AI IMPACT REPORT NO. 152 · REVISED 5 OCTOBER 2026 · 250 ROLES COVERED

Administrative Support Officers

AI extensively automating routine administrative and clerical tasks.

EXPOSURE	WINDOW	ADOPTION TODAY	READING
69	1–4 yrs	Very High	Substantial automation of routine work.
High exposure	until change lands		Exposure is the share of today's work AI can plausibly take on within the window.

§ 01 WHAT IS HAPPENING

What is happening to administrative support officers

Impact

AI tools are proficient at managing schedules, drafting correspondence, transcribing meetings, organizing documents, handling data entry, and providing initial responses to common inquiries. This fundamentally alters the task landscape for administrative support roles.

Risk

Major workflow automation; focus shifts to complex coordination, executive support, and human-centric office management.

The Administrative Support Officer role is undergoing a major transformation due to AI. With AI automating a large share of routine clerical and administrative tasks, the human role will increasingly focus on managing complex logistical and scheduling challenges, providing high-level support to teams or executives, problem-solving non-standard issues, facilitating internal communication, and ensuring the smooth functioning of office operations that require human judgment and interpersonal skills.

Sector readiness

Rapid & Widespread Integration via Productivity Software

AI is being deeply embedded into everyday office productivity suites (email, calendars, document editors, collaboration platforms), making AI assistance a standard feature for many administrative functions.

§ 02 POSITION

Where you stand

i The Administrative Support Officer role is undergoing a very high degree of transformation due to AI automating many core tasks.

ii AI tools are becoming standard for managing schedules, drafting communications, transcribing meetings, and basic data handling, significantly altering daily workflows.

iii The future value of human administrative support will be in complex coordination, high-level executive assistance, problem-solving non-standard issues, managing office culture, and skillfully orchestrating AI tools to enhance overall organizational efficiency.

§ 03 ACTIONS 15 POINTS

What this means for you

Concrete changes to how the work gets done, in the order you are likely to meet them.

01 **AI-Driven Calendar & Meeting Management.** Utilize AI to find optimal meeting times across multiple attendees, book rooms/virtual calls, send agendas, and manage complex scheduling conflicts.

02 **Automated Email & Correspondence Drafting.** Employ AI tools to help draft routine emails, announcements, or replies to standard inquiries, which you then review and personalize.

03 **Automated Meeting Transcription, Summarization & Action Item Tracking.** Use AI to transcribe meetings, generate concise summaries, and identify key decisions or action items for follow-up.

04 **Intelligent Document Creation & Management.** Leverage AI for formatting documents, creating templates, organizing digital files with smart tagging, and quickly retrieving information.

05 **Automated Data Entry & Report Generation.** AI can extract data from various sources (forms, spreadsheets) and assist in compiling routine reports or dashboards.

06 **Complex Travel Coordination & Itinerary Management.** While AI can find options, human oversight is needed for complex multi-leg travel, visa requirements, and handling disruptions.

07 **Event & Project Support Coordination.** Assisting with the logistical planning and coordination of office events, conferences, or team projects, often managing AI-generated task lists.

08 **Office Operations & Resource Management.** Overseeing office supplies, liaising with vendors, managing facilities requests, and ensuring a well-functioning work environment.

09 **Executive Assistance & Gatekeeping.** For those supporting senior staff, managing their schedules strategically, preparing briefing materials, and handling confidential communications.

10 **Onboarding & Training Support for New Tools.** Assisting team members in learning and effectively using new office technologies, including AI-powered tools.

11 **Information Research & Synthesis.** Using AI tools to gather information from various sources and then synthesizing it for reports or briefings.

12 **Internal Communication Facilitation.** Helping to draft and distribute internal communications, manage internal portals, or organize team updates.

13 **Budget Tracking & Expense Management Support.** Assisting with tracking departmental budgets or processing expense reports, often using AI-enhanced software.

14 **Problem-Solving for Non-Standard Administrative Issues.** Being the go-to person for administrative challenges that fall outside automated processes.

15 **Maintaining Human Element in Office Interactions.** Fostering positive relationships, providing a welcoming point of contact, and managing interpersonal dynamics within the office.

§ 04 CAUSES 10 DRIVERS

What is pushing this change

01 **Advancements in Generative AI & NLP for Admin Tasks.** AI can now effectively manage calendars, draft emails, transcribe audio, and summarize text, automating core admin functions.

02 **Integration of AI into Microsoft 365, Google Workspace, etc..** AI assistants embedded in widely used office software make these capabilities accessible to all users, driving rapid adoption.

