

# OFFICE INFORMATION SYSTEMS

Office Clerks perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office 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, typing or word processing, stenography, office machine operation, and filing.

## DUTIES

A person in this career:

- Operates office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answers telephones, direct calls, and takes messages.
- Communicates with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Maintains and updates filing, inventory, mailing, and database systems.
- Compiles, copies, sorts, and files records of office activities, business transactions, and other activities.
- Opens, sorts, and routes incoming mail, answers correspondence, and prepares outgoing mail.
- Reviews files, records, and other documents to obtain information to respond to requests.
- Computes, records, and proofreads data and other information, such as records or reports.
- Completes work schedules, manages calendars, and arranges appointments.
- Types, formats, proofreads, and edits correspondence and other documents, from notes or dictating machines.

Administrative Assistants make sure all the tasks that make an office work get done. They deal with emails, phone calls, and letters. They also schedule meetings, organize their bosses, and much more.

Assistants' duties vary depending on their role. Some perform typical clerical tasks. They type memos, emails, and letters. They copy and fax documents. They maintain and organize files. They schedule meetings and update calendars. They may also book flights and hotel rooms for bosses who travel for business.

Those who work in senior positions perform a wider range of tasks. They may organize conferences and special events. Some help prepare department budgets. Others prepare invoices and bill clients.



## SALARY INFORMATION

Location	2018				
	10%	25%	Median	75%	90%
California	\$24,770	\$28,980	\$37,090	\$47,010	\$59,720

\*Pay period based on yearly amount.

## EMPLOYMENT OUTLOOK



Stable growth rate is estimated to be **0%**



**38,760** estimated annual job openings

Assistants may also produce department newsletters for clients or the company. In some cases, they research and create presentations for their bosses to deliver. Some supervise other office staff. That includes clerks and receptionists.

The tasks that assistants do also vary depending on their industry or department. For instance, someone working for a retailer may keep track of workers' shifts. Those who work in a college may deal with students. They may give students information about adding or dropping classes.

## RELATED OCCUPATIONS

- Medical Records and Health Information Technicians ☀️
- Payroll and Timekeeping Clerks
- License Clerks
- Receptionists and Information Clerks ☀️
- Secretaries and Administrative Assistants, Except Legal, Medical and Executive ☀️

