

43-1011 First-Line Supervisors of Office and Administrative Support Workers



Supervise and coordinate the activities of clerical and administrative support workers. *Examples: Claims Supervisor; Stock Room Manager; Teller Supervisor*

Training Category: High School | < 5 yrs | none

2015 Average Wage:	\$ 26.28
2014 Estimated Employment:	6,905
2024 Projected Employment:	7,532
Growth Rate, 2014-2024:	9.1%
Annual Openings:	167

Industry	2014 Share	2024 Share
621 Ambulatory Health Care Services	9.8%	11.3%
522 Credit Intermediation & Related Activity	8.2%	7.9%
524 Insurance Carriers & Related Activities	7.1%	6.8%
445 Food and Beverage Stores	6.2%	6.2%
452 General Merchandise Stores	6.1%	6.3%
622 Hospitals	3.8%	3.7%

43-2011 Switchboard Operators, Including Answering Service



Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages. *Examples: Communication Center Operator; Exchange Operator; Telephone Answering Service Operator*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 14.28
2014 Estimated Employment:	489
2024 Projected Employment:	335
Growth Rate, 2014-2024:	-31.5%
Annual Openings:	6

Industry	2014 Share	2024 Share
622 Hospitals	33.5%	31.0%
5614 Business Support Services	12.1%	15.8%
621 Ambulatory Health Care Services	9.6%	10.5%
721 Accommodation	8.2%	7.5%
441 Motor Vehicle and Parts Dealers	n	n
531 Real Estate	n	n

43-2021 Telephone Operators



Provide information by accessing alphabetical and geographical directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls. *Examples: Long Distance Operator; Routing Operator*

Training Category: High School | none | Short OJT

2015 Average Wage:	n/a
2014 Estimated Employment:	n
2024 Projected Employment:	n
Growth Rate, 2014-2024:	n
Annual Openings:	n

Industry	2014 Share	2024 Share
Self-Employed Workers	n	n
6113 Colleges and Universities	n	n

43-2099 Communications Equipment Operators, All Other



All communications equipment operators not listed separately.

Training Category: High School | none | Short OJT

2015 Average Wage:	n/a
2014 Estimated Employment:	n
2024 Projected Employment:	n
Growth Rate, 2014-2024:	n
Annual Openings:	n

Industry	2014 Share	2024 Share
Self-Employed Workers	n	n
622 Hospitals	n	n
Federal Government, ex. Postal Service	n	n

43-3011 Bill and Account Collectors



Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts. *Examples: Payment Collector; Collection Clerk; Installment Agent*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 16.28
2014 Estimated Employment:	1,467
2024 Projected Employment:	1,499
Growth Rate, 2014-2024:	2.2%
Annual Openings:	39

Industry	2014 Share	2024 Share
5614 Business Support Services	53.9%	55.2%
621 Ambulatory Health Care Services	10.2%	11.3%
551 Management of Companies and Enterprises	4.1%	3.7%
522 Credit Intermediation & Related Activity	3.6%	3.4%
5412 Accounting and Bookkeeping Services	3.5%	3.3%
5411 Legal Services	n	n

43-3021 Billing and Posting Clerks



Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods. *Examples: Calculating Machine Operator; Invoice Control Clerk; Rating Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 17.92
2014 Estimated Employment:	1,844
2024 Projected Employment:	2,078
Growth Rate, 2014-2024:	12.7%
Annual Openings:	61

Industry	2014 Share	2024 Share
621 Ambulatory Health Care Services	32.5%	35.9%
622 Hospitals	16.6%	15.5%
5611 Office Administrative Services	7.7%	8.0%
5412 Accounting and Bookkeeping Services	7.4%	6.7%
551 Management of Companies and Enterprises	4.8%	4.4%
Local Government, ex. Education	3.2%	3.0%

43-3031 Bookkeeping, Accounting, and Auditing Clerks



Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. *Examples: Accounts Receivable Clerk; Ledger Clerk; Voucher Examiner*

Training Category: Some College | none | Moderate OJT

2015 Average Wage:	\$ 19.02
2014 Estimated Employment:	8,071
2024 Projected Employment:	7,449
Growth Rate, 2014-2024:	-7.7%
Annual Openings:	79

Industry	2014 Share	2024 Share
5412 Accounting and Bookkeeping Services	4.8%	4.5%
551 Management of Companies and Enterprises	4.8%	4.7%
Self-Employed Workers	4.5%	5.1%
813 Membership Organizations & Associations	4.3%	4.1%
524 Insurance Carriers & Related Activities	4.2%	4.1%
621 Ambulatory Health Care Services	4.1%	4.7%

43-3041 Gaming Cage Workers



In a gaming establishment, conduct financial transactions for patrons. May reconcile daily summaries of transactions to balance books. Accept patron's credit application and verify credit references to provide check-cashing authorization or to establish house credit accounts *Example: Cage Cashier*

Training Category: High School | none | Short OJT

2015 Average Wage:	n/a
2014 Estimated Employment:	n
2024 Projected Employment:	n
Growth Rate, 2014-2024:	n
Annual Openings:	n

