

Major Group 4:

CLERICAL SUPPORT WORKERS

Clerical support workers record, organize, store and retrieve information related to the work in question, compute financial, statistical and other numerical data, and perform a number of client-oriented clerical duties especially in connection with money-handling operations, travel arrangements and business information and appointments. Most occupations in this major group require skills at the second skill level.

This major group consists of the following sub-major groups:

- 41 OFFICE CLERKS
- 42 CUSTOMER SERVICE CLERKS
- 43 NUMERICAL AND MATERIAL RECORDING CLERKS
- 44 OTHER CLERICAL SUPPORT WORKERS

41 OFFICE CLERKS

Office clerks record, organize, store and retrieve information related to the work in question and perform a range of clerical and administrative tasks according to established procedure.

This sub-major group consists of the following minor groups:

- 411 GENERAL OFFICE CLERKS
- 412 SECRETARIES (GENERAL)
- 413 KEYBOARD OPERATORS

411 GENERAL OFFICE CLERKS

General office clerks perform a range of clerical and administrative tasks according to established procedures.

4110 GENERAL OFFICE CLERKS

General office clerks perform duties too varied and diverse to be classified in any specific office clerical occupation and requiring limited knowledge of office management systems and procedures. Task involves in assisting the administrative and management duties for example, activities related to land, registration, disposal, revenue collection, development and other related tasks.

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, filing, recording, and assisting customer service.

Tasks include:

- recording, preparing, sorting, classifying and filing information;
- sorting, opening and sending mail;
- photocopying and faxing documents;

- preparing reports of a routine nature;
- recording issue of equipment to staff;
- responding to telephone or electronic enquiries or forwarding to appropriate person;
- transcribing information onto computers, and proofreading and correcting copy;
- assisting customer service tasks;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 41101 General office clerk**
- 41102 Clerk, management information systems**
- 41103 Sub assistant, administrative clerical/operation N17**
- 41104 Assistant officer, land NT27**
- 41105 Sub assistant, youth and sport S17**
- 41106 Sub assistant, land administrative N17**
- 41107 Sub assistant, publication N17**
- 41108 Supervisor, land planning G17**

412 SECRETARIES (GENERAL)

General secretaries use typewriters, personal computers or other word-processing equipment to transcribe correspondence and other documents, check and format documents prepared by other staff, use various computer software packages including spreadsheets to assist in providing administrative support to other workers, deal with incoming and outgoing mail, screen requests for meetings or appointments, record and screen leave and other staff entitlements, organize and supervise filing systems, and deal with routine correspondence on their own initiative.

4120 SECRETARIES (GENERAL)

General secretaries use typewriters, personal computers or other word-processing equipment to transcribe correspondence and other documents, check and format documents prepared by other staff, use various computer software packages including spreadsheets to assist in providing administrative support, deal with incoming and outgoing mail, screen requests for meetings or appointments, record and screen leave and other staff entitlements, organize and supervise filing systems, and deal with routine correspondence on their own initiative.

Tasks include:

- checking, formatting and transcribing correspondence, minutes and reports from dictation, electronic documents or written drafts to conform to office standards, using typewriter, personal computer or other word processing equipment;
- using various computer software packages including spreadsheets to provide administrative support;
- dealing with incoming or outgoing mail;
- checking, recording and distributing mail, correspondence and documents;
- screening requests for meetings or appointments and helping to organize meetings;
- screening and recording leave and other staff-members' entitlements;
- organizing and supervising filing systems;
- dealing with routine correspondence on their own initiative;
- taking responsibility to take shorthand, type and managing file movement;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 41201 Secretary**
- 41202 Verbatim/hansard reporter**
- 41203 Personal assistant**
- 41204 Secretary, sales**
- 41205 Secretary, golf**
- 41206 Sub assistant secretary, office / Secretary, office N27**
- 41207 Sub assistant, reporter/Journalist S17**

413 KEYBOARD OPERATORS

Keyboard operators input and process text and data, and prepare, edit and generate documents for storage, process, publication and transmission.

