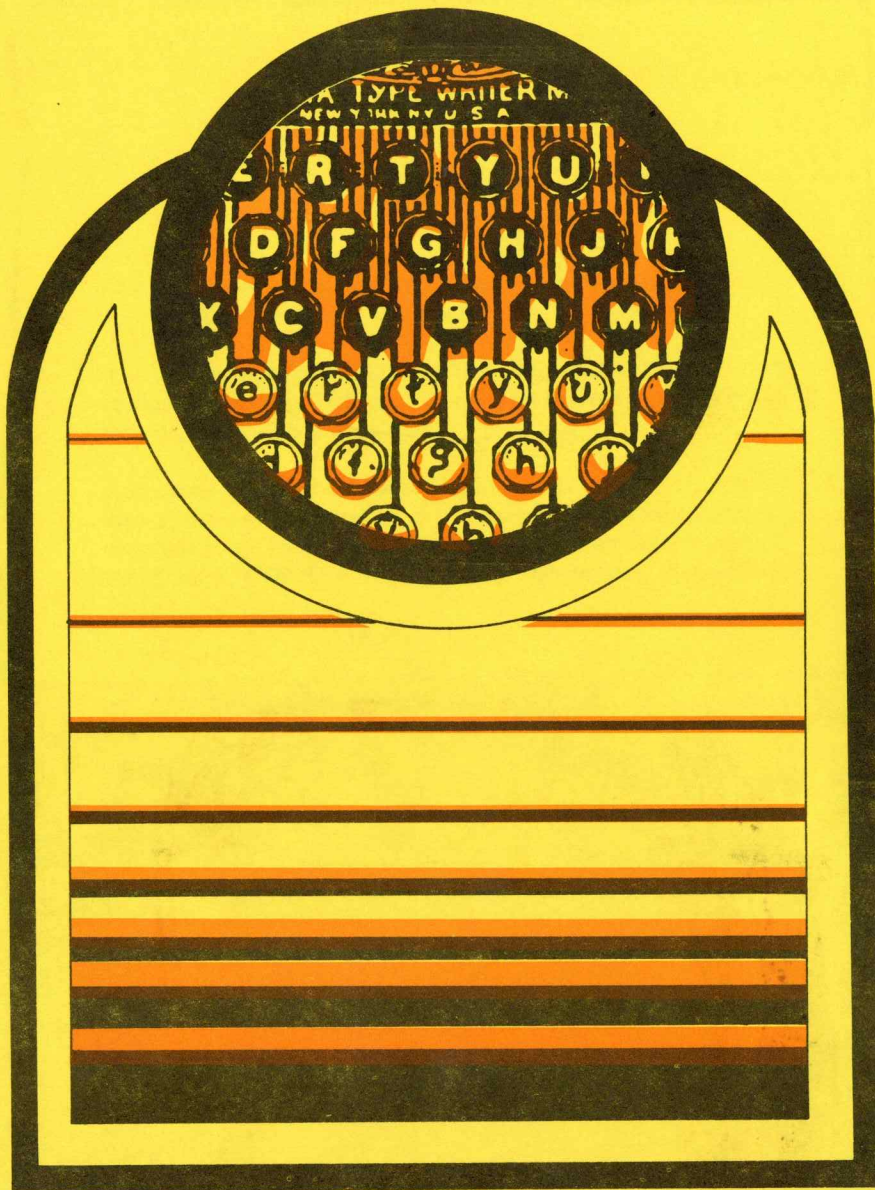


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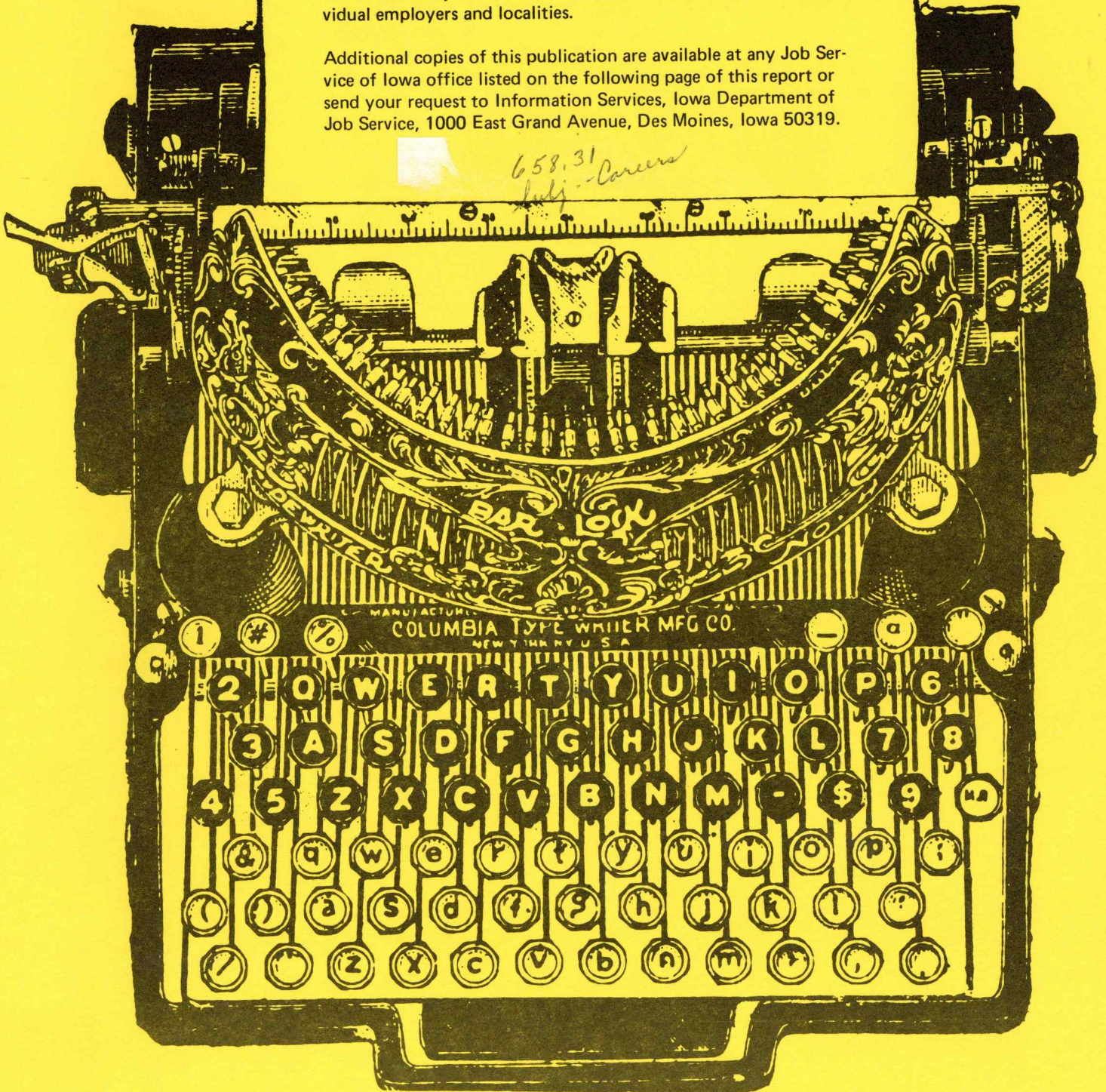
FOREWORD

The following clerical careers has been compiled and prepared by the Iowa Department of Job Service

Job descriptions were developed from information from existing clerical careers jobs in Iowa. Job descriptions may vary with individual employers and localities.