Industry	2014 Share	2024 Share
713 Amusement, Gambling & Recreation Ind	n	n

43-3051 Payroll and Timekeeping Clerks



Compile and post employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions. May prepare paychecks. *Examples: Attendance Clerk; Payroll Bookkeeper; Timekeeper*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 20.99
2014 Estimated Employment:	766
2024 Projected Employment:	743
Growth Rate, 2014-2024:	-3.0%
Annual Openings:	20

Industry		2014 Share	2024 Share
524	Insurance Carriers & Related Activities	11.4%	11.2%
	Local Government, ex. Education	6.4%	6.2%
551	Management of Companies and Enterprises	6.3%	6.1%
5412	Accounting and Bookkeeping Services	n	n
5611	Office Administrative Services	n	n

43-3061 Procurement Clerks



Compile information and records to draw up purchase orders for procurement of materials and services. *Examples: Property and Supply Officer; Purchasing Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 17.77
2014 Estimated Employment:	467
2024 Projected Employment:	446
Growth Rate, 2014-2024:	-4.5%
Annual Openings:	16

Industry		2014 Share	2024 Share
493	Warehousing and Storage	27.2%	26.9%
423	Merchant Wholesalers, Durable Goods	7.7%	7.6%
334	Computer and Electronic Product Mfg	7.3%	6.7%
333	Machinery Manufacturing	6.0%	5.6%
332	Fabricated Metal Product Manufacturing	5.8%	5.6%
622	Hospitals	5.4%	5.4%

43-3071 Tellers



Receive and pay out money. Keep records of money and negotiable instruments involved in a financial institution's various transactions. *Examples: Foreign Exchange Clerk; Money Order Clerk; Securities Teller*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 13.50
2014 Estimated Employment:	2,011
2024 Projected Employment:	1,907
Growth Rate, 2014-2024:	-5.2%
Annual Openings:	79

Industry		2014 Share	2024 Share
522	Credit Intermediation & Related Activity	99.2%	99.0%
524	Insurance Carriers & Related Activities	n	n
551	Management of Companies and Enterprises	n	n
5614	Business Support Services	n	n

43-3099 Financial Clerks, All Other



All financial clerks not listed separately. *Examples: Bank Vault Attendant; Safety Deposit Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 17.28
2014 Estimated Employment:	414
2024 Projected Employment:	457
Growth Rate, 2014-2024:	10.4%
Annual Openings:	15

Industry		2014 Share	2024 Share
522	Credit Intermediation & Related Activity	22.5%	22.5%
551	Management of Companies and Enterprises	11.8%	11.2%
	Local Government, ex. Education	7.5%	7.0%
622	Hospitals	5.6%	5.5%
523	Financial Investment and Related Activities	n	n
6111	Elementary and Secondary Schools	n	n

43-4011 Brokerage Clerks



Perform clerical duties involving the purchase or sale of securities. Duties include writing orders for stock purchases and sales, computing transfer taxes, verifying stock transactions, accepting and delivering securities, tracking stock price fluctuations, computing equity, distributing dividends, and keeping records of daily transactions and holdings. *Examples: Portfolio Assistant; Dividend Clerk; Telephone Quotation Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 25.25
2014 Estimated Employment:	n
2024 Projected Employment:	n
Growth Rate, 2014-2024:	n
Annual Openings:	n

Industry	2014 Share	2024 Share
522 Credit Intermediation & Related Activity	n	n
523 Financial Investment and Related Activities	n	n
524 Insurance Carriers & Related Activities	n	n
551 Management of Companies and Enterprises	n	n

43-4021 Correspondence Clerks



Compose letters in reply to requests for merchandise, damage claims, credit and other information, delinquent accounts, incorrect billings, or unsatisfactory services. Duties may include gathering data to formulate reply and typing correspondence. *Examples: Collection Correspondent; Fan Mail Editor*

Training Category: High School | none | Short OJT

2015 Average Wage:	n/a
2014 Estimated Employment:	25
2024 Projected Employment:	23
Growth Rate, 2014-2024:	-8.0%
Annual Openings:	1

Industry	2014 Share	2024 Share
524 Insurance Carriers & Related Activities	n	n
5614 Business Support Services	n	n
6111 Elementary and Secondary Schools	n	n
622 Hospitals	n	n
Local Government, ex. Education	n	n

43-4031 Court, Municipal, and License Clerks



Perform clerical duties in courts of law, municipalities, and governmental licensing agencies and bureaus. May prepare docket of cases to be called; secure information for judges and court; prepare draft agendas or bylaws for town or city council; answer official correspondence; keep fiscal records and accounts; issue licenses or permits; record data, administer tests, or collect fees. *Examples: Circuit Court Clerk; Warrant Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 18.25
2014 Estimated Employment:	456
2024 Projected Employment:	481
Growth Rate, 2014-2024:	5.5%
Annual Openings:	5

Industry	2014 Share	2024 Share
Local Government, ex. Education	78.7%	79.0%
State Government, ex. Education and Hospitals	18.2%	18.1%
Self-Employed Workers	3.1%	2.9%

