



| NSW Department of Education

General clerk

Far from being dull, a general clerk's work in the office is essential to ensuring a business functions effectively. A clerk's sound knowledge of office systems and procedures keeps things organised and paperwork up to date.

What clerks do

General clerks are needed in every kind of business from multinational corporations to education, health, and local government. A clerk's role will differ depending on their place of work. Working at a university they'll process applications and answer questions from prospective students; in a hospital they'll help admit patients and file and retrieve medical records.

Rather than performing a single specialised task, clerks have responsibilities that change daily. They use their good people skills to receive incoming calls, parcels or other information that has to get to the right people in a timely manner.

They have an in-depth knowledge of computers and productivity software so they can create word documents, spreadsheets and help support project management. They're also the face of the company dealing with important stakeholders and potential clients.

Will I get a job?

Strong growth in this occupation is predicted, with 22,000 new jobs in Australia in the next four years, bringing the total to 274,000.

What will I earn?

\$951-\$1,100 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You like problem solving. You have good written and communication skills. You enjoy a variety of tasks. You work well under pressure. You're good at multi-tasking. You can work independently and as part of a team. You're organised and prepared. You stick to plans and you're comfortable following the rules.

A day in the life...

Work as a clerk may involve these tasks:

- record, prepare, sort, classify, and file information
- sort, open and send mail
- use various software applications from accounting to database management
- photocopy and courier documents
- prepare reports
- process applications
- receive letters and telephone messages, transcribe information, proofread and correct copy
- provide customers with information
- receptionist duties.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate III in Automotive Administration (AUR30116)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 81.9%*

Certificate III in Business Administration (BSB30415)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 76.7%*

Certificate III in Local Government (LGA30104)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 81.9%*

Certificate III in Business (BSB30115)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 79.3%*

Certificate III in Events (SIT30516)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 85.2%*

Certificate IV in Recordkeeping (BSB41715)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 91%*



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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Roles to look for

- Administrative officer
- Administration assistant
- Clerical officer
- Clerical assistant

Main employing industries

- Government and councils
- Professional, scientific and technical services (e.g. law firms, accounting firms, consultancies)
- Health care and social assistance
- Education and training

Other jobs you may like...

- Call or contact centre worker
- Inquiry clerk
- Keyboard operator
- Data entry