This work has sought to clarify what a Management Assistant needs in order to perform well in a job and to become a good professional. A Management Assistant requires qualities and training in different areas to build up their professional background, but that is not enough. It is essential for a good professional of Management Assistance to possess a certain attitude in order to carry out his/her work, and to listen and to respond to all needs with objectivity and the right criteria. This paper analyzes skills, knowledge and attitudes that a Management Assistant has to develop to become the liaison between management and other departments.