03 **Need for Increased Operational Efficiency & Productivity.** Businesses are continually seeking to streamline administrative processes and reduce overhead.

04 **Focus of Professionals on Core Strategic Tasks.** Automating admin tasks allows other employees to focus on their specialized roles and strategic objectives.

05 **Growth of Digital Collaboration & Remote Work Tools.** AI can enhance the functionality of digital tools used for remote team coordination, communication, and document sharing.

06 **Desire to Reduce Manual, Repetitive Work.** AI is well-suited to handle the often tedious and error-prone manual tasks common in administrative work.

07 **Availability of Affordable AI-Powered Admin Tools.** Many AI tools for scheduling, transcription, and email management are now available as affordable SaaS solutions.

08 **Data-Driven Decision Making in Operations.** AI can provide analytics on office operations, resource utilization, and administrative workloads to inform improvements.

09 **Need for Better Information Management & Retrieval.** AI can help tag, categorize, and search through large volumes of documents and communications.

10 **Standardization of Administrative Processes.** Well-defined administrative processes are easier to automate with AI tools.

§ 05 VARIATION 5 SECTORS

Impact by sector

The headline figure is an average. Where you work changes the picture.

Executive Assistants to C-Suite	High automation of routine tasks (scheduling, email filtering). Focus intensifies on strategic support, complex travel, gatekeeping, confidential matters, and anticipating executive needs.
Departmental Administrative Assistants	AI for team scheduling, document preparation, data entry. Role evolves to more proactive team support, project coordination, and managing AI tools for the department.
Office Managers (SME context)	AI for automating supplier communication, basic HR admin, and scheduling. Human focus on office environment, culture, complex vendor management, and all-around problem-solving.
Virtual Assistants (often AI-augmented)	Many VAs are already leveraging a suite of AI tools to manage tasks for multiple clients efficiently, focusing on delivering value beyond basic task completion.
Project Support Administrators	AI for tracking project tasks, generating status reports, scheduling project meetings. Human focus on complex coordination, stakeholder communication, and supporting project managers.

§ 06 PREPARATION 8 SKILLS

Skills to build

The skills that keep the human part of this work valuable as the routine part is automated.

01 **Organizational & Multitasking Skills.** Managing complex schedules, prioritizing tasks, and keeping multiple initiatives on track, even with AI assistance.

02 **Communication & Interpersonal Abilities.** Clearly and effectively communicating with internal teams, external stakeholders, and executives, both verbally and in writing.

03 **Proficiency with Office & AI Productivity Tools.** Skillfully using AI assistants in office suites (e.g., Microsoft Copilot, Google Duet AI), scheduling tools, and transcription services.

04 **Problem-Solving & Adaptability.** Handling unexpected issues, resolving logistical challenges, and adapting to new software or changing office procedures.

05 **Proactiveness & Initiative.** Anticipating needs, identifying opportunities for process improvement, and taking ownership of administrative functions.

06 **Discretion & Professionalism.** Handling confidential information with utmost care and maintaining a professional demeanor in all interactions.

07 **Attention to Detail.** Ensuring accuracy in all administrative work, from scheduling to document preparation and data management.

08 **Project Coordination & Event Management Basics.** Ability to support the planning and execution of meetings, events, or small projects, often leveraging AI tools for efficiency.

§ 07 INSTRUMENTS 11 ENTRIES

Tools in use

KINDS OF TOOL WORTH KNOWING

01 **AI-Powered Office Suites (Microsoft Copilot, Google Workspace AI).** Integrated AI assistants within email, calendar, word processing, and collaboration platforms that automate various admin tasks.

02 **AI Scheduling Assistants.** Software that uses AI to understand natural language requests and automatically find optimal meeting times and manage calendars.

03 **AI Meeting Transcription & Summarization Tools.** Tools that record, transcribe, and use AI to summarize meetings, identifying key decisions and action items.

04 **Intelligent Document Management Systems.** Systems that use AI for automatic document tagging, categorization, version control, and intelligent search.

05 **Generative AI for Drafting & Communication.** Large Language Models used to help draft routine emails, internal memos, meeting agendas, or summarize information.

06 **AI-Powered Travel & Expense Management Tools.** Platforms that use AI to find optimal travel bookings, manage itineraries, and automate parts of the expense reporting process.

NAMED TOOLS ALREADY IN USE

Microsoft Copilot for Microsoft 365
AI assistant integrated across Microsoft Office apps (Outlook, Word, Teams, etc.) for scheduling, email drafting, meeting summaries, and document creation.

Google Workspace (with Gemini/Duet AI features)
Google's productivity suite with AI features for smart compose/reply in Gmail, document summaries in Docs, and meeting assistance.

