

Information Clerks

SOC: 43-4021 • Career Profile Report

■ Key Facts

\$43,730

Median Salary

34,600

Employment

-3.0%

Growth Rate

■ Requirements & Salary Range

Education: See Requirements (BLS)

■ Automation Risk Assessment

Medium Risk - 50.0% probability of being automated in the next 10-20 years.

This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

8.1/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Communication skills, Integrity, Interpersonal skills, Organizational skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Information Clerks typically perform the following tasks:

- Maintain files and control records to show correspondence activities.
- Read incoming correspondence to ascertain nature of writers' concerns and to determine disposition of correspondence.
- Gather records pertinent to specific problems, review them for completeness and accuracy, and attach records to correspondence as necessary.
- Prepare documents and correspondence, such as damage claims, credit and billing inquiries, invoices, and service complaints.
- Compile data from records to prepare periodic reports.
- Compose letters in reply to correspondence concerning such items as requests for merchandise, damage claims, credit information requests, delinquent accounts, incorrect billing, or unsatisfactory service.
- Route correspondence to other departments for reply.
- Ensure that money collected is properly recorded and secured.
- Process orders for goods requested in correspondence.
- Present clear and concise explanations of governing rules and regulations.
- Review correspondence for format and typographical accuracy, assemble the information into a prescribed form with the correct number of copies, and submit it to an authorized official for signature.
- Compute costs of records furnished to requesters, and write letters to obtain payment.
- Compile data pertinent to manufacture of special products for customers.
- Type acknowledgment letters to persons sending correspondence.
- Complete form letters in response to requests or problems identified by correspondence.
- Confer with company personnel regarding feasibility of complying with writers' requests.
- Prepare records for shipment by certified mail.

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Source: <https://www.bls.gov/ooh/office-and-administrative-support/information-clerks.htm>