AI IMPACT REPORT NO. 146 · REVISED 5 OCTOBER 2026 · 250 ROLES COVERED

# Office Administrators

AI heavily automating scheduling, correspondence, and data management.

| EXPOSURE | WINDOW | ADOPTION TODAY | READING |
|---|---|---|---|
| 62<br>High exposure | 1–5 yrs<br>until change lands | High | Substantial automation of routine work.<br>Exposure is the share of today's work AI can plausibly take on within the window. |

§ 01 WHAT IS HAPPENING

## What is happening to office administrators

### Impact

AI tools are increasingly capable of managing calendars, scheduling meetings, drafting routine emails, transcribing meeting notes, organizing files, and handling basic data entry. This significantly changes the daily tasks of an Office Administrator.

### Risk

Major workflow automation; focus shifts to complex coordination, problem-solving, and human support.

The Office Administrator role is undergoing substantial transformation. With AI automating many routine administrative tasks, the human role will increasingly focus on complex scheduling scenarios, managing executive needs, problem-solving logistical challenges, event planning, fostering office culture, and providing a high-touch human interface for the organization.

### Sector readiness

Rapid Integration via Productivity Suites

AI features are being embedded into standard office software (email, calendars, word processors, spreadsheets, collaboration tools), making AI assistance readily available and driving adoption for administrative tasks.

§ 02 POSITION

## Where you stand

i The Office Administrator role is experiencing a high degree of automation for many traditional, repetitive tasks.

ii AI tools are becoming standard for scheduling, email management, transcription, and data entry, significantly changing daily workflows.

iii The value of human Office Administrators will increasingly lie in their ability to manage complex coordination, solve non-standard problems, provide high-level executive support, manage office culture, and skillfully leverage AI tools to enhance overall office productivity and human interaction.

§ 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-Powered Calendar Management & Scheduling.** Utilize AI tools to automatically find optimal meeting times, schedule appointments, send reminders, and manage complex calendars for individuals or teams.

02 **Automated Email Drafting & Management.** Employ AI to help draft routine emails, sort and prioritize incoming messages, and suggest replies to common inquiries.

03 **Meeting Transcription & Summarization.** Use AI tools to transcribe audio from meetings and generate concise summaries with action items, saving significant time.

04 **Intelligent Document Management & Organization.** Leverage AI for organizing digital files, extracting key information from documents, and creating searchable knowledge bases.

05 **Automated Data Entry & Form Processing.** AI can automate the extraction of data from forms or invoices and input it into spreadsheets or databases, reducing manual data entry.

06 **Focus on Complex Coordination & Event Planning.** With routine tasks automated, your role will emphasize managing complex travel arrangements, planning office events, and coordinating multi-stakeholder projects.

07 **Providing High-Level Executive Support.** For those supporting executives, AI frees up time for more strategic assistance, like preparing briefing materials, managing sensitive communications, and anticipating needs.

08 **Office Management & Fostering Culture.** Overseeing office operations, managing supplies, liaising with vendors, and contributing to a positive and efficient office environment.

09 **Problem-Solving & Exception Handling.** Dealing with non-standard requests, resolving logistical issues, and managing situations that AI cannot handle.

10 **Learning & Managing New Office Technologies.** Staying updated on and proficient with AI-powered office tools and training others in their use.

11 **Travel Arrangement Optimization.** Using AI tools that can find best travel options, manage itineraries, and handle re-bookings for disruptions.

12 **Expense Report Automation.** AI can help scan receipts, categorize expenses, and prepare initial drafts of expense reports for review.

13 **Internal Communications Support.** Assisting in drafting and distributing internal announcements or newsletters, potentially using AI for initial drafts.

14 **Vendor & Supplier Liaison.** While AI might track orders, human interaction for negotiation, issue resolution, and relationship management with vendors remains.

15 **Gatekeeping & Information Flow Management.** Strategically managing access to executives or information flow within the office, a role requiring human judgment.

§ 04 CAUSES 10 DRIVERS

## What is pushing this change

01 **Advancements in AI for Natural Language Processing & Task Automation.** AI can now understand and generate human-like text, schedule meetings, and manage information more effectively.

02 **Integration of AI into Standard Office Productivity Suites.** Tools like Microsoft Copilot, Google Workspace AI, etc., are bringing AI capabilities directly into everyday office software.

03 **Demand for Increased Efficiency & Reduced Administrative Overhead.** Businesses are constantly looking for ways to streamline operations and reduce the time spent on non-core administrative tasks.

04 **Growth of Remote & Hybrid Work Models.** AI tools can help coordinate schedules and manage communications for geographically dispersed teams.