43-4041 Credit Authorizers, Checkers, and Clerks



Authorize credit charges against customers' accounts. Investigate history and credit standing of individuals or business establishments applying for credit. May interview applicants to obtain personal and financial data; determine credit worthiness; process applications; and notify customers of acceptance or rejection of credit. *Examples: Credit Interviewer; Credit Rating Inspector*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 18.74
2014 Estimated Employment:	149
2024 Projected Employment:	149
Growth Rate, 2014-2024:	0.0%
Annual Openings:	1

Industry	2014 Share	2024 Share
522 Credit Intermediation & Related Activity	30.9%	29.5%
454 Nonstore Retailers	14.1%	15.4%
5614 Business Support Services	8.1%	9.4%
424 Merchant Wholesalers, Nondurable Goods	n	n
444 Building Material & Garden Supply Stores	n	n
518 ISPs, Search Portals, & Data Processing	n	n

43-4051 Customer Service Representatives



Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. *Examples: Complaint Adjuster; Passenger Relations Representative; Telephone Service Adviser*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 17.64
2014 Estimated Employment:	9,100
2024 Projected Employment:	9,995
Growth Rate, 2014-2024:	9.8%
Annual Openings:	314

Industry	2014 Share	2024 Share
524 Insurance Carriers & Related Activities	16.1%	15.6%
517 Telecommunications	8.9%	7.5%
5614 Business Support Services	6.3%	9.3%
454 Nonstore Retailers	5.1%	5.7%
425 Electronic Markets and Agents/Brokers	3.8%	3.9%
511 Publishing Industries	3.8%	3.1%

43-4061 Eligibility Interviewers, Government Programs



Determine eligibility of persons applying to receive assistance from government programs and agency resources, such as welfare, unemployment benefits, social security, and public housing. *Examples: Unemployment Benefits Claims Taker; County Service Officer; Welfare Interviewer*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 19.12
2014 Estimated Employment:	423
2024 Projected Employment:	445
Growth Rate, 2014-2024:	5.2%
Annual Openings:	7

Industry	2014 Share	2024 Share
State Government, ex. Education and Hospitals	52.5%	52.6%
Local Government, ex. Education	35.5%	35.7%
624 Social Assistance	4.5%	4.5%
Federal Government, ex. Postal Service	4.3%	3.8%
5613 Employment Services	1.4%	1.6%

43-4071 File Clerks



File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested. *Examples: Computer Tape Librarian; Document Clerk; Records Custodian*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 12.21
2014 Estimated Employment:	530
2024 Projected Employment:	496
Growth Rate, 2014-2024:	-6.4%
Annual Openings:	11

Industry	2014 Share	2024 Share
5613 Employment Services	15.5%	17.3%
524 Insurance Carriers & Related Activities	11.3%	10.5%
622 Hospitals	10.2%	9.7%
Local Government, ex. Education	8.3%	7.9%
621 Ambulatory Health Care Services	7.2%	8.1%
522 Credit Intermediation & Related Activity	5.5%	5.4%

43-4081 Hotel, Motel, and Resort Desk Clerks



Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. *Examples: Register Clerk; Room Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 11.17
2014 Estimated Employment:	1,224
2024 Projected Employment:	1,342
Growth Rate, 2014-2024:	9.6%
Annual Openings:	75

Industry	2014 Share	2024 Share
721 Accommodation	97.2%	97.3%
531 Real Estate	0.9%	0.9%
813 Membership Organizations & Associations	0.8%	0.8%
551 Management of Companies and Enterprises	n	n
713 Amusement, Gambling & Recreation Ind	n	n

43-4111 Interviewers, Except Eligibility and Loan



Interview persons by telephone, mail, in person, or by other means for the purpose of completing forms, applications, or questionnaires. Ask specific questions, record answers, and assist persons with completing form. May sort, classify, and file forms. *Examples: Census Taker; Market Research Interviewer; Out-patient Admitting Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 15.89
2014 Estimated Employment:	1,215
2024 Projected Employment:	1,278
Growth Rate, 2014-2024:	5.2%
Annual Openings:	34

Industry	2014 Share	2024 Share
622 Hospitals	43.2%	41.1%
6113 Colleges and Universities	14.8%	14.4%
621 Ambulatory Health Care Services	14.4%	16.9%
5611 Office Administrative Services	5.1%	5.3%
5419 Other Professional & Technical Services	3.8%	3.6%
5412 Accounting and Bookkeeping Services	n	n

43-4121 Library Assistants, Clerical



Compile records, sort and shelve books, and issue and receive library materials such as pictures, cards, slides and microfilm. Locate library materials for loan and replace material in shelving area, stacks, or files according to identification number and title. Register patrons to permit them to borrow books, periodicals, and other library materials. *Examples: Braille and Talking Books Clerk; Microfilm Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 12.52
2014 Estimated Employment:	881
2024 Projected Employment:	916
Growth Rate, 2014-2024:	4.0%
Annual Openings:	31

Industry	2014 Share	2024 Share
Local Government, ex. Education	67.8%	69.0%
6111 Elementary and Secondary Schools	15.9%	15.1%
6113 Colleges and Universities	7.2%	7.2%
519 Other Information Services	5.2%	4.7%
State Government, ex. Education and Hospitals	1.0%	1.1%
6112 Junior Colleges	n	n