4131 TYPIST AND WORD PROCESSOR OPERATORS

Typists and word processor operators type, edit and print using typewriter, personal computer or other word processor, and record oral or written matter in shorthand.

Tasks include:

- typing written material from rough drafts, corrected copies, voice recordings, or shorthand using a computer, word processor or typewriter;
- checking completed work to ensure proper spelling, grammar, punctuation and formatting;
- gathering and arranging the material to be typed, following instructions;
- filing and storing completed documents on computer hard drive or disk, or maintain a computer filing system to store, retrieve or update documents;
- taking dictation and recording other matter in shorthand;
- performing photocopying; and answering telephones or receiving clients;
- transcribing information recorded in shorthand and on sound recording equipment;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 41311 Justowriter**
- 41312 Clerk, word processing**

4132 DATA ENTRY CLERKS

Data entry clerks enter numerical and other data into electronic equipment for processing and transmission, enter data on the card and tape using machine puncher or operating machines that perform mathematical processes.

Tasks include:

- entering numerical and other data from source material into computer-compatible storage and processing devices;
- entering data from source material in the form of punch on cards or paper tapes;
- checking, correcting and updating entered data, if needed;
- operating bookkeeping and calculating machine;

- encoding and adding amounts of transaction documents using encoding machine;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 41321 Clerk, data entry/computer**
- 41322 Machine operator, data processing F11**
- 41323 Clerk, index**
- 41324 Records custodian**

42 CUSTOMER SERVICES CLERKS

Customer service clerks deal with clients related with money-handling operations, travel arrangements, requests for information, making appointments and operating telephone switchboards, and interviewing for surveys or to complete applications for eligibility for services.

This sub-major group consists of the following minor groups:

- 421 TELLERS, MONEY COLLECTORS AND RELATED CLERKS**
- 422 CLIENT INFORMATION WORKERS**

421 TELLERS, MONEY COLLECTORS AND RELATED CLERKS

Tellers, money collectors and related clerks perform money-handling operations in establishments related with banking, postal services, betting or gambling, pawning and debt-collecting.

4211 BANK TELLERS AND RELATED CLERKS

Bank tellers and related clerks deal directly with clients of banks or post offices related with receiving, changing and paying out money, or providing mail services.

Tasks include:

- processing customer cash deposits and withdrawals, cheques, transfers, bills, credit card payments, money orders, certified cheques and other related banking transactions;
- paying bills and making money transfers on clients' behalf;
- crediting and debiting clients' accounts;
- changing money from one currency to another as requested by clients;
- making records of all transactions and reconciling them with cash balance;
- receiving mail, selling postage stamps and conducting other post office counter business such as bill payments, money transfers and related business;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42111 Bank teller**
- 42112 Clerk, cash counter**
- 42113 Clerk, postal**
- 42114 Money changer**
- 42115 Currency sorter**
- 42116 Clerk, safe deposit**

4212 BOOKMAKERS, CROUPIERS AND RELATED GAMING WORKERS

Bookmakers, croupiers and related gaming workers determine odds and receive and pay off bets on results of sporting or other events, or conduct games of chance in gambling establishments.

Tasks include:

- determining risks to decide odds and to hedge or refuse bets;
- preparing and issuing lists of approximate odds;
- distributing cards or slips, rolling dice or spinning a roulette wheel;
- explaining and interpreting operating rules of a gambling establishment;
- announcing winning numbers, paying winners and collecting payments from losers;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

42121 Clerk, betting counter

42122 Croupier

42123 Clerk, casino

4213 PAWNBROKERS AND MONEY-LENDERS

Pawnbrokers and money-lenders lend money against articles deposited as pledges, or against property or other security.

Tasks include:

- evaluating articles offered as pledges, calculating interest and lending money;
- returning articles when the loan is paid or, in the event of non-payment, selling pledged articles;
- lending money as personal loans against success of future revenue and other similar undertakings;
- making independent investigations on creditors' financial standing to determine risk in lending loan;
- collecting repayments in accordance with agreed terms;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

42131 Pawnbroker

42132 Money-lender

4214 DEBT-COLLECTORS AND RELATED WORKERS

Debt-collectors and related workers collect payments on overdue accounts and bad cheques and collect charity payments.