Otter.ai / Fireflies.ai / tl;dv
AI platforms that provide real-time transcription of meetings and generate summaries, often integrating with video conferencing tools.

Motion / Reclaim.ai / Calendly (AI features)
AI-powered tools focused on intelligent task management, calendar optimization, and automated meeting scheduling.

Notion AI / Evernote (with AI features for organization)
Note-taking and organization platforms that are incorporating AI for summarizing notes, drafting content, and improving information retrieval.

§ 08 EXAMPLES 5 EXAMPLES

In practice

Ways people in this role are already using AI, and what they get from it.

Automate Complex Meeting Scheduling Across Timezones

EXAMPLE 1

HOW Provide an AI scheduling tool with a list of attendees, preferred times, and meeting duration; let it find the optimal slot and send invites.

GAIN Saves hours of manual coordination, reduces scheduling errors, and finds meeting times faster.

Use AI to Draft First Versions of Internal Memos

EXAMPLE 2

HOW Give a generative AI tool key bullet points for an internal announcement and ask it to draft a professional memo for your review and editing.

GAIN Speeds up the creation of routine communications, ensures a professional tone, and allows focus on content refinement.

Instantly Transcribe and Summarize Team Meetings

EXAMPLE 3

HOW Use a tool like Fireflies.ai during a virtual team meeting to get an automatic transcript and AI-generated summary of key decisions and action items.

GAIN Provides an accurate record of meetings, ensures action items are captured, and saves time on manual note-taking and summarization.

Organize Departmental Files with AI-Powered Tagging

EXAMPLE 4

HOW If your company uses a document management system with AI, it can help automatically categorize uploaded files and suggest relevant tags for easier retrieval.

GAIN Improves information management, makes documents easier to find, and helps maintain an organized digital workspace for the team.

Create Travel Itineraries Efficiently with AI Assistants EXAMPLE 5	HOW	Input travel dates, destinations, and preferences into an AI travel assistant to quickly get flight and hotel options, and build an initial itinerary.
	GAIN	Reduces time spent on researching travel options and allows for quicker creation of comprehensive travel plans.

§ 09 CONTEXT

How this role compares

Three neighbouring roles chosen to show the direction of travel.

Typists / Pure Data Entry Clerks MORE EXPOSED	AI IMPACT	Very High (AI excels at transcription, data extraction from forms, and inputting structured data)
	WORK MOVES TO	Significant role decline or absorption into broader administrative roles that manage these AI tools.
IT Support Specialists / AI Tool Trainers for Office Staff DIFFERENT SKILLS, GROWING	AI IMPACT	Enabling/Supporting (They help implement, troubleshoot, and train others on the AI admin tools)
	WORK MOVES TO	Technical proficiency, training skills, understanding of AI tool capabilities and limitations in an office context.
Executive Assistants (Strategic & High-Trust functions) COMPLEMENTARY, LESS EXPOSED	AI IMPACT	High Augmentation for routine tasks, but core value in strategic calendar management, gatekeeping, anticipating executive needs, and confidential handling remains deeply human.
	WORK MOVES TO	Exceptional organizational skills, discretion, proactive problem-solving, and high-level interpersonal abilities.

§ 10 VERDICT

Closing judgement

> For Administrative Support Officers, AI is a major efficiency engine, automating a significant portion of routine tasks. This evolution requires a shift towards managing complex coordination, providing high-level human-centric support, mastering AI tools, and becoming indispensable problem-solvers within the organization.

§ 11 BASIS REVISED 5 OCTOBER 2026

Evidence and revisions

What the exposure figure rests on, what changed when it was last revised, and the published work cited for this role.

SCORE

70 to 69

WINDOW

1-4 years (unchanged)

The 5 October 2026 review moved the score down by 1 points.

Exposure Index v2. Inputs: task applicability 50/100 (Microsoft AI applicability score 0.25 for Secretaries and administrative assistants, except legal, medical, and executive; Office clerks, general); observed usage 60/100 (Anthropic observed exposure 0.45); official exposure tier 100/100 (BLS: very high); labour-market trajectory 65/100 (BLS projects employment to fall 6% over 2025–35); published adoption rating 85/100 (very high adoption). Weighted base 68.7. Final score 69. The previous figure of 70 was lowered by 1 point, a small change that comes from moving off scores rounded to the nearest five. The change window is unchanged.

