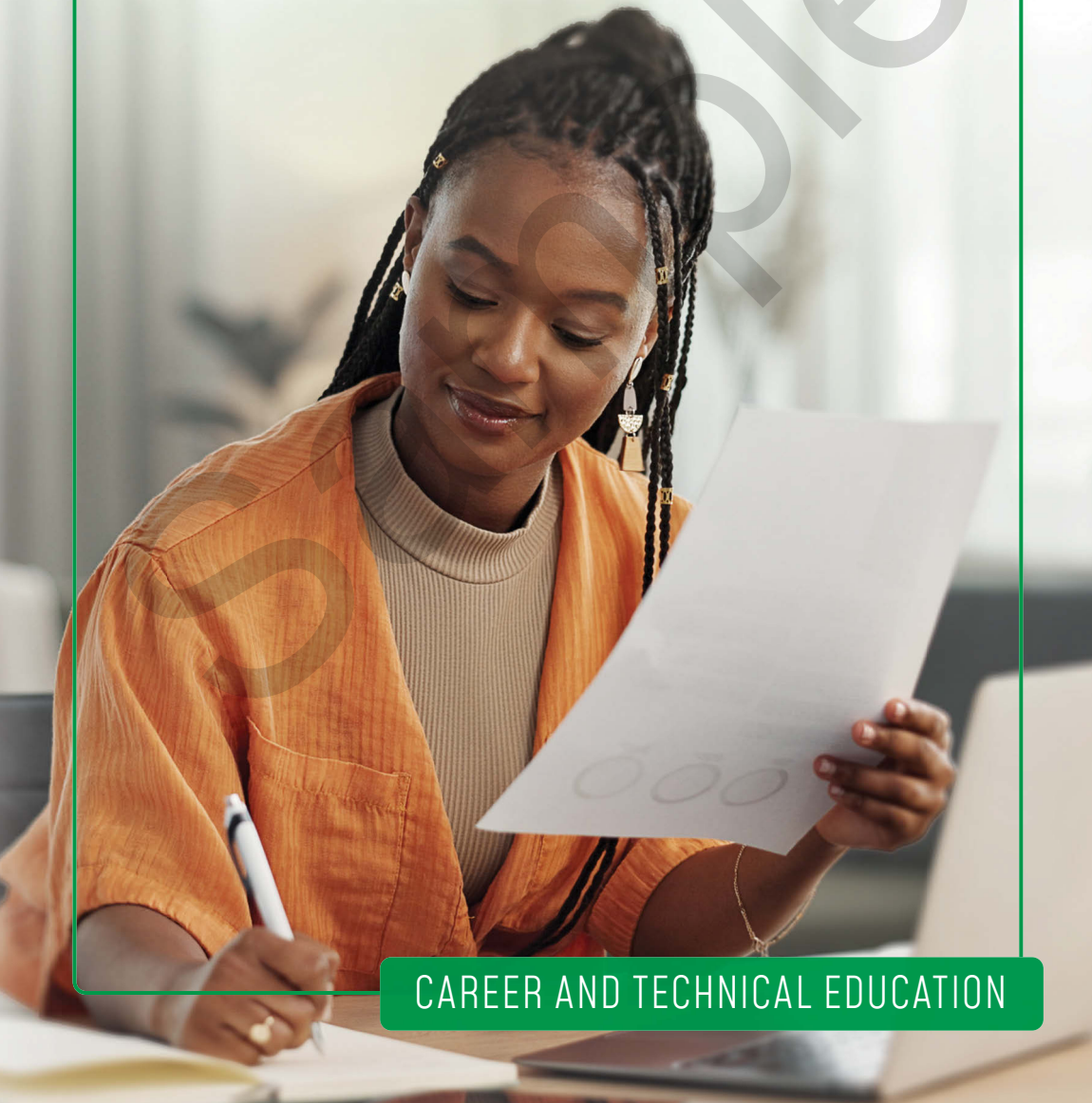


CTE JOURNEYS | HANDBOOKS

# Business Administration



CAREER AND TECHNICAL EDUCATION

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## SECTION 1

# Is This the Field for You?

How does office work sound? Maybe you like using computers. Being friendly comes easily. Supporting others does too. Teamwork and organization are two of your best skills. It is rewarding to serve clients. If this sounds familiar, consider a career in business **administration**.

# Chapter 1 ›

## Inside the Industry

Business administration is a career field that helps organizations run smoothly. Workers manage people and resources. They may provide customer service. Work is often done in offices. Call centers and courtrooms are common worksites. Some jobs are done from home. Other roles include travel. These jobs all have the same goal. Each role supports an organization.





