The Art of Good Administration: Signs of a Good Administrator

[By Gitanjali Hazarika]

Throughout their admin careers, administrative personnel are entrusted with a wide variety of administrative responsibilities. A good administrator can transform these responsibilities into major company success through skillful guidance and management of company resources. The capable administrator is a person who has the right mixture of intelligence, imagination, technical knowledge, communication skills, humor, adaptability, ambition, aggressiveness, and discipline.

For an administrator, managing employees successfully is not only a challenge, but also a talent. Even tougher is the ability to lead well. Not all good managers are good leaders, too. If an administrator is also picked as a leader, the dual role is complicated. He or she must motivate others while simultaneously keeping an eye on organizational goals. Inspiring people and influencing them are tough challenges for any administrator to overcome.

Who is a “Good” Administrator?

There is no magic formula for becoming a good administrator. The skills are honed in the field and stem from basic appreciation of the fact that organizations depend mostly on their human capital. The best administrators all possess one talent—the ability to discover and capitalize upon employees’ distinctive traits. An administrator who can befriend employees and prove him or herself worthy of their trust is a good administrator. However, the list does not end there. An effective administrator also uses the following qualities to attain his or her business’s goals.

- A good administrator will try not to go wrong but admit when he or she does.
- A good administrator keeps the wheels well oiled and running smoothly.

- A good administrator will ensure that the employees are happy and efficient.
- A good administrator will treat people with respect and dignity.
- A good administrator is also a proficient organizer who plans, instructs, and subtly leads people.
- A good administrator is action oriented.
- A good administrator is a person of great integrity.
- A good administrator is approachable and friendly.
- A good administrator is capable of dealing with ambiguity and is open.
- Above all, a good administrator never forgets his or her sense of humor.

The Need for Good Administrators

Every organization bases its future and growth on the administrative skills of its administrators. Mere college degrees and certificates do not make good administrators. Experience working with various people - customers, colleagues, peers, and others - can help an administrator go from being effective to being good.

A good administrator doesn’t rely on a title; he or she is also a doer. A good administrator should have a knack for spotting leaders and assigning task responsibilities so that the company objectives are achieved. An administrator will strive to properly evaluate employees’ skills, knowledge, and abilities and to bridge the gap between business objectives and employees’ efforts. To be an effective link, the administrator should be able to impart the company’s ideals and goals to employees who will then adjust their personal goals to the larger company objectives in order to create a win-win situation.

Apart from these duties, administrators also handle other responsibilities:

- informing new recruits of company norms and policies
- discussing job requirements and performance expectations
- assigning work to employees and evaluating performances
- pinpointing personal issues and problems and determining training requirements
- offering feedback on work and praising when applicable

Be Assertive, Not Aggressive

Most administrators often make the mistake of being aggressively assertive. Assertion is asking for what is supposed to be given. This can be done politely. Good administrators treat others with the same respect they would like to receive. Though assertiveness
often clears miscommunications, remember, being labeled as ‘too assertive’ is not a compliment. People are only deriding your aggressive nature.

Recognize Talent

The art of giving credit where it is due pays off for an administrator. Every employee likes appreciation for his or her good work. If this appreciation is given publicly, it will earn the administrator life-long loyalty from that person. Recognition is like an appetizer; it leaves the employee craving more, and, in turn, he or she will work better and harder to achieve it faster.

Be a Planner and a Leader

A good administrator is also a strategic planner, one who will draw up plans for the next five to 10 years. This way, the administrator will never be short of ideas for leading the organization in the right direction. A good administrator will never fail to abide by the five ‘Ls’—look, listen, learn, lead, and laugh—while leading the team.

A good administrators’ skills will make employees want to deliver their bests and excel, not just meet everyday targets. In fact, all employees love to follow a good, honorable, and trustworthy administrator willingly who proves, by his or her actions, to be a team member in the truest sense.

On The Net

Excerpt from Skills of an Effective Administrator
dev.sostreassoc.com/clients/starexec/resources/katz-skills.html