

MAJOR GROUP 5

CLERKS

- 51 Stenographers and Typists**
- 52 Data Processing and Business Machine Operators**
- 53 Numerical Clerks**
- 54 Filing, Sorting and Copying Clerks**
- 55 Material Recording and Despatching Clerks**
- 56 Receptionists, Telephonists and Messengers**
- 59 Miscellaneous Clerks**

TABLE OF CONTENTS

PREFACE

1. Introduction and Scope	1
2. The Problem and the Objectives	2
3. The Methodology	3
4. The Results	4
5. The Conclusions	5
6. The Acknowledgments	6
7. The References	7
8. The Appendixes	8
9. The Index	9
10. The Glossary	10

5 CLERKS**51 STENOGRAPHERS AND TYPISTS****5101 OFFICE SECRETARIES AND STENOGRAPHERS**

- 5101-01 Supervisor, Office Secretaries and Stenographers
- 5101-11 Office Secretary
- 5101-13 Office Stenographer
- 5101-15 Court and Hansard Reporter

5103 TYPISTS AND TYPIST-CLERKS

- 5103-01 Supervisor, Typists and Typist-Clerks
- 5103-11 Typist-Clerk
- 5103-13 Typist

5105 WORD PROCESSING OPERATORS

- 5105-01 Supervisor, Word Processing Operators
- 5105-11 Word Processing Operator

52 DATA PROCESSING AND BUSINESS MACHINE OPERATORS**5201 DATA PROCESSING MACHINE OPERATORS**

- 5201-01 Supervisor, Data Processing Machine Operators
- 5201-11 Computer Operator
- 5201-13 Data Entry Operator
- 5201-15 Data Transceiver Operator
- 5201-99 Data Processing Machine Operators nec

5203 BUSINESS MACHINE OPERATORS

- 5203-01 Supervisor, Business Machine Operators
- 5203-11 Business Machine Operator

53 NUMERICAL CLERKS**5301 ACCOUNTING CLERKS**

- 5301-01 Supervisor, Accounting Clerks
- 5301-11 Bookkeeper
- 5301-13 Accounts Clerk
- 5301-15 Payroll Clerk
- 5301-17 Branch Accountant (Financial Institution)
- 5301-19 Credit Officer
- 5301-21 Cost Clerk

5303 INSURANCE AND BROKING CLERKS

- 5303-01 Supervisor, Insurance and Broking Clerks
- 5303-11 Insurance Clerk

- 5303-13 Stockbroking Clerk

5305 STATISTICAL AND ACTUARIAL CLERKS

- 5305-01 Supervisor, Statistical and Actuarial Clerks
- 5305-11 Statistical Clerk
- 5305-13 Actuarial Clerk

54 FILING, SORTING AND COPYING CLERKS**5401 LIBRARY AND FILING CLERKS**

- 5401-01 Supervisor, Library and Filing Clerks
- 5401-11 Library Assistant
- 5401-13 Filing Clerk

5403 MAIL SORTERS

- 5403-01 Supervisor, Mail Sorters
- 5403-11 Mail Sorter

5499 OTHER FILING, SORTING AND COPYING CLERKS

- 5499-11 Other Filing, Sorting and Copying Clerks

55 MATERIAL RECORDING AND DESPATCHING CLERKS**5501 PRODUCTION RECORDING CLERKS**

- 5501-01 Supervisor, Production Recording Clerks
- 5501-11 Production Scheduling Clerk
- 5501-13 Production Tally Clerk

5503 TRANSPORT RECORDING AND DESPATCHING CLERKS

- 5503-01 Supervisor, Transport Recording and Despatching Clerks
- 5503-11 Receiving and Despatching Clerk
- 5503-13 Import-Export Clerk
- 5503-15 Radio Despatcher
- 5503-99 Transport Recording and Despatching Clerks nec

5505 STOCK AND PURCHASING CLERKS

- 5505-01 Supervisor, Stock and Purchasing Clerks
- 5505-11 Stock Clerk
- 5505-13 Purchasing Clerk
- 5505-15 Order Clerk

56 RECEPTIONISTS, TELEPHONISTS AND MESSENGERS**5601 RECEPTIONISTS AND INFORMATION CLERKS**

- 5601-11 Receptionist

CLERKS**MAJOR GROUP 5**

5601-13 Inquiry Clerk

5601-15 Admissions Clerk

5603 TELEPHONISTS

5603-01 Supervisor, Telephonists

5603-11 Telephonist

5605 MESSENGERS AND DELIVERY OFFICERS

5605-01 Supervisor, Messengers and Delivery Officers

5605-11 Messenger

5605-13 Postman/woman

59 MISCELLANEOUS CLERKS

5901 COLLECTION CLERKS

5901-11 Debt Collector

5901-99 Collection Clerks nec

5903 TEACHERS' AIDES

5903-11 Teachers' Aide

5905 PERSONNEL CLERKS

5905-11 Personnel Records Clerk

5905-13 Employment Office Clerk

5907 LEGAL AND RELATED CLERKS

5907-11 Clerk of Court

5907-13 Law Clerk

5907-15 Court Orderly

5907-99 Legal and Related Clerks nec

5909 POSTAL CLERKS AND OFFICERS

5909-11 Postal Clerk

5909-13 Postal Officer

5999 OTHER CLERKS

5999-11 Meter Reader

5999-13 Proof Reader

5999-15 Classified Advertising Clerk

5999-17 Bookmaker's Clerk

5999-19 Market Research Interviewer

5999-99 Clerks nec

5101-01 SUPERVISOR, OFFICE SECRETARIES AND STENOGRAPHERS

Supervises and co-ordinates the activities of workers engaged in secretarial and stenographic tasks.

SKILL LEVEL

Previous Experience: 5 years as an office secretary or stenographer.

On-the-Job Training: 2 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- Assigns stenographers and secretaries to executives and other officials.

RELATED OCCUPATIONS

Occupation 5103-01 Supervisor, Typists and Typist-Clerks

Occupation 5105-01 Supervisor, Word Processing Operators

5101-11 OFFICE SECRETARY

Personal Secretary

Assists managers or other executives by performing clerical, secretarial and other administrative tasks.

SKILL LEVEL

Education: 1 year certificate or 2-3 year degree or diploma.

On-the-Job Training: 3 months.

TASKS Include:

- Receives and distributes incoming letters, memoranda and journals.
- Files correspondence and other records.
- Processes incoming and outgoing mail.
- Screens telephone and personal callers and operates switch.
- Keeps executives' personal appointment books and makes appointments and travel arrangements.
- Takes and transcribes dictation of letters and other documents, using dictation equipment, typewriters or word processors.
- Acts as secretary at meetings.
- Photocopies documents.
- May handle bookkeeping and petty cash functions.
- May implement management decisions.
- May greet visitors, ascertain nature of business and conduct visitors to appropriate persons.
- May liaise with others to arrange meetings and deliveries, or to gain or provide information.
- May prepare reports, briefing notes, memoranda and correspondence.
- May assist in research.