Tasks include:

- liaise with customers via telephone or letter to customers to collect money or arrange for late payments;
- tracing addresses of customers and visit them to collect debts;

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- noting sum amounts collected;
- recommending legal action or seized the merchandise if payment is not obtained;
- asking for and collecting charity payments;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42141 Collector, bill**
- 42142 Collector, charity**
- 42143 Collector, debt**
- 42144 Collector, rent**
- 42145 Clerk, rent**

422 CLIENT INFORMATION WORKERS

Client information workers provide or obtain information directly from customer, via telephone or electronic means such as e-mail related with making travel arrangements, describing the products or services of the organization, registering accommodation guests, greeting visitors, making appointments, connecting telephone calls and interviewing respondents to survey applicants for eligibility payments.

4221 TRAVEL CONSULTANTS AND CLERKS

Travel consultants and clerks supply information, arrange travel itineraries, obtain travel and accommodation reservations and organize group tours.

Tasks include:

- obtaining information about the availability, cost and convenience of different types of transport and accommodation, ascertaining customer's requirements and advising them on travel arrangements;
- preparing itineraries;
- making and confirming necessary reservations;
- issuing tickets and vouchers;
- helping customers in obtaining necessary travel documents such as visas;
- preparing bills and receiving payments;
- organizing group tours for business or vacation travel and selling those programme or individuals;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42211 Clerk, ticket issuing/travel**
- 42212 Clerk, travel/air lines**
- 42213 Clerk, travel**
- 42214 Clerk, booking**

4222 CONTACT/CALL CENTRE INFORMATION CLERKS

Contact/call centre information clerks, provide advice and information to clients, respond to queries regarding an organization's goods, services or policies to clients via the telephone or

electronic communications media, such as email and process financial transactions. They are located in premises that may be far from clients or other operations of the organizations about whom information is provided.

Tasks include:

- receiving clients or patients, noting inquiries and providing relevant information;
- making appointments for clients or patients;
- dealing with incoming calls and messages from clients, whether to answer queries, handle calls for service or sort out complaints;
- identifying requirements and entering events into a computer system;
- dispatching tasks to other units, when relevant;
- invoicing or handling payments, where necessary;
- sending letters, information sheets and other documents to clients;
- advising clients of additional products or services;
- accepting and operating complaint or feedback over service agency from customer;
- dealing with telephone requests for information or appointments;
- directing clients or patients to appropriate location or person;
- take any form of complaints or feedback from customer, related with operation and organization services;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

42221 Clerk, appointments

42222 Supervisor, customer service

42223 Sub assistant, information S17

42224 Telemarketer, salesperson

42225 Clerk, call centre

42226 Salesperson, customer relation centre

42227 Officer, customer service N17

4223 TELEPHONE SWITCHBOARD OPERATORS

Telephone switchboard operators operate telephone communications switchboards and consoles to establish telephone connections, receive caller inquiries and service problem reports, and record and deliver messages to staff or clients.

Tasks include:

- operating switchboards and consoles to connect, hold, transfer, and disconnect telephone calls;
- making connections for outgoing calls;
- dealing with telephone inquiries and recording messages;
- forwarding messages to staff or clients;
- investigating operating system problems and informing repair services;
- taking responsibility to accept and continue call in and out all staff, make reports of damage and make trunk call list those made by staff;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42231** *Operator, telephone (private branch exchange)*
- 42232** *Switchboard-operator, telephone*
- 42233** *Telecommunication service supervisor*

4224 HOTEL RECEPTIONISTS

Hotel receptionists register guests, assign rooms, issue keys, provide information concerning the hotel services, make room reservations, keep a record of rooms available for occupancy and present statements of charges to departing guests and receive payment.

