

**OCCUPATION  
HIGHLIGHTS**

**#3** OCCUPATION IN THE  
PUBLIC ADMINISTRATION  
SECTOR  
(13% of all jobs in the sector)

Number of jobs 2017  
**602**

CHANGE IN # OF JOBS  
**2016 - 2017**  
↓ **2%**

Median Earnings (2017)  
**\$20.10/hr**

Earnings Range (2017)  
\$14.70/hr → \$25.13/hr

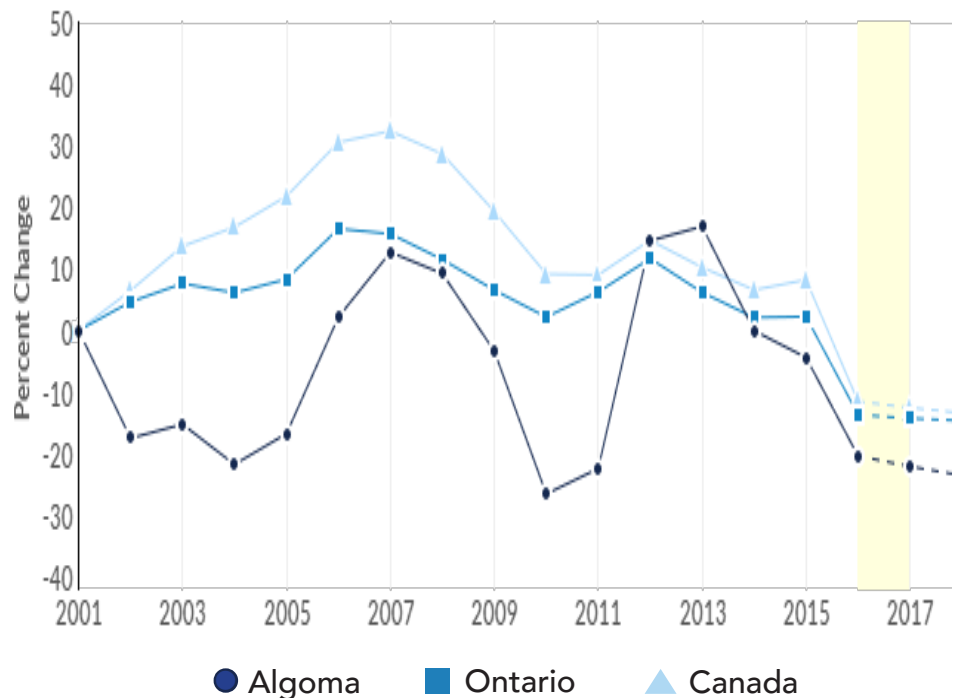
Aging Workforce  
53% Over the age of 45

**Gender**

15% Male 85% Female

**GENERAL OFFICE SUPPORT  
WORKERS  
NOC 1411**
**General Office Support Workers**

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

**Employment Trends**


REGION	2016 JOBS	2017 JOBS	CHANGE	% CHANGE 2016 - 2017	MEDIAN HOURLY EARNINGS
Algoma	615	602	-13	-2%	\$20.10
Ontario	86,261	85,687	-574	-1%	\$20.51
Canada	208,619	206,154	-2,465	-1%	\$20.99

## Job Titles

- Administrative clerk
- Aircraft records clerk
- File and classification clerk
- Filing clerk
- General office worker
- Medical records clerk
- Office assistant
- Office clerk
- Records filing-system clerk
- Technical records clerk

INDUSTRIES OF EMPLOYMENT	
GENERAL MEDICAL AND SURGICAL HOSPITALS	15%
PROVINCIAL AND TERRITORIAL PUBLIC ADMINISTRATION	8%
LOCAL, MUNICIPAL AND REGIONAL PUBLIC ADMINISTRATION	7%
OFFICE ADMINISTRATIVE SERVICES	5%
ELEMENTARY AND SECONDARY SCHOOLS	4%

## What Are The Typical Job Duties?

- Prepare correspondence, reports, statements, forms, presentations, applications and other documents from notes or dictaphone
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to staff, clients and the public regarding company or program rules, regulations and procedures
- Sort and file documents according to established filing systems, locate and retrieve documents from files as requested and maintain records of filed and removed materials
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Assist with administrative procedures such as budget submissions, contracts administration and work schedules
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- May perform basic bookkeeping tasks such as preparing invoices

## Campus Based Courses Available In Algoma

- Office Administration - Executive (Sault College)
- Business (Sault College)
- Bachelor of Business Administration (Algoma University)

## General Office Support Workers In Algoma

REGION	2016 JOBS	2017 JOBS	2016 - 2017 CHANGE	2016 - 2017 % CHANGE
Sault Ste. Marie	464	453	-11	-2%
Elliot Lake	38	37	-1	-3%
Blind River	26	26	0	0%
Hornepayne	17	17	0	0%
Wawa	16	15	-1	-6%