43-4131 Loan Interviewers and Clerks



Interview loan applicants to elicit information; investigate applicants' backgrounds and verify references; prepare loan request papers; and forward findings, reports, and documents to appraisal department. Review loan papers to ensure completeness, and complete transactions between loan establishment, borrowers, and sellers upon approval of loan. *Examples: Loan Closer; Loan Processor*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 17.46
2014 Estimated Employment:	775
2024 Projected Employment:	860
Growth Rate, 2014-2024:	11.0%
Annual Openings:	20

Industry	2014 Share	2024 Share
522 Credit Intermediation & Related Activity	70.8%	71.3%
5411 Legal Services	10.2%	8.8%
551 Management of Companies and Enterprises	7.5%	7.1%
5614 Business Support Services	4.4%	5.5%
441 Motor Vehicle and Parts Dealers	3.7%	3.6%
5613 Employment Services	1.9%	2.2%

43-4141 New Accounts Clerks



Interview persons desiring to open bank accounts. Explain banking services available to prospective customers and assist them in preparing application form. *Example: Banking Services Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 16.14
2014 Estimated Employment:	458
2024 Projected Employment:	428
Growth Rate, 2014-2024:	-6.6%
Annual Openings:	11

Industry	2014 Share	2024 Share
522 Credit Intermediation & Related Activity	99.1%	99.1%
551 Management of Companies and Enterprises	0.9%	0.9%

43-4151 Order Clerks



Receive and process incoming orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Duties include informing customers of receipt, prices, shipping dates, and delays; preparing contracts; and handling complaints. *Examples: Catalogue Clerk; Subscription Clerk; Classified Advertisement Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 16.60
2014 Estimated Employment:	940
2024 Projected Employment:	968
Growth Rate, 2014-2024:	3.0%
Annual Openings:	29

Industry	2014 Share	2024 Share
454 Nonstore Retailers	37.6%	43.3%
423 Merchant Wholesalers, Durable Goods	10.0%	9.2%
425 Electronic Markets and Agents/Brokers	8.1%	8.0%
444 Building Material & Garden Supply Stores	6.8%	6.2%
424 Merchant Wholesalers, Nondurable Goods	4.8%	4.2%
452 General Merchandise Stores	3.4%	3.3%

43-4161 Human Resources Assistants, Except Payroll and Timekeeping



Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and date of and reason for termination. Compile and type reports from employment records. File employment records. Search employee files and furnish information to authorized persons.

Training Category: Associate | none | none

2015 Average Wage:	\$ 17.95
2014 Estimated Employment:	546
2024 Projected Employment:	531
Growth Rate, 2014-2024:	-2.8%
Annual Openings:	6

Industry	2014 Share	2024 Share
452 General Merchandise Stores	11.5%	10.7%
622 Hospitals	8.4%	8.1%
5613 Employment Services	8.2%	9.0%
551 Management of Companies and Enterprises	6.4%	6.4%
6113 Colleges and Universities	5.5%	5.3%
621 Ambulatory Health Care Services	5.1%	6.4%

43-4171 Receptionists and Information Clerks



Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization. *Examples: Appointment Clerk; Front Desk Clerk; Referral and Information Aide*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 13.64
2014 Estimated Employment:	5,270
2024 Projected Employment:	5,648
Growth Rate, 2014-2024:	7.2%
Annual Openings:	180

Industry	2014 Share	2024 Share
621 Ambulatory Health Care Services	27.9%	31.9%
713 Amusement, Gambling & Recreation Ind	12.4%	11.8%
812 Personal and Laundry Services	8.6%	8.7%
5419 Other Professional & Technical Services	7.1%	6.6%
622 Hospitals	4.5%	4.4%
623 Nursing and Residential Care Facilities	2.8%	3.4%

43-4181 Reservation and Transportation Ticket Agents and Travel Clerks



Make and confirm reservations and sell tickets to passengers and for large hotel or motel chains. May check baggage and direct passengers to designated concourse, pier, or track; make reservations, deliver tickets, arrange for visas, contact individuals and groups to inform them of package tours, or provide tourists with travel information, such as points of interest, restaurants, rates, and emergency service. *Examples: Ticket Clerk; Hotel Reservationist*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 14.29
2014 Estimated Employment:	148
2024 Projected Employment:	169
Growth Rate, 2014-2024:	14.2%
Annual Openings:	4

Industry	2014 Share	2024 Share
531 Real Estate	39.2%	43.8%
721 Accommodation	27.7%	26.6%
485 Transit and Ground Passenger Transport	16.9%	15.4%
481 Air Transportation	8.1%	6.5%
5615 Travel Arrangement & Reservation Service	2.7%	2.4%
713 Amusement, Gambling & Recreation Ind	2.0%	2.4%

43-4199 Information and Record Clerks, All Other



All information and record clerks not listed separately *Examples: Student Admissions Clerk; Suggestion Clerk; Vault Custodian*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 15.74
2014 Estimated Employment:	1,076
2024 Projected Employment:	1,173
Growth Rate, 2014-2024:	9.0%
Annual Openings:	38