Tasks include:

- maintaining an inventory of rooms available for occupancy, reservations and room assignments;
- registering arriving guests, assigning rooms; verifying customer's credit and issuing room keys;
- providing information regarding hotel services and services available in the community;
- providing information about availability of accommodation and making room reservations;
- responding to guests' requests for housekeeping and maintenance services as well as complaints;
- contacting housekeeping or maintenance services when guests report problems;
- compiling and checking guest accounts for charges using computerized or manual systems;
- receiving and forwarding messages in person or using telephone or telephone switchboard;
- reviewing statements of charges to departing guests and receiving payment;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42241** *Receptionist, hotel*
- 42242** *Clerk, hotel front desk*
- 42243** *Supervisor, reservation*

4225 ENQUIRY CLERKS

Enquiry clerks respond to personal, written, electronic mail, and telephone inquiries and complaints about the organization's goods, services and policies, provide information and refer people to other sources. They are employed in locations which put them in direct contact with clients or with the production of the goods and services provided.

Tasks include:

- answering inquiries about goods services, and policy and providing information about their availability, location, price and related issues;
- responding to inquiry about problems and providing advice, information and assistance;
- receiving, attending and recording information about inquiries and complaints;
- referring complex inquiries to team leaders or expert advisers;
- issuing relevant forms, information kits and brochures to interested parties;
- serving counter duties and general inquiries;
- performing related tasks;

- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

42251 Clerk, customer-complaints

42252 Clerk, counter enquiries

42253 Clerk, inquiries

4226 RECEPTIONISTS (GENERAL)

Receptionists receive and welcome visitors, clients, guests or patients and respond to inquiry and requests including arranging for appointments.

Tasks include:

- receiving and welcoming visitors, guests, clients or patients;
- making appointments for clients or patients;
- dealing with telephone requests for information or appointments;
- directing clients or patients to appropriate location or person;
- supplying information pamphlets, brochures or forms;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

42261 Receptionist

42262 Receptionist, medical

42263 Receptionist, dental

42264 Receptionist, telephone

42265 Receptionist, front office

42266 Officer, front office

42267 Agent, guest service

4227 SURVEY AND MARKET RESEARCH INTERVIEWERS

Survey and market interviewers interview people and record their responses to survey and market research questions on a range of topics.

Tasks include:

- contacting the individuals by telephone or in person and explaining the purpose of the interview;
- interviewing public for opinions on topics such as public issues or consumer ;
- asking questions following the outlines of questionnaires and surveys;
- recording responses on paper or enter responses directly into a computer database through computer-assisted interviewing systems;
- identifying and resolving inconsistencies in responses;
- providing feedback to survey sponsors concerning problems in obtaining valid data;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42271 Market research interviewer**
- 42272 Public opinion interviewer**
- 42273 Survey interviewer**

4229 CLIENT INFORMATION WORKERS NOT ELSEWHERE CLASSIFIED

Client information workers not elsewhere classified obtain and process information from clients needed to determine eligibility for services.

Tasks include:

- interviewing patients to obtain and process information required to provide hospital services;
- interviewing applicants for public assistance to gather information related to their application;
- verifying the accuracy of information provided;
- initiating procedures to grant, modify, deny or terminate assistance;
- providing information and answering questions concerning benefits and claims procedures;
- referring patient or applicant to other organizations if they are ineligible for services;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 42291 Clerk, hospital admission**
- 42292 Interviewer, eligibility**
- 42293 Specialist, eligibility**

43 NUMERICAL AND MATERIAL RECORDING CLERKS

Numerical clerks and material recording clerks obtain, compile and compute accounting, bookkeeping, statistical, financial, and other numerical data, and take charge of cash transactions incidental to business matters. Some occupations classified here keep records of goods produced, purchased, stocked, dispatched, and of materials needed at specified production dates, or keep records of operational aspects and coordinate the timing of passenger and freight transport.

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This sub-major group consists of the following minor groups:

- 431 NUMERICAL CLERKS**
- 432 MATERIAL-RECORDING AND TRANSPORTATION CLERKS**
- 431 NUMERICAL CLERKS**

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Numerical clerks obtain, compile and compute accounting, bookkeeping, statistical, financial, and other numerical data, and take charge of cash transactions incidental to business matters.