Additional copies of this publication are available at any Job Service of Iowa office listed on the following page of this report or send your request to Information Services, Iowa Department of Job Service, 1000 East Grand Avenue, Des Moines, Iowa 50319.

*658.31
July - Careers*



NOTE TO SCHOOL GUIDANCE COUNSELORS AND TO EMPLOYERS OF CLERICAL OCCUPATIONS PERSONNEL

The Iowa Department of Job Service has as its primary function the bringing together of employers with job openings and qualified workers to fill these vacancies.

To speed up this service, Job Bank—a computerized system of centralizing and disseminating job openings—compiles and distributes daily all current openings. These are made available to every job seeker applying for employment service. The system can extend nationwide to find qualified workers. Referrals of workers to employers are controlled, preventing duplication and wasted effort.

Through counseling and job training programs—Job Corps, Work Incentive (WIN) and others—the Iowa Department of Job Service not only helps workers prepare for specified jobs but has knowledge of their work qualifications to assure proper referrals.

The department also provides comprehensive job market and manpower data for business, industry, schools, labor unions, trade associations and other groups. Statistics are compiled and released on area and state manpower and economic conditions for use in planning and implementing changes in relation to our rapidly altering economy.

You are invited to use these and many other services as often as you wish and at no cost to you.

Local offices of the Iowa Department of Job Service are conveniently located in these cities throughout the state:

Albia	Emmetsburg	New Hampton
Algona	Estherville	Newton
Ames	Fairfield	Oelwein
Arnolds Park	Fort Dodge	Osceola
Atlantic	Fort Madison	Oskaloosa
Boone	Glenwood	Ottumwa
Burlington	Grinnell	Perry
Carroll	Harlan	Pocahontas
Cedar Falls	Humboldt	Red Oak
Cedar Rapids	Independence	Sac City
Centerville	Iowa City	Sheldon
Chariton	Iowa Falls	Shenandoah
Charles City	Jefferson	Sibley
Cherokee	Keokuk	Sioux Center
Clarinda	Knoxville	Sioux City
Clarion	Le Mars	Spencer
Clinton	Manchester	Storm Lake
Council Bluffs	Marshalltown	Vinton
Creston	Mason City	Washington
Davenport	Maquoketa	Waterloo
Decorah	Monticello	Waukon
Denison	Mt. Pleasant	Waverly
Des Moines	Muscatine	Webster City
Dubuque		

INTRODUCTION

1970 Employment

The 1970 census shows 161,481 Iowans were employed in clerical or related occupations and 77% or 123,595 were women. Secretaries, stenographers and typists accounted for 40,404 or over one-fourth of Iowa's clerical employees.

Clerical workers keep records, handle communications and correspondence, operate office machines, ring up sales on cash registers, type, file and greet visitors. Over 50% of all clerical workers are employed in manufacturing, services and wholesale and retail trades. Substantial numbers are employed by finance, insurance and real estate firms and by government agencies.

Training, Qualifications and Advancement

Graduation from high school is usually the minimum requirement for clerical workers. Reading comprehension, spelling and grammar knowledge and arithmetic ability are desirable qualifications. Persons trained in business-related subjects are particularly qualified. This training is available from business schools, area vocational schools, community and junior colleges. Some high schools participate in work-study programs with local businesses. These programs enable students to complete schooling and at the same time gain practical on-the-job experience under supervision. Governmental programs may also provide clerical training opportunities.

On-the-job training is important for all beginning clerical employees. Knowledge of an employer's business records, forms and procedures must be acquired by working with them. New workers may also be trained to operate calculating or adding machines, duplicating or other specialized equipment.

Clerical activities cover a wide range of varied and interesting duties. In larger firms or offices, workers may specialize in one clerical duty while in smaller businesses, many clerical duties may be assigned to a single worker.

Advancement prospects for clerical workers are good in many areas of employment. Positions requiring knowledge of company policies are usually filled from within the firm and may include such job titles as executive secretary and administrative assistant. Promotion to more responsible positions in related occupations is also possible. Key punch operators may become shift supervisors and bookkeepers may move up to more technical accounting duties. Clerical employees with post-secondary training have the best chances for advancement. However, learning ability, personal qualifications, experience and performance on the job are also taken into consideration for promotion.

Employment Outlook

Employment in clerical occupations has risen steadily since 1960. This increase should continue with a projected employment of 209,008 clerical workers in Iowa by the end of 1980.

At that time, clerical workers are expected to represent 15.1% of Iowa's total occupational employment. Expansion in the business industry and the accompanying increase in paper work and correspondence will stimulate growth. Transferral of sales workers' duties to clerical personnel will add to the demand. An increase of approximately 4,546 annually is expected.

Although the use of mechanical bookkeeping devices and other record processing equipment could reduce the demand for clerical help, the need for workers will far outnumber the positions eliminated by mechanization.

Clerical employees who have contact with the public and must exercise judgment in their work—including secretaries, receptionists and those who collect bills and handle complaints—are not likely to be affected by technological advances.

Repetitive work, however, will be more susceptible to change. Growth for various types of clerical occupations will be limited, but could be offset by the need for personnel to operate new machines. Possibilities for re-training in the new skills may develop in larger firms.

Employers will also be concerned with the replacement of workers who transfer, retire or otherwise leave the labor market. In Iowa, an estimated 10,356 clerical workers will be replaced annually. This turnover is attributed mainly to women in clerical employment who enter and leave the labor market in considerable number each year.

The employment outlook for clerical workers will continue to be good in Iowa. As a group, clerical occupations are projected to have the greatest manpower demands in the period ahead to 1980. Annual needs are forecast at slightly over 14,900. This figure represents an annual growth rate of 2.4% with replacement accounting for nearly 70% of the annual needs.

Working Conditions

Most clerical personnel work in clean, pleasant surroundings using modern equipment and furnishings. Offices are well-lighted and most often air-conditioned. Clerical work is generally performed seated at a desk but some standing may be required in the operation of machines or greeting clients. Clerical workers should have basic good health.

Experienced clerical workers usually have little difficulty finding work. Basic clerical duties remain constant among different firms and even over wide areas. Only employers' procedures are subject to variation.

The flow of office work does not vary as greatly as that of production work so layoffs are rare. Clerical workers do not face as much job insecurity as other worker groups.

Job duties may be routine and repetitive for some workers. Promotions may be available through upgrade training.

Hours for clerical employees are usually regular, following an 8 a.m. to 5 p.m., Monday through Friday pattern. The work week is generally 40 hours but may vary. Wages differ according to occupation and firm—but are comparatively good. Benefits usually include paid holidays, vacations, insurance, hospitalization and retirement.