Industry	2014 Share	2024 Share
622 Hospitals	15.0%	14.5%
Federal Government, ex. Postal Service	14.1%	12.7%
Local Government, ex. Education	9.3%	9.0%
551 Management of Companies and Enterprises	6.5%	6.3%
524 Insurance Carriers & Related Activities	6.1%	6.3%
State Government, ex. Education and Hospitals	5.1%	4.9%

43-5011 Cargo and Freight Agents



Expedite and route movement of incoming and outgoing cargo and freight shipments in airline, train, and trucking terminals, and shipping docks. Take orders from customers and arrange pickup of freight and cargo for delivery to loading platform. Prepare and examine bills of lading to determine shipping charges and tariffs. *Examples: Routing Agent; Shipping Agent*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 24.51
2014 Estimated Employment:	64
2024 Projected Employment:	70
Growth Rate, 2014-2024:	9.4%
Annual Openings:	3

Industry	2014 Share	2024 Share
484 Truck Transportation	n	n
488 Support Activities for Transportation	n	n
492 Couriers and Messengers	n	n
551 Management of Companies and Enterprises	n	n

43-5021 Couriers and Messengers



Pick up and carry messages, documents, packages, and other items between offices or departments within an establishment or to other business concerns, traveling by foot, bicycle, motorcycle, automobile, or public conveyance. *Examples: Message Delivery Clerk; Telegraph Messenger*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 11.33
2014 Estimated Employment:	661
2024 Projected Employment:	721
Growth Rate, 2014-2024:	9.1%
Annual Openings:	14

Industry	2014 Share	2024 Share
492 Couriers and Messengers	44.5%	44.4%
Self-Employed Workers	17.9%	16.0%
621 Ambulatory Health Care Services	13.0%	15.4%
622 Hospitals	4.2%	4.0%
5616 Investigation and Security Services	3.6%	4.0%
551 Management of Companies and Enterprises	3.2%	3.1%

43-5031 Police, Fire, and Ambulance Dispatchers



Receive complaints from public concerning crimes and police emergencies. Broadcast orders to police patrol units in vicinity of complaint to investigate. Operate radio, telephone, or computer equipment to receive reports of fires and medical emergencies and relay information or orders to proper officials. *Examples: 911 Operator; Public Safety Dispatcher*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 19.93
2014 Estimated Employment:	695
2024 Projected Employment:	671
Growth Rate, 2014-2024:	-3.5%
Annual Openings:	17

Industry	2014 Share	2024 Share
Local Government, ex. Education	71.8%	70.9%
State Government, ex. Education and Hospitals	16.8%	16.5%
621 Ambulatory Health Care Services	4.9%	6.3%
622 Hospitals	3.7%	3.6%
6113 Colleges and Universities	2.7%	2.7%

43-5032 Dispatchers, Except Police, Fire, and Ambulance



Schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers, or for normal installation, service, or emergency repairs rendered outside the place of business. Duties may include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress. *Examples: Security Dispatcher; Repair Service Dispatcher; Taxicab Dispatcher*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 19.55
2014 Estimated Employment:	653
2024 Projected Employment:	672
Growth Rate, 2014-2024:	2.9%
Annual Openings:	18

Industry	2014 Share	2024 Share
485 Transit and Ground Passenger Transport	15.9%	15.3%
484 Truck Transportation	10.0%	10.4%
454 Nonstore Retailers	9.8%	8.0%
Local Government, ex. Education	9.7%	10.0%
441 Motor Vehicle and Parts Dealers	5.5%	5.8%
State Government, ex. Education and Hospitals	5.1%	5.2%

43-5041 Meter Readers, Utilities



Read meter and record consumption of electricity, gas, water, or steam. *Examples: Electric Meter Reader; Meter Record Clerk; Water Meter Reader*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 24.87
2014 Estimated Employment:	71
2024 Projected Employment:	58
Growth Rate, 2014-2024:	-18.3%
Annual Openings:	1

Industry	2014 Share	2024 Share
221 Utilities	43.7%	39.7%
Local Government, ex. Education	39.4%	39.7%
5613 Employment Services	12.7%	15.5%
238 Specialty Trade Contractors	n	n
551 Management of Companies and Enterprises	n	n

43-5051 Postal Service Clerks



Perform any combination of tasks in a post office, such as receive letters and parcels; sell postage and revenue stamps, postal cards, and stamped envelopes; fill out and sell money orders; place mail in pigeon holes of mail rack or in bags according to State, address, or other scheme; and examine mail for correct postage. *Examples: Parcel Post Clerk; Special Delivery Clerk; Stamp Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 24.26
2014 Estimated Employment:	439
2024 Projected Employment:	336
Growth Rate, 2014-2024:	-23.5%
Annual Openings:	5

Industry	2014 Share	2024 Share
491 Postal Service	100.0%	100.0%

43-5052 Postal Service Mail Carriers



Sort mail for delivery. Deliver mail on established route by vehicle or on foot. *Examples: Letter Carrier; Mail Deliverer; Route Carrier*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 24.34
2014 Estimated Employment:	1,467
2024 Projected Employment:	1,120
Growth Rate, 2014-2024:	-23.6%
Annual Openings:	28