SPECIALISATIONS**Legal Secretary**

Prepares legal contracts and other legal documents and performs other office tasks in a law firm.

Girl/Man Friday**Stenographic Secretary****RELATED OCCUPATIONS**

Unit Group 5601 Receptionists and Information Clerks

5101-13 OFFICE STENOGRAPHER

Shorthand-Typist

Takes shorthand, types, files and performs related clerical tasks.

SKILL LEVEL

Education: 1 year certificate.

On-the-Job Training: 2 months.

TASKS Include:

- Takes down dictation in shorthand and transcribes it for typing or word processing.
- Proof-reads work for typographical and grammatical errors.
- Assembles information for preparation of routine reports.
- Assists in opening, screening and distribution of incoming mail.
- Maintains records.
- May assist in other office tasks such as answering telephones and receiving clients.
- May do photocopying, filing and other routine clerical tasks.

5101-15 COURT AND HANSARD REPORTER

Makes verbatim reports of court proceedings by taking shorthand, or using a stenotype machine.

SKILL LEVEL

Education: 2 year diploma.

Previous Experience: 2 years as a stenographer.

On-the-Job Training: 3 months.

TASKS Include:

- Attends meetings, lectures, courts of law, parliamentary sittings and other proceedings to make verbatim records in rapid shorthand or using shorthand-writing machines.
- Reads portions of transcripts during trials or other proceedings on request of judges or other officials.
- Dictates shorthand notes to typists or into dictating machines or passes notes to stenographers for transcription.
- May perform typing tasks.

5103-01 SUPERVISOR, TYPISTS AND TYPIST CLERKS

Supervises and co-ordinates the activities of workers engaged in typing dictated or prepared material, and related clerical tasks.

SKILL LEVEL

Previous Experience: 5 years as a typist or typist-clerk.

On-the-Job Training: 2 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- May proof-read and arrange editing of typed material.

RELATED OCCUPATIONS

Occupation 5101-01 Supervisor, Office Secretaries and Stenographers

Occupation 5105-01 Supervisor, Word Processing Operators

5103-11 TYPIST-CLERK

Performs typing and clerical tasks.

SKILL LEVEL

Education: 3-12 month certificate.

On-the-Job Training: 1-3 months.

TASKS Include:

- Types letters, reports and other routine material.
- Operates dictation, typewriting and other processing equipment.
- Types stencils for duplicating.
- Transcribes information recorded in dictating machines.
- Proof-reads and corrects copy.
- Files records and reports, and posts information to files.
- May sort and distribute mail.
- May compute amounts of bills and accounts using adding machines or calculators.
- May answer telephones or receive clients.
- May do photocopying and other routine clerical tasks.

5103-13 TYPIST

Operates typewriters to type documents such as letters, research papers and statistical tables.

SKILL LEVEL

Education: 3-12 month certificate.

On-the-Job Training: 1-3 months.

TASKS Include:

- Types communications, reports, letters, stencils or other material from drafts or recordings.
- Sets out copy according to standard format or as directed by authors.
- Types statistical tables, production and sales data and similar material, according to standard procedures and instructions.
- Proof-reads and corrects copy.
- Prepares reports of a routine nature.
- May perform repetitive typing of routine information such as addresses.
- May perform filing and minor clerical tasks.
- May answer telephones or receive clients.

SPECIALISATION**Dictatypist**

Transcribes copy from audio recordings.

5105-01 SUPERVISOR, WORD PROCESSING OPERATORS

Supervises and co-ordinates the activities of workers engaged in recording, processing and printing material using word processing equipment.

SKILL LEVEL

Previous Experience: 5 years as a word processing operator.

On-the-Job Training: 2 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- Monitors the operation of word processing systems.
- May proof-read and arrange editing of material.
- May liaise with authors and organise work priorities.

RELATED OCCUPATIONS

Occupation 5101-01 Supervisor, Office Secretaries and Stenographers

Occupation 5103-01 Supervisor, Typists and Typist-Clerks

5105-11 WORD PROCESSING OPERATOR

Copies or transcribes documents onto word processing machines, edits documents and prints copies.

SKILL LEVEL

Education: 3-12 month certificate.

On-the-Job Training: 3-6 months.

TASKS Include:

- Types standard letters, business forms and other documents into word processing equipment.
- Plans or follows layout and formatting.
- Makes alterations to recorded data including re-arrangement and editing.
- Operates print-out machines.
- Proof-reads and edits documents.
- May perform other clerical tasks.

5201-01 SUPERVISOR, DATA PROCESSING MACHINE OPERATORS

Supervises and co-ordinates the activities of workers engaged in operating equipment used for recording, storing, processing and transmitting documents, graphics, text or data.

SKILL LEVEL

Previous Experience: 3-5 years as a data processing machine operator.

On-the-Job Training: 2 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

SPECIALISATION

Electronic Mail Controller

Oversights the operation of electronic mail transmission.

RELATED OCCUPATION

Occupation 5105-01 Supervisor, Word Processing Operators

5201-11 COMPUTER OPERATOR

Controls the operations of computers and their peripherals to process data.

SKILL LEVEL

On-the-Job Training: 1-6 months.

TASKS Include:

- Sets controls required to prepare, start, cease or change modes of computer system operations, according to program and data requirements.
- Selects and loads input and output, peripheral or ancillary equipment with materials such as discs, tapes or printout forms.
- Schedules computer job flow.
- Monitors equipment for errors or stoppages and takes remedial action.
- Records operating data such as in-use and down times.

- Sorts and distributes output, replenishes stationery and performs related tasks.
- Operates ancillary computer equipment processing, reading or sorting data.
- May perform routine maintenance and cleaning of equipment.
- May assist in training other staff.

SPECIALISATION

Computer Console Operator

5201-13 DATA ENTRY OPERATOR
Data Processing Operator

Operates terminal keyboards to communicate with computer mainframes or micro computers, and to input data.

SKILL LEVEL

On-the-Job Training: 1-6 months.

TASKS Include:

- Uses visual display units or terminals.
- Types in data and codes required to process information.
- Retrieves, confirms and updates data in storage.
- Keeps records of data input.
- Maintains logs of messages to and from computers.
- Observes screens to detect malfunctions, and notifies supervisors of defects.
- May perform verifying operations.
- May transcribe data from source material into computer-compatible format.

SPECIALISATIONS

Keyboard Operator-Assembler

Receives advertising or newspaper copy, transcribes material on to pre-set keyboard-controlled photo-composing or tape-perforating machines and verifies and corrects input on visual display units.