HOW THE FIGURE IS BUILT (EXPOSURE INDEX V2)

Task applicability — Microsoft Research, AI applicability score	50 × 35%	17.4
Observed usage — Anthropic Economic Index, observed exposure	60 × 20%	12.0
Official exposure tier — US BLS AI-exposure category	100 × 20%	20.0
Labour-market trajectory — US BLS projected employment change 2025–35	65 × 10%	6.5
Published adoption rating — This report's adoption level	85 × 15%	12.8
Weighted base		68.7
Exposure score		69

MEASURES BEHIND THE SCORE

US Bureau of Labor Statistics · *Employment Projections 2025–35 and AI Exposure Categories* (27 August 2026)

AI-exposure tier: Very high. Projected employment change 2025–35: -6.0%. Matched to Office clerks, general; Secretaries and administrative assistants, except legal, medical, and executive.

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Microsoft Research · *Working with AI: Measuring the Applicability of Generative AI to Occupations* (10 July 2025)

AI applicability score 0.25 (percentile 80 of 785 occupations) for SOC 43-6014, 43-9061.

PUBLISHER PDF ARCHIVED COPY

Anthropic · *Anthropic Economic Index report: Cadences* (26 June 2026)

Observed exposure 0.45 for SOC 43-6014, 43-9061 (percentile 97 of 756 occupations).

PUBLISHER PDF

International Labour Organization · *Generative AI and Jobs: A Refined Global Index of Occupational Exposure* (May 2025)

All thirteen occupations in the ILO's highest exposure gradient are clerical, including data entry clerks, typists, accounting and bookkeeping clerks and general office clerks.

PUBLISHER PDF ARCHIVED COPY

World Economic Forum · *The Future of Jobs Report 2025* (7 January 2025)

Administrative assistants, executive secretaries, data entry clerks and accounting/bookkeeping clerks all appear on the WEF 2030 fastest-declining list.

PUBLISHER PDF

UK Department for Science, Innovation and Technology · *Assessment of AI capabilities and the impact on the UK labour market* (28 January 2026)

UK context: around 70% of UK workers are in occupations with tasks AI could perform or enhance, above the US average; a one-standard-deviation rise in exposure was associated with a 3.9% fall in UK job postings.

PUBLISHER ARCHIVED COPY

ALSO CITED FOR THIS ROLE

McKinsey Global Institute · *Agents, robots, and us: Skill partnerships in the age of AI* (25 November 2025)

Administrative work is among the "agent-centric" occupations where automatable activities exceed half of working hours.

PUBLISHER

Archived copies are served only where the licence permits; otherwise the link goes to the publisher. Full research library: https://www.careerguard.ai/sources

§ 12 APPENDIX

Method and sources

Each report was written from a large body of published research. The exposure score itself is computed, not written: it is the CareerGuard Exposure Index, a weighted average of occupation-level measures from the US Bureau of Labor Statistics (AI-exposure classification and 2025–35 projections), Microsoft Research (AI applicability scores) and Anthropic (observed exposure), together with the adoption rating published on the report. The organisations and publications below are the standing literature behind the narrative sections. Every source, with dates, licences and archived copies where we are permitted to hold them, is catalogued in the research library.

Exposure Index v2 (October 2026). Each input is scaled to 0–100 and weighted: task applicability 35% (Microsoft AI applicability score ÷ 0.5), observed usage 20% (Anthropic observed exposure ÷ 0.75), official exposure tier 20% (BLS very high = 100, high = 70, moderate = 40, low = 10), labour-market trajectory 10% (50 2.5 × projected % employment change), published adoption rating 15% (very high = 85, high = 70, medium-high = 55, medium = 40, low-medium = 25, low = 10). Inputs not measured for an occupation are dropped and the remaining weights renormalised. An editorial adjustment of at most ±12 points is allowed only for automation channels the measures cannot see (robotics, self-service, machine vision, medical imaging, RPA/OCR, generative video) and is always logged with its reason. Scores are whole numbers, not rounded to five. The change window shifts one notch (a year at each end) per ten points of movement.

I GLOBAL AND MACROECONOMIC IMPACT OF AI ON WORK

World Economic Forum

The Future of Jobs Report series — Employer survey of expected job growth and decline, skill shifts and technology adoption (2020, 2023 and 2025 editions); Artificial Intelligence and the Future of Entry-Level Work (2026).
AI governance and transformation reports — Frameworks on ethical AI, talent strategy and industry transformation.

McKinsey Global Institute

AI, Automation and the Future of Work series — Research quantifying automation potential by task, sector and demographic, from "Jobs Lost, Jobs Gained" to "Agents, robots, and us" (2025).
Industry-specific reports — Financial services, healthcare, manufacturing and others.

