

# News and Views

## Municipal Employees Chapter Lawrenceville, Georgia

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### 2010-2011 Chapter Officers

President	Doris Davis, CPS/CAP
Vice President	Debbie Boyd
Secretary	Mary Beth Bender, CPS/CAP
Treasurer	Cheryl Goodwin, CAP

Doris Davis CPS/CAP  
Editor



## President's Corner

By: Doris Davis, CPS/CAP

### CORE TIP: Focus on Goals

Now that the holidays are behind us, every year at this time people usually set their "New Year's resolutions". Some of the more popular resolutions include, losing weight, starting an exercise program, and going back to school. Unfortunately most New Year's resolutions don't last very long.

I much prefer to call mine goals. By setting both short term goals (one year or less) and long term goals (five years or more) you are able to focus on details. Goals should also not be limited to your work. Personal goals help us to aim for what is important as we balance our careers with home life. To set personal goals, a modified SMART approach works well.

**Specific** — Write down clearly what you want to accomplish.

**Meaningful** — Set objectives that represent something important to you.

**Action-oriented** — Make a plan on how you intend to achieve your goals. Break it down into steps.

**Rewarding** — Any personal goal should be worth the time and effort for you to commit to it.

**Trackable** — Marking off the milestones as you work toward the goal will keep you motivated. Visually seeing your progress will let you know you can do it.

Take time before the new year gets too busy to reflect back on the previous year and to set your goals for the upcoming year. Looking back lets you see what you have accomplished, how well you did it and also, was it worth it. Look back, but don't stay there. Set goals for the upcoming year and move ahead. I look forward to what our chapter can accomplish in 2011. Happy New Year!



2010 - 2011  
Strengthening the Core

**C - commitment**  
**O - opportunities**  
**R - resources**  
**E - excellence**

International Association of  
Administrative Professionals®  
Municipal  
Employees Chapter

If you don't know where you are going,  
you'll end up someplace else.

- Yogi Berra

TO: Future Administrative Professionals  
FROM: Mary Beth Bender, CPS/CAP  
SUBJECT: Administrative Professional Career  
DATE: November 6, 2010

***Are you organized, detailed-oriented and a multitasking individual?*** Then an Administrative Professional career may be a perfect fit. At times it can be both exciting and challenging but almost always rewarding. The Administrative Professional career is fast paced and satisfying. Today's Administrative Professional is not at all like the one just a few short years ago. Today, thanks to technology, executives can now produce their own documents, handle correspondence and create spreadsheets which allows the Administrative Professional to expand their duties into Project Management, Office Manager, Human Resource Management, Facilities Manager, Human Resource Assistant, etc. On any given day you might find yourself creating budget reports, contacting vendors, coordinating projects or typing letters; other days you may be representing your department or the director in corporate meetings, chairing committee meetings, making travel arrangements or planning a luncheon for 100 professionals.

As the reliance on technology continues to expand in offices, the role of the office professional has greatly evolved. Office automation and organizational restructuring have led secretaries and administrative assistants to increasingly assume responsibilities once reserved for managerial and professional staff (Bureau of Labor Statistics)

The Administrative Professional career encompasses many different job descriptions: Receptionists, Administrative Assistant, Executive Assistant, medical and legal secretaries, Administrative Coordinator, Office Manager, Senior Executive Assistant, etc. When asked what advice she could give administrative professionals starting out, Doris Davis, Confidential Executive Assistant to the Gwinnett County Tax Commissioner, said "My advice to up and coming administrative professionals would be to stay on top of the newest technological trends without letting your people skills suffer. It is also imperative that we develop our critical thinking skills to resolve workplace issues." Ms. Davis started her career as a Staff Assistant and is now currently the Confidential Executive Assistant to the Gwinnett County Tax Commissioner. (Davis)  
Medical and legal administrative professionals perform specialized duties requiring extensive technical knowledge. Medical administrative professionals transcribe dictation using medical terminology, assist physicians with reports, speeches and document patient's medical histories. Legal administrative professionals prepare correspondence, motions, responses, subpoenas and assist with legal research.