Remote Computer Terminal Operator

Verifier Operator

Visual Display Unit Operator

RELATED OCCUPATION

Occupation 5105-11 Word Processing Operator

5201-15 DATA TRANSCIEVER OPERATOR

Operates equipment to type, transmit and receive messages or transmit and receive facsimile documents.

SKILL LEVEL

Previous Experience: 6 months as a typist.

On-the-Job Training: 3-5 weeks.

TASKS Include:

- Sorts outgoing material, inputs data or prepares or copies documents for transmission.
- Establishes contact with transmitting or receiving locations and operates equipment to route and transmit or receive messages.
- Adjusts controls to ensure acceptable quality of transmission or reproduction.
- Forwards material received to appropriate persons.
- Reports malfunctions to supervisors.
- Operates automatic equipment used to transmit and receive data such as weather maps, printed materials, photographs and drawings.
- May maintain records of transactions including the time taken, and compute charges for service.
- May receive letters and messages by phone, enter text on keyboards and verify and correct messages on visual display units.
- May advise customers of the availability and costs of services.

SPECIALISATION**Electronic Mail Operator**

Receives and transmits messages over the electronic mail network.

5201-99 DATA PROCESSING MACHINE OPERATORS NEC

This residual grouping covers Data Processing Machine Operators not elsewhere classified.

SKILL LEVEL

On-the-Job Training: Up to 6 months.

SPECIALISATION**Cryptographic Machine Operator****5203-01 SUPERVISOR, BUSINESS MACHINE OPERATORS**

Supervises and co-ordinates the activities of workers engaged in operating business machines.

SKILL LEVEL

Previous Experience: 3-5 years as a business machine operator.

On-the-Job Training: 1 week.

TASKS Include:

- Performs tasks covered by generic title Supervisor.

SPECIALISATION**Supervisor, Bookkeeping Machine Operators****5203-11 BUSINESS MACHINE OPERATOR**

Operates business machines to compute and record statistical, accounting, financial and other numeric data, and perform mathematical calculations.

SKILL LEVEL

On-the-Job Training: 1-2 months.

TASKS Include:

- Sorts documents such as cheques and debit and credit items.
- Operates machine keyboards to perform mathematical calculations or record financial transactions.
- Calculates and posts totals, net amounts and other computations on forms or documents such as inventories, payrolls, invoices, test reports and statistical summaries.
- Verifies entries and balances totals.
- Prepares trial balances and other statistical information.
- May verify computations made by others.

SPECIALISATIONS**Accounting Machinist****Comptometrist****Ledger Machinist****5301-01 SUPERVISOR, ACCOUNTING CLERKS**

Supervises and co-ordinates the activities of workers engaged in calculating, classifying, posting and recording data to keep sets of accounts and other financial records.

SKILL LEVEL

Previous Experience: 1-2 years as an accounting clerk.

On-the-Job Training: 6-12 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

SPECIALISATION**Supervisor, Payroll Clerks****RELATED OCCUPATIONS**

Unit Group 2701 Accountants

5301-11 BOOKKEEPER

Keeps records of financial transactions in account books.

SKILL LEVEL

Education: 2 year certificate.

On-the-Job Training: 1-2 years.

TASKS Include:

- Makes and checks entries in books of account such as sales, purchases and cash journals, and ledgers.
- Verifies the accuracy of documents and records relating to payments, receipts and other financial transactions.
- Assists in the preparation of accounts.
- Prepares profit and loss statements and assists in the preparation of trial balances.

RELATED OCCUPATIONS

Unit Group 2701 Accountants

5301-13 ACCOUNTS CLERK

Undertakes routine documentation and general tasks associated with the monitoring of creditor and debtor accounts.

SKILL LEVEL

On-the-Job Training: 1-4 months.

TASKS Include:

- Receives invoices, cheques, payment advices and similar documentation related to accounts payable and accounts receivable.
- Confirms liability for payments and obtains authorisation for payment.
- Arranges payments by cheque or other methods.
- Reports variations between invoice amounts and payments received.
- Assists in the preparation of debtors listings and prepares procedural reports on money outstanding.
- Allocates expenditure to budget accounts.
- Summarises expenditure in accordance with company accounting systems.
- Verifies the accuracy of figures, calculations and postings and certifies entries.
- Prepares correspondence associated with payments.

SPECIALISATIONS**Claims Clerk**

Maintains and records correspondence regarding damage claims, account queries and discrepancies.

Invoice Clerk

Maintains invoice records, completes invoice forms in accordance with price and rebate arrangements and sends to warehouse for despatch with goods.

Warranty Clerk

Examines defective parts and items, and reviews customer claims for reimbursement.

Audit Clerk**Investment Accounting Clerk****5301-15 PAYROLL CLERK**

Pay Clerk

Prepares payrolls and related records.

SKILL LEVEL

On-the-Job Training: 2-4 months.

TASKS Include:

- Computes wages and earnings from time sheets and other payroll records, and prepares pay documents.
- Adjusts records at the time of approved salary changes.
- Prepares and distributes wages and salaries.
- Keeps account of taxation and other deductions from wages.
- Arranges for deductions to be forwarded to taxation departments and other institutions.
- May maintain records of overtime, absenteeism and other variations in working arrangements.
- May prepare group certificates.
- May keep superannuation deduction records.

SPECIALISATION**Paymaster/mistress****5301-17 BRANCH ACCOUNTANT (FINANCIAL INSTITUTION)**

Administers accounting systems and related operational activities of branches of banks, building societies, credit unions or other financial institutions.

SKILL LEVEL

Education: 2 year certificate.

Previous Experience: 5 years in clerical work.

On-the-Job Training: 6-12 months.

TASKS Include:

- Prepares regular reports of financial institutions' accounting activities.
- Reviews accounting books to ensure conformity with established procedures, and submits reports to managers.
- Investigates discrepancies in tellers' balances and reports to management on deficits and surpluses.
- Ensures maintenance of procedures for clearing of funds and security of financial institutions.

- May grant or approve loans within limits set by institutions' regulations.

SPECIALISATION**Bank Accountant****RELATED OCCUPATIONS**

Unit Group 2701 Accountants

- Undertakes cost investigations into quotations, estimates and proposed expenditures.
- Performs routine investigations to verify claims.
- Calculates standard costs and values from purchase invoices and shipping files, and prepares journal entries.
- Maintains records of inventory transfers, surpluses or scrap materials, salvage and rejections.
- Assists in the preparation of actual cost computations.

5301-19 CREDIT OFFICER

Examines, evaluates and processes applications for credit or loans.

