

The outlook for different types of information and record clerks is expected to vary in the coming decade. Customer service representatives are expected to grow faster than the average for all occupations, as they increasingly take over the duties of a variety of other workers. Economic growth and general business expansion are expected to stimulate faster than average growth among receptionists and information clerks. Hotel, motel, and resort desk clerks are expected to grow faster than the average, as the occupational composition of the lodging industry changes and services provided by these workers expand. Employment of interviewers, except eligibility and loan also is expected to grow faster than average, as these workers will benefit from rapid growth in the health services industry.

Library assistants and human resources assistants are expected to grow about as fast as average as these workers take on more responsibilities. Average employment growth also is projected for court, municipal, and license clerks as the number of court cases and demand for citizen services continues to increase. Reservation and transportation ticket agents and travel clerks also are expected to grow about as fast as average due to rising demand for travel services. Employment of correspondence clerks; credit authorizers, checkers, and clerks; file clerks; and new account clerks, on the other hand, is expected to grow more slowly than the average for all occupations due to automation and the consolidation of recordkeeping functions across all industries.

The remainder of the information and record clerks are expected to decline. Employment of eligibility interviewers will decline as government programs, such as welfare, continue to be reformed, reducing the need for these types of workers. Both brokerage clerks and loan interviewers are expected to decline as online trading and other technological innovations continue to automate more of this type of work. And, employment of order clerks is expected to decline as advances in electronic commerce continue to increase the efficiency of transactions among businesses, consumers, and government.

### Earnings

Earnings vary widely by occupation and experience. Annual earnings ranged from less than \$12,370 for the lowest paid 10 percent of hotel clerks to over \$51,410 for the top 10 percent of brokerage clerks in 2000. Salaries of reservation and transportation ticket agents and travel clerks tend to be significantly higher than for other information and record clerks, while hotel, motel, and resort desk clerks tend to earn quite a bit less, as the following tabulation of median annual earnings shows.

Brokerage clerks .....	\$31,060
Eligibility interviewers, government programs .....	28,380
Human resources assistants, except payroll and timekeeping .....	28,340
Loan interviewers and clerks .....	26,410
Court, municipal, and license clerks .....	26,150
Customer service representatives .....	24,600
Credit authorizers, checkers, and clerks .....	24,570
Correspondence clerks .....	24,150
Order clerks .....	23,620
New accounts clerks .....	23,090
Reservation and transportation ticket agents and travel clerks ...	22,620
Interviewers, except eligibility and loan .....	20,840
Receptionists and information clerks .....	20,040
File clerks .....	18,700
Library assistants, clerical .....	17,980
Hotel, motel, and resort desk clerks .....	16,380

Earnings of hotel and motel desk clerks also vary considerably depending on the location, size, and type of establishment in which they work. For example, clerks at large luxury hotels and those

located in metropolitan and resort areas generally pay clerks more than less exclusive or "budget" establishments and those located in less populated areas.

In early 2001, the Federal Government typically paid salaries ranging from \$18,667 to \$22,734 a year to beginning receptionists with a high school diploma or 6 months of experience. The average annual salary for all receptionists employed by the Federal Government was about \$24,477 in 2001.

In addition to their hourly wage, full-time information and record clerks who work evenings, nights, weekends, or holidays may receive shift differential pay. Some employers offer educational assistance to their employees. Reservation and transportation ticket agents and travel clerks receive free or reduced rate travel on their company's carriers for themselves and their immediate family and, in some companies, for friends.

### Related Occupations

A number of other workers deal with the public, receive and provide information, or direct people to others who can assist them. Among these are dispatchers, security guards and gaming surveillance workers, tellers, and counter and rental clerks.

For more information on information and record clerks, see the statements on brokerage clerks; credit authorizers, checkers, and clerks; customer service representatives; file clerks; hotel, motel, and resort desk clerks; human resources assistants; interviewers; library assistants; order clerks; receptionists and information clerks; and reservation and transportation ticket agents and travel clerks following this statement.

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## Brokerage Clerks

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### Nature of the Work

Brokerage clerks perform a number of different jobs with wide ranging responsibilities, but all involve computing and recording data on securities transactions. Brokerage clerks also may contact customers, take orders, and inform clients of changes to their accounts. Some of these jobs are more clerical and require only a high school diploma, while others are considered entry-level positions for which a bachelor's degree is needed. Brokerage clerks, who work in the operations departments of securities firms, on trading floors, and in branch offices, also are called margin clerks, dividend clerks, transfer clerks, and broker's assistants.

The broker's assistant, also called sales assistant, is the most common type of brokerage clerk. These workers typically assist two brokers, for whom they take calls from clients, write up order tickets, process the paperwork for opening and closing accounts, record a client's purchases and sales, and inform clients of changes in their accounts. All brokers' assistants must be knowledgeable about investment products so that they can clearly communicate with clients. Those with a "Series 7" license can make recommendations to clients at the instruction of the broker. The Series 7 license is issued to securities and commodities sales representatives by the National Association of Securities Dealers and allows them to provide advice on securities to the public.

Brokerage clerks in the operations areas of securities firms perform many duties to facilitate the sale and purchase of stocks, bonds, commodities, and other kinds of investments. These clerks produce the necessary records of all transactions that occur in their area of the business. Job titles for many of these clerks depend upon the type of work they perform. Purchase-and-sale clerks, for



*Brokerage clerks record data on securities transactions.*

example, match orders to buy with orders to sell. They balance and verify stock trades by comparing the records of the selling firm with those of the buying firm. Dividend clerks ensure timely payments of stock or cash dividends to clients of a particular brokerage firm. Transfer clerks execute customer requests for changes to security registration and examine stock certificates for adherence to banking regulations. Receive-and-deliver clerks facilitate the receipt and delivery of securities among firms and institutions. Margin clerks post to and monitor activity in customers' accounts to ensure that clients make payments and stay within legal boundaries concerning stock purchases.

Technology is changing the nature of many of these workers' jobs. A significant and growing number of brokerage clerks use custom-designed software programs to process transactions more quickly. Only a few customized accounts are still handled manually. Furthermore, the rapid expansion of online trading reduces the amount of paperwork because brokerage clerks are able to make trades electronically.

### **Employment**

Brokerage clerks held about 70,000 jobs in 2000. Most worked in firms that sell securities and commodities.

### **Job Outlook**

Employment of brokerage clerks is expected to decline through the year 2010, as technological advancements continue to automate many of their job duties. With people increasingly investing in

securities, brokerage clerks will still be required to process larger volumes of transactions. And, some brokerage clerks will still be needed to update records, enter changes to customer's accounts, and verify securities transfers. However, due to the emergence of online trading and widespread automation in the securities and commodities industry, the demand for brokerage clerks in the coming decade will be limited. All job openings will stem from the need to replace clerks who transfer to other occupations or leave the labor force.

(See the introductory statement on information and record clerks for information on working conditions, training requirements, and earnings.)

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## **Credit Authorizers, Checkers, and Clerks**

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### **Nature of the Work**

Credit authorizers, checkers, and clerks review credit history and obtain the information needed to determine the creditworthiness of individuals or businesses applying for credit. They spend much of their day on the telephone obtaining information from credit bureaus, employers, banks, credit institutions, and other sources to determine applicants' credit history and ability to pay back the charge.



*Credit clerks typically handle the processing of credit applications.*