The following clerical occupations are examined in this publication:

Occupation	Dictionary of Occupational Titles Code
Accounting Clerk	219.488
Admitting Clerk (Medical Receptionist)	237.368
Bank Teller	212.368
Billing Clerk	219.388
Bookkeeper	210.388
Bookkeeping Machine Operator	215.388
Cashier	211.468
Clerk, General Office	219.388
Clerk-Typist	209.388
Computer Operator	213.382
Credit Clerk	249.368
File Clerk	206.388
Key Punch Operator	213.582
Mail Carrier	233.388
Mail Clerk	231.588
Medical Record Clerk	249.388
Office Machines Operators	
Adding & Calculating Machine Operators	216.488
Billing Machine Operators	214.488

Occupation	Dictionary of Occupational Titles Code
Duplicating Machine Operators	207.782 207.884 207.885
Mail Preparing & Handling Operators	234.582 234.885
Tabulating Machine Operators	213.782
Post Office Clerk	232.368
Receptionist	237.368
Secretary	201.368
Shipping & Receiving Clerk	222.387
Statistical Clerk	219.388
Stenographer	202.388
Stock Clerk	223.387
Telephone Operator	235.862
Typist	203.588

This booklet presents a brief description of the entry requirements and work duties of each of the above occupations. Information concerning interests and temperament, physical demands and working conditions is included. Outlook data is provided in many instances.

Job responsibilities, entry requirements and wages may vary with employers and with different areas of the state. Willingness to train employees may also affect duties and wages.

Sources of information used in preparing this booklet:

Occupational Outlook Handbook – Department of Labor, Bureau of Statistics.

Dictionary of Occupational Titles – Department of Labor, Bureau of Employment Security.

Tomorrow's Manpower Needs – Department of Labor, Bureau of Labor Statistics.

Careers In Clerical Occupations – Iowa Department of Job Service, 1968.

Manpower Needs In Iowa by Occupation, 1975-1980 – Iowa Department of Job Service, 1972.

Iowa Script – Des Moines Area Community College.

Kansas Job Guides – Kansas Department of Labor, Employment Security Commission, 1968.

Arizona Occupational Outlook Handbook – Arizona State Employment Service, 1963.

Nevada Occupational Briefs – Nevada State Employment Security Department, 1971.

U.S. Census of Population, 1970: Iowa – Bureau of Census.

Job Information Series: Clerical & Sales Occupations – Utah Department of Employment Security.

ACCOUNTING CLERK

Nature of Work—Performs routine typing, calculating, posting and filing. Posting involves details of business transactions such as allotments, disbursements, payroll deductions, expense vouchers, remittances and claims. Other duties include totaling accounts and other records using adding or calculating machines, computing and recording interest charges, refunds, cost of lost or damaged goods, freight or express charges, rentals and other similar items. May also reconcile bank accounts, keep records of profit and loss, accounts receivable or payable and prepare material for billing. Accounting clerks may perform a variety of related clerical duties such as typing invoices, vouchers, and statements, preparing tax returns, payrolls and invoices. Usually are under the supervision of an accountant, auditor or supervising clerk.

Entry Requirements—High school diploma with courses in accounting, English, office machines, and typing is usually the beginning qualification. On-the-job training in the firm's procedures is usually provided. Education beyond the high school level will further employment opportunities. Many employers prefer to hire persons with at least six months' experience.

Interests and Temperament—Should possess such traits as good grooming, tact, poise and manners. Should be accurate, dependable, display initiative and able to get along well with others. Should like to work with numbers and forms.

Physical Demands—Should be in good health, able to operate various machines and write legibly.

Employment Outlook—Moderate growth is expected in the future. Familiarity with data processing systems and controls may be required if electronic equipment takes over accounting work. Advancement to book-keeper or accountant is possible with completion of college-level courses.

Hours and Working Conditions—Generally works in a well-lighted, comfortable office. May work alone or with others. Work week is usually 40 hours.

ADMITTING CLERK - (MEDICAL RECEPTIONIST)

Nature of Work—Responsible for receiving and registering patients entering a hospital or health care facility. Interviews patient or relative to get needed information for hospital and insurance records. Assigns patient to room or ward and escorts patient or arranges for escort to room. Explains hospital regulations, such as visiting hours and charges. Types admitting records and routes to designated department. Obtains any necessary signatures from patient or relatives. May compile data for admission and occupancy records and prepares pre-admission and dismissal records. May collect payments. May arrange for transfer of patients and confirms rooms.

Entry Requirements—Most employers require a high school education and experience as a receptionist or credit clerk. Knowledge of medical terminology is necessary. Some on-the-job training is available. Post-high school courses are usually necessary for advancement. These courses are generally offered at vocational schools, junior and community colleges.

Interests and Temperament—Must be courteous and tactful. Able to meet and work with patients and relatives who are under stress. Enjoy working with people and ability to pay attention to details. Must be mature, responsible and able to keep information confidential.

Physical Demands—Work is done both sitting and standing. Should be in general good health, able to hear and see well. Must be well groomed and free from disease. Must have the emotional stability to meet crises and work under pressure and stress.

Employment Outlook—Opportunities will be best in areas with large hospitals and health clinics. Experienced and well trained admitting clerks should have little difficulty finding work. Hospital needs for personal service and complete records will create growing demands for admitting clerks.

Hours and Working Conditions—The work week is 40 hours but can be shiftwork or part-time. Work is done in clean, well-lighted surroundings. Positions for admitting clerks are found in hospitals, nursing homes and other health care institutions.

BANK TELLER

Nature of Work—The bank teller receives deposits and pays withdrawals for bank customers, cashes checks and makes change for bank patrons, and keeps records of money received and paid. Must balance currency on hand at the end of the day against records of transactions and the supply of currency at the start of the day. May compute service charges and interest dividends and use machines to make change, total deposits and withdrawals, print receipts and record items in passbooks and the bank's ledger. May perform any combination of the following activities: receive loan payments, prepare bank drafts, sell travelers' checks, open new accounts and sell or redeem government bonds.

Entry Requirements—Most banks prefer to hire high school graduates who have completed clerical and business courses, such as bookkeeping, typing and business math. Numerical ability is highly important. Tellers are often promoted from other related clerical jobs.

Interests and Temperament—Mental alertness, clerical and numerical accuracy and a pleasant personality are important. Should feel at ease working with both people and numbers. They should be able to make mature and responsible decisions and must be able to meet and work with many different people.

Physical Demands—Must be able to stand for long periods of time. Be able to use hands and fingers to operate machines. Have basic good health, be able to hear and see well.

Employment Outlook—In Iowa, annual openings to 1985 for bank tellers should average near 330. The majority of these will be required to replace workers who leave the occupation. The tendency toward neighborhood branch offices and auto banks will provide opportunities for many new tellers. Advancement to head teller or cashier is possible with experience.

Hours and Working Conditions—Most banks are pleasant, attractive places to work. Work is done inside, sometimes seated and often standing. Hours vary, but are usually 35 to 44 a week for 5 or 5½ days work.