SKILL LEVEL**Education:** 2 year certificate.**Previous Experience:** 3-5 years in clerical work.**On-the-Job Training:** 6-12 months.**TASKS Include:**

- Assesses loan requests through interviews with applicants and examination of references, credit ratings, pay slips and other information.
- Approves or recommends approval for loans within policy guidelines.
- Prepares papers setting out conditions of loans, rates of repayment and loan periods.
- Prepares reports of loans and accounts which have outstanding amounts.
- Keeps records of arrears of payments and prepares routine letters requesting payment.
- Prepares statements of overdue accounts and forwards these for legal action.
- Prepares reports on credit ratings of customers.
- Answers inquiries concerning loan balances, penalties and credit standing of customers.

SPECIALISATIONS**Loans Clerk**
Loans Officer**5301-21 COST CLERK**

Calculates and investigates wages, material, overhead and other operating costs of establishments.

SKILL LEVEL**On-the-Job Training:** 1-3 months.**TASKS Include:**

- Calculates and analyses cost items, working from records such as time and production sheets and payrolls.

5303-01 SUPERVISOR, INSURANCE AND BROKING CLERKS

Supervises and co-ordinates the activities of workers engaged in keeping records of insurance transactions.

SKILL LEVEL**Education:** 2-3 year certificate.**Previous Experience:** 5 years as an insurance and broking clerk.**TASKS Include:**

- Performs tasks covered by the generic title Supervisor.
- Supervises the acceptance, processing and payment of insurance claims in accordance with established policy and procedures.
- Liaises with management concerning policies and customer services.

5303-11 INSURANCE CLERK

Carries out clerical functions associated with insurance transactions.

SKILL LEVEL**On-the-Job Training:** 6-12 months.**TASKS Include:**

- Processes agents' and brokers' correspondence and determines actions to be taken.
- Conducts monthly balances of accounts and summarises reinsurance to determine outstanding amount of risk.
- Issues, receives and checks insurance application forms.
- Adjusts insurance coverage and prepares, checks, signs and despatches standard endorsements.
- Reconciles accounts.
- Maintains statistics.
- Dispatches notices of premiums due, and forms concerning conservation or transfer of insurance.
- Advises agents or policy holders on technical matters relating to individual cases.
- Processes claims arising out of surrenders, maturities or the granting of loans.

MAJOR GROUP 5

CLERKS

- Assesses sickness and accident claims and corresponds with policy holders.
- Maintains and updates computer records.
- May answer telephones and attend to customer enquiries.

SPECIALISATIONS

Health Insurance Assessor
Superannuation Fund Clerk

5303-13 STOCKBROKING CLERK

Scrip Clerk (Stockbroking)

Processes documents in stockbroking establishments to ensure registration of marketable securities.

SKILL LEVEL

Education: 2 year certificate.

On-the-Job Training: 2-12 months.

TASKS Include:

- Records transfer documentation received from clients and other stockbroking firms.
- Checks the validity of documents and allocates documentation to purchasers.
- Forwards documents to company share registrars for updating registers of shareholders.
- Claims accruing dividends.

5305-01 SUPERVISOR, STATISTICAL AND ACTUARIAL CLERKS

Supervises and co-ordinates the activities of workers engaged in collecting and collating statistical information.

SKILL LEVEL

Previous Experience: 2 years as a statistical and actuarial clerk.

On-the-Job Training: 3 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

5305-11 STATISTICAL CLERK

Compiles and tabulates statistics.

SKILL LEVEL

On-the-Job Training: 3 months.

TASKS Include:

- Compiles statistics from source materials such as records of production, sales, expense invoices, debit notes, bank records, time sheets, survey sheets and data from industry associations and government statistical bureaux.
- Verifies the authenticity of source material.
- Assembles and classifies statistics.
- Operates computers to input, manipulate and output information.
- May maintain graphs and charts.

5305-13 ACTUARIAL CLERK

Performs actuarial computations and compiles charts and graphs for use in actuarial studies.

SKILL LEVEL

On-the-Job Training: 1 year.

TASKS Include:

- Computes actuarial data such as premium rates, risks, policy reserve values, surrender values, loan values and paid up policy values.
- Controls and reconciles the updating of computer files.
- Prepares actuarial and statistical statutory returns.
- Compiles results of calculations into tables and graphs to be used in actuarial studies.

5401-01 SUPERVISOR, LIBRARY AND FILING CLERKS

Supervises and co-ordinates the activities of workers engaged in classifying, sorting or filing publications, documents or correspondence.

SKILL LEVEL

Previous Experience: 2-5 years as a library or filing clerk.

On-the-Job Training: 2 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

5401-11 LIBRARY ASSISTANT

Library Attendant

Sorts, shelves, issues and receives library items such as books, magazines, tapes and motion pictures, and maintains associated records.

SKILL LEVEL

On-the-Job Training: 6 months.

TASKS Include:

- Issues items from library collections to borrowers and records identification data and due dates.
- Sorts material according to classification or catalogue number and places articles in designated storage areas.
- Reviews records to compile lists of overdue items and issues overdue notices to borrowers.
- Inspects returned items for damage, verifies dates, and determines and receives fines levied on overdue items.
- Sorts returned items according to classification codes and returns these items to shelves or other storage areas.
- Locates, retrieves, prepares and issues material to users.
- Issues borrowers' identification cards.
- Makes minor repairs to damaged items.
- Allocates index numbers according to acquisition procedures and prepares index control cards for file references.
- May circulate or file articles.
- May answer telephone enquiries.
- May duplicate material for distribution.

SPECIALISATION**Computer Tape Librarian**

Classifies, catalogues, indexes, stores and maintains collections of computer tapes or discs and circulates them for use.

May keep program development notes, user guides or operating instructions.

RELATED OCCUPATIONS

Unit Group 2911 Librarians
Occupation 3999-15 Library Technician

5401-13 FILING CLERK

Files papers and documents according to subject matter or other criteria.

SKILL LEVEL

On-the-Job Training: 1-6 months.

TASKS Include:

- Sorts material such as cards, correspondence, invoices, receipts and maps according to established procedures and classification systems.
- Keeps registers of material to be filed, distributed or retained.
- Classifies and numbers documents, and assigns codes to previously unclassified documents.
- Places material in cabinets, drawers or cases.
- Labels storage locations with codes.
- Locates and retrieves material such as files from storage.
- Keeps records of material removed or returned.

- Stamps material received, traces missing file folders and writes or types indexing information on folders.
- Disposes of obsolete material.
- Reviews documents and enters data on records.

SPECIALISATION**Registry Clerk**

Classifies records and stores and retrieves files to supply information.

Controls access to important or confidential documents to ensure limited circulation.

