

Clerk



What is a Clerk

A clerk performs a range of administrative tasks in an organisation.

Roles of a Clerk

- Sort and distribute incoming mail to areas and staff within the organisation, and dispatch outgoing mail
- Write business letters, reports or office memoranda using word-processing equipment
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquires
- Operate a range of office machines such as photocopiers, computers and facsimile machines
- File papers and documents so that they can be easily found when needed
- Undertake other duties such as banking, credit control or payroll functions.

Career Opportunities

Clerks are employed in most industry sectors, in a variety of fields including government administration, business services, education, hospitals and nursing homes, legal and accounting services and real estate agents. The continuing introduction of new technology requires clerks to be flexible, multi-skilled and capable of responding to change.

Qualifications Required

Work as a clerk is available without formal qualifications. Informal on the job training is given, and there are a number of administration training courses available that may assist in gaining employment.

Supervision provided

A comprehensive orientation program is provided for all new staff members with ongoing support.

What sort of person should I be?

- Patient
- Organised
- Logical thinker
- Enjoy helping people
- Understand/possess a customer focus

Personal Skills required of a Clerk

- Able to work as part of a team
- Able to work methodically, accurately and neatly
- Good communication skills