BILLING CLERK

Nature of Work—Prepares statements, bills and invoices to be sent to customers; transfers information from office records such as name and address; computes amounts due from purchase orders, sales tickets and charge slips; figures any discounts, credits or service charges and posts these to the statement. May do this work with adding or calculating machines. May type invoices, shipping labels, credit memos and other forms. May require additional knowledge depending on industry such as insurance rates and procedures in preparing statements.

Entry Requirements—High school education is usually preferred. Business courses, such as bookkeeping and math, are helpful. Some on-the-job training is provided. Business courses are offered at many junior and community colleges.

Interests and Temperament—Should like working with numbers and machines. Able to work accurately and quickly during rush times when statements must be sent to customers. Contact with others is also involved in the work. Work is often performed independently, following a standard routine. Attention must be paid to details.

Physical Demands—Need general good health and ability to work while sitting for long periods. Should be able to see and hear well and to use hands and fingers to type and operate machines.

Employment Outlook—Increased business activity and use of credit purchases should increase needs for billing clerks. Workers will also be needed to replace those leaving present positions. Advancement to accounting clerk and credit analyst is possible.

Hours and Working Conditions—Working conditions for billing clerks are usually pleasant in comfortable offices. Hours worked are regular—40 hours, 5 days—although some Saturday work may be required.

BOOKKEEPER

Nature of Work—Maintains records of financial transactions for business firms and other establishments. Verifies and enters details of transactions as they occur or in chronological order from sales slips, invoices, check stubs, inventory records, and requisitions. Balances books and compiles reports to show such statistical information as cash receipts and expenditures, accounts payable and receivable, profit and loss and other pertinent business items. Uses adding, calculating and bookkeeping machines. May summarize details on separate ledgers and transfer data to a general ledger.

Entry Requirements—Graduation from high school or the equivalent with courses in business arithmetic and bookkeeping is the minimum requirement. Many firms prefer workers who have completed post-high school business and accounting courses at either junior colleges or business schools. On-the-job training to learn specialized bookkeeping jobs may be available. Some employers may require six months to two years of experience.

Interests and Temperament—Should prefer to work with numbers and keep records. Must do routine work neatly and accurately. Be able to work on own initiative and be alert to details of work. Must understand and follow written and spoken directions.

Physical Demands—Should be in general good health with good motor coordination. Work is usually done seated at a desk with some reaching involved.

Employment Outlook—Close to 1,796 persons will be needed annually to meet the state's needs for bookkeepers. Some increase will result from industrial and business growth. However, 87% of workers required will be to replace those who die, retire or otherwise leave their positions as bookkeepers.

Hours and Working Conditions—The work week for bookkeepers is usually 40 hours with the possibility of overtime. Working conditions are usually quite pleasant in a well-lighted, heated office, usually air-conditioned.

BOOKKEEPING MACHINE OPERATOR

Nature of Work—Uses a bookkeeping machine to maintain the records of one section of financial transactions of the business such as the accounts receivable ledger or the accounts payable ledger. Must sort the various documents to be posted, including sales or cash tickets, vouchers, receipts and adjustments, select and place bookkeeping forms on the machine worktable and set the carriage, checking to make sure machine totals are correct or cleared. Other duties include posting items by depressing keys of machine keyboard to record identifying headings and data, calculating and posting totals, net amounts and other computations, verifying entries and balancing totals to insure accuracy. Prepares periodic trial balances and other statistical information.

Entry Requirements—High school graduation or equivalent is a necessity. A business background with courses in bookkeeping, business machine operation, typing and business math are highly desirable. Some employers may require post-high school training with a background in bookkeeping or one to two years experience.

Interests and Temperament—Should be good at working with figures and enjoy detailed work. Should be able to follow general directions and perform much routine work without direct supervision and in an organized manner. Must be dependable and accurate.

Physical Demands—Involves long periods of concentration while seated at the machine keyboard. Should be alert. Good finger and manual dexterity is essential.

Employment Outlook—Growth should be moderate in the next decade due to continued expansion of business activity. Some functions are being taken over by electronic data processing which will somewhat limit growth. Workers will be needed to replace those who retire or leave positions.

Hours and Working Conditions—Usually work a 40 to 44 hour week. Most offices are comfortable with air conditioning, good lighting and ventilation. Some physical fatigue due to sitting in one position for long periods.

CASHIER

Nature of Work—Receives money or checks for purchase of goods or for payment of services in stores, hotels, restaurants, insurance and finance offices and other businesses. Issues receipts, makes change, files receipt stubs for records or may ring up transactions on a cash register. Other duties include transmitting payment records to bookkeeper for posting to individual accounts, preparing checks and cash for deposit at banks and possibly delivering them to the bank, and totaling sales and cash on hand at end of day. Verifies cash and deposits made with the general ledger cash account. In restaurants or hotels, may also sell and stock candy, gum and cigarettes.

Entry Requirements—Most employers prefer high school graduates. Business courses, such as business math, bookkeeping, typing and machine operation will be helpful in obtaining employment. Some employers may require three to six months experience, while others will give inexperienced workers on-the-job training.

Interests and Temperament—Should have a neat appearance and pleasant personality. Must be even tempered and emotionally controlled to handle any critical remarks made by customers. Should be able to remain composed during rushes of business. Must be able to handle money with speed and accuracy.

Physical Demand—Often requires the ability to stand for long periods. Good eyesight and manual dexterity are necessary for handling coins and keeping records.

Employment Outlook—Opportunities should remain good in the coming years (to 1980) with over 1,100 openings projected annually. However, while anticipated business expansion will create some of these openings, the majority (over 900) will be needed to replace those leaving their jobs.

Hours and Working Conditions—Surroundings are usually quite pleasant. Work may be performed while seated or standing. Hours depend on the type of industry with some service industries such as hotels or restaurants offering part-time or shift employment.

CLERK, GENERAL OFFICE

Nature of Work—The general office clerk performs a variety of clerical duties requiring a general knowledge and experience with office routine. Such duties generally include typing and filing correspondence and reports and tabulating and posting data for various record books and reports. May compute taxes, wages, discounts and payments, receive cash and issue receipts, adjust complaints, prepare and make bank deposits. Other duties may be receiving, opening and routing incoming mail and preparing outgoing mail. May operate adding machine, calculator, or duplicating machine. May record merchandise orders, keep stock inventory, take dictation, prepare payroll, order supplies, keep books, answer telephone or receive visitors. Duties vary greatly with size of office.

Entry Requirements—A high school education is important and courses such as typing, shorthand, bookkeeping, business machines and math will be helpful. Usually a good entry level occupation since few employers require experience. Should be able to type and take shorthand.

Interests and Temperament—Should enjoy working with figures and operating machines. Usually handle a variety of details with minimal supervision. Dependability, punctuality and accuracy are looked for by the employers.

Physical Demands—General good health and grooming. Manual dexterity required to type and operate office machines.

Employment Outlook—A small increase in jobs can be expected. Most openings due to replacement needs, as the turnover rate is high. However, a large number of workers will probably be competing for these openings. Many workers may re-enter the labor force as general office clerks.

Hours and Working Conditions—A 5-day, 40-hour work week is usually standard, although some general office clerks work 5½ days, 44 hours. Offices are usually air conditioned with work performed while seated at a desk.