5403-01 SUPERVISOR, MAIL SORTERS

Supervises and co-ordinates the activities of mail processing staff engaged in sorting, processing, bagging and despatching mail.

SKILL LEVEL

Previous Experience: 3-5 years as a mail sorter.

On-the-Job Training: 6-12 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- Prepares reports for management on attainment of service standards and recommends procedural changes.

SPECIALISATION**Overseer (Mails)****RELATED OCCUPATION**

Occupation 1599-15 Postmaster/mistress

5403-11 MAIL SORTER

Mail Officer

Receives, sorts and despatches mail.

SKILL LEVEL

On-the-Job Training: 2-3 months.

TASKS Include:

- Receives and checks incoming mail.
- Opens and checks the contents of mail bags.
- Assists in the verification of registered and special articles.
- Segregates and distributes mail into categories.
- Sorts mail according to destinations.
- Transfers mail between sorting areas.
- Re-wraps damaged articles.
- Assists in the processing of bulk lodgements of mail.

- Bundles sorted letters and ties and seals bags.
- Operates mail processing equipment such as letter preparation lines, letter indexing and sorting equipment and postmarking machines.
- Transfers bagged mail to dock areas.
- May stack bags or load them on to trucks.
- May check and re-route insufficiently addressed mail.

5499-11 OTHER FILING, SORTING AND COPYING CLERKS

Collects, files, copies and distributes documents and papers such as letters, forms and tickets.

SKILL LEVEL

On-the-Job Training: 1 month.

TASKS Include:

- Sorts items such as forms, cheques, bills, sales dockets or correspondence, according to codes, classifications or other systems.
- Distributes papers to other workers.
- May keep records of items filed, sorted or mailed.
- May photocopy and collate material.

SPECIALISATION

Photocopying and Duplicating Clerk

5501-01 SUPERVISOR, PRODUCTION RECORDING CLERKS

Supervises and co-ordinates the activities of workers engaged in recording work flow, examining orders for goods and materials, and preparing work or production schedules.

SKILL LEVEL

Previous Experience: 5 years as a production recording clerk.

On-the-Job Training: 3 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

5501-11 PRODUCTION SCHEDULING CLERK

Schedule Clerk

Co-ordinates and records the flow of work and materials within or between departments of manufacturing plants and other commercial units.

SKILL LEVEL

On-the-Job Training: 1-2 years.

TASKS Include:

- Examines customer orders for goods or services.
- Compiles data for operations and production schedules.
- Estimates output and time limits.
- Checks inventory records and prepares delivery schedules for supplies or parts.
- Checks attainment of production quotas.
- Confirms completion of orders and compliance with specifications.
- May arrange consignments of merchandise for customers.
- Maintains production records and compiles reports.

SPECIALISATIONS

Radio Traffic Scheduler

Receives orders for radio advertising space and allots times and records bookings.

May prepare invoices.

Programme Arranger

5501-13 PRODUCTION TALLY CLERK

Production Recorder

Records numbers of units of material, products or other articles received, transferred or produced.

SKILL LEVEL

On-the-Job Training: 1-3 months.

TASKS Include:

- Observes and counts material or records information relayed by other workers.
- Records the number and kind of defects of unsatisfactory units for quality control.
- Prepares, signs and attaches tally sheets to items checked.
- Examines containers to ensure they are filled, and records quantities.
- Marks containers to identify type, quality and quantity.
- May stack boxes for closure and sealing.

5503-01 SUPERVISOR, TRANSPORT RECORDING AND DESPATCHING CLERKS

Supervises and co-ordinates the activities of workers engaged in arranging and recording the receipt, despatch and transport of goods.

SKILL LEVEL

Previous Experience: 5 years as a transport recording and despatching clerk.

On-the-Job Training: 3 months.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

5503-11 RECEIVING AND DESPATCHING CLERK

Freight Clerk
Transport Clerk

Checks the contents and documents of goods received or despatched.

SKILL LEVEL

On-the-Job Training: 2-3 months.

TASKS Include:

- Checks the number of articles or containers in consignments of goods received or despatched.
- Ensures articles are in good condition and correspond to invoices, manifests or other records.
- Arranges internal distribution of goods received.
- Prepares and arranges for despatch of goods.
- Prepares and attaches documentation to articles to be despatched.
- Maintains records of receipts and despatches.
- Contacts senders to rectify shortages or to arrange replacement of damaged goods.
- May weigh articles.

SPECIALISATIONS

Aircraft Load Controller

Calculates permissible weights for fuel, passengers and cargo, plans weight distribution and issues instructions to loading staff of commercial aircraft.

Circulation Representative

Records numbers of newspapers delivered to agents or subscribers and maintains and updates circulation records.

Freight Traffic Controller

Arranges allocation of cargo to available space on rail or road-haulage systems.

Shipping Clerk

Performs clerical functions involved in the receiving, loading, unloading, stacking or delivery of cargo in ships, wharves or wharf sheds.

Truck Despatcher

Arranges assignment, routing and timetabling of trucks for transport of freight.

Container Loading Clerk**Distribution Clerk**

5503-13 IMPORT-EXPORT CLERK

Compiles documents on imported cargo prior to removal from port of entry, or books outward bound freight.

SKILL LEVEL

Previous Experience: 5 years in clerical or transport work.

On-the-Job Training: 2 months.

TASKS Include:

- Examines manifests and bills of lading to ascertain cargo to be released.
- Contacts freight terminal staff to determine time of availability.
- Records details of shipments and clearance requirements.
- Authorises collection of cargo.
- Computes storage and clearance charges and bills customers.
- Ascertains details of outgoing cargo.
- Arranges booking of freight space.
- Informs clients of bookings, and arranges for collection of goods.
- Prepares bills of lading and entries in manifests, and forwards documentation to customers.
- Maintains records of import and export transactions.

SPECIALISATIONS

Bond Clerk

Maintains clerical records, computes payments due and arranges for clearance of goods from customs or bond stores.

Customs Agent**Customs Clerk**

Documents import and export of goods for customs authorities and ensures customs laws and other regulations are complied with.

Wharf Tally Clerk

5503-15 RADIO DESPATCHER

Receives and relays orders and messages over a radio network.

SKILL LEVEL

On-the-Job Training: 1-2 months.

TASKS Include:

- Records messages received and notes radio calls relayed and received in log books.
- Co-ordinates radio communications.
- Broadcasts messages to units.
- Monitors broadcasting activities on networks and reports to supervisors.
- Prepares reports of radio traffic handled.

- May operate teletype machines to send and receive messages.
- May direct the movements of mobile units.

RELATED OCCUPATION

Occupation 3999-11 Radio Telegraphist

5503-99 TRANSPORT RECORDING AND DESPATCHING CLERKS NEC

This residual grouping covers Transport Recording and Despatching Clerks not elsewhere classified.