4311 ACCOUNTING AND BOOKKEEPING CLERKS

Accounting and bookkeeping clerks compute, classify, and record numerical data to keep financial records complete. They perform any combination of routine calculating, posting, and

verifying duties to obtain primary financial data for use in management of accounting records.

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Tasks include:

- checking figures, postings, and documents for correct entry, mathematical accuracy and proper codes;
- operating computers programmed with accounting software to record, store, and analyse information;
- classifying, recording, and summarizing numerical and financial data to compile and keep financial records, using journals and ledgers or computers;
- calculating, preparing, and issuing bills, invoices, account statements, and other financial statements according to established procedures;
- compiling statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, payable and receivable accounts, and profits and losses;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

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Example of the occupations classified here:

- 43111 Bookkeeper
- 43112 Clerk, account
- 43113 Sub assistant, appraiser W17
- 43114 Sub assistant, auditor W17
- 43115 Clerk, bank
- 43116 Sub assistant, accountant W17
- 43117 Clerk, office cash
- 43118 Sub assistant, administrative finance W17

4312 STATISTICAL, FINANCE AND INSURANCE CLERKS

Statistical, finance and insurance clerks obtain, compile and compute statistical data, or actuarial data or perform clerical tasks related with the transactions of insurance, bank and other financial establishments.

Tasks include:

- obtaining and compiling statistical or actuarial data based on routine or special source of information;
- calculating totals, averages, percentages and other details and presenting them in required tabular form;
- preparing financial documents and calculating interest or brokerage charges and stamp duties payable;
- maintaining records of bonds, shares and other securities bought or sold on behalf of clients or employer;
- taking responsibility to set questionnaire sample, data collection and provide census report;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 43121 Clerk, statistical
- 43122 Clerk, grading

- 43123 Enumerator, field
- 43124 Sub assistant, statistician E17
- 43125 Sub assistant, economic affair E17
- 43126 Sub assistant, evaluation W17
- 43127 Sub assistant, research Q17
- 43128 Assistant, insurance/adjustment

4313 PAYROLL CLERKS

Payroll clerks collect, verify and process payroll information and compute wages and benefit eligibility for employees in a department, company or other establishment.

Tasks include:

- managing records of employee attendance, leave and overtime to calculate wages and benefit eligibility, using manual or computerized systems;
- preparing and verifying statements of earnings for employees, indicating gross and net salaries and deductions such as taxes, union dues, garnishments and insurance and pension plans;
- preparing employee payments and benefit payments by cheque or electronic transfer;
- reviewing time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies;
- verifying attendance, hours worked, and pay adjustments, and posting information onto designated records;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

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Example of the occupations classified here:

- 43131 Clerk, payroll
- 43132 Paymaster

432 MATERIAL - RECORDING AND TRANSPORTATION CLERKS

Material-recording and transport clerks keep records of goods produced, purchased, stocked, dispatched, and of materials needed at specified production dates, or keep records of operational aspects and coordinate the timing of passenger and freight transport.

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4321 STOCK CLERKS

Stock clerks maintain records of goods produced and production materials received, weighed, issued, dispatched or put into stock.

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Tasks include:

- arranging and controlling receipt and dispatch of goods and keeping relevant records;
- maintaining stock records, verifying issue of goods, estimating needs and making requisitions of new stocks;
- advising the employer on very slow moving and obsolete items;
- receiving, storing and issuing tools, spare parts or various equipment and maintaining relevant records;
- weighing goods received, issued, produced or dispatched and maintaining relevant records;

- arranging the clearance and collection of imported cargo from customs or bond stores and arranging the shipment of cargo for export;
- compiling inventories of furniture and other items received for storage;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 43211 Assistant, store**
- 43212 Clerk, estate/plantation stock**
- 43213 Clerk, weighbridge**
- 43214 Clerk, shipping**
- 43215 Clerk, tally**
- 43216 Clerk, inventory**
- 43217 Clerk, cargo**
- 43218 Clerk, import-export**

4322 PRODUCTION CLERKS

Production clerks compute quantities of materials required at specified dates for the production programmed, and prepare and check production operation schedules.