CLERK-TYPIST

Nature of Work—Performs general office duties, usually requiring typing. May type material from a dictaphone or rough copy. Also types letters, records, stencils, reports, lists, invoices, application forms and shipping tickets. May compile information or be supplied the information by others. May file, sort mail, answer the telephone and operate various office machines. Duties vary with the size of firm.

Entry Requirements—Graduation from high school is normally required and typing skill should be acquired before employment. Grammar, spelling, punctuation should be above average. Bookkeeping and other business courses will be beneficial, as will the ability to use the dictaphone and other office machines. Six months' experience may be required, but many employers may prefer to train workers on the job.

Interests and Temperament—Should enjoy more or less routine tasks as well as meeting and dealing with people. Therefore the ability to work well with others is necessary. The job requires a mature and poised personality. Speed and accuracy are also needed. Workers should be able to perform with or without close supervision.

Physical Demands—Clerk typists should have good finger dexterity and arm movements necessary for typing. Work usually requires long periods of sitting.

Employment Outlook—Demand is expected to increase as business activity and volume of paperwork increase. Some routine typing may be eliminated by duplicating and other machines. However, replacement needs will be substantial due to the high turnover level. Job opportunities will be best for those with other office skills in addition to typing as there will probably be large numbers competing for these jobs.

Hours and Working Conditions—Work is done seated, usually in a clean and well lighted office. A normal work week is 40 hours with overtime possible.

COMPUTER OPERATOR

Nature of Work—Controls and observes electronic digital computer while processing business, scientific engineering or other data according to operating instructions. Sets control switches on computer and auxiliary equipment to operate according to the program, routine and data required by operating instructions. Selects and loads different units with appropriate materials, such as tapes, discs, punch cards or printout forms. Moves switches to clear system and start operation. Observes machine and control panel for error lights and messages, faulty output or machine stoppages. May locate difficulties and type alternate instructions into computer console to correct errors and resume operations.

Entry Requirements—High school graduation plus additional training in electronic data processing is required. Some employers may provide on-the-job training or send new employees to training courses. Other employers will require training prior to hiring.

Interests and Temperament—Need mathematical ability and should like to work with machines. Work must be accurate and fast, details cannot be overlooked. Logical thinking in problem solving is required.

Physical Demands—Able to see and hear well. Have good eye-hand coordination and able to stand for many hours.

Employment Outlook—Increased use of computers in business applications and information processing will continue to require more computer operators. Workers will also be needed to replace those who transfer to other jobs or quit.

Hours and Working Conditions—Since electronic data processing equipment must be located where temperature can be controlled, computer operators work in air-conditioned rooms but with considerable noise from machines. Shift work at night and weekends is not uncommon, along with a daytime work shift. Work week usually is 40 hours, not including overtime.

CREDIT CLERK

Nature of Work—Processes applications of persons applying for loans and credit. Work consists of interviewing applicants to obtain necessary information, verifying credit references and other pertinent information and notifying customers of action on applications. Other duties include reviewing accounts periodically to determine if payments are being made on time, contacting customers for payment or assigning accounts to collector when necessary and adjusting accounts when incorrect charges or statements are made. May accept and collect payments; may compute interest and payments, using an adding or calculating machine, may perform other clerical tasks such as typing, filing or answering the telephone. Is usually under the direction of a credit manager.

Entry Requirements—Graduation from high school with emphasis on business is required. Typing, shorthand and bookkeeping skills will be useful.

Interest and Temperament—Should be neat and pleasing in appearance and voice. Able to get along well with other people and exercise good judgment. Should enjoy detail work and working with numbers.

Physical Demands—Able to work while sitting or standing. May involve some bending and reaching. Need finger dexterity if typing is involved.

Employment Outlook—Expansion of credit and installment business will increase needs. However, this will be limited by use of computers to process credit applications. Workers will also be needed to replace those leaving jobs. For those wishing to do additional study on their own time, advancement opportunities will be especially good. Advancement could lead to bookkeeper, credit analyst or interviewer, accountant or credit manager positions.

Hours and Working Conditions—Work is generally performed at a desk or counter in pleasant office surroundings. Credit clerks usually work a 40 to 44 hour week, often on Saturdays and in the evening. Wages will depend on size and kind of business, volume of work, education and experience of the worker.

FILE CLERK

Nature of Work—Maintains office records in a systematic arrangement, by alphabet, number or subject. Locates and removes information from files, keeps file reports up to date by adding new information, sorts and places new files and information in the filing system and removes old records. May type or operate other office equipment. May rearrange or set up new filing systems.

Entry Requirements—High school graduation is needed with basic clerical training in such subjects as English, typing, math and business education. Those with more education will find it easier to obtain jobs and some on-the-job training will be possible. Experience is not usually required as this is an entry occupation. Must be able to spell and use English correctly, assemble and sort materials.

Interests and Temperament—Should prefer to work with others and in an organized manner. Should be able to do routine and varied work. Should have a good memory for locating information quickly and for remembering names and numbers.

Physical Demands—Good general health, eyesight and ability to move arms in reaching are necessary. Much work is done seated but some may require moving about or lifting, stretching and bending.

Employment Outlook—Many positions should be available. Those who can type and perform other clerical duties will be preferred by employers. Turnover and replacement will create job openings. Advancement to higher paying jobs with more responsibility is possible with experience and training. Such positions could include head clerks, receptionists or secretaries.

Hours and Working Conditions—Working conditions are generally pleasant. This job provides opportunities to meet and work with others. Usually work a 5-day, 40-hour week.

KEYPUNCH OPERATOR

Nature of Work—Operates a keyboard machine similar to a typewriter, with both alphabet and numerals. Punches holes in cards so that each hole represents specific information such as names and addresses, kinds and quantities of merchandise, prices, dates, monthly billings or mailing lists. Must load the machine with unpunched cards and transfer written information from source documents to cards by pressing appropriate keys. Checks for accuracy must be made by inserting a previously punched card into a card gauge to verify the registration of punches. Required to observe the machine to detect faulty feeding, positioning, ejection, duplication or other mechanical malfunctions. May duplicate previously punched cards.

Entry Requirements—High school education is normally required and courses in basic math, typing and business machines are especially helpful. Some employers may require six months' experience or training while others will train new employees on the job or finance training at a school.

Interests and Temperament—Should receive satisfaction from working with speed and accuracy in the performing of routine work. Must be alert to details and instructions while working. Ability to work with numbers is important.

Physical Demands—Should be able to understand written and spoken instructions. Manual dexterity is important along with eye-hand coordination.

Employment Outlook—Technical advances, such as use of magnetic tapes, may limit demands for key punch operators. However, much information will still be entered in computers via punched cards. Those who are able to key punch should be able to switch to key taping. Replacement needs are expected to remain high because of considerable turnover.

Hours and Working Conditions—Work is performed inside. Usually key punch operators are located in one area or room and operating machines produce almost constant noise. Overtime and shift work are highly possible. Wages will depend on experience.