Industry	2014 Share	2024 Share
491 Postal Service	100.0%	100.0%

43-5053 Postal Service Mail Sorters, Processors, and Processing Machine Operators



Prepare incoming and outgoing mail for distribution. Examine, sort, and route mail by State, type of mail, or other scheme. Load, operate, and occasionally adjust and repair mail processing, sorting, and canceling machinery. Keep records of shipments, pouches, and sacks; and other duties related to mail handling within the postal service. Must complete a competitive exam. *Examples: Mail Weigher; Mail Handler Sorting Mail*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 24.45
2014 Estimated Employment:	655
2024 Projected Employment:	450
Growth Rate, 2014-2024:	-31.3%
Annual Openings:	8

Industry	2014 Share	2024 Share
491 Postal Service	100.0%	100.0%

43-5061 Production, Planning, and Expediting Clerks



Coordinate and expedite the flow of work and materials within or between departments of an establishment according to production schedule. Duties include reviewing and distributing production, work, and shipment schedules; conferring with department supervisors to determine progress of work and completion dates; and compiling reports on progress of work, inventory levels, costs, and production problems. *Examples: Production Dispatcher; Expediter*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 24.71
2014 Estimated Employment:	1,195
2024 Projected Employment:	1,224
Growth Rate, 2014-2024:	2.4%
Annual Openings:	35

Industry	2014 Share	2024 Share
334 Computer and Electronic Product Mfg	16.6%	15.6%
332 Fabricated Metal Product Manufacturing	10.5%	11.3%
333 Machinery Manufacturing	9.1%	8.8%
5413 Architectural and Engineering Services	5.9%	6.3%
339 Miscellaneous Manufacturing	4.4%	4.0%
335 Electrical Equipment and Appliances	4.4%	3.8%

43-5071 Shipping, Receiving, and Traffic Clerks



Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products. *Examples: Receiver; Garment Sorter; Freight Separator*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 15.85
2014 Estimated Employment:	2,729
2024 Projected Employment:	2,717
Growth Rate, 2014-2024:	-0.4%
Annual Openings:	59

Industry	2014 Share	2024 Share
423 Merchant Wholesalers, Durable Goods	14.0%	14.1%
332 Fabricated Metal Product Manufacturing	7.4%	7.7%
334 Computer and Electronic Product Mfg	6.8%	6.3%
424 Merchant Wholesalers, Nondurable Goods	5.3%	5.2%
425 Electronic Markets and Agents/Brokers	5.1%	5.5%
444 Building Material & Garden Supply Stores	4.5%	4.5%

43-5081 Stock Clerks and Order Fillers



Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays. *Examples: Inventory Control Clerk; Warehouse Clerk*

Training Category: none | none | Short OJT

2015 Average Wage:	\$ 12.68
2014 Estimated Employment:	13,179
2024 Projected Employment:	13,977
Growth Rate, 2014-2024:	6.1%
Annual Openings:	498

Industry	2014 Share	2024 Share
445 Food and Beverage Stores	42.4%	43.6%
452 General Merchandise Stores	18.9%	18.5%
424 Merchant Wholesalers, Nondurable Goods	3.9%	3.8%
444 Building Material & Garden Supply Stores	3.6%	3.5%
448 Clothing and Clothing Accessories Stores	3.5%	2.8%
423 Merchant Wholesalers, Durable Goods	2.8%	2.8%

43-5111 Weighers, Measurers, Checkers, and Samplers, Recordkeeping



Weigh, measure, and check materials, supplies, and equipment for the purpose of keeping relevant records. Duties are primarily clerical by nature. Include workers who collect and keep record of samples of products or materials. *Examples: Counter; Inventory Checker; Scale Attendant*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 18.59
2014 Estimated Employment:	166
2024 Projected Employment:	170
Growth Rate, 2014-2024:	2.4%
Annual Openings:	5

Industry	2014 Share	2024 Share
424 Merchant Wholesalers, Nondurable Goods	28.3%	27.7%
493 Warehousing and Storage	15.7%	15.9%
452 General Merchandise Stores	13.3%	13.5%
423 Merchant Wholesalers, Durable Goods	6.0%	6.5%
327 Nonmetallic Mineral Product Mfg	4.8%	4.1%
325 Chemical Manufacturing	4.2%	4.1%

43-6011 Executive Secretaries and Executive Administrative Assistants



Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. *Example: Administrative Aide*

Training Category: High School | < 5 yrs | none

2015 Average Wage:	\$ 26.54
2014 Estimated Employment:	1,610
2024 Projected Employment:	1,523
Growth Rate, 2014-2024:	-5.4%
Annual Openings:	17

Industry	2014 Share	2024 Share
Local Government, ex. Education	10.5%	10.2%
State Government, ex. Education and Hospitals	8.6%	8.3%
6111 Elementary and Secondary Schools	6.8%	6.4%
6113 Colleges and Universities	5.2%	5.0%
334 Computer and Electronic Product Mfg	5.0%	4.4%
523 Financial Investment and Related Activities	n	n

43-6012 Legal Secretaries



Perform secretarial duties utilizing legal terminology, procedures, and documents. Prepare legal papers and correspondence, such as summonses, complaints, motions, and subpoenas. May also assist with legal research.