[Administrative assistants](#) are the "workhorses" of office support personnel. They are expected to perform a variety of tasks including word processing, photocopying, taking phone calls, handling visitors, and nearly anything else that is needed to keep the office afloat. But don't let their broad range of responsibilities fool you. A good administrative assistant is a highly skilled professional who is conversant in an assortment of software applications and office procedures (Gaebler.com)

According to the Bureau of Labor Statistics:

- ◆ This occupation ranks among those with the largest number of job openings.
- ◆ Opportunities should be best for applicants with extensive knowledge of computer software applications.
- ◆ Secretaries and administrative assistants are increasingly assuming responsibilities once reserved for managerial and professional staff. (Bureau of Labor Statistics)

## EDUCATION

A college degree is certainly important to the Administrative Professional; however, there are also additional options available for education and training. Companies today are strong believers in promoting and providing adequate training for the Administrative Professional. Corporations realize that it is a win-win situation to advance administrative positions thru education and training, thus many companies today offer tuition reim-

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## Administrative Professional Career

(Continued from page 2)

bursement for undergraduate education. Online learning is available for employees who work a full-time position and need to plan their education around their profession. Administrative personnel can also earn an industry-recognized Certified Administrative Professional certification or a Certified Professional Secretary certification. "Certification has given me the confidence of knowing that I possess the professional knowledge to contribute to the success of any organization where I work. This is not only knowledge I possess, but written verifiable proof – my certificate!" Lynda, IAAP member (International Association of Administrative Professionals)

National statistics show during the last decade, more companies are offering a tuition reimbursement benefit and are spending more money helping employees get degrees. Universities and community colleges also have started offering more flexible classroom hours for working students and even offer some degrees through online courses (Schultz)

### SKILLS

Many different skills are required and necessary for the Administrative Professional. Education and certifications are certainly essential but numerous other skills come into play. An Administrative Professional deals with a variety of people each day and knowing how to manage this is indispensable. Not only are you dealing with Executives, but you are also working with your associates from other departments, field crew, in a government position, elected officials, vendors, contractors and the general public. An outgoing and confident personality will take you a long way. You are not always in an enviable position when relaying instructions and orders to subordinates from the Executives; you are not the supervisor but yet you are expected by the director to carry out his or her orders. Knowing when and how to facilitate this is a necessary skill. In many cases you are the liaison between the head of the department and the rest of the department and knowing how to keep his or her confidence is imperative.

### EARNINGS

Although salaries differ depending on the area, the Bureau of Labor Statistics report:

Median annual wages of secretaries, except legal, medical, and executive, were \$29,050 in May 2008. The middle 50 percent earned between \$23,160 and \$36,020. The lowest 10 percent earned less than \$18,440, and the highest 10 percent earned more

than \$43,240.

Median annual wages of executive secretaries and administrative assistants were \$40,030 in May 2008. The middle 50 percent earned between \$32,410 and \$50,280. The lowest 10 percent earned less than \$27,030, and the highest 10 percent earned more than \$62,070. (Bureau of Labor Statistics)

### RECOMMENDATIONS

If you are starting an administrative career without a degree, get your foot in the door and start learning and building as much knowledge as possible. Pursue every training opportunity that comes your way and if nothing comes your way, go out and make it happen. Many Administrative Professionals tend to acquire more advanced skills after they've been hired thru on the job learning, computer software, pursuing a degree or by other employees. Executives want their staff trained and knowledgeable and are supportive of this. Technology and company-provided benefits now makes obtaining a degree online possible and feasible; the amount of credible information on the internet is infinite. A lot of companies are also now willing to pay for the education of their willing and motivated employees.

### CONCLUSION

The Administrative Professional career can be very rewarding monetarily and emotionally. It is an open field with numerous opportunities to advance. From an entry level receptionist to Executive Assistants, with education, training and the right **can-do** attitude, you can move your career forward. Seldom are two days alike and at the end of the day after you've pulled it all together, there is a tremendous sense of accomplishment.

Remember the words of the great champion Muhammad Ali, "Champions aren't made in gyms. Champions are made from something they have deep inside them – a desire, a dream, a vision. They have to have last-minute stamina, they have to be a little faster, and they have the skills and the will. But the will must be stronger than the skill."



