlines for the department
- Develop, manage, and monitor records
- Recommend changes to policies or procedures in order to improve operations, such as changing what supplies are kept or how to improve recordkeeping
- Plan budgets for contracts, equipment, and supplies
- Monitor the facility to ensure that it remains safe, secure, and well maintained
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems
- Ensure that facilities meet environmental, health, and security standards and comply with government regulations

Administrative services managers plan, coordinate, and direct a broad range of services that allow organizations to operate efficiently. An organization may have several managers who oversee activities that meet the needs of multiple departments, such as mail, printing and copying, recordkeeping, security, building maintenance, and recycling.

The work of administrative services managers can make a difference in employees’ productivity and satisfaction. For example, an administrative services manager might be responsible for making sure that the organization has the supplies and services it needs. In addition, an administrative services manager who is responsible for coordinating space allocation might take into account employee morale and available funds when determining the best way to arrange a given physical space.

Administrative services managers also ensure that the organization honors its contracts and follows government regulations and safety standards.

Administrative services managers may examine energy consumption patterns, technology usage, and office equipment. For example, managers may recommend buying new or different equipment or supplies in order to lower energy costs or improve indoor air quality.
Administrative services managers also plan for maintenance and the future replacement of equipment, such as computers. A timely replacement of equipment can help save money for the organization, because eventually the cost of upgrading and maintaining equipment becomes higher than the cost of buying new equipment.

The following are examples of types of administrative services managers:

**Contract administrators** handle buying, storing, and distributing equipment and supplies. They also oversee getting rid of surplus or unclaimed property.

**Facility managers** oversee buildings, grounds, equipment, and supplies. Their duties fall into several categories, including overseeing operations and maintenance, planning and managing projects, and dealing with environmental factors.

Facility managers may oversee renovation projects to improve efficiency or ensure that facilities meet government regulations and environmental, health, and security standards. For example, they may influence building renovation projects by recommending energy-saving alternatives or efficiencies that reduce waste. In addition, facility managers continually monitor the facility to ensure that it remains safe, secure, and well maintained. Facility managers also are responsible for directing staff, including maintenance, grounds, and custodial workers.

**Records and information managers** develop, monitor, and manage an organization’s records. They provide information to executive management, and they ensure that employees throughout the organization follow information and records management guidelines.

### Work Environment

Administrative services managers spend much of their day in an office. Administrative services managers held about 280,800 jobs in 2012.

Administrative services managers spend much of their day in an office. They sometimes make site visits around the building, go outdoors to supervise groundskeeping activities, or inspect other facilities under their management.

The industries that employed the most administrative services managers in 2012 were as follows:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational services; state, local, and private</td>
<td>16%</td>
</tr>
<tr>
<td>Health care</td>
<td>13%</td>
</tr>
<tr>
<td>State and local government, excluding education and hospitals</td>
<td>12%</td>
</tr>
<tr>
<td>Professional, scientific, and technical services</td>
<td>9%</td>
</tr>
<tr>
<td>Finance and insurance</td>
<td>8%</td>
</tr>
</tbody>
</table>

### Work Schedules

Most administrative services managers worked full time in 2012. About one-fourth worked more than 40 hours per week. Facility managers often are on call to address a variety of problems that can arise in a facility during nonworking hours.
How to Become an Administrative Services Manager

In managing workers and coordinating administrative duties, administrative services managers must show leadership ability.

Educational requirements vary by the type of organization and the work they do. They must have related work experience.

**Education**

A high school diploma or a General Educational Development (GED) diploma is typically required for someone to become an administrative services manager. However, some administrative services managers need at least a bachelor's degree. Those with a bachelor's degree typically study business, engineering, or facility management.

**Licenses, Certifications, and Registrations**

The International Facility Management Association offers a competency-based professional certification program for administrative services managers. Completing this program may give prospective job candidates an advantage. The program has two levels: the Facilities Management Professional (FMP) certification and the Certified Facility Manager (CFM) certification. People entering the profession can get the FMP as a steppingstone to the CFM. For the CFM, applicants must meet certain educational and experience requirements.

**Work Experience**

Administrative services managers must have related work experience reflecting managerial and leadership abilities. For example, contract administrators need experience in purchasing and sales, as well as knowledge of the variety of supplies, machinery, and equipment that the organization uses. Managers who are concerned with supply, inventory, and distribution should be experienced in receiving, warehousing, packaging, shipping, transportation, and related operations.

**Advancement**

Advancement of facility managers is based on the practices and size of individual organizations. Some facility managers transfer among departments within an organization or work their way up from technical positions. Others advance through a progression of facility management positions that offer additional responsibilities. Advancement is easier in large organizations that employ several levels and types of administrative services managers.

