

Administrative Support Officers

AI extensively automating routine administrative and clerical tasks.

EXPOSURE 70 High exposure	WINDOW 1–4 yrs until change lands	ADOPTION TODAY Very High	READING Substantial automation of routine work. Exposure is the share of today's work AI can plausibly take on within the window.
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§ 01WHAT 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.

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- 10 **Onboarding & Training Support for New Tools.** Assisting team members in learning and effectively using new office technologies, including AI-powered tools.
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- 11 **Information Research & Synthesis.** Using AI tools to gather information from various sources and then synthesizing it for reports or briefings.
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- 12 **Internal Communication Facilitation.** Helping to draft and distribute internal communications, manage internal portals, or organize team updates.
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- 13 **Budget Tracking & Expense Management Support.** Assisting with tracking departmental budgets or processing expense reports, often using AI-enhanced software.
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- 14 **Problem-Solving for Non-Standard Administrative Issues.** Being the go-to person for administrative challenges that fall outside automated processes.
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- 15 **Maintaining Human Element in Office Interactions.** Fostering positive relationships, providing a welcoming point of contact, and managing interpersonal dynamics within the office.
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§ 04 CAUSES

10 DRIVERS

What is pushing this change

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- 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.
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- 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.
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- 03 **Need for Increased Operational Efficiency & Productivity.** Businesses are continually seeking to streamline administrative processes and reduce overhead.
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- 04 **Focus of Professionals on Core Strategic Tasks.** Automating admin tasks allows other employees to focus on their specialized roles and strategic objectives.
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- 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.
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- 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.
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- 07 **Availability of Affordable AI-Powered Admin Tools.** Many AI tools for scheduling, transcription, and email management are now available as affordable SaaS solutions.
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- 08 **Data-Driven Decision Making in Operations.** AI can provide analytics on office operations, resource utilization, and administrative workloads to inform improvements.
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- 09 **Need for Better Information Management & Retrieval.** AI can help tag, categorize, and search through large volumes of documents and communications.
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10 **Standardization of Administrative Processes.** Well-defined administrative processes are easier to automate with AI tools.

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.

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.

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	HOW	Input travel dates, destinations, and preferences into an AI travel assistant to quickly get flight and hotel options, and build an initial itinerary.
EXAMPLE 5	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	AI IMPACT	Very High (AI excels at transcription, data extraction from forms, and inputting structured data)
MORE EXPOSED	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	AI IMPACT	Enabling/Supporting (They help implement, troubleshoot, and train others on the AI admin tools)
DIFFERENT SKILLS, GROWING	WORK MOVES TO	Technical proficiency, training skills, understanding of AI tool capabilities and limitations in an office context.
Executive Assistants (Strategic & High-Trust functions)	AI IMPACT	High Augmentation for routine tasks, but core value in strategic calendar management, gatekeeping, anticipating executive needs, and confidential handling remains deeply human.
COMPLEMENTARY, LESS EXPOSED	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.

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

65 to 70

WINDOW

1-4 years (unchanged)

The 4 October 2026 review moved the score up by 5 points.

Microsoft's AI applicability score for the matching occupations is 0.25, in the top quarter of 785 US occupations; Anthropic's observed exposure (the share of the occupation's tasks already being done with Claude) is 0.45, which is heavy by the standards of the 756 occupations measured; the US Bureau of Labor Statistics places it in the 'very high' AI-exposure tier; BLS projects employment to fall 6.0% over 2025–35. Blending our 2025 editorial figure (60%) with the 2026 evidence composite (40%) moves the score from 65 to 70.

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.

PUBLISHERPDFARCHIVED 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).

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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.

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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.

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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.

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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

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<https://www.careerguard.ai/sources>

§ 12 APPENDIX

Method and sources

Each report was written from a large body of published research and then, in October 2026, re-scored against occupation-level evidence: the US Bureau of Labor Statistics AI-exposure classification and 2025–35 projections, Microsoft Research's AI applicability scores and Anthropic's observed-exposure data, cross-checked against the reports listed in the Evidence section above. 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.

Scores are revised by blending the previous editorial figure (60%) with a composite of the three occupation-level measures (40%), capped at fifteen points per revision and rounded to the nearest five. The window shifts one notch when a score moves ten points or more. Hand adjustments are recorded with their reason in the revision log.

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 AI/IS

Ethically Aligned Design — Recommendations for ethical AI design.

Center for AI and Digital Policy

Policy briefs — Accountable AI policy.