05 **Need for Better Data Management & Organization.** AI can assist in organizing, searching, and extracting value from the increasing volume of digital documents and data.

06 **Availability of AI-Powered Virtual Assistant Tools.** Dedicated AI tools are emerging that can perform many tasks traditionally done by administrative assistants.

07 **Focus on Core Business Activities by Professionals.** Automating admin tasks allows other professionals to concentrate on their primary responsibilities.

08 **Desire for Faster Response Times (e.g., scheduling).** AI can process scheduling requests or find information much faster than manual methods.

09 **Cost Savings through Automation of Repetitive Tasks.** Automating administrative functions can lead to significant operational cost reductions over time.

10 **Employee Expectations for Modern, Efficient Tools.** Employees, especially younger generations, expect to work with modern tools that enhance productivity.

§ 05 VARIATION 5 SECTORS

## Impact by sector

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

| | |
|---|---|
| Executive Assistants (supporting C-Suite) | AI handles routine scheduling/email. Focus shifts to strategic calendar management, gatekeeping, preparing briefing materials, complex travel, and high-level confidential support. |
| Office Managers (in SMEs) | AI for vendor communication, basic bookkeeping, scheduling. Human focus on office culture, employee onboarding, complex facility management, and being the central point of contact. |
| Administrative Assistants (General Departmental Support) | High automation of data entry, document formatting, basic scheduling. Role may consolidate or evolve to support more specialized team tasks or AI tool management. |
| Medical Office Administrators | AI for patient scheduling, insurance verification, medical records filing, transcribing physician notes. Human focus on patient interaction, empathy, and complex billing/coding issues. |
| Legal Secretaries/Administrative Staff | AI for document management (e-filing), legal calendaring, transcribing dictation, basic legal research. Human focus on client communication, preparing complex legal documents, and attorney support. |

§ 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 & Time Management Skills.** Even with AI, the ability to manage complex schedules, prioritize tasks, and keep an office running smoothly remains crucial.

02 **Communication Skills (Written & Verbal).** Clearly and professionally communicating with internal staff, executives, clients, and vendors, both in writing and verbally.

03 **Problem-Solving & Resourcefulness.** Handling unexpected issues, finding solutions to logistical challenges, and adapting to changing priorities.

04 **Tech Savviness & AI Tool Proficiency.** Comfort and skill in using various office software, AI-powered administrative tools, and troubleshooting basic tech issues.

05 **Interpersonal Skills & Emotional Intelligence.** Building rapport, understanding needs, and providing a human touch in interactions, especially when supporting senior staff or dealing with clients.

06 **Attention to Detail & Accuracy.** Ensuring accuracy in scheduling, correspondence, and data management, even when using AI-assisted tools.

07 **Proactiveness & Initiative.** Anticipating needs, taking ownership of tasks, and finding ways to improve office efficiency without constant direction.

08 **Discretion & Confidentiality.** Handling sensitive information and maintaining confidentiality, especially when supporting executives or dealing with HR matters.

§ 07 INSTRUMENTS 11 ENTRIES

## Tools in use

KINDS OF TOOL WORTH KNOWING

01 **AI-Powered Scheduling Assistants.** Software that can understand natural language requests to find meeting times, book appointments, and manage calendars.

02 **Email Management Tools with AI.** AI features in email clients that can help sort/prioritize emails, suggest replies, or summarize long threads.

03 **AI Transcription & Meeting Summarization Tools.** Tools that convert audio from meetings into text and then use AI to generate summaries and identify action items.

04 **Intelligent Document Processing (IDP) Tools.** AI software that can extract data from documents like invoices or forms and input it into other systems.

05 **Generative AI for Drafting Communications.** Large Language Models used to help draft routine emails, internal announcements, or basic reports.

06 **Integrated Office Suites with AI (e.g., Microsoft Copilot, Google Workspace AI).** Major productivity suites are embedding AI across their applications (word processors, spreadsheets, email, collaboration tools) to assist with various admin tasks.

NAMED TOOLS ALREADY IN USE

**Microsoft Copilot (for Microsoft 365)**
An AI assistant integrated into Microsoft Office apps (Outlook, Word, Excel, Teams) to help with scheduling, email drafting, document summarization, and meeting notes.

**Google Workspace (with Duet AI / Gemini features)**
Google's suite of tools with AI features for email drafting (Smart Compose/Reply), document creation, and meeting summaries.

**Otter.ai / Fireflies.ai (for meeting transcription/summarization)**
AI-powered services that record, transcribe, and summarize meetings, often integrating with calendar and video conferencing tools.