MAIL CARRIER

Nature of Work—Sorts mail for delivery and delivers mail in a specific area. Places mail into slots of mail rack to sort for delivery. Delivers mail to residences and businesses along an assigned route or area. Places bundles of mail in storage boxes along the way and returns to these boxes or to car or truck after all mail for one block or building is delivered. Completes delivery forms, collects charges and obtains any necessary signatures to show receipt of mail. Readdresses mail to be forwarded and changes names in route-book. Collects mail from boxes throughout city. May deliver only one kind of mail such as parcel-post or special delivery letters.

Entry Requirements—Are usually high school graduates; however, this not a requirement. All applicants must pass Civil Service and physical examinations. Mail carriers must also be 18 years of age and U.S. citizens. Often applicants are hired as substitutes until permanent openings are available. Training is done on the job.

Interests and Temperament—Should enjoy being outdoors and walking. Should be tactful and able to deal with all kinds of people. Need to learn quickly and be able to remember names and addresses. Must understand instructions and pay attention to details.

Physical Demands—Good health is a must. Must be able to stand, walk and able to lift up to 70 lbs. Need to see and hear well and be able to work outdoors.

Employment Outlook—Rising population and business growth will continue to increase the amount of mail and therefore the number of mail carriers needed. An average of 67 mail carriers will be needed annually in Iowa in the period ahead to 1980. Many temporary carriers are employed during December to handle Christmas mail. Advancement to supervisory positions is usually by competitive exam along with seniority.

Hours and Working Conditions—Mail carriers spend a lot of their work day inside sorting mail and maintaining names and addresses for their routes. Much time is spent outside, subject to both hot and cold weather. Carriers use cars, trucks, and 3 wheeled mailsters to arrive at their areas, but cover much of the area on foot.

Retirement and other benefits from government employment are good. Mail carriers usually work a 40 hour work week. Starting wages are \$5.40 with expected increase of 19¢ per hour. Carriers with 8 years of experience can earn up to \$13,883 a year.

MAIL CLERK

Nature of Work--Sorts incoming mail for distribution and collects outgoing mail within a business, firm or office. Opens and stamps time and date on incoming mail, sorts mail and delivers it to appropriate departments or persons and collects outgoing mail from within the business. May stamp and seal envelopes by hand or machine. May also weigh or address outgoing mail. May perform other clerical duties, such as answering telephone, typing or filing.

Entry Requirements--Should be high school graduates. Business courses and experience in office work are helpful. Training is provided on the job to learn employer's specific procedures.

Interests and Temperaments--Should be able to work with other people and be courteous and friendly. They often work without supervision and alone. Should be able to write and read and do simple math but much of the work is routine. Mail clerks must be dependable and honest.

Physical Demands--Must be able to stand and walk about. Should be able to see and hear well and have general good health.

Employment Outlook--Increased amounts of mail due to business activity will create demand. However, much of this activity may be taken over by machines. Work as a mail clerk can often provide training for other clerical and office jobs. A worker can learn the company's business while working toward advancement as a secretary or receptionist. Education and training will improve advancement opportunities. Competition for mail clerk positions is not usually high. Mail clerks are employed in insurance, manufacturing, publishing and government.

Hours and Working Conditions--Work is performed indoors and conditions are generally pleasant. Mail clerks usually work 40 hours per week, but may have to work late in order to get mail out.

MEDICAL RECORD CLERK

Nature of Work--Works under the direction of a medical records librarian in a hospital or clinic. Duties are to maintain patients' records and to code and index information such as operations, diagnoses and diseases. Other duties include checking records for completeness and accuracy, compiling data from records for completeness and accuracy, compiling data from records for use in statistical, insurance and other reports and keeping daily statistical records of admissions, discharges, deaths, births and transfers. May type, file and perform related clerical duties.

Entry Requirements--Should be high school graduate with typing skills. Should be able to spell accurately, write legibly and have a knowledge of medical terminology.

Interests and Temperament--Should have initiative, be interested in medical work and like to work with details. Must be able to perform well under pressure and exercise good judgment. Should have pleasant personality, the ability to work well with others and be able to cope with emergency and stress situations.

Physical Demands--Must be able to sit, stand, walk, stoop and crouch. Should be in basic good health and able to see and hear well.

Employment Outlook--Increasing numbers of hospitals and the growing volume of medical records required by insurance and government should stimulate needs for medical record clerks. Workers will also be needed for replacement of others who leave. Advancement to a medical record librarian could be possible with additional study, usually at the college level.

Hours and Working Conditions—Work is performed indoors, in hospitals or other health institutions. The work week is usually 50 days, 40 hours, although some part-time work may be available in doctors' offices.

OFFICE MACHINE OPERATORS

Nature of Work—Work with various machines to simplify and speed processing of paperwork, reports and forms in modern business offices. Use machines to perform calculations, record business transactions and make copies of written or typed material. Almost all such machines are run by pressing buttons, keys, levers or switches to record various kinds of information. Specific machine operators include:

Adding and Calculating Machine Operators - (216.488)—Make computations needed for payrolls and other statistical work by using manual and electric machines. Strike numbered keys to "enter" numbers into the machine. Depress other keys to compute desired totals and to perform other calculations. Calculating machine operators use their machines not only to add and subtract but also to multiply, divide, find square roots, averages and percents.

Billing Machine Operators - (214.488)—Prepare customer statements by using machines that type and add. Press lettered and numbered keys to enter name, address, items bought and price of items on each bill. Machine calculates and prints totals when other appropriate keys are pressed.

Duplicating Machine Operators - (207.782, 207.884, 207.885)—Handle equipment capable of producing several thousand copies of documents in a single "run." Insert master copy on machine and run machine to reproduce the copy. Must keep machine properly adjusted and watch for printing errors. May have to feed paper and remove finished printed material.

Mail Preparing and Mail Handling Operators - (234.582 and 234.885)—Handle incoming and outgoing mail by running automatic equipment. Feed incoming mail into machines which open envelopes. Place outgoing mail on machines which fold enclosures and insert them in envelopes, address, seal and stamp envelopes. May run machines which print addresses and related information from stencils or plates.

Tabulating Machine Operators - (213.782)—Run machines designed to sort and count large quantities of statistical information. Insert punched cards containing information to be processed. Machine then counts the items punched, makes necessary calculations and prints required information on records and forms.

Other office machine operators may run sorters or embossing machines. Duties will vary with the machine and place of employment.

Entry Requirements—High school graduation is usually required and training in office machines is preferred. Some on-the-job training will be necessary to become familiar with the specific machine and the employer's forms. Training in business machine operation is available at many vocational-technical schools and community colleges.

Interests and Temperament—Must enjoy working with machines. Should be able to understand and follow directions and office procedures. Should like to work indoors, most often seated at a desk or machine. Must be accurate and pay attention to details in work, although work itself may be routine.

Employment Outlook—Job openings are expected to increase due to introduction of new types of equipment and as businesses continue to grow in size, number and volume of paperwork. Automated record-keeping systems will reduce this somewhat. Many workers will also be needed to replace those leaving their jobs. Annual job openings in Iowa are expected to average over 400 in the years ahead to 1980. Office machine operators may be promoted to supervising positions or to related clerical jobs, such as accounting or statistical clerks.

Hours and Working Conditions—Working conditions are usually pleasant. Due to the noise created by the machines, operators may be grouped together in areas apart from other offices. Work may require long periods of sitting or standing. Hours for office machine operators are usually 40 per week.

