

For information on becoming a *Office Clerk, General* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



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For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

So, you want to be a ...



Office Clerk, General

Business, Management, & Administration

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things
you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage

\$13.91

Expected 10 year Growth

15%

Average Annual Openings

473

Training/Education Needed

Short On-the-Job Training or Military High school diploma is most common requirement. Courses taken in word processing, other computer applications, and office practices would be particularly helpful.

Basic Skills

Reading, listening, writing, speaking, clerical, math

Job Skills

Clerical, customer and personal service, mathematics, economics and accounting, computers and electronics, telecommunications, computers and media, active listening, reading comprehension, critical thinking, time management, active learning, judgment and decision making

So, you want to be a ...



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Tasks

Source: O*Net Online

1. Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
2. Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
3. Answer telephones, direct calls and take messages.
4. Compile, copy, sort, and file records of office activities, business transactions, and other activities.
5. Complete and mail bills, contracts, policies, invoices, or checks.
6. Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
7. Compute, record, and proofread data and other information, such as records or reports.
8. Maintain and update filing, inventory, mailing, and database systems, either annually or using a computer.
9. Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
10. Review files, records, and other documents to obtain information to respond to requests.

Interests (Holland Code)

CER

(Conventional, Enterprising, Realistic)

Career Cluster

Business, Management and Administration

Working Conditions

Pleasant and comfortable clean, well lit offices

Average Work Week

Full-timers 40 hours (Some may work shifts or overtime during busy periods. Many also work part-time or temporary jobs)

Sources of Additional Information

NH Employment Security (Contact office nearest you or go online to www.nh.gov/nhes)

American Management Association
1601 Broadway
New York, NY 10019
www.amanet.org

International Association of Administrative Professionals
10502 NW Ambassador Drive
P.O. Box 20404
Kansas City, MO 64195-0404
www.iaap-hq.org