(qtd. In *Become an Inner Circle Assistant*)



*“The best way to find yourself is to lose yourself in the service of others.”*

*Mahatma Gandhi*

## COMMITTEE UPDATE – COMMUNITY SERVICE

*By Donna Mitchell, CPS/CAP  
Community Service Chair*

As we move into the second half of the 2010 – 2011 IAAP Year, we have successfully completed two Community Service Projects. Because you the members gave, lives have been touched that we will never know about. As a result of your giving, children in the Appalachian Mountain

area of Eastern Kentucky received hygiene supplies in October and two children in the Dacula area had presents to open on Christmas morning. Thank you Municipal Employees Chapter members! I think we have certainly displayed “PASSION & PURPOSE, The BEACON of Professionalism”

## Been There, Done That, Got the T-Shirt

Two members of the Municipal Employees Chapter took the challenge to see what it takes to be a firefighter in Gwinnett County. Cheryl Goodwin, CAP and Doris Davis, CPS/CAP recently completed the extensive 12 week Citizen's Fire Academy training. This opportunity was sponsored by Gwinnett County Fire and Emergency Services.

Along with classroom studies that included topics on proper fire extinguisher use, having a home evacuation plan, maintaining smoke detectors, was hands on training at the Fire Academy. There they put on full bunker gear, (although they didn't complete the task under 2 minutes Fire Cadets are required to pass.) Over the 12 weeks, classes were held at various Fire Stations throughout the county. Along with the basic training all firefighters go through, there is extensive additional training for special teams. Station 14 in Buford did a class on swift water rescue. Station 24 specializes in tactical rescue and has special engines and supplies to help with trench collapse and also rescues that require repelling. Hazardous materials calls are handled at Station 20.

Each participant in the program had the opportunity for a “ride along” at a station of their choice. This gave them a first hand view of a live call.

Doris said her favorite part was going up in the ladder bucket and Cheryl liked the 911 Center. Both Cheryl and Doris expressed their appreciation for the men and women who are dedicated to serving as firefighters for our community.



Cheryl using the fire extinguisher



Doris ready to use the “big” hose

See more pictures on our website.

<http://iaap-municipalemployeeschapter.org/>

## UPCOMING EVENTS

### Chapter

December 14, 2010	Christmas Gathering
January 20, 2011	Monthly Meeting <i>GA Division President, Nina Hubbard, CAP</i>
TBD	Mid-year Chapter Leadership Training

### GA Division 2011

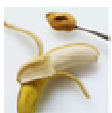
January 22	President's Midyear Leadership Training
February 25 & 26	CDW/Student Conference <i>Host Chapter: DeKalb</i>
May 2	Golf Tournament
June	Annual Meeting <i>Host Chapter: Albany Area</i>

### International 2011

March 6-9	Spring Conference <i>Tampa, FL</i>
July 24-27	EFAM <i>Montreal, Quebec</i>

## 5 Energy-Boosting Snacks to Keep You Going All Afternoon

**½ Cup Sliced Banana** (or a small apple) with 1 tablespoon peanut butter



**Eat this because:** Mid-day snacks should contain about 100 calories or 15 grams of carbohydrates. The natural

sweetness in fruit takes longer to metabolize than the processed sugars you'll find in candy. And the protein in peanut butter provides a long-lasting form of energy.

*If you experience a post-lunch lull, adding a healthy snack to your daily routine may help you focus on your work—and prevent overeating at dinner. Here are five healthy snacks that will help get your energy up without adding inches to your waist.*

### ¼ Cup Dried Fruits & Nuts



**Eat this because:** Thanks to their mix of good fat and protein, nuts are a slow-burning food that provide sustained energy. Dried fruit provides a touch of sweetness, but with the added benefits of fiber. Just a small handful is best, though: Too many carbs can cause low blood sugar, resulting in mid-afternoon sleepiness.

### 4 Whole-Grain Crackers spread with 1 tablespoon hummus



**Eat this because:** Complex carbohydrates such as whole grains and beans are some of the best energy boosters out there, and can fill you up without making you sluggish. Hummus, a spread made from garbanzo beans, contributes fiber and a little olive oil, both of which help satiate hunger pangs.

### 6 Ounces of Plain Nonfat Yogurt mixed with 1 tablespoon granola



**Eat this because:** Granola's mix of grains, nuts and dried fruit is the perfect crunchy complement to creamy, protein-packed yogurt. If you like your yogurt a little sweeter, stir in a dab of honey and sliced fresh berries.

### A Whole-Grain, High-Protein Bar



**Eat this because:** Pre-packaged cereal bars aren't just for breakfast, and they're the perfect snack at work or on-the-go. Choose bars with at least five grams of fiber and protein, but with less than 15 grams of sugar. Watch out for meal-replacement bars that are overloaded with calories—though you can always cut them into halves or quarters to create 100-calorie portions.