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POST OFFICE CLERK

Nature of Work—The post office clerk performs a variety of duties in a post office including selling stamps, postcards and stamped envelopes. Also sells and completes money orders, registers and insures letters and packages, weighs packages and figures mailing costs and receives complaints concerning mail delivery or theft. Other duties include posting, circulars for public information and distributing announcements, sorting incoming and outgoing mail by type of mail, geographic location or other method, examining mail for correct postage and canceling stamps.

Entry Requirements—Post office clerks must pass a postal entrance examination and a physical examination. Information about the entrance test may be obtained from the local Postmaster. Applicants are accepted at the age of 16, if they are high school graduates, or have passed the equivalency test. If 18, high school graduation is not required. All applicants must be U.S. citizens. No special training is necessary, since it is provided on the job.

Interests and Temperament—Post office clerks should be able to meet and tactfully deal with various kinds of people. They should be able to understand and follow instructions and rules. Must remember information and pay attention to details. Although work may sometimes be routine, workers must be quick and accurate when dealing with fellow workers and the public.

Physical Demands—Post office clerks should be able to stand for long periods of time and see and hear well. The work may involve lifting and carrying 20 to 70 pounds.

Employment Outlook—Employment opportunities will exist for applicants who are well-qualified. Possibilities of promotion to supervisor, mail dispatcher and higher levels are possible with experience and the passing of postal examinations required for those positions.

Hours and Working Conditions—Working conditions are usually comfortable, with almost all work done indoors. There is little chance of injury on the job. Forty to fifty hours are usually worked per week. This may vary with the amount and demand for mail, especially during the Christmas season. Starting hourly wage is \$5.40 with 19¢ increase expected soon. The pay increases with experience and time on the job to an annual salary of \$13,883.

RECEPTIONIST

Nature of Work—Greets visitors, clients and callers in the business establishment and determines the individual's needs before arranging for him to see the desired person. Also directs or personally shows the caller to his destination. Answers telephone and provides information on the services or products of the employer. Schedules appointments and may collect and distribute mail and messages. May also help with typing and filing, keep books and receive payments.

Entry Requirements—Most employers hire high school graduates, many require three to six months' experience. Courses in speech, typing and other business subjects would be beneficial and are often required. A good memory for names, faces and dates is essential. Ability to use dictaphone may be required.

Interests and Temperament—Since the receptionist is usually the first person visitors see, employers look for a neat appearance, pleasant personality and cheerful voice. Receptionists must be dependable and tactful. The job provides an opportunity to meet and deal with a great number of people. Because of the wide variety of personalities encountered, the receptionist must be personable and mature. Must have initiative and be able to make decisions within the framework of the firm's general practices and procedures.

Physical Demands—Should have good health and a neat appearance. Should be able to sit for long periods. Coordination and dexterity are most often necessary.

Employment Outlook—General business growth will stimulate demand. The personal nature of the work should limit effects of automation. The best opportunities will be found in large cities. New workers will face competition from older, experienced workers.

Hours and Working Conditions—As with most clerical jobs, offices are pleasant, well lighted and ventilated. Work week is usually 40 hours but there are some chances of overtime. Hours and wages will vary among firms and industries.

SECRETARY

Nature of Work—Performs general office work to relieve executives and company officials of minor executive and clerical duties. Takes dictation in shorthand or uses a dictaphone and transcribes it on a typewriter. May also write and type routine correspondence and minutes of meetings. Other duties include making appointments and scheduling meetings or travel, directing callers to the office, answering and making phone calls and handling mail. May keep personnel records and correspondence files, handle supplies, collect fees, make out bank deposit slips and checks. May use other office machine equipment: adding and duplicating machines, calculator. May also supervise or coordinate efforts of other clerical workers.

Entry Requirements—Most employers prefer to hire high school graduates who have completed business courses in high school or post-high school training. Background in such areas as typing, shorthand, speech and grammar should be good. Other business courses, such as business math, will be beneficial. Spelling, punctuation and vocabulary should be above average. A general knowledge of office procedures may be required. This usually can come through office work experience.

Interests and Temperament—Employers usually look for good personal appearance, dependability, punctuality, accuracy, initiative and pleasing personality in secretaries. Should be able to take responsibility and act on own initiative in absence of supervisors. May have to work under pressure and deadlines and must be capable of keeping office happenings confidential. Should be able to follow instructions in completing detailed work. The job also requires tact and the ability to deal with various types of people under all conditions.

Physical Demands—Should be in good health, able to hear and see well. Need to use hands and fingers to operate typewriters and other machines. Work involves sitting, standing and reaching with little or no carrying and lifting.

Employment Outlook—Rapid growth can be expected due to the expansion of economic activity and the increasing complexity of modern business.

Hours and Working Conditions—Performed in well-lighted, heated and air-conditioned offices. Most secretaries work an 8 hour day, 40 hour week, although overtime is quite possible. Wages depend on hours worked, skill level and length of service.

Legal Secretary - (201.368)—Requires knowledge of legal terms and procedures. Handles legal forms such as contracts, wills, summonses and subpoenas. Works with lawyers. Takes and types notes. 40 hour work week. Usually requires post-high school training.

Medical Secretary - (201.368)—Requires knowledge of medical terms and procedures. Must keep information confidential. Must be able to handle responsibility and pay attention to details. Makes appointments, does billing and keeps records. Prepares charts. Types records. Works in doctor's office, clinics or hospitals. Work week usually 40 hours. Training required is usually available at junior colleges and area schools.

SHIPPING AND RECEIVING CLERK

Nature of Work—Performs duties related to the orderly movement of materials into and out of business firms, manufacturing plants or warehouses. Selects materials for shipment, prepares and maintains appropriate records. Inspects orders, packs, addresses, loads and dispatches shipments. Receives incoming shipments, verifies orders for completion, inspects for defects or damages, stores or routes to appropriate locations and keeps inventory records.

Entry Requirements—Graduation from high school is normally required. Skills in typing and filing, attention to detail and numerical ability are important due to the amount of paperwork involved.

Interests and Temperament—Should have a preference for detail work and organized routine. Must be able to communicate and get along with others. Should have initiative, be able to make decisions.

Physical Demands—Should be in good health with good eyesight and eye-hand coordination. Work involves considerable standing, stooping, reaching, lifting and handling items weighing 50 to 75 pounds.

Employment Outlook—Job openings will number about 158 annually through 1980. More efficient material handling methods and equipment may limit job openings but workers will be needed to replace clerks who leave jobs. Advancement to foreman or warehouse manager is possible with experience and additional training.

Hours and Working Conditions—Since much of the work is performed on loading docks, workers are subject to wide variations in weather conditions, although some paperwork may be done indoors. Handling heavy or bulky items can result in injuries to fingers, hands, arms or backs. Workers must stand and move about loading area most of the workday. Most work a 40 hour, 5 day week, with pay provisions for overtime.

