

Salute to Secretaries

Today launches Administrative Professionals Week, which is observed annually during the last full week in April. Its theme is *Shaping the Future*, and that description certainly fits those who work throughout Life Care Centers of America.

Originally organized in 1952 as National Secretaries Week by the National Secretaries Association (now known as the International Association of Administrative Professionals), the event was established to recognize secretaries for their important contributions to the workplace. The *Shaping the Future* theme signifies that administrative professionals are key players in the development of organizations' vision plans, implementation of resulting strategies and the paving of highways into the future. There are more than 4,126,000 administrative assistants and secretaries, along with 1,482,000 supervisors of office and administrative support workers employed in the United States in 2004 (the latest year when figures are available from the U.S. Department of Labor).

What makes a good Life Care secretary, or administrative professional? Here are some observations. She (or he) should:

- Demonstrate the qualifications necessary for performance of the job.
- Fulfill attendance and punctuality expectations.
- Practice exceptional customer service, which would include a friendly, helpful attitude with prompt response.
- Present a professional image, consisting of dress, grooming and conduct.
- Exemplify the mission of the department and the company.
- Interact positively and productively with other departments.

Come to think of it, isn't that a pretty good job description for all of us?

Wednesday, April 25, is Administrative Professionals Day. Secretaries will be honored that day and throughout this week in various ways. At the corporate campuses in Cleveland, Wednesday will begin with a breakfast for secretaries and their supervisors – and some surprises that will make the morning very interesting, along with the selection of Life Care's Secretary of the Day.

We thank our secretaries, one and all, for their professionalism and their commitment.

--Beecher Hunter