**Calendly (with AI scheduling features) / Reclaim.ai**
Scheduling automation platforms that use AI to find optimal meeting times and simplify appointment booking.

**Motion / Sunsama (AI for task and calendar management)**
AI-powered productivity apps that help manage tasks, projects, and calendars more intelligently.

§ 08 EXAMPLES 5 EXAMPLES

## In practice

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

### Automate Meeting Scheduling with AI

EXAMPLE 1

HOW Use an AI scheduling assistant (like Microsoft Copilot in Outlook or Calendly) to find mutually available times for multiple attendees and send out invites automatically.

GAIN Saves significant time and back-and-forth communication typically involved in coordinating schedules.

### Draft Routine Emails & Correspondence using AI

EXAMPLE 2

HOW Leverage AI features in your email client (e.g., Smart Compose in Gmail, Copilot in Outlook) to get suggestions for replies or to help draft standard announcements.

GAIN Speeds up email processing, ensures consistent tone for routine messages, and helps manage inbox overload.

### Transcribe & Summarize Meetings Instantly

EXAMPLE 3

HOW Use a tool like Otter.ai or Fireflies.ai during meetings to get a live transcription and an AI-generated summary with action items afterward.

GAIN Eliminates manual note-taking, provides an accurate record of discussions, and makes follow-up on action items more efficient.

### Organize Digital Files with Intelligent Tagging

EXAMPLE 4

HOW If your document management system has AI capabilities, it can help automatically tag files, sort documents, and make information easier to find.

GAIN Improves information retrieval, reduces time spent searching for files, and helps maintain an organized digital workspace.

| | | |
|---|---|---|
| Automate Basic Data Entry from Forms<br>EXAMPLE 5 | HOW | Utilize AI tools or features in spreadsheet software that can extract data from scanned forms or PDFs and populate fields automatically. |
| | GAIN | Reduces tedious manual data input, minimizes errors, and frees up time for more complex administrative tasks. |

§ 09 CONTEXT

## How this role compares

Three neighbouring roles chosen to show the direction of travel.

| | | |
|---|---|---|
| Typists / Data Entry Clerks (Purely transactional roles)<br>MORE EXPOSED | AI IMPACT | Very High (These tasks are prime candidates for full automation by AI transcription, OCR, and data extraction tools) |
| | WORK MOVES TO | Significant role decline; individuals need to upskill to broader administrative or specialized support roles. |
| AI Tool Implementation Specialists / Office Tech Managers<br>DIFFERENT SKILLS, GROWING | AI IMPACT | Foundational/Enabling (They select, implement, and train staff on the AI-powered office tools) |
| | WORK MOVES TO | Skills in IT, software integration, change management, and understanding of AI capabilities for business processes. |
| Human Resources Managers (Strategic & Employee Relations aspects)<br>COMPLEMENTARY, LESS EXPOSED | AI IMPACT | Moderate Augmentation (AI for recruitment screening, HR data analytics), but core tasks of employee relations, conflict resolution, strategic workforce planning, and complex HR policy remain human-centric. |
| | WORK MOVES TO | Deep interpersonal skills, legal knowledge, strategic thinking, and managing the human aspects of the workforce. |

§ 10 VERDICT

## Closing judgement

> For Office Administrators, AI is a powerful efficiency driver, automating many routine tasks. This creates an opportunity to evolve the role towards more strategic support, complex coordination, problem-solving, and enhancing the human experience within the office. Adaptability and proficiency with new AI-powered office tools will be essential.

§ 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

60 to 62

WINDOW

1-5 years (unchanged)

## The 5 October 2026 review moved the score up by 2 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; First-line supervisors of office and administrative support workers); observed usage 43/100 (Anthropic observed exposure 0.32); official exposure tier 100/100 (BLS: very high); labour-market trajectory 58/100 (BLS projects employment to fall 3% over 2025–35); published adoption rating 70/100 (high adoption). Weighted base 62.3. Final score 62. The previous figure of 60 was raised by 2 points, 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% | 17.6 |
| Observed usage — Anthropic Economic Index, observed exposure | 43 × 20% | 8.5 |
| Official exposure tier — US BLS AI-exposure category | 100 × 20% | 20.0 |
| Labour-market trajectory — US BLS projected employment change 2025–35 | 58 × 10% | 5.8 |
| Published adoption rating — This report's adoption level | 70 × 15% | 10.5 |
| Weighted base | | 62.3 |
| Exposure score | | 62 |

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: -3.0%. Matched to First-line supervisors of office and administrative support workers; 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, 43-1011.

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

Observed exposure 0.32 for SOC 43-6014, 43-1011 (percentile 93 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.

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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.

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.

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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

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.