A master's degree in business administration or a related field can enhance a manager's opportunities to advance to higher level positions, such as director of administrative services. Some experienced managers may join or establish a management consulting firm to provide administrative management services to other organizations on a contract basis.

**Important Qualities**
**Analytical skills.** Administrative services managers must be able to review an organization’s procedures and find ways to improve efficiency.

**Communication skills.** Much of an administrative services manager's time is spent working with other people. Therefore, communication is a key quality.

**Detail oriented.** Administrative services managers must pay attention to details. This quality is necessary across a range of tasks, from ensuring that the organization complies with building codes to managing the process of buying equipment.

**Leadership skills.** In managing workers and coordinating administrative duties, administrative services managers must be able to motivate employees and deal with issues that may arise.

**Pay**

**Administrative Services Managers**

<table>
<thead>
<tr>
<th>Management occupations</th>
<th>$93,910</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative services managers</td>
<td>$81,080</td>
</tr>
<tr>
<td>Total, all occupations</td>
<td>$34,750</td>
</tr>
</tbody>
</table>

Note: All Occupations includes all occupations in the U.S. Economy.

The median annual wage for administrative services managers was $81,080 in May 2012. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $44,330, and the top 10 percent earned more than $143,070.

In May 2012, the median annual wages for administrative services managers in the top five industries in which these managers worked were as follows:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Median annual wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance and insurance</td>
<td>$93,260</td>
</tr>
<tr>
<td>Professional, scientific, and technical services</td>
<td>88,620</td>
</tr>
<tr>
<td>State and local government, excluding education and hospitals</td>
<td>81,610</td>
</tr>
<tr>
<td>Health care</td>
<td>76,870</td>
</tr>
<tr>
<td>Educational services; state, local, and private</td>
<td>76,830</td>
</tr>
</tbody>
</table>

Most administrative services managers worked full time in 2012. About one-fourth worked more than 40 hours per week. Facility managers often are on call to address a variety of problems that can arise in a facility during nonworking hours.

**Job Outlook**
Employment of administrative services managers is projected to grow 12 percent from 2012 to 2022, about as fast as the average for all occupations.

Administrative tasks, including facility management and records and information management, will remain important in a wide range of industries. Facility managers will be needed to plan for natural disasters, ensuring that any damage to a building will be minimal and that the organization can get back to work quickly.

In addition, facility managers will be in demand because there will be a greater focus on the environmental impact and energy efficiency of the buildings they manage. Improving energy efficiency can reduce costs and often is required by regulation. For example, building codes typically ensure that buildings meet environmental standards. Facility managers will be needed to oversee these improvements, in areas from heating and air systems to roofing.

Organizations also are expected to have more facility managers on staff, as opposed to using managers who manage several facilities on a contract basis. This will create demand for a larger total number of facility managers, leading to stronger growth for the occupation.

Contract administrators also are expected to be in demand as organizations contract out many services, such as food services, janitorial services, grounds maintenance, and equipment repair.

Job Prospects

Applicants will likely face strong competition for the limited number of higher level administrative services management jobs. Competition should be less severe for lower level management jobs. Job prospects also are expected to be better for those who can manage a wide range of responsibilities than for those who specialize in particular functions.

### Employment projections data for Administrative Services Managers, 2012-22

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<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative services managers</td>
<td>11-3011</td>
<td>280,800</td>
<td>315,000</td>
<td>12</td>
<td>34,200</td>
</tr>
</tbody>
</table>


### Similar Occupations

This table shows a list of occupations with job duties that are similar to those of administrative services managers.

<table>
<thead>
<tr>
<th>OCCUPATION</th>
<th>JOB DUTIES</th>
<th>ENTRY-LEVEL EDUCATION</th>
<th>2012 MEDIAN PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost estimators</td>
<td>Collect and analyze data in order to estimate the time, money, materials,</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Cost Estimators

and labor required to manufacture a product, construct a building, or provide a service. They generally specialize in a particular industry or type of product.

Bachelor's degree

$58,860

Property, Real Estate, and Community Association Managers

Property, real estate, and community association managers take care of the many aspects of residential, commercial, or industrial properties. They make sure the property is well maintained, has a nice appearance, and preserves its resale or leasing value.

High school diploma or equivalent

$52,610

Purchasing Managers, Buyers, and Purchasing Agents

Purchasing managers, buyers, and purchasing agents buy products for organizations to use or resell. They evaluate suppliers, negotiate contracts, and review product quality.

See How to Become One

$60,550

Top Executives

Top executives devise strategies and policies to ensure that an organization meets its goals. They plan, direct, and coordinate operational activities of companies and organizations.

Bachelor's degree

$101,650

Contacts for More Information

For more information about administrative services management, as well as the Certified Facility Manager designation, visit International Facility Management Association

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Suggested citation:


Publish Date: Wednesday, January 8, 2014