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 20.20
2014 Estimated Employment:	875
2024 Projected Employment:	799
Growth Rate, 2014-2024:	-8.7%
Annual Openings:	9

Industry	2014 Share	2024 Share
5411 Legal Services	91.3%	90.4%
Local Government, ex. Education	3.7%	4.0%
State Government, ex. Education and Hospitals	1.5%	1.6%
Self-Employed Workers	0.9%	1.0%
333 Machinery Manufacturing	n	n
551 Management of Companies and Enterprises	n	n

43-6013 Medical Secretaries



Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence. *Examples: Psychiatric Secretary; Dental Secretary*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 17.21
2014 Estimated Employment:	2,441
2024 Projected Employment:	2,901
Growth Rate, 2014-2024:	18.8%
Annual Openings:	72

Industry	2014 Share	2024 Share
621 Ambulatory Health Care Services	76.6%	79.0%
622 Hospitals	18.8%	16.7%
446 Health and Personal Care Stores	1.4%	1.5%
Self-Employed Workers	0.9%	0.8%
623 Nursing and Residential Care Facilities	0.7%	0.7%
6113 Colleges and Universities	n	n

43-6014 Secretaries and Administrative Assistants, Except Legal, Medical, and Executive



Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. *Examples: Personal Secretary; Office Secretary; Receptionist Secretary*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 16.29
2014 Estimated Employment:	11,555
2024 Projected Employment:	11,950
Growth Rate, 2014-2024:	3.4%
Annual Openings:	162

Industry	2014 Share	2024 Share
6111 Elementary and Secondary Schools	11.6%	11.0%
Local Government, ex. Education	7.2%	7.0%
621 Ambulatory Health Care Services	7.0%	8.2%
6113 Colleges and Universities	6.8%	6.6%
813 Membership Organizations & Associations	6.0%	5.8%
531 Real Estate	3.7%	3.6%

43-9011 Computer Operators



Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. May enter commands at a computer terminal and set controls on computer and peripheral devices. Monitor and respond to operating and error messages. *Examples: Console Operator; Data Processing Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 21.08
2014 Estimated Employment:	327
2024 Projected Employment:	272
Growth Rate, 2014-2024:	-16.8%
Annual Openings:	2

Industry	2014 Share	2024 Share
518 ISPs, Search Portals, & Data Processing	21.7%	21.7%
551 Management of Companies and Enterprises	13.2%	12.5%
524 Insurance Carriers & Related Activities	10.7%	10.3%
622 Hospitals	7.7%	7.4%
454 Nonstore Retailers	5.2%	6.3%
5613 Employment Services	4.9%	5.5%

43-9021 Data Entry Keyers



Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing. *Example: Data Typist*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 13.99
2014 Estimated Employment:	1,442
2024 Projected Employment:	1,430
Growth Rate, 2014-2024:	-0.8%
Annual Openings:	18

Industry	2014 Share	2024 Share
5415 Computer Systems Design and Rel Services	39.9%	41.5%
518 ISPs, Search Portals, & Data Processing	13.0%	12.7%
5613 Employment Services	7.1%	7.7%
5412 Accounting and Bookkeeping Services	4.7%	4.1%
551 Management of Companies and Enterprises	3.7%	3.4%
524 Insurance Carriers & Related Activities	2.9%	2.8%

43-9022 Word Processors and Typists



Use word processor/computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned. *Examples: Clerk Typist; Dictaphone Typist*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 16.98
2014 Estimated Employment:	88
2024 Projected Employment:	75
Growth Rate, 2014-2024:	-14.8%
Annual Openings:	0

Industry	2014 Share	2024 Share
Local Government, ex. Education	38.6%	38.7%
State Government, ex. Education and Hospitals	25.0%	24.0%
Self-Employed Workers	5.7%	6.7%
5412 Accounting and Bookkeeping Services	n	n
5413 Architectural and Engineering Services	n	n
5613 Employment Services	n	n

43-9031 Desktop Publishers



Format typescript and graphic elements using computer software to produce publication-ready material. *Examples: Computer Compositor; Electronic Pagination System Operator; Page Makeup System Operator*

Training Category: Associate | none | Short OJT

2015 Average Wage:	\$ 23.49
2014 Estimated Employment:	68
2024 Projected Employment:	57
Growth Rate, 2014-2024:	-16.2%
Annual Openings:	2

Industry	2014 Share	2024 Share
323 Printing and Related Support Activities	22.1%	19.3%
511 Publishing Industries	14.7%	10.5%
6113 Colleges and Universities	7.4%	7.0%
Self-Employed Workers	n	n
339 Miscellaneous Manufacturing	n	n
6117 Educational Support Services	n	n

43-9041 Insurance Claims and Policy Processing Clerks



Process new insurance policies, modifications to existing policies, and claims forms. Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records. Update existing policies and company records to reflect changes requested by policyholders and insurance company representatives. *Examples: Claim Taker; Policy Issue Clerk; Underwriting Clerk*

Training Category: High School | none | Moderate OJT

2015 Average Wage:	\$ 19.73
2014 Estimated Employment:	1,251
2024 Projected Employment:	1,307
Growth Rate, 2014-2024:	4.5%
Annual Openings:	37