PwC

Global AI Jobs Barometer — Annual analysis of job postings and productivity by AI exposure (2024–2026 editions).
Upskilling Hopes and Fears survey — Employee perceptions and readiness.

Microsoft Research and Anthropic

Working with AI (2025); Anthropic Economic Index (2025–2026) — Occupation-level usage data from Copilot and Claude conversations, the two observed-usage measures behind the 2026 revision.

Stanford Digital Economy Lab and Stanford HAI

Canaries in the Coal Mine? (2025–2026); AI Index Report (annual) — Payroll evidence on early-career employment in exposed occupations; annual measurement of AI capability, investment and adoption.

Deloitte

Human Capital Trends series — Workforce, talent and HR technology trends.
Tech Trends series — Emerging technologies and their business implications.

Accenture

Technology Vision series — Forward-looking analysis of emerging technology, with emphasis on AI.
Fjord Trends — Design, innovation and human experience in a digital world.

Boston Consulting Group

AI/ML insights and industry solutions — "The AI Revolution in the Workplace" and related research.

EY

AI and workforce reports — Adoption, talent strategy and ethics.

IBM Institute for Business Value

AI and automation studies — Business models, workforce evolution and leadership.

OECD

AI Policy Observatory — International data and policy on AI, labour markets and skills.
Employment Outlook — Labour-market trends including technological impact (2023–2026 editions).

International Labour Organization

Generative AI and Jobs: A Refined Global Index of Occupational Exposure (2025) — Task-level exposure gradients for every ISCO occupation; successor to the 2023 global index.

International Monetary Fund
Staff Discussion Notes on AI and work (2024, 2026) — Complementarity framing: where AI augments and where it substitutes.

UK Department for Science, Innovation and Technology
Assessment of AI capabilities and the impact on the UK labour market (2026) — UK occupational exposure and job-posting evidence.

Brookings Institution
AI and automation research — Economic and social implications, displacement and skills.

Yale Budget Lab and Goldman Sachs Research
Tracking the Impact of AI on the Labor Market; AI and the US labour market (2026) — Aggregate labour-market monitoring; macro displacement estimates.

Oxford University (Oxford Martin School)
The Future of Employment — Frey & Osborne and subsequent research on susceptibility to automation.

MIT Technology Review
AI & Work — Reporting on AI research and its implications for industries and jobs.

Gartner
Hype Cycle for Artificial Intelligence — Maturity and adoption of AI technologies.
Future of Work reports — Workplace models and talent strategy.

U.S. Bureau of Labor Statistics
Employment Projections 2025–35; AI Exposure Categories; Occupational Outlook Handbook — Ten-year employment projections and, from the 2025 cycle, an AI-exposure tier for every detailed occupation.

Indeed Hiring Lab
AI at Work Report (2025) and posting-market updates — Skill-level transformation estimates and job-posting trends by occupation.

II CORE AI AND MACHINE-LEARNING RESEARCH

OpenAI
Research papers, blog and API documentation — Large language models, generative AI, safety and societal impact.

Google DeepMind
Research papers and blog — Reinforcement learning, AI for science, AGI and ethics.

Meta AI
Research papers and blog — Large language models, computer vision, AI for social good.

Hugging Face
Transformers library and model hub — Open-source state-of-the-art NLP models.

TensorFlow and PyTorch
Documentation and community forums — Core frameworks illustrating practical capability.

arXiv
cs.AI, cs.LG, cs.CV, cs.CL — Pre-print research.

NeurIPS and ICML
Conference proceedings — Top-tier academic research.

ACM and IEEE
Journals and proceedings — ACM Computing Surveys; IEEE Transactions on AI.

Kaggle
Datasets and competition solutions — Applied machine learning on real-world problems.

The Alan Turing Institute
Research and reports — Responsible and applied AI.

III ETHICAL AND RESPONSIBLE AI DEPLOYMENT

NIST
AI Risk Management Framework — Voluntary framework for managing AI risk.

European Commission
AI Act — Risk-tiered legal framework for AI.
Ethics Guidelines for Trustworthy AI — Principles for responsible development.

Partnership on AI
Research and best practice — Responsible AI development.

AI Now Institute
Annual reports — Social implications: power, inequality, rights.

ACM FAccT
Proceedings — Fairness, accountability and transparency.

Data & Society
Publications — Social implications of data-centric technology.

WIPO
Conversation on IP and AI — Intellectual-property implications of AI.

IEEE Global Initiative on Ethics of A/IS
Ethically Aligned Design — Recommendations for ethical AI design.

Center for AI and Digital Policy
Policy briefs — Accountable AI policy.