

# GENERAL OFFICE CLERK

## { JOB DESCRIPTION }

Perform duties too varied and diverse to be classified in any specific office clerical occupation requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments, and may include a combination of answering telephones, bookkeeping, word processing, and other receptionist duties.

## { SKILLS AND APTITUDES NEEDED }

- Detail oriented and adaptable
- Able to work well as part of a team
- Knowledge of office technology
- Excellent communication skills

Rather than performing a single specialized task, the daily responsibilities of a general office clerk change with the needs of the specific jobs and the employer. Whereas some clerks spend their days filing or typing, others enter data at a computer terminal. They can also be called upon to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages.

The specific duties assigned to a clerk vary significantly depending upon the type of office in which a clerk works. An office clerk in a doctor's office, for example, would not perform the same tasks as a clerk in a large financial institution or in the office of an auto parts wholesaler. Although they may sort checks, keep payroll records, take inventory, and access information, clerks also perform duties unique to their employer such as organizing medications, making transparencies for a presentation, or filling orders received by fax machine.

The specific duties assigned to a clerk also vary by level of experience. Whereas inexperienced employees make photocopies, stuff envelopes, or record inquiries, experienced clerks are usually given additional responsibilities. For example, they may maintain financial or other records, verify statistical reports for accuracy and completeness, handle and adjust customer complaints, make travel arrangements, take inventory of equipment and supplies, answer questions on departmental services and functions, or help prepare invoices or budgetary requests. Senior office clerks may be expected to monitor and direct the work of lower level clerks.

### { SOUTH PLAINS }

Avg. Wage  
**\$7.85**

Avg. Annual  
Job Openings  
**164**

Employment in  
1998 2008  
**4,132 4,628**

### { TEXAS }

Avg. Wage  
**\$9.31**

Avg. Annual  
Job Openings  
**9,802**

Employment in  
1998 2008  
**220,365 257,365**

### { U.S. EMPLOYMENT }

In 1998  
**3,020,975**

Female **84%**  
Minority **37%**

## BUSINESS & MARKETING CAREERS



### { PREFERRED EDUCATION }

- Business education courses through local education provider

### { LICENSE / CERTIFICATION }

NA

### { REGIONAL EDUCATION PROVIDERS }

- **SOUTH PLAINS COLLEGE**- Associate of Science (A.S.), Business Administration or Associate of Arts (A.A.), Business Administration
- **TEXAS TECH UNIVERSITY**- Bachelor of Business Administration (B.B.A.), General Business
- **LUBBOCK CHRISTIAN UNIVERSITY**- Bachelor of Business Administration (B.B.A.), Business Administration
- **WAYLAND BAPTIST UNIVERSITY**- Bachelor of Business Administration (B.B.A.), Business Administration

### { JOB SITES }

Personnel Supply Services	8%
Local/State Govt., Ex Education	10%
Colleges and Universities	5%
Hospitals	4%
Elementary/Secondary School	3%
Misc. Business Services	3%
Medical Offices/Clinics	2%
Dept. Stores/Religious Organizations	4%

### { FOR MORE INFORMATION }

NA