SKILL LEVEL

On-the-Job Training: 1-2 months.

SPECIALISATIONS

Railway Number Taker

Keeps records of rolling stock during railway shunting operations.

Delivery Clerk

5505-01 SUPERVISOR, STOCK AND PURCHASING CLERKS

Supervises and co-ordinates the activities of workers engaged in receiving, recording, storing and issuing stocks and supplies.

SKILL LEVEL

Previous Experience: 5 years as a stock and purchasing clerk.

On-the-Job Training: 3 years.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- Takes inventories of stock, estimates future requirements and authorises stock requisitions.
- Prepares cost estimates.

5505-11 STOCK CLERK
Stores Clerk

Records inventories, orders and receipts of stock.

SKILL LEVEL

On-the-Job Training: 3 months.

TASKS Include:

- Counts incoming articles to confirm receipt, and examines them for conformity with specifications.
- Fills orders or issues supplies from stock.

- Prepares inventories.
- Requisitions material to fill orders.
- Compiles reports on stock-handling equipment, spoilage or damage to stock, stock location changes and delays of shipments.
- Estimates costs of requisitions or value of stock.
- May store articles on shelves or in containers.

SPECIALISATIONS

Inventory Clerk

Supply Clerk

RELATED OCCUPATION

Occupation 8907-11 Storeman/woman

5505-13 PURCHASING CLERK
Procurement Clerk

Compiles information and records to prepare purchase orders for the procurement of material.

SKILL LEVEL

On-the-Job Training: 3 months.

TASKS Include:

- Checks details and specifications of purchase requests.
- Searches inventory records or warehouses to determine if sufficient material is on hand.
- Consults catalogues to obtain prices and specifications.
- Writes or types purchase orders and sends copies to suppliers and originating departments.
- Compiles records of items purchased or transferred between departments, their prices, delivery details, and changes to inventories.
- Checks supply invoices against purchase orders.
- Confers with suppliers regarding late deliveries.
- May compare prices, specifications and delivery dates and award contracts to bidders or place orders with salespersons or mail-order firms.

5505-15 ORDER CLERK

Receives, checks and processes orders for goods or services.

SKILL LEVEL

On-the-Job Training: 1-3 months.

TASKS Include:

- Receives, checks and records orders from customers.
- Requisitions supplies from stock or sends orders to production departments or other firms.

CLERKS

MAJOR GROUP 5

- Confirms completion of orders and compliance with details specified.
- Prepares invoices for despatch of goods.
- May consign goods and maintain records of orders.

SPECIALISATION

Mail Order Clerk

Processes orders received from customers by mail.

5601-11 RECEPTIONIST

Appointments Clerk

Greets people entering or phoning offices or other establishments and responds to their enquiries with advice or action.

SKILL LEVEL

On-the-Job Training: 1 month.

TASKS Include:

- Answers enquiries and provides information on the activities of establishments.
- Records details of calls and callers such as names, times of calls, nature of business and persons sought.
- Arranges appointments by mail, telephone or in person.
- Records details of appointments.
- Records and distributes messages.
- May advise on and arrange reservations and accommodation.
- May check guests into and out of hotels or motels, collect payments and give receipts.
- May maintain listings of accounts due or paid.
- May perform clerical tasks such as typing or filing.

5601-13 INQUIRY CLERK

Inquiry Officer

Answers inquiries and provides information.

SKILL LEVEL

On-the-Job Training: 1 year.

TASKS Include:

- Provides information on the availability and location of goods and services.
- Distributes standard forms and information pamphlets.
- Advises people on procedures for dealing with organisations.
- Directs customers to the locations of merchandise in retail establishments.

- Answers inquiries regarding departures, arrivals, stops and destinations of vehicles in transport organisations.
- Refers clients to experts or advisers.
- May operate public address systems.
- May attend to telephone inquiries.
- May refer inquiries to other organisations.

SPECIALISATIONS

Complaints Clerk

Handles complaints by recording details to be investigated and taking appropriate action to remedy problems, or referring matters to other workers.

Customer Service Officer

Information Desk Clerk

5601-15 ADMISSIONS CLERK

Hospital Admitting Clerk

Records information required for the admission and discharge of patients, and calculates accounts.

SKILL LEVEL

On-the-Job Training: 1 month.

TASKS Include:

- Supplies patients with hospital admission forms.
- Records patients' personal and admission details.
- Provides brochures explaining hospital regulations, such as visiting hours, payment of accounts and schedules of charges.
- Types admitting records and sends them to designated departments.
- Determines accounts and forwards them to accounts departments.
- May retrieve, file and process medical documents of discharged patients.

SPECIALISATION

Hospital Ward Clerk

5603-01 SUPERVISOR, TELEPHONISTS

Supervises and co-ordinates the activities of workers engaged in operating telephone switchboards.

SKILL LEVEL

Previous Experience: 2-3 years as a telephonist.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.
- Reports equipment failures to management or repair organisations.

5603-11 TELEPHONIST

Telephone Operator

Operates telephone switchboards to assist subscribers in establishing local or long-distance telephone connections and to relay incoming, outgoing and inter-office calls.

SKILL LEVEL

On-the-Job Training: 3-10 weeks.

TASKS Include:

- Operates switchboards to connect and disconnect telephone calls.
- Talks to callers to ascertain requirements and gives information on operating systems.
- Provides information such as phone numbers and names, dialling codes, national traffic levels, international costs and time delays.
- Alerts emergency services in cases such as fire, crime or accident.
- Investigates nature and extent of problems in operating systems.
- Informs maintenance services of faults and informs callers of resulting service difficulties.
- May monitor the efficiency of systems by service sampling.
- May keep records of special calls, trunk calls and telegrams.
- May take messages.
- May determine charges for public telephone calls and operator connected long-distance calls.

SPECIALISATIONS

Manual Assistant (Telecom)

Operates switchboards to provide telecommunication links by directing telephone traffic and giving information and advice on operating systems, costs and charges.

Phonogram Operator

Receives, confirms, records and relays telegram messages by telephone, quotes rates and charges and may suggest rewording of telegrams for clarity and conciseness.

Switchboard Operator

5605-01 SUPERVISOR, MESSENGERS AND DELIVERY OFFICERS

Supervises and co-ordinates the activities of messengers and delivery officers.

SKILL LEVEL

Previous Experience: 5-10 years as a messenger or delivery officer.

TASKS Include:

- Performs tasks covered by the generic title Supervisor.

SPECIALISATION

Supervisor, Postmen/women

5605-11 MESSENGER

Delivers goods, documents or messages on foot or by bicycle or motorbike.

SKILL LEVEL

On-the-Job Training: 2 weeks.

Registration/Licensing: May be required.