Industry	2014 Share	2024 Share
524 Insurance Carriers & Related Activities	97.8%	97.6%
Self-Employed Workers	0.3%	0.3%
522 Credit Intermediation & Related Activity	n	n
5413 Architectural and Engineering Services	n	n
551 Management of Companies and Enterprises	n	n

43-9051 Mail Clerks and Mail Machine Operators, Except Postal Service



Prepare incoming and outgoing mail for distribution. Use hand or mail handling machines to time stamp, open, read, sort, and route incoming mail; and address, seal, stamp, fold, stuff, and affix postage to outgoing mail or packages. Duties may also include keeping necessary records and completed forms. *Examples: Addressing Machine Operator; Mail Distributor; Mail Opener*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 13.81
2014 Estimated Employment:	451
2024 Projected Employment:	379
Growth Rate, 2014-2024:	-16.0%
Annual Openings:	9

Industry	2014 Share	2024 Share
5418 Advertising and Related Services	26.2%	27.2%
524 Insurance Carriers & Related Activities	8.7%	8.7%
323 Printing and Related Support Activities	8.2%	7.4%
511 Publishing Industries	8.0%	5.0%
454 Nonstore Retailers	5.8%	7.1%
6113 Colleges and Universities	5.5%	5.5%

43-9061 Office Clerks, General



Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. *Examples: Administrative Clerk; Office Assistant; Real Estate Clerk*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 17.22
2014 Estimated Employment:	13,352
2024 Projected Employment:	13,842
Growth Rate, 2014-2024:	3.7%
Annual Openings:	337

Industry	2014 Share	2024 Share
238 Specialty Trade Contractors	6.7%	6.6%
621 Ambulatory Health Care Services	6.6%	7.7%
622 Hospitals	6.0%	5.7%
5415 Computer Systems Design and Rel Services	4.7%	5.1%
423 Merchant Wholesalers, Durable Goods	3.2%	3.1%
813 Membership Organizations & Associations	3.1%	3.0%

43-9071 Office Machine Operators, Except Computer



Operate one or more of a variety of office machines, such as photocopying, photographic, and duplicating machines, or other office machines. *Examples: Check Embrosser; Coin Wrapping Machine Operator; Copy Machine Operator*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 13.10
2014 Estimated Employment:	496
2024 Projected Employment:	428
Growth Rate, 2014-2024:	-13.7%
Annual Openings:	11

Industry	2014 Share	2024 Share
5614 Business Support Services	26.0%	28.5%
518 ISPs, Search Portals, & Data Processing	15.3%	15.7%
453 Miscellaneous Store Retailers	14.1%	12.4%
524 Insurance Carriers & Related Activities	7.5%	7.0%
812 Personal and Laundry Services	5.0%	4.4%
323 Printing and Related Support Activities	4.8%	4.2%

43-9081 Proofreaders and Copy Markers



Read transcript or proof type setup to detect and mark for correction any grammatical, typographical, or compositional errors. *Example: Copy Reader*

Training Category: Bachelor | none | none

2015 Average Wage:	\$ 18.95
2014 Estimated Employment:	52
2024 Projected Employment:	57
Growth Rate, 2014-2024:	9.6%
Annual Openings:	1

Industry	2014 Share	2024 Share
454 Nonstore Retailers	21.2%	26.3%
Self-Employed Workers	19.2%	17.5%
6113 Colleges and Universities	7.7%	7.0%
323 Printing and Related Support Activities	n	n
511 Publishing Industries	n	n
6117 Educational Support Services	n	n

43-9111 Statistical Assistants



Compile and compute data according to statistical formulas for use in statistical studies. May perform actuarial computations and compile charts and graphs for use by actuaries. Include actuarial clerks. *Examples: Tabulating Clerk; Compiler; Data Technician*

Training Category: Bachelor | none | none

2015 Average Wage:	\$ 22.88
2014 Estimated Employment:	195
2024 Projected Employment:	185
Growth Rate, 2014-2024:	-5.1%
Annual Openings:	8

Industry	2014 Share	2024 Share
524 Insurance Carriers & Related Activities	28.2%	24.3%
Self-Employed Workers	7.2%	8.1%
State Government, ex. Education and Hospitals	5.1%	4.9%
511 Publishing Industries	n	n
523 Financial Investment and Related Activities	n	n
5419 Other Professional & Technical Services	n	n

43-9199 Office and Administrative Support Workers, All Other



All office and administrative support workers not listed separately. *Examples: Notary Public; Envelope Stuffer*

Training Category: High School | none | Short OJT

2015 Average Wage:	\$ 13.56
2014 Estimated Employment:	3,147
2024 Projected Employment:	3,454
Growth Rate, 2014-2024:	9.8%
Annual Openings:	116

Industry	2014 Share	2024 Share
6113 Colleges and Universities	19.0%	17.9%
5613 Employment Services	14.5%	16.4%
445 Food and Beverage Stores	8.1%	8.1%
622 Hospitals	4.4%	4.2%
Self-Employed Workers	3.7%	3.5%
6112 Junior Colleges	n	n