



Explore a Career as a

# GENERAL OFFICE CLERK

## What do General Office Clerks do?

The general office clerk's duties require a wide array of knowledge of office systems and procedures. Depending on the job, on a typical day office clerks might answer phones, perform filing, data processing, faxing, envelope stuffing and mailing, office machine operation, and much more. Duties are assigned in accordance with the office procedures of individual establishments. They may also collect, count, and disburse money, do basic bookkeeping, and complete banking transactions. They may also handle contracts, policies, invoices, and checks or order materials, supplies, and services. Many of them also troubleshoot problems involving office equipment, such as computer hardware and software.

## Training & Educational Opportunities

You will have plenty of employment opportunities as an office clerk. A high school diploma or GED is usually enough to get started in the job, but you will need to have some office and customer service skills gained through experience. Aspiring clerks might prepare for this career by taking classes in keyboarding, word processing, spreadsheets, and business communications.

## As a General Office Clerk you will:

- Answer telephones, direct calls, and take messages
- Communicate with customers, employees, and other individuals to answer questions, disseminate information, and solve problems
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail
- Work with computers and navigate software

## General Office Clerks are in demand in Kankakee County!

Kankakee County employment of general office clerks is expected to grow through 2020.

According to the Bureau of Labor Statistics, there will be a large number of job openings from workers leaving the occupation due to retirement.

# General Office Clerks

## Training Provider

The following certified training provider offers programs and certifications to train for a career as a general office clerk:

- Kankakee Community College

Career scholarships may be available if you qualify.



## Types of Employers

There are many different types of companies that employ general office clerks in Kankakee County, including:

- Financial offices
- Manufacturers
- Physician and medical offices
- Staffing agencies
- Transportation and warehousing companies

## Wages & Openings

### General Office Clerk Employment Data for Kankakee County

Average Starting Hourly Wage	\$9.12
Average Hourly Wage With Experience	\$22.90
Average Annual Job Openings Kankakee County	170
Average Annual Job Openings Chicago Metro	2,606

## Opportunities

You can receive additional training or certification in a variety of general office clerk specializations including:

- Administrative Assistant
- Group Team Leader
- Office Supervisor
- Secretary



**Kankakee Workforce Services**  
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