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Indian Health Service

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Administrative Professionals’ Day Statement “Doing Whatever It Takes”

by

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What began in 1952 as a way to encourage consideration of the secretarial career field has evolved from National Secretaries Day to Administrative Professionals Day. As the responsibilities and recognition of the importance of this career track have grown, so too has the celebration of their contributions to keeping America’s businesses going – Administrative Professionals Day falls on the Wednesday of Administrative Professionals Week.

There are 4 million people across the nation working as secretaries and administrative assistants, and there are 9 million working in various administrative support roles. Their day-to-day responsibilities have expanded beyond expectations and today they serve in some of the key roles of government and industry. Within the IHS we are honored to have 898 administrative professionals without whom we would not be able to carry out our mission of providing health care services to American Indians and Alaska Natives. Our administrative support staff members are a key part of our team, just as important and vital as any other members. It takes all of us to keep the Indian health system operating smoothly and efficiently so we can provide the highest level of care to our patients.

I am fully aware of how dedicated the administrative support staffs are to their jobs and customer service. I have heard countless stories of how administrative staff members have come through on last-minute and no-notice projects – from preparing packets of information to developing new slides for a presentation, or finding lodging for conference attendees who arrived ahead of schedule. On those occasions when the only time that matters is the deadline, the administrative team does what it takes to deliver exceptional service at all hours of the day and night! Throughout the agency, we have an administrative workforce that demonstrates a willingness to serve—with a smile, a rolled up sleeve, an outstretched hand, and a bit of humor; to help each other in promoting our mission and vision for the Agency.

To all the administrative professionals throughout the nation, and particularly to those who work hard every day of the year to improve the health and well-being of American Indians and Alaska Natives – thank you very, very much.