STATISTICAL CLERK

Nature of Work—Compiles and tabulates statistics for use in studies and reports. Compiles statistics from source materials, such as production and sales records, personnel forms and time sheets, surveys and questionnaires. Assembles and classifies statistics, following prescribed procedures and instructions. May compile charts and graphs using statistical data. May verify accuracy of material. Uses adding and calculating machines to make computations involving statistical formulas. May also file and do typing.

Entry Requirements—Employers tend to hire high school graduates with training in typing, business math and office machine operations but others accept persons with education and aptitude who can be trained.

Interests and Temperament—Should like working with numbers, must be accurate and must concentrate on details. Should enjoy working alone, often without direct supervision.

Physical Demands—Should be in basic good health, have good eyesight. Finger dexterity is needed to operate machines.

Employment Outlook—The outlook should be good due to management's increasing need for statistical data. Although some statistical work may be supplied through further developments in electronic data processing techniques, workers will still be needed to replace those who leave present jobs. Statistical clerks are generally employed by insurance companies, government and manufacturing firms. Promotion to more responsible positions is possible with increased skills, knowledge and ability; and more formal training can lead to statistician positions.

Hours and Working Conditions—Usually performed in a comfortable office, while seated at a desk. Normal work week is five 8-hour days. Wages depend upon individual qualifications and experience as well as type of industry.

STENOGRAPHER

Nature of Work—Takes shorthand dictation for correspondence, reports, briefs, testimony or forms and transcribes the dictation notes on a typewriter. May use a dictaphone instead of taking shorthand. May type material in a standard prescribed form or may expand the general instructions into a finished letter or form, submitting it for approval and signature. May be assigned to work for one or more specific persons or may work in a steno pool. Related clerical duties such as filing, handling mail, typing stencils and records, answering telephones and operating office machines will depend on the size and type of office.

Entry Requirements—Graduation from high school with typing and shorthand skills is required and three to six months' experience may be needed. Knowledge of office machines is helpful; and grammar, spelling, punctuation, and letter writing abilities are also important. Employers prefer stenographers who have completed courses at business or vocational schools.

Interest and Temperament—Should be able to get along with others, have a neat appearance and be dependable, punctual and accurate in their work. Should be mature and able to handle responsibilities.

Physical Demands—Should be in good health and able to sit for long periods. Need good eyesight, hand and finger dexterity.

Employment Outlook—Rapid growth is projected due to increases in business activity and the resulting amount of paperwork. Workers will also be needed to replace those leaving their job.

Hours and Working Conditions—Working conditions are pleasant and comfortable, always indoors, and opportunities for meeting people are excellent. Stenographers work in banks, insurance companies, trades, services and government offices. The work week is usually 40 hours, with some evening or weekend work, depending upon the type and size of the business operation. Wages differ according to amount of experience and skill level and number of hours worked.

STOCK CLERK

Nature of Work—Receives, stores or issues equipment, materials, supplies, merchandise or tools and may maintain records and inventory on these items. Fills orders or issues items from stock, verifies receipt and quality of items, requisitions items to replace stock. May code and mark prices on items and may adjust or repair stock items as necessary. May pack, deliver articles and place items on shelves in appropriate locations.

Entry Requirements—Since this tends to be an entry occupation, a high school diploma is not always required, but will be necessary for advancement to higher paying and supervisory positions. Business courses in book-keeping, record keeping and typing are helpful for success as a stock clerk. Basic mathematical ability is necessary.

Interests and Temperament—Should prefer physical activity since much lifting, carrying and reaching is required.

Physical Demands—Should be in good health, able to lift heavy packages and capable of standing for longer periods. Bruised fingers or hands and other minor injuries are possible due to objects protruding from shelves, stacked on floors or being moved.

Employment Outlook—Moderate occupational growth through the 1970's is projected due to continuing population growth, rising income and business expansion. Although workers retire or terminate and will be replaced, the increased use of electronic computers and other inventory control devices are expected to limit growth.

Hours and Working Conditions—Working conditions depend upon the firm but generally work areas are well-lighted and heated. In some, exposure or changes in weather may be more likely due to open delivery or loading area. Hours are the standard 40 hour, 5 day week but off-shift hours are possible when inventories and deliveries are necessary. Wages vary according to experience and place of employment.

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TELEPHONE OPERATOR

Nature of Work—Work for the telephone company or for private business. Those who work for the telephone company are often referred to as a central office operator while those employed by private businesses to run switchboards are called PBX (private branch exchange) operators. The central office operator helps callers complete calls they cannot make by themselves such as long distance, collect or credit-card calls. Obtains information from callers to make and place calls, plugs in cords and operates keys and dials and records time and cost of call for billing purposes. May give directory assistance to callers, such as needed telephone numbers.

Entry Requirements—High school graduates are preferred and general business courses may help operators advance to supervisory positions. Experience is not usually required as most operators are trained on the job. Should speak pleasantly and use good English.

Interests and Temperament—Needs tact and composure when working with callers. Must be able to work independently and calmly in emergencies and must be able to make decisions quickly.

Physical Demands—Needs good health including good hearing and eye-sight. Eye-hand coordination and manual dexterity are important.

Employment Outlook—An average of 284 telephone operators will be needed yearly in Iowa with most needed to replace those leaving jobs. Direct distance dialing will affect the number of central office operators, but PBX operators will still be needed in private firms. Some companies hire high school students part time and then full time after graduation. Advancement to a supervisory position usually is possible only after experience on the job. PBX operators may become full-time receptionists.

Hours and Working Conditions—Work indoors in comfortable surroundings and are seated in one place for most of the work day. Normal work week is 40 hours but night shift or weekend work is possible. Overtime pay is usually time and a half with double pay on holidays. Overtime during the Christmas season is common.

TYPIST

Nature of Work—A typist operates a typewriter to produce typed copies of rough drafts, corrected copies or other printed and handwritten materials. Types letters, reports, stencils, forms, addresses, record tables, and statements. May type special forms in different businesses. Other clerical duties include filing, answering telephone, handling mail and operating other office machines. May also do typing from dictaphones. Job duties will have some variety.

Entry Requirements—Tests for speed and accuracy are often required before hiring. For most jobs, 40 to 50 words per minute is necessary. Typists also should have skills in spelling, vocabulary, punctuation and grammar. Business training including the operation of office machines is often helpful. Shorthand can be useful especially when considering advancement opportunities. Training can be taken in high school or in business schools and community colleges.

Interests and Temperaments—Accuracy and neatness are important in this kind of work. Typists should be able to do routine work and pay attention to detail. Should be able to work under close supervision and to concentrate despite distractions.

Physical Demands—Should be able to see well and have finger dexterity for typing. Also should be able to sit for most of the work day.

Employment Outlook—More typists will be needed as modern businesses expand in size and complexity. In addition, typists will be needed to replace those who retire, move to different jobs or stop working. The supply of workers, especially at the entry level, will continue to be plentiful. The best opportunities for both employment and advancement will exist for those typists who have a high degree of accuracy, can make independent decisions and possess other clerical skills. Promotion to stenographer or secretary is possible for typists who know shorthand.

Hours and Working Conditions—Typists usually work in well-lighted ventilated offices and work is performed while seated at a desk. Considerable noise from other office machines is possible. Customary work week is 40 hours, 5 days.

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