TASKS Include:

- Receives orders from customers.
- Collects, sorts and delivers documents, parcels or other articles.
- Keeps records of items received and delivered.
- Collects charges for cash-on-delivery orders.
- Gives and obtains receipts for pick-up and delivery.

SPECIALISATIONS

Copy Boy/Girl

Despatch Rider (Army)

RELATED OCCUPATION

Occupation 7105-11 Delivery Driver

5605-13 POSTMAN/WOMAN

Sorts and delivers postal and other items on an allocated route or as directed.

SKILL LEVEL

On-the-Job Training: 18 months.

Registration/Licensing: May be required.

TASKS Include:

- Sorts local mail into rounds and prepares it for delivery along pre-determined beats.
- Delivers mail on foot, or by bicycle or motor vehicle to customer addresses.
- Delivers telegrams or special articles to customers.
- Obtains signatures or payments from customers.
- May collect mail from post boxes.

RELATED OCCUPATIONS

Unit Group 5403 Mail Sorters

Unit Group 5909 Postal Clerks and Officers

5901-11 DEBT COLLECTOR

Collects payments for overdue accounts, instalments, damage claims or dishonoured cheques.

SKILL LEVEL

Previous Experience: 1-2 years in clerical work.

On-the-Job Training: 2 months.

TASKS Include:

- Visits or telephones debtors to collect amounts due or to arrange for payments to be made.
- Traces addresses of customers who have moved by checking name lists and making enquiries.
- Recommends legal action when collection cannot be made.
- Records amounts collected and notes further action required.
- Prepares statements of account for clients or arranges for money collected to be transferred to their accounts.
- May perform clerical tasks involving the preparation of collection notices to be posted.

SPECIALISATION

Collection Agent

5901-99 COLLECTION CLERKS NEC

This residual grouping covers Collection Clerks not elsewhere classified.

SKILL LEVEL

On-the-Job Training: 1 month.

SPECIALISATION

Charity Collector

5903-11 TEACHERS' AIDE

Teachers' Assistant

Assists teaching staff in the preparation of teaching materials, and with general classroom non-teaching tasks.

SKILL LEVEL

On-the-Job Training: 1-3 months.

TASKS Include:

- Helps with the preparation of teaching aides, and copies and collates written material.
- Distributes and collects lesson material.
- Maintains records of books and materials distributed to pupils.

- Helps supervise pupils for school functions and excursions.
- Helps maintain attendance rolls and assessment records.
- Assists teachers in attending to sick pupils and those in need of minor first aid.
- May assist with teaching tasks when requested by teachers.
- May prepare texts, notes and correspondence.
- May assist teachers to work with children in special schools and provide personal services and supervision.

5905-11 PERSONNEL RECORDS CLERK

Updates and maintains personnel records.

SKILL LEVEL

On-the-Job Training: 1-2 months.

TASKS Include:

- Raises records for newly appointed workers and checks them for completeness.
- Files records and updates information on leave types taken and accumulated, positions worked in, transfers and promotions, salaries, superannuation and taxation, qualifications, training or abilities.
- Informs supervisors and employees of events requiring action.
- Prepares correspondence and answers queries on personnel entitlements and conditions.
- Implements changes to personnel records.
- Processes applications for employment or promotion and advises applicants of results.
- May prepare job descriptions and letters of appointment.
- May arrange security passes and identification.
- May prepare rosters and duty statements.

SPECIALISATION**Roster Clerk**

Draws up rosters for shiftworkers using lists of workers allocated to work areas, and amends rosters in consultation with supervisors.

5905-13 EMPLOYMENT OFFICE CLERK

Interviews applicants to determine their job requirements and suitability for employment, assessing their education, abilities, interests, work histories and other employment factors.

SKILL LEVEL

On-the-Job Training: 6 months.

TASKS Include:

- Interviews job seekers and applicants, and records information such as scholastic achievement, employment history and employment ambitions.
- Evaluates information to determine applicants' suitability for referral to vacancies.
- Supplies information to applicants regarding nature of job vacancies, company and union policies, tasks, responsibilities, working conditions, hours and pay, and promotional opportunities.
- Refers applicants to prospective employers for further interview.
- Assesses job applicants, notifies those selected of job offers and makes recommendations for filling future vacancies.
- Prepares permanent records of interviews with both successful and unsuccessful applicants.
- Discusses recruitment policies with superiors to ensure the effectiveness of selection techniques and recruitment programs.
- Observes jobs to obtain first hand information of job requirements.
- Discusses job requirements with employers and prepares selection criteria.
- Organises advertising, interviewing and selection processes with employers.
- May interview job applicants in employment agencies and refer them to prospective employers.
- May assist in the development and administration of labour market training programs.

RELATED OCCUPATIONS

Unit Group 2705 Personnel Specialists

5907-11 CLERK OF COURT

Performs administrative functions for law courts and in support of judges and magistrates.

SKILL LEVEL

Previous Experience: 1-5 years as a law clerk.

TASKS Include:

- Receives, authenticates and files or issues documentation for court actions.
- Lists actions for hearing by courts.
- Documents details of court proceedings and decisions.
- Documents court orders and decisions as they effect parties to actions.
- Performs financial dealings required by courts such as the collection, investment and distribution of money.
- Gives advice on court procedures.
- Attends court and assists court officials.

SPECIALISATION**Magistrate's Clerk**

Provides administrative services to Magistrates' or equivalent Courts, authenticating court actions, listing them for hearing, collecting money, maintaining records and advising on points of law.

5907-13 LAW CLERK

Legal Clerk

Performs routine clerical work associated with legal practice, under the supervision of a solicitor, barrister or clerk of court.

SKILL LEVEL

On-the-Job Training: 1 year.

TASKS Include:

- Assists solicitors in the areas of conveyancing, probate and common law, and in drafting contracts.
- Searches titles to verify ownership and equity in property and to establish whether encumbrances exist.
- Examines contracts for terms of agreement and obtains information relative to the contract deed to enable solicitors to proceed with finalisation.
- Assists in proving the validity of wills, establishing tax due, filling out probate forms and lodging them with probate offices.
- Lodges legal documents at government offices.
- May attend settlements to finalise transfers of titles and funds.
- May assist in court or attend court offices dealing with documentation procedures.
- May attend calling over of court lists and similar matters.
- May visit titles offices and search records for property lot numbers, plan and title numbers, and company and business names.
- May perform clerical functions in court administration.

SPECIALISATIONS**Title Searcher**

Searches records to establish property titles, records information relevant to search and lodges documents at Land Titles Offices.

Conveyancing Clerk

Handles deeds and transfer documents to arrange conveyance of titles.