Tasks include:

- examining customers' orders for goods and services;
- computing quantities, qualities and types of materials required by production programmed;
- preparing production schedules, ensuring the availability of materials are available when required, and keeping relevant records;
- verifying stocks, arranging deliveries and investigating delays;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 43221 Clerk, production control**
- 43222 Clerk, tooling**
- 43223 Clerk, power plant**
- 43224 Clerk, planning/production**
- 43225 Clerk, local sales**
- 43226 Clerk, technical**
- 43227 Clerk, quality assurance**
- 43228 Sub assistant inspector, factory and machinery J17**

4323 TRANSPORTATION CLERKS

Transportation clerks keep records of operational aspects and coordinate the timing of train, road, air and waterborne passenger and freight transport, and prepare reports for management.

Tasks include:

- keeping record of operational aspects and co-ordinating the timing of passenger and freight transport;

- directing train routings within a division or zone of a railway system and keeping related records;
- directing, controlling and keeping records of freight handling at the railway yard;
- co-ordinating and keeping records of operational activities concerning road transport such as allocation and scheduling of vehicles and drivers, loading and unloading of vehicles and storage of goods in transit;
- coordinating and keeping records of operational activities concerning air and water transport of passengers and freight such as passenger lists and freight manifests;
- taking responsibility to accept, processing and send fixed telecommunications network messages and checks and confirmed message transmission received;
- preparing reports for management;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 43231 Clerk, logistic**
- 43232 Clerk, goods transportation/railway**
- 43233 Dispatcher, clerical/road transport (except bus and truck)**
- 43234 Clerk, air transport operations**
- 43235 Dispatcher, clerical/oil pipeline**
- 43236 Supervisor, jetty N3**
- 43237 Coordinator, shipping**
- 43238 Sub assistant, air traffic control A17**

44 OTHER CLERICAL SUPPORT WORKERS

Other clerical support workers perform clerical duties in newspapers, courts, libraries and post offices, file documents, prepare information for processing, maintain personnel records, check material to ensure consistency with original source and write on behalf of illiterate persons.

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This sub-major group consists of the following minor groups:

441 OTHER CLERICAL SUPPORT WORKERS

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Other clerical support workers perform clerical duties in newspapers, courts, libraries and post offices, file documents, prepare information for processing, check material to ensure consistency with original source, maintain personnel records and write on behalf of persons who are unable to read or write.

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4411 LIBRARY CLERKS

Library clerks issue and receive library materials, sort and organize the book shelves and provide general library information to users.

Tasks include:

- issuing and receiving library books and other materials;
- reshelving books and other library materials on the shelves;
- performing clerical activities such as manual and electronic filing, word processing and occasional typing;
- maintaining journal subscriptions;

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- assisting library users in accessing basic library materials and making inter-library loans;
- maintaining library records related with the acquisition, issue and return of books and other publications;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

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Example of the occupations classified here:

- 44111 Clerk, library**
- 44112 Assistant, library**
- 44113 Filer, library**
- 44114 Sub assistant, librarian S17**

4412 MAIL CARRIERS AND SORTING CLERKS

Mail carriers and sorting clerks perform sort, record, delivery and other duties related with mail services from post offices or related organizations as well as from within an establishment.

Tasks include:

- performing mail-handling duties in public post office;
- sorting and delivering mail to private houses and elsewhere;
- sorting and keeping simple records of incoming and outgoing correspondence and dispatching outgoing mail in various establishments;
- responsible in giving summons to the defendant and get receiver signature, provide endorsement of service, provide affidavit delivery and make sure summons signed as acceptance and delivered affidavit;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 44121 Postman**
- 44122 Clerk, mail/despatch**
- 44123 Summon server**
- 44124 Clerk, mail/sorting**
- 44125 Clerk, mail**
- 44126 Notice server N3**

4413 CODING, PROOF-READING AND RELATED CLERKS

Coding, proof-reading and related clerks convert information into codes, verify and correct proofs and perform various clerical duties.