Workers in this field do a variety of tasks. They keep information organized. Goods and services are tracked. People talk with customers. Appointments are made. Schedules are followed. These daily tasks are business **operations**.





Imagine an office. You may picture desks, computers, and phones. These are the tools workers use. Computers are used to track data. Some workers chat online. Others answer questions on the phone. Every company needs people and tools to keep it running.

These jobs require strong skills. Communication is important. Staying organized is key. Workers should know how to use technology. Computer skills are useful. Being a good writer can help. These assets can open doors to jobs in business.



## Did You Know?

More than 19 million people have administrative and office support jobs in the U.S.

 **19,000,000+**

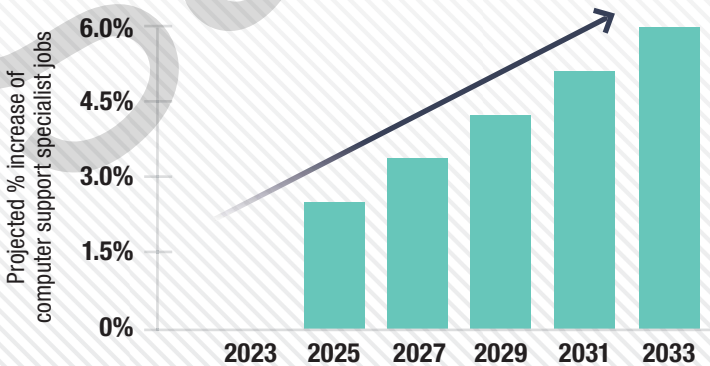
On average, there are 38,000 job openings for paralegals and legal assistants each year.



In 2022, 2.9 million people worked in U.S. call centers.



Computer support specialist jobs are expected to grow by 6 percent from 2023 to 2033. That's 2 percent higher than the average rate for all occupations.



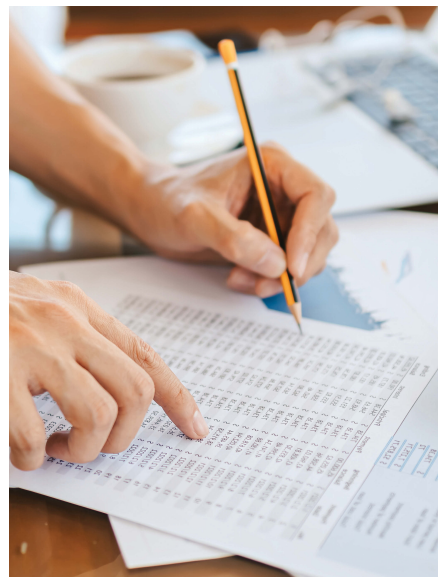




**Business administration offers a wide range of jobs. They take place in many settings. Each type of place requires different roles. Here is a close-up look at a few scenes.**

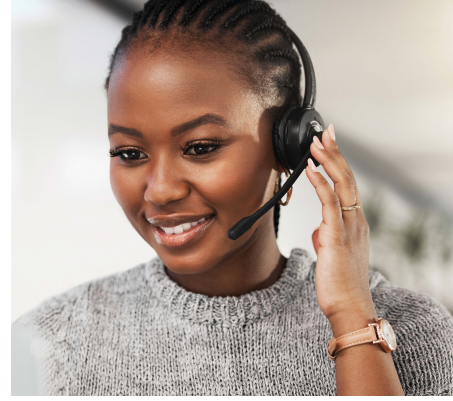
### **Scene #1: Business Office**

A business office can be for small or large companies. At the front of the office is a desk. A **receptionist** greets clients here. Nearby is a **data entry clerk**. He works on a computer. A meeting is taking place. An **administrative assistant** takes notes. These will be helpful records. A **bookkeeping clerk** sits at a desk. She reads spreadsheets. Data is checked. The clerk makes sure everything is correct.









## Scene #2: Call Center and Office

Workers stay busy in a call center. A **call center representative** speaks with a client. He is wearing a headset. His hands are free to make notes. An **online customer service support agent** is typing. There is a client on the chat. They need help with a product. A **customer support manager** oversees these workers. She is reading a report. Her goal is for customers to be satisfied.





### Scene #3: Legal Office

Law firms can be small or large. Many people work in a large firm. An **administrative officer** is an example. They get the office ready for meetings. A **paralegal** is writing at a desk. He is keeping records for lawyers. The **legal secretary** sits nearby. She sends an email to a client. **Human resources (HR)** workers plan a training event.





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