5907-15 COURT ORDERLY

Court Attendant

Acts as attendant in courts and hearing rooms, opening and closing proceedings and summoning and swearing-in juries and witnesses.

SKILL LEVEL

On-the-Job Training: 1 year.

TASKS Include:

- Maintains order in court and hearing rooms and in adjacent public and waiting areas.
- Announces cases and calls witnesses.
- Opens court and hearing rooms.
- Ensures court lists are posted on notice boards.
- Arranges furniture to meet requirements for each court and hearing room.
- Allocates rooms for use by legal practitioners.
- Delivers court files, transcripts and mail to chambers.
- Records file movements and notifies registries.
- May assist with counter enquiries.
- May act as personal assistant to magistrates.

SPECIALISATIONS

Court Usher
Tipstaff

5907-99 LEGAL AND RELATED CLERKS NEC

This residual grouping covers Legal and Related Clerks not elsewhere classified.

SKILL LEVEL

On-the-Job Training: 1 year.

SPECIALISATIONS

Bailiff

Sheriff

Sheriff's Officer

Enforces laws as officers of the court by executing court orders such as eviction notices, serving legal orders and documents such as summonses and subpoenas, and seizing or repossessing property.

Administers jury rosters, escorts prisoners to and from courts, and keeps records of court processes served.

Trust Officer

Administers trusts, estates and settlements.

Identifies assets and liabilities.

Prepares probate papers and income tax and State duty returns.

Collects and realises assets and pays debts, taxes and taxes.

Satisfies statutory requirements, establishes beneficial entitlements and distributes assets.

Maintains probate and trust files, invests trust funds and administers accounts.

5909-11 POSTAL CLERK

Performs clerical, sales and telling functions at post offices.

SKILL LEVEL

On-the-Job Training: 6 months.

TASKS Include:

- Sells stamps and other postal products and services.
- Issues and pays money orders.
- Acts as savings bank agent.
- Receives payments for telephone and other accounts.
- Receives telegram, intelpost and similar messages for transmission.
- Receives registered mails and computes charges.
- Handles and safeguards cash and postal stock.
- Advises customers on postal services and charges.
- Sells philatelic products and undertakes associated promotional tasks.
- May assist in the preparation of promotional displays.

RELATED OCCUPATION

Occupation 1599-15 Postmaster/mistress

5909-13 POSTAL OFFICER

Performs sorting and clerical tasks associated with the provision of postal services.

SKILL LEVEL

On-the-Job Training: 4-6 weeks.

TASKS Include:

- Sorts mail into post office boxes.
- Sorts locally posted mail to preliminary breakup and despatches it to mail centres.
- Sells stamps, postal stationery and other goods and services.
- Advises customers on postal services and charges.
- Performs clerical tasks including maintenance of mail statistics.
- Handles and safeguards cash and postal stock.
- May supervise postal sorting and delivery staff.
- May process general agency transactions.
- May clear post boxes.
- May deliver telegrams, imagegrams or special delivery mail or parcels.

RELATED OCCUPATIONS

Unit Group 5403 Mail Sorters

Occupation 5605-13 Postman/woman

5999-11 METER READER

Reads electric, gas or water meters, records consumption and keeps records.

SKILL LEVEL

On-the-Job Training: 2 weeks.

TASKS Include:

- Walks over established routes, enters premises or land and locates meters.
- Checks numbers of meters and addresses, and reads meters.
- Inspects meters for defects, damage or unauthorised connections, and reports irregularities for servicing action.
- Checks readings to locate abnormal consumption.
- Reads meters for customers vacating premises or after replacement of meters.
- Records details of customers who have moved without notification.
- May calculate amounts due and leave accounts for customers.
- May drive vehicles.
- May take or arrange applications for new services.

SPECIALISATION

Meter Records Clerk

Records technical data and installation details of meters, prepares work orders for their servicing and replacement and supplies maintenance workers, accounting departments and customers with information.

5999-13 PROOF READER

Reads typescripts or proofs of typed material to detect errors and make corrections to grammar, typing or composition.

SKILL LEVEL

On-the-Job Training: 3-6 months.

TASKS Include:

- Compares proof and copy.
- Marks proofs using codes to indicate deviations from copy or instruct operators to alter typographic details.
- Discusses grammatical or compositional discrepancies in copy with authors, and obtains signatures on copy authorising changes.
- Lodges marked proof for corrective action.
- Signs and dates proofs to indicate approval of corrections and authorise preparation of type for printing.
- May amend proof on visual display terminals.

5999-15 CLASSIFIED ADVERTISING CLERK

Receives advertising copy from clients by mail, phone or at a counter and records it for publication or broadcasting.

SKILL LEVEL

On-the-Job Training: 1-2 months.

TASKS Include:

- Checks submitted text to ensure accuracy of names, prices and details, and typesetting requirements.
- Confirms headings and conditions under which copy is to appear.
- Advises on rates, applies discounts, calculates costs and accepts payments or makes charges to accounts.
- Maintains filing systems to facilitate processing.
- May enter text and other details directly into computerised typesetting and accounting systems.

5999-17 BOOKMAKER'S CLERK

Penciller

Assists bookmakers to provide betting services for punters at race meetings.

SKILL LEVEL

On-the-Job Training: 3 months.

TASKS Include:

- Records details of bets in transaction ledgers.
- Monitors amounts of money placed on race entrants and advises bookmakers.
- Hands copies of betting ledgers to bookmakers after the closing of bets for each race.
- Checks details and numbers on winning betting tickets against those in betting ledgers.
- Crosses off entries on ledgers, pays money to punters and files or marks tickets.
- Pays money on winning tickets.
- May operate computer consoles to record bets and other information.

SPECIALISATION

Bagman/woman

Accepts money from punters and places it into bags, reads odds boards, writes betting tickets and calls out odds and details for recording.

5999-19 MARKET RESEARCH INTERVIEWER

Survey Interviewer

Questions people and records their responses for analysis.

CLERKS

MAJOR GROUP 5

SKILL LEVEL

On-the-Job Training: 1 month.

TASKS Include:

- Visits potential survey participants to seek their co-operation and to discuss surveys or leave pamphlets.
- Questions participants and records answers to standardised questions or leaves questionnaires to be completed.
- Records the distribution of documents.
- Collects questionnaires and returns documents to market research managers.
- May encode responses or check their consistency.
- May interview people at random in crowds or on the street.
- May attend debriefing sessions.

5999-99 CLERKS NEC

This residual grouping covers Clerks not elsewhere classified.

SKILL LEVEL

On-the-Job Training: 1-6 months.

SPECIALISATIONS

Parking Inspector

Patrols assigned areas to check that vehicles are legally parked and have not overstayed maximum parking times, and issues parking infringement notices where parking laws have been violated.

Stamp Classifier