Tasks include:

- converting information into codes and classifying information by codes for data-processing purposes;
- comparing proofs of texts and related material prepared for printing with original material, correcting errors and marking texts for printer in accordance with the requirement's set;
- sorting forms and marking them with identification numbers;
- sorting documents for filing or to collate sets of pages;

- taking responsibility to read internal proof for printing, supervise printing works, arrangement and binding;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 44131 Proof-reader, clerical
- 44132 Clerk, coding/statistics

4414 SCRIBES AND RELATED WORKERS

Scribes and related workers write letters and complete forms on behalf of persons who are unable to read or write.

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Tasks include:

- reading letters and other written matter to illiterate persons and providing necessary interpretation and information;
- writing letters and completing forms on behalf of illiterate persons;
- offering advice to individuals and interpreting and helping with the completion of government and other official forms;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 44141 Petition writer
- 44142 Public writer
- 44143 Scribes

4415 FILING AND COPYING CLERKS

Filing and copying clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. They locate and remove material from file when requested and photocopy, scan or fax documents.

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Tasks include:

- sorting or classifying materials according to guidelines such as content, purpose, user, criteria, or chronological, alphabetical, or numerical order;
- filing material in drawers, cabinets and storage boxes;
- locating and remove materials from files when requested;
- keeping records of materials filed and removed;
- photocopying, scanning or faxing documents and other records;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

- 44151 Clerk, filing
- 44152 Clerk, photocopying
- 44153 Clerk, document copyist

- 44154 Officer, document controller
- 44155 Controller, document
- 44156 Coordinator, document
- 44157 Officer, document

4416 PERSONNEL CLERKS

Personnel clerks maintain and update personnel records such as information on transfers and promotions, performance evaluations, employee leave taken and accumulated, salaries, qualifications and training.

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Tasks include:

- updating information on employment history, salaries, performance evaluations, and training and leave taken and accumulated;
- initiating records for newly appointed workers and checking records to ensure a complete record;
- processing applications for employment and promotions and advising applicants on their application results;
- receiving and answering inquiries about qualifications and employment entitlements and conditions;
- organizing the advertisement on job applications and announcements of job openings and job examinations;
- maintaining and updating manual and computerized filing and registration systems, and compiling and preparing reports and documents relating to personnel activities;
- storing and retrieving personnel records and files on request;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

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compiling data from personnel records and preparing reports

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Example of the occupations classified here:

- 44161 Sub assistant, pupils management N17
- 44162 Sub assistant, industrial relation N17
- 44163 Sub assistant, registration KP17
- 44164 Sub assistant, social development S17
- 44165 Sub assistant, social research N17
- 44166 Inspector, fingerprint N17
- 44167 Clerk, employment
- 44168 Clerk, probate

4419 CLERICAL SUPPORT WORKERS NOT ELSEWHERE CLASSIFIED

This unit group covers clerks not classified elsewhere in Minor Group 441: Other Clerical Support Workers.

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Tasks include:

- preparing dockets or calendars of cases to be called, using typewriters or computers;
- preparing, recording and issuing orders of the court, including probation orders, release documentation, sentencing information, and summonses;
- receiving customers orders for classified advertising, writing and editing copy, calculating advertising rates and preparing customers bill;

- writing business and government correspondence such as replies to requests for information and assistance, damage claims, credit and billing enquiries and service complaints;
- assisting in the preparation of periodicals, advertisements, catalogues, directories and other material for publication;
- performing related tasks;
- supervising, scheduling and monitoring task of other workers.

Example of the occupations classified here:

44191 Sub assistant, Islamic affairs S17

44192 Bailif

44193 Sub assistant, conservation S17

44194 Sub assistant, anti-drug S17

44195 Sub assistant, legal administrative S17

44196 Sub assistant, Syariah LS17

44197 Sub assistant, archives S17

44198 Sub assistant, museum S17