

General Office Support Workers

Description

General office support workers prepare correspondence, reports, statements and other material, operate office equipment, answer telephones, verify, record and process forms and documents such as contracts and requisitions and perform general clerical duties according to established procedures. They are employed in offices throughout the public and private sectors.

Duties:

- Provide general information to staff, clients and the public regarding company or program rules, regulations and procedures
- Photocopy and collate documents for distribution, mailing and filing
- Sort and file documents according to established filing systems, locate and retrieve documents from files as requested and maintain records of filed and removed materials
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- Assist with administrative procedures such as budget submissions, contracts administration and work schedules
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- May perform basic bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify receipts, expenditures, forms and other documents
- May organize the flow of work for other office support workers.

Other titles:

- records filing-system clerk
- technical records clerk
- warranty clerk
- office clerk
- office assistant
- filing clerk
- administrative clerk
- general office worker
- medical records clerk
- aircraft records clerk
- file and classification clerk
- ward clerk – hospital

(Government of Canada National Occupation Classification)

Skills

Reading & Writing	Clerical skills	Computer skills	Attention to detail	Team work
	Able to work independently	Organization	Time management	

Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is usually required.

Post-secondary diploma/degree

- Completion of a college business or commercial courses is usually required.

Certification

- Not required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as general office support workers are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$34,482	\$34,242	\$36,144	\$35,985

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
2211 Electric power generation, transmission and distribution	225	200
2382 Building equipment contractors	65	105
5416 Management, scientific and technical consulting services	35	35
5614 Business support services	35	35
6220 Hospitals	225	425
9112 Other federal services	30	70

NOC 1411

9120 Provincial and territorial public administration	150	195
9130 Local, municipal and regional public administration	325	465

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)